

PE12-026

HONDA

12/7/2012

Q4 CONSUMER
COMPLAINTS 2003 PILOT -
CAN'T REMOVE - STUCK

Case Details

Case ID : N012006-05-1000099 Division : Honda - Auto Condition : Closed Open Date : 5/10/2006 6:51:38 AM
 Case Originator : David Kitchen (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 5/10/2006 6:53:02 AM
 Case Owner : David Kitchen (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : David Kitchen (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - STEERING WHEEL ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 40,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Phone No. : 972-238-1700
 Address : 1331 N. CENTRAL EXPWY.
 City / State / Zip : RICHARDSON, TX 75080
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$91.00 /
 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
N012006-05-1000099-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012006-05-1000099-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2006 6:52:28 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 5/10/2006 6:52:56 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Internal Fail 2182
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Referred to Dealer
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 : N012006-05-1000099

Case Title : [REDACTED] - STEERING WHEEL ISSUE

*** CASE CREATE 5/10/2006 6:51:38 AM, dkitchen

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

*** NOTES 5/10/2006 6:51:39 AM, dkitchen, Action Type :

Customer called to inquire about road side assistance.

He said his steering wheel is in the locked position and the key won't come out.

I reviewed the owner manual with him on how to get the wheel unstuck. After 20 minutes, i referred him to contact a dealership to seek assistance. Customer thanked me for my time.

*** CASE MODIFY 5/10/2006 6:52:02 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE N012006-05-1000099-1 CREATE 5/10/2006 6:52:28 AM, dkitchen

Created in WIP Default with Due Date 5/10/2006 6:52:28 AM.

*** CASE MODIFY 5/10/2006 6:52:30 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2006 6:52:35 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE N012006-05-1000099-1 CLOSE 5/10/2006 6:52:56 AM, dkitchen

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/10/2006 6:52:57 AM, dkitchen

into WIP default and Status of Solving.

*** CASE CLOSE 5/10/2006 6:53:02 AM, dkitchen

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

Case Details

Case ID : N012012-01-1600572	Division : Honda - Auto	Condition : Closed	Open Date : 1/16/2012 8:55:04 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/16/2012 9:05:30 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	PILOT / 2003
Model ID / Product Line :	/
Miles / Hours :	140,000
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-01-1600572-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-01-1600572-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 1/16/2012 9:05:22 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 1/16/2012 9:05:30 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 : Provided Information, Updated 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 : N012012-01-1600572

Case Title : [REDACTED] - IGNITION SWITCH CONCERN

*** CASE CREATE 1/16/2012 8:55:04 AM, jnajee

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

*** NOTES 1/16/2012 9:04:57 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number 619-575-2429

Customer called in stating that he wants to know if there is a ignition switch recall. Customer stated that he cannot insert the key in the ignition. Customer advised that at times, he can insert the key although, the key will not come out of the ignition. Customer advised that he hasn't taken the vehicle to the dlr to have the vehicle diagnosed.

ACS informed customer without the vin ACS is unable to provide recall information. ACS informed customer that all recalls are vin specific and without the vin recall information isn't accessible. Customer put ACS on hold for a long while without coming back to the phone. ACS disconnected. No further information required.

*** CASE MODIFY 1/16/2012 9:05:11 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012012-01-1600572-1 CREATE 1/16/2012 9:05:22 AM, jnajee

Created in WIP Default with Due Date 1/16/2012 9:05:22 AM.

*** SUBCASE N012012-01-1600572-1 CLOSE 1/16/2012 9:05:30 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/16/2012 9:05:30 AM, jnajee

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012009-12-0101160 Division : Honda - Auto Condition : Closed Open Date : 12/1/2009 1:20:15 PM
 Case Originator : Fenton Hulse (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 12/1/2009 1:43:43 PM
 Case Owner : Fenton Hulse (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Fenton Hulse (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH FAILURE/ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 98,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208464 / COURTESY PALM HARBOR HONDA
 Phone No. : 727-772-6600
 Address : 31200 U.S. HIGHWAY 19
 City / State / Zip : PALM HARBOR, FL 34684
 Svc District / Sls District : 07K / F07
 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
N012009-12-0101160-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-12-0101160-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 12/1/2009 1:39:44 PM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 12/1/2009 1:41:10 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, 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

Case History

Case ID : N012009-12-0101160

Case Title : [REDACTED] - IGNITION SWITCH FAILURE/ASSISTANCE

*** CASE CREATE 12/1/2009 1:20:15 PM, fhulse

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

*** CASE MODIFY 12/1/2009 1:21:06 PM, fhulse

into WIP default and Status of Solving.

*** CASE MODIFY 12/1/2009 1:38:21 PM, fhulse

into WIP default and Status of Solving.

*** SUBCASE N012009-12-0101160-1 CREATE 12/1/2009 1:39:44 PM, fhulse

Created in WIP Default with Due Date 12/1/2009 1:39:44 PM.

*** SUBCASE N012009-12-0101160-1 CLOSE 12/1/2009 1:41:10 PM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/1/2009 1:42:59 PM, fhulse, Action Type : Call from Customer

Verified the customer contact information.

Best Contact Number: [REDACTED]

Situation: Ms. [REDACTED] key is jammed in her ignition switch.

Request: Ms. [REDACTED] wants to know if AHM can provide assistance in resolving this issue.

Probing Questions: Ms. [REDACTED] visited Courtesy Palm Harbour Honda for regular maintenance (new tires, brakes, alignment). While in the possession of the dealer, the key became stuck in the ignition switch. She was advised by Eddie SA that it would be \$200 parts and \$200 labor. She did mention that her husband had noticed some sort of issue with the ignition switch previously. She already has \$600 worth of maintenance repairs being performed and does not think its fair that she has to pay an additional \$400. She owns 4 other Hondas and has purchased them all from the same dealership.

Inbound Conclusion: ACS advised Ms. [REDACTED] that she is currently out of warranty and that AHM cannot provide assistance at this time. ACS also noted that Ms. [REDACTED] mentioned that her husband did notice a pre-existing issue with the ignition switch. ACS referred Ms. [REDACTED] to the dealer as she has a lengthy relationship with them. No further assistance is necessary. Case closed.

*** CASE MODIFY 12/1/2009 1:43:05 PM, fhulse

into WIP default and Status of Solving.

*** CASE CLOSE 12/1/2009 1:43:43 PM, fhulse

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

Case Details

Case ID : N012011-09-1400589 Division : Honda - Auto Condition : Closed Open Date : 9/14/2011 9:15:26 AM
 Case Originator : Wendell Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/14/2011 9:21:38 AM
 Case Owner : Wendell Walker (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Wendell Walker (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ KEYS STUCK IN IGNITION 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 : PHOENIX, AZ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 100,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208193 / BELL HONDA
 Phone No. : 602-789-9771
 Address : 701 WEST BELL ROAD
 City / State / Zip : PHOENIX, AZ 85023
 Svc District / Sls District : 10D / D10
 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
N012011-09-1400589-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-09-1400589-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wendell Walker	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2011 9:19:44 AM
Issue Owner : Wendell Walker	Type 2 : Operation	Queue :	Close Date : 9/14/2011 9:21:38 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 : Documented Concern, Referred to Dealer
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-09-1400589

Case Title : [REDACTED] KEYS STUCK IN IGNITION

*** CASE CREATE 9/14/2011 9:15:26 AM, wwalker1

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

*** CASE MODIFY 9/14/2011 9:15:52 AM, wwalker1

into WIP default and Status of Solving.

*** SUBCASE N012011-09-1400589-1 CREATE 9/14/2011 9:19:44 AM, wwalker1

Created in WIP Default with Due Date 9/14/2011 9:19:44 AM.

*** NOTES 9/14/2011 9:21:33 AM, wwalker1, Action Type : Call from Customer

ACS verified the customers information

The customer called requesting emergency assistance. The customers keys are stuck in the ignition and he cannot remove them.

I advised the customer to contact his nearest dealership

I documented his concern

I provided him with the phone number for his local dealership

No further action required.

*** SUBCASE N012011-09-1400589-1 CLOSE 9/14/2011 9:21:38 AM, wwalker1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/14/2011 9:21:38 AM, wwalker1

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

Case Details

Case ID : N012010-08-3100309 Division : Honda - Auto Condition : Closed Open Date : 8/31/2010 8:10:46 AM
 Case Originator : Mercedes Jackson (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/31/2010 8:26:44 AM
 Case Owner : Mercedes Jackson (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Mercedes Jackson (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18413H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 85,000
 In Service Date : 06/11/2002
 Months In Use : 98
 Engine Number : J35A42506778
 Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-3100309-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-3100309-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mercedes Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 8/31/2010 8:26:25 AM
Issue Owner : Mercedes Jackson	Type 2 : Operation	Queue :	Close Date : 8/31/2010 8:26:43 AM
Issue Title : XXXXXXXXXX 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, Referred to Dealer, 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 : N012010-08-3100309

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 8/31/2010 8:10:46 AM, mjackso3

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

*** CASE EXTENDED WARRANTY LOOKUP 8/31/2010 8:10:56 AM, mjackso3

WARRANTY CHECK 08/31/2010 08:10:55 AM mjackso3

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/31/2010 8:11:02 AM, mjackso3

CLAIM CHECK 08/31/2010 08:11:02 AM mjackso3

The following Claim History information was found

0; 2007-09-26; 207846; 016678; 510; 822140 ; REAR DOOR INSIDE HANDLE, RIGHT - REPLACE.

*** CASE CAMPAIGN LOOKUP 8/31/2010 8:11:22 AM, mjackso3

CAMPAIGN CHECK 08/31/2010 08:11:22 AM mjackso3

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; F

*** CASE VSC LOOKUP 8/31/2010 8:11:25 AM, mjackso3

VSC-CUC CHECK 08/31/2010 08:11:25 AM mjackso3

No data found for VIN.

*** CASE VSC LOOKUP 8/31/2010 8:11:53 AM, mjackso3

VSC-CUC CHECK 08/31/2010 08:11:53 AM mjackso3

No data found for VIN.

*** NOTES 8/31/2010 8:26:09 AM, mjackso3, Action Type : Call from Customer

ACS Verified the customer's contact information.

Best Contact Number, [REDACTED]

The customer's key is locked in her ignition. She stated that it won't turn the ignition or come out of the ignition. The key has been in the ignition since Saturday. She has not contacted the Honda dealer regarding this issue.

The customer would like to know if there are any recalls or campaigns in relation to her vehicle and the ignition switch.

I advised the customer that her vehicle was not listed under the recall in relation to the ignition switch at this time. I suggested that the customer take the vehicle to the dealer for an inspection.

The customer inquired as to if her vehicle was later added to the recall if she could be reimbursed. I advised her that in the event that her vehicle is later added and the repair has been completed already she can submit for reimbursement.

No further assistance was needed at this time.

*** SUBCASE N012010-08-3100309-1 CREATE 8/31/2010 8:26:25 AM, mjackso3

Created in WIP Default with Due Date 8/31/2010 8:26:25 AM.

*** SUBCASE N012010-08-3100309-1 CLOSE 8/31/2010 8:26:43 AM, mjackso3

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012010-08-3100309

Case Title : [REDACTED] - IGNITION CONCERN

*** CASE CLOSE 8/31/2010 8:26:44 AM, mjackso3

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

Case Details

Case ID : N012010-09-0100980	Division : Honda - Auto	Condition : Closed	Open Date : 9/1/2010 11:57:10 AM
Case Originator : Max Ruiz (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/1/2010 12:05:05 PM
Case Owner : Max Ruiz (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Max Ruiz (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] 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 :	RANCHO CUCAMONGA, CA [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 043
VIN Type / No. :	US VIN / 2HKYF18413H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1843EW / A
Miles / Hours :	85,000
In Service Date :	06/11/2002
Months In Use :	99
Engine Number :	J35A42506778
Originating Dealer No. / Name :	206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name :	206506 / NORM REEVES HONDA SUPERSTOR
Trim :	EX
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207846 / PENSKE HONDA ONTARIO
Phone No. :	909-974-3800
Address :	1401 AUTO CENTER DRIVE
City / State / Zip :	ONTARIO, CA 91761
Svc District / Sls District :	01B / 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
N012010-09-0100980-1 [REDACTED] CAMPAI	Subcase Close	Campaign	Details	725	Ignition Switch

Issue Details

Issue ID : N012010-09-0100980-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Max Ruiz	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/1/2010 12:02:33 PM
Issue Owner : Max Ruiz	Type 2 : Details	Queue :	Close Date : 9/1/2010 12:02:47 PM
Issue Title : ██████████ CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Website
 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 : N012010-09-0100980

Case Title : [REDACTED] IGNITION

*** CASE CREATE 9/1/2010 11:57:10 AM, mruiz

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

*** CASE CAMPAIGN LOOKUP 9/1/2010 11:58:13 AM, mruiz

CAMPAIGN CHECK 09/01/2010 11:58:12 AM mruiz

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2010 11:58:18 AM, mruiz

WARRANTY CHECK 09/01/2010 11:58:18 AM mruiz

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2010 11:58:22 AM, mruiz

CLAIM CHECK 09/01/2010 11:58:22 AM mruiz

The following Claim History information was found

0; 2007-09-26; 207846; 016678; 510; 822140 ; REAR DOOR INSIDE HANDLE, RIGHT - REPLACE.

*** CASE CAMPAIGN LOOKUP 9/1/2010 11:58:25 AM, mruiz

CAMPAIGN CHECK 09/01/2010 11:58:25 AM mruiz

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

*** CASE VSC LOOKUP 9/1/2010 11:58:26 AM, mruiz

VSC-CUC CHECK 09/01/2010 11:58:26 AM mruiz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/1/2010 11:59:03 AM, mruiz

CAMPAIGN CHECK 09/01/2010 11:59:03 AM mruiz

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

*** CASE CAMPAIGN LOOKUP 9/1/2010 11:59:11 AM, mruiz

CAMPAIGN CHECK 09/01/2010 11:59:11 AM mruiz

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

*** CASE VSC LOOKUP 9/1/2010 11:59:14 AM, mruiz

VSC-CUC CHECK 09/01/2010 11:59:14 AM mruiz

No data found for VIN.

Case History

Case ID : N012010-09-0100980

Case Title : [REDACTED] IGNITION

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2010 12:00:52 PM, mruiz
WARRANTY CHECK 09/01/2010 12:00:51 PM mruiz
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2010 12:00:56 PM, mruiz
CLAIM CHECK 09/01/2010 12:00:55 PM mruiz
The following Claim History information was found
0; 2007-09-26; 207846; 016678; 510; 822140 ; REAR DOOR INSIDE HANDLE, RIGHT - REPLACE.

*** CASE CAMPAIGN LOOKUP 9/1/2010 12:00:58 PM, mruiz
CAMPAIGN CHECK 09/01/2010 12:00:58 PM mruiz
The following Campaign information was found
03-081; P07; 02-03 TIMING BELT TENSIONER; 11/08/03; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

*** CASE VSC LOOKUP 9/1/2010 12:01:00 PM, mruiz
VSC-CUC CHECK 09/01/2010 12:00:59 PM mruiz
No data found for VIN.

*** CASE VSC LOOKUP 9/1/2010 12:01:27 PM, mruiz
VSC-CUC CHECK 09/01/2010 12:01:27 PM mruiz
No data found for VIN.

*** SUBCASE N012010-09-0100980-1 CREATE 9/1/2010 12:02:33 PM, mruiz
Created in WIP Default with Due Date 9/1/2010 12:02:33 PM.

*** SUBCASE N012010-09-0100980-1 CLOSE 9/1/2010 12:02:47 PM, mruiz
Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/1/2010 12:04:56 PM, mruiz, Action Type : Call from Customer
Updated customer info.

Best contact # [REDACTED]

Customer states that when putting the key in the ignition, the key will stay locked in the ignition and will not come out. Customer states that DLR advised her that the ignition needs to be replaced. Customer would like to know if there are any ignition recalls that affect her vehicle.

ACS advised customer that there are no current recalls for the ignition that affect her vehicle. ACS referred customer to owners.honda.com for recall info.

*** CASE MODIFY 9/1/2010 12:04:59 PM, mruiz
into WIP default and Status of Solving.

*** CASE CLOSE 9/1/2010 12:05:05 PM, mruiz
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-08-1601427 Division : Honda - Auto Condition : Closed Open Date : 8/16/2007 3:41:09 PM
 Case Originator : Atiya Bey (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/16/2007 3:54:12 PM
 Case Owner : Atiya Bey (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Atiya Bey (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - ignition switch failed 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 : ROSLYN HTS, NY [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 67,000
 In Service Date : 06/19/2002
 Months In Use : 62
 Engine Number : J35A42508715
 Originating Dealer No. / Name : 207255 / P. S. HONDA
 Selling Dealer No. / Name : 207255 / P. S. 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 : 207255 / P. S. HONDA
 Phone No. : 516-487-8900
 Address : 1260 NORTHERN BLVD.
 City / State / Zip : MANHASSET, NY 11030
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-1601427-1 [REDACTED]	PRODU Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-08-1601427-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Atiya Bey	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2007 3:53:55 PM
Issue Owner : Atiya Bey	Type 2 : Operation	Queue :	Close Date : 8/16/2007 3:54:10 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 : 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 : N012007-08-1601427

Case Title : [REDACTED] - ignition switch failed

*** CASE CREATE 8/16/2007 3:41:09 PM, abey

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

*** CASE CAMPAIGN LOOKUP 8/16/2007 3:42:59 PM, abey

CAMPAIGN CHECK 08/16/2007 03:42:59 PM abey

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-05-14; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-05-14; FX

0

*** NOTES 8/16/2007 3:53:05 PM, abey. Action Type : Call from Customer

Customer states that while attempting to insert her key into the ignition the key got stuck. She stated that she had to contact AAA and have the vehicle towed to her independent mechanic. She states that she contacted the P.S. Honda and was walked through a series of steps to remove her key that did not work. She states that she was informed that there have been other complaints regarding this issue and Honda Pilots.

I informed her that I checked the VIN information and there were no campaigns/recalls listed. I informed her that because she is out of warranty and did not have the repair made at a Honda dealer there would not be assistance available. I informed her that if she were to have had the vehicle diagnosed and towed to her local Honda dealer for repair this would have made a difference with her request for assistance.

She stated that she will be writing the President and requested the address to AHM.

I provided her with 1919 Torrance Blvd. Torrance, CA 90501-2746 and the President as Tetsuo Iwamura.

She stated no further assistance needed and ended call.

*** SUBCASE N012007-08-1601427-1 CREATE 8/16/2007 3:53:55 PM, abey

Created in WIP Default with Due Date 8/16/2007 3:53:55 PM.

*** SUBCASE N012007-08-1601427-1 CLOSE 8/16/2007 3:54:10 PM, abey

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/16/2007 3:54:12 PM, abey

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

Case Details

Case ID : N012012-06-0400654 Division : Honda - Auto Condition : Closed Open Date : 6/4/2012 8:38:41 AM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/12/2012 9:39:25 AM
 Case Owner : Sergio Salvador (Team HG) Method : Phone Queue : Days Open : 8
 Last Closed By : Sergio Salvador (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (DANBURY) 05F- [REDACTED] VEH NO START/KEY STUCK/STEERIN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] O
 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 : WILTON, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18593H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 83,596
 In Service Date : 07/09/2002
 Months In Use : 119
 Engine Number : J35A42513540
 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 : 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 : 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
N012012-06-0400654-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-06-0400654-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 6/5/2012 6:20:41 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 6/12/2012 9:38:25 AM
Issue Title : XXXXXXXXXX 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, 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 : N012012-06-0400654

Case Title : (DANBURY) 05F-[REDACTED] VEH NO START/KEY STUCK/STEERING WHEEL

*** CASE CREATE 6/4/2012 8:38:41 AM, kvibar

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

*** NOTES 6/4/2012 8:54:56 AM, kvibar, Action Type : Call from Customer

Verified Customer Information

Best Contact Number: [REDACTED]

About 4 months ago when she tried to put the key the vehicle wouldn't start. She stated that she would have to take the key out and put it in again for about 3-4 times. She stated that she took the vehicle to HONDA OF DANBURY and the company wouldn't do anything about it. She was informed that it would cost \$500 for the repair. The problem they have now is that they couldn't get the key out of the ignition switch and they had to use a pliers. She said on 6/01/12 they took it to the DLR who made them a new key and even they had to use the pliers too. She stated that right now everything is locked and they even wiggle the steering wheel, but she cannot get the key out or start it. She said that they were working with Dave the SM and she got a call this morning saying they cannot assist her. She stated this is their 1st Honda vehicle and they normally services at the DLR. She stated that she is calling for herself to make sure that the DLR called and to see what Honda can do.

ACS informed the customer that there is no known issue in regards to this matter. There is no warranty extension that can support any coverage for the repair. ACS informed the customer that the DLR do not contact AHM because they do have other routes when inquiring from Honda. ACS informed the customer that her case will be forwarded to confirm the information that the DLR provided to her and to see if there is anything else that can be done. ACS informed the customer that anything we review here in AHM in on a case by case basis and there is no guarantee the fact that she is outside of the warranty. She understood and thanked ACS. The customer needed no further assistance.

*** CASE MODIFY 6/4/2012 8:54:57 AM, kvibar
into WIP default and Status of Solving.*** CASE MODIFY 6/4/2012 8:55:14 AM, kvibar
into WIP default and Status of Solving.*** CASE MODIFY 6/4/2012 8:55:30 AM, kvibar
into WIP default and Status of Solving.*** CASE MODIFY 6/4/2012 8:55:56 AM, kvibar
into WIP default and Status of Solving.*** CASE DISPATCH 6/4/2012 8:56:03 AM, kvibar
from WIP default to Queue Honda Team G.*** CASE ASSIGN 6/4/2012 11:39:16 AM, galbu
N012012-06-0400654 to ssalvado, WIP*** CASE RULE ACTION 6/5/2012 2:28:42 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 6/5/2012 6:19:28 AM, ssalvado
into WIP ** default ** and Status of Solving.*** SUBCASE N012012-06-0400654-1 CREATE 6/5/2012 6:20:41 AM, ssalvado
Created in WIP Default with Due Date 6/5/2012 6:20:41 AM.

*** COMMIT 6/5/2012 6:20:48 AM, ssalvado, Action Type :

Case History

Case ID : N012012-06-0400654

Case Title : (DANBURY) 05F- [REDACTED] VEH NO START/KEY STUCK/STEERING WHEE

Made to ORLANDO ZACCONE due 06/08/2012 06:20:52 AM.

DCS Follow-Up

*** NOTES 6/5/2012 6:21:18 AM, ssalvado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/8/2012 6

Good Morning

The purpose of this message is regarding a recent contact by customer [REDACTED] 2HKYF18593H [REDACTED] Customer contacted ACS regarding an issue with ignition switch. 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

- 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 6/5/2012 6:21:27 AM, ssalvado

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

*** NOTES 6/5/2012 6:38:51 AM, ssalvado, Action Type : Note-General

The following vehicles were found to have been purchase by the customer's household:

2HKYF18593H [REDACTED]-2003 Pilot

JH4KA4644JC [REDACTED] 1988 Legend

*** CASE MODIFY 6/5/2012 6:57:24 AM, ssalvado

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

*** NOTES 6/5/2012 11:13:25 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on [REDACTED] requesting a call back to discuss the case.

*** NOTES 6/5/2012 11:16:56 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Dave, SA, who informed ACS that the SM was out for the rest of the week. SA confirmed the customer was in a few days. 6/1, ago at 83596 miles with a worn down ignition switch which was preventing them from turning the ignition or taking out the key. SA stated that

Case History

Case ID : N012012-06-0400654

Case Title : (DANBURY) 05F- [REDACTED] - VEH NO START/KEY STUCK/STEERING WHEEL

the customer was quoted about \$520 but based on the customer loyalty their dealership reduced the price of the repairs down to \$450. SA informed ACS that the warranty cost of the repairs was about \$363.26 of which ACS agreed to reduce the cost of the repairs by about 25% reducing the customers responsibility down to about \$275. SA was asked to present the offer.

*** CASE MODIFY 6/5/2012 11:17:09 AM, ssalvado
into WIP ** default ** and Status of Solving.

*** CASE FULFILL 6/8/2012 2:30:24 PM, ssalvado
Fulfilled for [REDACTED] due 06/08/2012 06:20:52 AM.

*** COMMIT 6/8/2012 2:30:25 PM, ssalvado, Action Type : N/A
follow up on offer (6/11)

*** CASE MODIFY 6/8/2012 2:30:44 PM, ssalvado
into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 6/12/2012 9:38:06 AM, ssalvado, Action Type : Call to Customer

ACS called customer who informed ACS that the dealership was in contact with her and extended the offer to reduce the cost of the repairs down to about \$293 with taxes. Customer stated that she accepted the offer and had the repairs completed but she was not happy with the outcome of the case. Customer stated that she went online and found 19 other customer with the same model vehicle and having the same issue and she feels that the vehicle should have been recalled for the concern. Customer stated that the most upsetting thing was that since they replaced the ignition switch the gave her a new set of keys and now she needs to carry two keys, one to open her door and one to start the vehicle. Customer stated that the dealership told her that it would cost her \$88 for a keyless entry remote. Customer was informed that ACS understood her position but would like to clarify that that 19 vehicles would hardly qualify as a wide spread issue given that there were hundreds of thousands of her model out on the road. Customer was informed that ACS involvement was to assist with the repair cost which she is confirming her vehicle is back in operation but her concern is more along the lines of convenience. Customer was informed that ACS was not in a position to further assist with the repairs and apologized for not meeting her expectations. Customer did not have any other concern or question.

*** SUBCASE N012012-06-0400654-1 CLOSE 6/12/2012 9:38:25 AM, ssalvado
Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/12/2012 9:39:17 AM, ssalvado, Action Type : Note-Resolution

DPSM involved? No

Customer pay quote from Dealership: \$ 450.00

Total Warranty Repair Cost \$ 363.26

Total Amount Authorized for claim: \$ 90.82

Percentage of Goodwill Authorized: 25%

Total the Customer will pay \$ 272.45 + Applicable tax

*** CASE MODIFY 6/12/2012 9:39:21 AM, ssalvado
into WIP 5F- Rena Baeza and Status of Solving.

*** CASE CLOSE 6/12/2012 9:39:25 AM, ssalvado
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-08-0900031 Division : Honda - Auto Condition : Closed Open Date : 8/9/2012 6:18:18 AM
 Case Originator : Crystal Pillow (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/9/2012 6:26:29 AM
 Case Owner : Crystal Pillow (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Pillow (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN (ND) No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 228
 VIN Type / No. : US VIN / 2HKYF18503H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 90,000
 In Service Date : 08/08/2002
 Months In Use : 120
 Engine Number : J35A42518734
 Originating Dealer No. / Name : 207248 / JACK O DIAMONDS HONDA
 Selling Dealer No. / Name : 207248 / JACK O DIAMONDS 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 :
 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
N012012-08-0900031-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-0900031-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2012 6:26:16 AM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 8/9/2012 6:26:29 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 : Documented Concern, 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

Case History

Case ID : N012012-08-0900031

Case Title : [REDACTED] IGNITION SWITCH CONCERN (ND)

*** CASE CREATE 8/9/2012 6:18:18 AM, cpillow

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

*** CASE MODIFY 8/9/2012 6:18:23 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 6:18:45 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 6:19:19 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 6:19:27 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 6:21:06 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 6:21:15 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 8/9/2012 6:25:39 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his key keeps getting stuck in the ignition. Customer states he is calling to find out if there are currently any campaigns that would extend coverage towards the repairs. Customer states his vehicle is 9yrs old (in service date reflects that the vehicle is in fact 10 yrs old) and claims he feels the ignition switch failing is premature.

ACS expressed understanding of customer's concern and apologized he had this experience. ACS advised customer that at this time there are currently no ignition switch related campaigns that would extend coverage for the repairs he needs.

ACS did advise of the open recall for the lighting switch coupler and referred him to his local Honda dealership to have recall repairs performed at no cost. Customer advised he required no further assistance. Case closed.

*** SUBCASE N012012-08-0900031-1 CREATE 8/9/2012 6:26:16 AM, cpillow

Created in WIP Default with Due Date 8/9/2012 6:26:16 AM.

*** SUBCASE N012012-08-0900031-1 CLOSE 8/9/2012 6:26:29 AM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/9/2012 6:26:29 AM, cpillow

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

Case Details

Case ID : N012011-07-2200070	Division : Honda - Auto	Condition : Closed	Open Date : 7/22/2011 6:38:02 AM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/22/2011 2:36:06 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 : [REDACTED] - IGNITION CONCERN/ KEY STUCK IN THE IGNITION S	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 : PALISADES PARK, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18693H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours :
 In Service Date : 09/14/2002
 Months In Use : 106
 Engine Number : J35A42526007
 Originating Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 Selling Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-07-2200070-1 / [REDACTED]	P Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-2200070-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2011 6:39:32 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 7/22/2011 6:39:59 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 : Referred to Manual, Referred to Dealer, 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 : N012011-07-2200070

Case Title :

[REDACTED] - IGNITION CONCERN/ KEY STUCK IN THE IGNITION SWITCH

*** CASE CREATE 7/22/2011 6:38:02 AM, jnakya

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

*** NOTES 7/22/2011 6:38:08 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding ignition concerns / key stuck in ignition

The customer indicated that she isn't able to move the shift lever out of Park and she also can't turn the ignition switch to remove the key. ACS informed the customer that steering wheel maybe locked, ACS asked the customer to turn the steering wheel hard while turning the ignition key and the customer replied he just want turn. ACS asked the customer if she had roadside assistance and the customer replied yes, she has Triple A. ACS informed he customer that she may need further assistance from the dealership.

ACS informed the customer that there is a Shift Lock Release process in the manual page 236-237, which ACS read to the customer. The customer replied she needs help so she is going to call Triple A.

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 7/22/2011 6:38:58 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012011-07-2200070-1 CREATE 7/22/2011 6:39:32 AM, jnakya

Created in WIP Default with Due Date 7/22/2011 6:39:32 AM.

*** SUBCASE N012011-07-2200070-1 CLOSE 7/22/2011 6:39:59 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/22/2011 6:40:01 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 7/22/2011 2:36:06 PM, jnakya

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

Case Details

Case ID : N012009-04-1000427 Division : Honda - Auto Condition : Closed Open Date : 4/10/2009 9:34:35 AM
 Case Originator : Philicia Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/10/2009 9:53:41 AM
 Case Owner : Philicia Walker (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Philicia Walker (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION PROBLEM 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 : SANDPOINT, ID ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18593H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 163,511
 In Service Date : 09/05/2002
 Months In Use : 79
 Engine Number : J35A42527187
 Originating Dealer No. / Name : 207683 / MICK MCCLURE HONDA
 Selling Dealer No. / Name : 207683 / MICK MCCLURE 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 : 207683 / MICK MCCLURE HONDA
 Phone No. : 208-743-6596
 Address : 2323 JUNIPER DR
 City / State / Zip : LEWISTON, ID 83501
 Svc District / Sls District : 02E / E02
 Warranty Labor Rate / Date : \$89.00 /
 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
N012009-04-1000427-1 ██████████ - PRODU	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-04-1000427-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2009 9:53:25 AM
Issue Owner : Philicia Walker	Type 2 : Operation	Queue :	Close Date : 4/10/2009 9:53:38 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 : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-1000427

Case Title : [REDACTED] - IGNITION PROBLEM

*** CASE CREATE 4/10/2009 9:34:35 AM, pwalker

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

*** CASE CAMPAIGN LOOKUP 4/10/2009 9:34:46 AM, pwalker

CAMPAIGN CHECK 04/10/2009 09:34:46 AM pwalker

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/15/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/28/05; FX

*** CASE CUC LOOKUP 4/10/2009 9:35:27 AM, pwalker

CUC CHECK 04/10/2009 09:35:27 AM pwalker

The following CUC information was found

[REDACTED] ACTIVE;105000;19455;50400;2005-09-05;2009-09-05;;2003-10-16;2003-10-16;207683;;0;2003-10-31;2003-10-20

*** CASE VSC LOOKUP 4/10/2009 9:35:27 AM, pwalker

VSC CHECK 04/10/2009 09:35:27 AM pwalker

The following VSC information was found

[REDACTED] V001789679;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2003-10-16;2009-09-04;100000;19455;207683;0.00

*** CASE CAMPAIGN LOOKUP 4/10/2009 9:35:33 AM, pwalker

CAMPAIGN CHECK 04/10/2009 09:35:32 AM pwalker

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/15/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/28/05; FX

*** CASE CLAIMS LOOKUP 4/10/2009 9:35:36 AM, pwalker

CLAIM HISTORY CHECK 04/10/2009 09:35:35 AM pwalker

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 4/10/2009 9:35:38 AM, pwalker

WARRANTY CHECK 04/10/2009 09:35:38 AM pwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/10/2009 9:37:30 AM, pwalker

CLAIM HISTORY CHECK 04/10/2009 09:37:29 AM pwalker

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/10/2009 9:37:34 AM, pwalker

CAMPAIGN CHECK 04/10/2009 09:37:34 AM pwalker

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/15/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/28/05; FX

Case History

Case ID : N012009-04-1000427

Case Title : [REDACTED] - IGNITION PROBLEM

*** CASE VSC LOOKUP 4/10/2009 9:40:07 AM, pwalker

VSC CHECK 04/10/2009 09:40:07 AM pwalker

The following VSC information was found

[REDACTED];V001789679;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2003-10-16;2009-09-04;100000;19455;207683;
0.00

*** CASE CUC LOOKUP 4/10/2009 9:40:07 AM, pwalker

CUC CHECK 04/10/2009 09:40:07 AM pwalker

The following CUC information was found

[REDACTED] ACTIVE;105000;19455;50400;2005-09-05;2009-09-05;;2003-10-16;2003-10-16;207683;;0;2003-10-31;2003-1
0-20

*** CASE VSC LOOKUP 4/10/2009 9:43:11 AM, pwalker

VSC CHECK 04/10/2009 09:43:10 AM pwalker

The following VSC information was found

[REDACTED] V001789679;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2003-10-16;2009-09-04;100000;19455;207683;
0.00

*** CASE CUC LOOKUP 4/10/2009 9:43:11 AM, pwalker

CUC CHECK 04/10/2009 09:43:11 AM pwalker

The following CUC information was found

[REDACTED] ACTIVE;105000;19455;50400;2005-09-05;2009-09-05;;2003-10-16;2003-10-16;207683;;0;2003-10-31;2003-1
0-20

*** CASE EXTENDED WARRANTY LOOKUP 4/10/2009 9:43:34 AM, pwalker

WARRANTY CHECK 04/10/2009 09:43:34 AM pwalker

No data found for VIN.

*** CASE VSC LOOKUP 4/10/2009 9:44:55 AM, pwalker

VSC CHECK 04/10/2009 09:44:55 AM pwalker

The following VSC information was found

[REDACTED];V001789679;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2003-10-16;2009-09-04;100000;19455;207683;
0.00

*** CASE CUC LOOKUP 4/10/2009 9:44:56 AM, pwalker

CUC CHECK 04/10/2009 09:44:56 AM pwalker

The following CUC information was found

[REDACTED] ACTIVE;105000;19455;50400;2005-09-05;2009-09-05;;2003-10-16;2003-10-16;207683;;0;2003-10-31;2003-1
0-20

*** NOTES 4/10/2009 9:52:03 AM, pwalker, Action Type : Call from Customer

The customer's information was verified.

The customer states that 3 months ago she began to experience a problem when taking the key out of the ignition.

She states that the key doesn't turn and come out and that she has to wiggle the key out of the ignition.

The customer states that she now leaves the key in the ignition.

Case History

Case ID : N012009-04-1000427

Case Title : ██████████ - IGNITION PROBLEM

The customer states that she lives a hour from the dealer and the dealer replaced the key an the problem was never corrected.
The customer also states that the she can not use the low speed wipers. She states that she can only use the high speed.
The customer states that the vehicle was taken into an IRF and she was advised that this is not the first pilot that has experienced these concerns.

The customer states that she would like to know what Honda can do for her.
I explained that there are no TSB and that the vehicle needs to be taken to a Honda dealer for a diagnose.
I explained that the vehicle is 63k miles out of the warranty. I explained that if the dealer feels that this is a concern that requires assistance , that they will offer assistance at that time.
The customer was not pleased.
She had no other questions.

- *** CASE MODIFY 4/10/2009 9:52:10 AM, pwalker
into WIP default and Status of Solving.
- *** CASE MODIFY 4/10/2009 9:52:17 AM, pwalker
into WIP default and Status of Solving.
- *** SUBCASE N012009-04-1000427-1 CREATE 4/10/2009 9:53:25 AM, pwalker
Created in WIP Default with Due Date 4/10/2009 9:53:25 AM.
- *** SUBCASE N012009-04-1000427-1 CLOSE 4/10/2009 9:53:38 AM, pwalker
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 4/10/2009 9:53:41 AM, pwalker
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-06-0300149 Division : Honda - Auto Condition : Closed Open Date : 6/3/2011 7:23:39 AM
 Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/3/2011 7:33:18 AM
 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 : ██████████ - IGNITION INTERLOCK FAILURE/TRANSMISSION FAILURE G 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 : MANCHESTER, CT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18523H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 151,000
 In Service Date : 09/17/2002
 Months In Use : 105
 Engine Number : J35A42531635
 Originating Dealer No. / Name : 206794 / MANCHESTER HONDA
 Selling Dealer No. / Name : 206794 / MANCHESTER 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 : 206794 / MANCHESTER HONDA
 Phone No. : 860-645-3100
 Address : 24 ADAMS STREET
 City / State / Zip : MANCHESTER, CT 06042
 Svc District / Sls District : 09D / B09
 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
N012011-06-0300149-1 / ██████████	PRODUC Subcase Close	Product	Operation	725	Ignition Switch
N012011-06-0300149-2 / ██████████	PRODUC Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012011-06-0300149-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2011 7:30:37 AM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 6/3/2011 7:33:17 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

Issue Details

Issue ID : N012011-06-0300149-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2011 7:31:26 AM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 6/3/2011 7:33:18 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 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 : N012011-06-0300149

Case Title : [REDACTED] IGNITION INTERLOCK FAILURE/TRANSMISSION FAILURE GW REQ

*** CASE CREATE 6/3/2011 7:23:39 AM, mterzoli
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** SUBCASE N012011-06-0300149-1 CREATE 6/3/2011 7:30:37 AM, mterzoli
Created in WIP Default with Due Date 6/3/2011 7:30:37 AM.

*** SUBCASE N012011-06-0300149-2 CREATE 6/3/2011 7:31:26 AM, mterzoli
Created in WIP Default with Due Date 6/3/2011 7:31:26 AM.

*** CASE MODIFY 6/3/2011 7:32:02 AM, mterzoli
into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2011 7:32:09 AM, mterzoli
into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2011 7:32:26 AM, mterzoli
into WIP default and Status of Solving.

*** NOTES 6/3/2011 7:33:11 AM, mterzoli, Action Type : Call from Customer
ACS verified customer info.

Best number [REDACTED]

Customer advised that in 2009 at 135K he purchased the vehicle used from Manchester Honda. Customer advised that yesterday the check engine light came on in the vehicle and he brought it into Manchester Honda. Customer advised that the DLR test drove the vehicle and pulled the error codes on the vehicle. Customer advised that the DLR found the error codes and the showed results of a transmission concern. DLR also found that the ignition key was getting stuck and would need to be replaced as well. Customer advised that he has only owned the vehicle a 1 yr and 8 months and only put 16K on the car. Customer has been advised that he would need to have the transmission and ignition interlock replaced. Customer advised that he has not been given any quotes. Customer advised that he is looking for assistance with the repairs to the ignition and transmission.

ACS advised that at this time the vehicle is well outside of the warranty period. ACS advised that the vehicle does not have any open recalls/warranty extension or product updates for this issue. ACS advised that his concerns have been documented and will remain on file. ACS advised that the vehicle is beyond the point that AHM would be in a position to offer assistance. Customer understood.

*** SUBCASE N012011-06-0300149-1 CLOSE 6/3/2011 7:33:17 AM, mterzoli
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-06-0300149-2 CLOSE 6/3/2011 7:33:18 AM, mterzoli
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2011 7:33:18 AM, mterzoli
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-07-0100133 Division : Honda - Auto Condition : Closed Open Date : 7/1/2011 7:01:52 AM
 Case Originator : NaKya Jai (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/1/2011 2:11:30 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 : ██████████ - IGNITION KEY STUCK/ HARD TO TURN 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 DIEGO, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18683H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 148,000
 In Service Date : 10/04/2002
 Months In Use : 105
 Engine Number : J35A42533851
 Originating Dealer No. / Name : 207408 / VILLA HONDA
 Selling Dealer No. / Name : 207408 / VILLA 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 / 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
N012011-07-0100133-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/10/2012

Issue Details

Issue ID : N012011-07-0100133-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2011 10:26:52 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 7/1/2011 10:27:11 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, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-0100133

Case Title : [REDACTED] - IGNITION KEY STUCK/ HARD TO TURN

*** CASE CREATE 7/1/2011 7:01:52 AM, jnakya

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

*** NOTES 7/1/2011 7:07:11 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding ignition key stuck/ hard to turn

The customer indicated that about a few weeks ago he has experience a concern with starting the vehicle. The customer indicated that there is a problem with the ignition key getting stuck to where he had to call a lock smith to assistance him. The customer indicated that he researched the matter online and noticed a lot of complaints on this concern so he is calling to request some assistance toward repairing this problem.

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 is over the limitation and there wouldn't be any assistance provided.

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 7/1/2011 7:07:14 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2011 7:07:25 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012011-07-0100133-1 CREATE 7/1/2011 10:26:52 AM, jnakya

Created in WIP Default with Due Date 7/1/2011 10:26:52 AM.

*** SUBCASE N012011-07-0100133-1 CLOSE 7/1/2011 10:27:11 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/1/2011 10:27:14 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 7/1/2011 2:11:30 PM, jnakya

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

Case Details

Case ID : N012010-05-0601462 Division : Honda - Auto Condition : Closed Open Date : 5/6/2010 3:35:43 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/12/2010 11:22:45 AM
 Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 6
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 10D/ ARROWHEAD [REDACTED] TRANSMISSION SEAL WARRANTY 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 : WADDELL, AZ [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 1822
 VIN Type / No. : US VIN / 2HKYF18733H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 119,000
 In Service Date : 10/05/2002
 Months In Use : 91
 Engine Number : J35A42535708
 Originating Dealer No. / Name : 208286 / BUENA PARK HONDA
 Selling Dealer No. / Name : 208286 / BUENA PARK 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 : 208011 / ARROWHEAD HONDA
 Phone No. : 623-974-9700
 Address : 8380 WEST BELL ROAD
 City / State / Zip : PEORIA, AZ 85382
 Svc District / SIs District : 10D / D10
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208058	POWER HONDA COSTA MES		YES

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-05-0601462-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012010-05-0601462-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 5/7/2010 4:03:17 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 5/12/2010 11:22:40 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 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
06200-PVG-A04	WARRANTY A/R BARE	Not Applicable

Case History

Case ID : N012010-05-0601462

Case Title : 10D/ ARROWHEAD [REDACTED] TRANSMISSION SEAL WARRANTY CLARIFI

*** CASE CREATE 5/6/2010 3:35:43 PM, cbaldas

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

*** CASE CAMPAIGN LOOKUP 5/6/2010 3:35:50 PM, cbaldas

CAMPAIGN CHECK 05/06/2010 03:35:49 PM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/26/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06-

*** CASE CLAIMS LOOKUP 5/6/2010 3:35:53 PM, cbaldas

CLAIM CHECK 05/06/2010 03:35:53 PM cbaldas

The following Claim History information was found

0; 2008-10-22; 208264; 943191; 610; 853099 ; S/T BASE FOR SEAT, REAR.

*** CASE EXTENDED WARRANTY LOOKUP 5/6/2010 3:35:54 PM, cbaldas

WARRANTY CHECK 05/06/2010 03:35:54 PM cbaldas

No data found for VIN.

*** CASE VSC LOOKUP 5/6/2010 3:35:59 PM, cbaldas

VSC CHECK 05/06/2010 03:35:59 PM cbaldas

The following VSC information was found

[REDACTED] V002913167;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2007-01-24;2009-10-04;100000;53200;208058
;0.00

*** CASE CUC LOOKUP 5/6/2010 3:36:00 PM, cbaldas

CUC CHECK 05/06/2010 03:35:59 PM cbaldas

The following CUC information was found

[REDACTED] EXPIRED;100000;53200;65200;2007-01-24;2009-10-05;2002-10-05;2007-01-24;2007-01-24;208058;2007-12-2
7;72746;2007-01-31;2007-01-29

*** CASE MODIFY 5/6/2010 3:36:24 PM, cbaldas

into WIP default and Status of Solving.

*** CASE MODIFY 5/6/2010 3:36:46 PM, cbaldas

into WIP default and Status of Solving.

*** CASE MODIFY 5/6/2010 3:36:50 PM, cbaldas

into WIP default and Status of Solving.

*** CASE MODIFY 5/6/2010 3:44:36 PM, cbaldas

into WIP default and Status of Solving.

*** NOTES 5/6/2010 3:56:27 PM, cbaldas, Action Type : Call from Customer

Verified customer contact information. phn# 480-216-9585

Customer states that 10 months ago the previous owner had the transmission replaced @ Power Honda Costa Mesa and the dealership that replaced the transmission didn't replace the seal. Customer has had Arrowhead Honda look at the vehicle because the seal is leaking. Customer states that the dealership wants to charge

Case History

Case ID : N012010-05-0601462

Case Title : 10D/ ARROWHEAD - [REDACTED] - TRANSMISSION SEAL WARRANTY CLARIFI

her \$1000 to replace the seal. Customer states that the customer service is horrible as well. Customer states that she has never encountered such rude, ignorant, and arrogant people. Customer states that she had to pay to replace the ignition already because the dealership damaged her ignition. Customer is upset that they want to charge her \$1000 to replace the seal and then are telling her that if there are other leaks that they would charge her to look at those after fixing the seal. Customer states she just picked up her vehicle from the dealership after the inspection and states that the service advisor (David McGuire) actually threw her keys at her from across the counter. Customer feels that the dealership is trying to price gouge her and that they don't know what's wrong with her vehicle. Customer was told that the seal was part of the transmission and should be covered under the transmission warranty. This was a "warm sell" between the previous owner and the current owner. Customer is in contact with the previous owner. Customer states that the seal should have been recommended for replacement when the transmission was replaced and that it is standard transmission "protocol" to replace this seal whenever the transmission is removed from the vehicle.

Customer wants to use Earnhardt Honda for any repairs in the future. Customer is seeking assistance in determining whether or not the transmission seal should have been replaced at the same time the transmission was replaced and is seeking clarification as to whether this seal would be covered for replacement under the replacement transmission warranty.

ACS advised customer that her case would be forwarded to a case manager for assistance, that results are not guaranteed, and that a case manager would follow up with her within 1-2 business days. Case dispatched.

*** CASE MODIFY 5/6/2010 3:56:57 PM, cbaldas
into WIP default and Status of Solving.

*** CASE DISPATCH 5/6/2010 3:57:14 PM, cbaldas
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 5/6/2010 4:25:56 PM, jsmith02
N012010-05-0601462 to bmcdonal, WIP

*** CASE RULE ACTION 5/6/2010 4:25:56 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-05-0601462-1 CREATE 5/7/2010 4:03:17 PM, bmcdonal
Created in WIP Default with Due Date 5/7/2010 4:03:17 PM.

*** CASE MODIFY 5/7/2010 4:03:44 PM, bmcdonal
into WIP default and Status of Solving.

*** CASE MODIFY 5/7/2010 4:04:19 PM, bmcdonal
into WIP default and Status of Solving.

*** CASE MODIFY 5/7/2010 4:04:29 PM, bmcdonal
into WIP default and Status of Solving.

*** NOTES 5/7/2010 4:25:53 PM, bmcdonal, Action Type : Call to Customer

I called and spoke to Mrs [REDACTED] about the complaint. I advised this call may be monitored or recorded for quality purposes. I advised the customer that I will research the issue and determine if there is an opportunity to provided assistance. AHM can liaison with the dealership and I will contact both to review the repairs. The Costa Mesa, CA dealer who completed the work should be held accountable for anything directly related to the repair. The customer indicted that she purchased the vehicle about one month ago from a private party. The private party and she are in co ownership of the vehicle.

The customer said that she is not happy with Arrowhead Honda. Particularly with David McGuire who threw her keys at her. The customer said that dealer broke /damaged her ignition. the customer paid for the part and the dealer the labor. The customer said that the ignition may have needed a repair but, now she has two sets of keys to the vehicle. The customer is not happy with the events of her interaction with Arrowhead. I advised the customer that I cannot

Case History

Case ID : N012010-05-0601462

Case Title : 10D/ ARROWHEAD - [REDACTED] - TRANSMISSION SEAL WARRANTY CLARIFI

force one dealer to take on the responsibilities for repairs performed at another dealership. The customer said the several other dealers she call said that they replace the rear main seal when the transmission is changed. The Arrowhead Honda said that the rear main seal is not part of the transmission , its a part of the engine. This is the basis that Arrowhead will not cover the seal under the transmission (replaced 10 months ago) warranty.

I advised the customer that I will re-contact her by Wednesday May 12 the.

*** COMMIT 5/7/2010 4:28:36 PM, bmcDonal, Action Type : N/A

Made to [REDACTED] due 05/10/2010 04:28:42 PM.

DCS Follow-Up call the customer

*** NOTES 5/7/2010 4:37:48 PM, bmcDonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/10/2010

This customer contacted our office regarding the following issue(s): Please, contact the Case Manager to discuss this customer's contention. Thank you for your timely response.

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

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

Bettie McDonald
Automobile Customer Service
310 783- 7749 Direct line

*** CASE MODIFY COMMITMENT 5/7/2010 4:38:13 PM, bmcDonal

with [REDACTED] due 05/12/2010 04:28:42 PM.

*** CASE MODIFY 5/7/2010 4:38:19 PM, bmcDonal

into WIP default and Status of Solving.

*** NOTES 5/12/2010 9:05:36 AM, bmcDonal, Action Type : Call from Dealer

George, SM called ACS to report inspection findings. According to the SM the customer doesn't have a transmission leak. The leak is coming from the rear main seal (engine). The color of the fluid is not that of transmission fluid. The customer is not happy with the determination not to cover the leak under the transmission warranty. The SM said that the customer is not the original owner.

The customer' second issue had to do with the key being stuck in the ignition. This was the way the vehicle was brought in. The SM said the customer advised the dealer not to remove the key from the ignition. The SM said with the number of service staff, nit everybody was aware of the customer direction. The key was removed. The SM said that they were not willing to take on the liability of haring a vehicle on there lot with a key in the ignition. In the opinion of the SM , the ignition needed to be replaced anyway. The dealer covered the labor and the customer paid for the parts. The SM said that at a point the customer became volatile and used profane language toward the service staff. At this point the dealer is not replacing the rear main seal under the warranty.

*** NOTES 5/12/2010 9:21:37 AM, bmcDonal, Action Type : Call to Dealer

Left a message for George, SM requested a call back to discuss routine transmission repairs. I want to raise a question if it's recommended to replace the rear main seal.

*** CASE MODIFY 5/12/2010 9:21:48 AM, bmcDonal

Case History

Case ID : N012010-05-0601462

Case Title : 10D/ ARROWHEAD - [REDACTED] - TRANSMISSION SEAL WARRANTY CLARIFI

into WIP 10D and Status of Solving.

*** NOTES 5/12/2010 9:38:36 AM, bmcDonal, Action Type : Call from Dealer

George, SM called ACS to address question on recommendation for rear main seal. According to the SM, he can only speak for what would have happened in his shop. Based on the mileage and age of the vehicle, he would have recommended to the customer to replace the seal while replacing the transmission. The are working in the same area, the additional cost would be a prudent measure to take. If the customer had declined the recommendation could have been on the invoice. Taking this course would have been beneficial to the dealership and provided the customer/owner reason for the recommendation , the proper and allowed them to make the decision in their best interest.

The SM said on behalf of the customer they contacted Power Honda. The position of the dealership is firm there was no leak at the time of the transmission replacement that area was all dry. The dealer is not willing to accept any financial responsibility to address the replacing the rear 10 months after the original repair.

I thanked the SM for taking the time to return the call and provide the information.

*** CASE CLAIMS LOOKUP 5/12/2010 9:40:56 AM, bmcDonal

CLAIM CHECK 05/12/2010 09:40:56 AM bmcDonal

The following Claim History information was found

0; 2008-10-22; 208264; 943191; 610; 853099 ; S/T BASE FOR SEAT, REAR.

*** NOTES 5/12/2010 9:42:50 AM, bmcDonal, Action Type : Note-General

Claim History reflects Power Honda replaced the transmission @ 102, 737K on 05/31/2009 GW Parts-Only 06200-PVG-A04.

*** SUBCASE N012010-05-0601462-1 MODIFY 5/12/2010 9:43:46 AM, bmcDonal

into WIP WIPbin-Sub 1 and Status of Solving.

*** CASE MODIFY 5/12/2010 9:44:09 AM, bmcDonal

into WIP 10D and Status of Solving.

*** NOTES 5/12/2010 11:22:11 AM, bmcDonal, Action Type : Call to Customer

I called and spoke to Mrs. [REDACTED] I advised this call may be monitored or recorded for quality purposes. I reviewed the information that was provided by the Arrowhead Honda. I explained the SM provided an appropriate explanation of what their recommendation would be had the transmission been replaced at Arrowhead. The customer became upset in saying that the only problem she had with Arrowhead Honda was the person that threw the keys at her.

I didn't raise question to her conduct of being rude and disrespectful to the service department or her use of profane language as the SM, George described.

I explained to the customer she agrees that Power Honda should have recommended the rear main seal being replaced. I advised the customer that her concern is a workmanship issue performed nearly one year ago when the vehicle was in the possession of the former owner. The customer said she and the former owner , still hold co-ownership of the vehicle. The customer has the expectation of AHM going after Power Honda because they failed to make a recommendation of replacing the rear main seal. I attempted to offer further information and the customer interrupted and over-talked me during this phase of the conversation. I allowed the customer to vent. The customer said that she was filing a complaint with BBB and the Attorney General against Power Honda.

The customer said she felt that AHM has the responsibility to "make" Power repair the vehicle. I explained that I have the responsibility for AZ where the vehicle is physically now located. The customer was unwilling to accept any explanation and reiterated that she would move forward with action with BBB.

I thanked Mrs. [REDACTED] for the opportunity to review her concerns and taking the time to talk to me this afternoon.

Case History

Case ID : N012010-05-0601462

Case Title : 10D/ ARROWHEAD - [REDACTED] - TRANSMISSION SEAL WARRANTY CLARIFI

*** CASE FULFILL 5/12/2010 11:22:21 AM, bmcdonal

Fulfilled for [REDACTED] due 05/12/2010 04:28:42 PM.

*** SUBCASE N012010-05-0601462-1 CLOSE 5/12/2010 11:22:40 AM, bmcdonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2010 11:22:45 AM, bmcdonal

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N032010-12-1500174 Division : Honda - Auto Condition : Closed Open Date : 12/15/2010 7:23:33 AM
 Case Originator : Laura Aldrich (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 12/15/2010 7:28:50 AM
 Case Owner : Laura Aldrich (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Laura Aldrich (Team CC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION INTERLOCK ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 1130
 VIN Type / No. : US VIN / 2HKYF18513H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 93,000
 In Service Date : 10/04/2002
 Months In Use : 98
 Engine Number : J35A42536687
 Originating Dealer No. / Name : 206805 / LUTHER BROOKDALE HONDA
 Selling Dealer No. / Name : 206805 / LUTHER BROOKDALE HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-12-1500174-1 / ██████████ - CAMPA	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032010-12-1500174-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/15/2010 7:28:34 AM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 12/15/2010 7:28:45 AM
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
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-12-1500174

Case Title : [REDACTED] - IGNITION INTERLOCK ISSUE

*** CASE CREATE 12/15/2010 7:23:33 AM, laldrich

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

*** CASE MODIFY 12/15/2010 7:25:13 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 12/15/2010 7:28:13 AM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM because his son who is driving the vehicle, is having a problem taking the key out of the ignition. He read online about problems with the igniton interlock.

Per CRMS, I informed the customer the vehicle was not included in any campaign regarding the ignition.

*** SUBCASE N032010-12-1500174-1 CREATE 12/15/2010 7:28:34 AM, laldrich

Created in WIP Default with Due Date 12/15/2010 7:28:34 AM.

*** SUBCASE N032010-12-1500174-1 CLOSE 12/15/2010 7:28:45 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/15/2010 7:28:48 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 12/15/2010 7:28:50 AM, laldrich

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

Case Details

Case ID : N012012-09-2402933 Division : Honda - Auto Condition : Closed Open Date : 9/24/2012 4:14:07 PM
 Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 9/24/2012 4:18:35 PM
 Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF187X3H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 110,000
 In Service Date : 10/19/2002
 Months In Use : 119
 Engine Number : J35A42538594
 Originating Dealer No. / Name : 207060 / BOB THOMAS HONDA
 Selling Dealer No. / Name : 207060 / BOB THOMAS 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 :
 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
N012012-09-2402933-1 / ██████████ - PRODU	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-09-2402933-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2012 4:18:24 PM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 9/24/2012 4:18:35 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
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 : N012012-09-2402933

Case Title : [REDACTED] - IGNITION COMPLAINT

*** CASE CREATE 9/24/2012 4:14:07 PM, Inoble

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

*** NOTES 9/24/2012 4:17:39 PM, Inoble, Action Type : Call from Customer

verified customer's info

best contact [REDACTED]

Customer stated recently her key got stuck in the ignition and wouldn't come out. Customer stated she had to have the locks changed out and was told it was a recall. Customer wanted to know if it was true.

ACS advised the customer that there are currently no recalls for her complaint. ACS advised the customer that if one does come out she will be notified by mail.

customer understood case closed

*** SUBCASE N012012-09-2402933-1 CREATE 9/24/2012 4:18:24 PM, Inoble

Created in WIP Default with Due Date 9/24/2012 4:18:24 PM.

*** CASE MODIFY 9/24/2012 4:18:32 PM, Inoble

into WIP default and Status of Solving.

*** CASE CLOSE 9/24/2012 4:18:35 PM, Inoble

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

*** SUBCASE N012012-09-2402933-1 CLOSE 9/24/2012 4:18:35 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032006-01-1601282 Division : Honda - Auto Condition : Closed Open Date : 1/16/2006 12:40:42 PM
 Case Originator : Stephanie Fields (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 1/18/2006 9:06:20 AM
 Case Owner : Tina Crabtree (Team HB) Method : Dealer Referred Queue : Days Open : 2
 Last Closed By : Tina Crabtree (Team HB) Point of Origin : Customer Wipbin :
 Case Title : 5K [REDACTED] - IGNITION 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 : MORGANVILLE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED] 1775
 VIN Type / No. : US VIN / 2HKYF18503H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 56,000
 In Service Date : 10/24/2002
 Months In Use : 39
 Engine Number : J35A42543167
 Originating Dealer No. / Name : 207449 / DCH KAY HONDA
 Selling Dealer No. / Name : 207449 / DCH KAY 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 : 208347 / HONDA OF FREEHOLD
 Phone No. : 732-462-5300
 Address : 4244 U.S. HIGHWAY 9
 City / State / Zip : FREEHOLD, NJ 07728
 Svc District / Sls District : 05K / G05
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : GUS TOWLI 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
N032006-01-1601282-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032006-01-1601282-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tina Crabtree	Type 1 : Product	Status : Subcase Close	Open Date : 1/18/2006 6:35:07 AM
Issue Owner : Tina Crabtree	Type 2 : Operation	Queue :	Close Date : 1/18/2006 9:06:16 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 : Assist - AHM 100%
 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 : N032006-01-1601282

Case Title : 5K - DAVID MICHAEL - [REDACTED] IGNITION SWITCH

*** CASE CREATE 1/16/2006 12:40:42 PM, sfields

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

*** CASE EXTENDED WARRANTY LOOKUP 1/16/2006 12:40:51 PM, sfields

WARRANTY CHECK 01/16/2006 12:40:51 PM sfields

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/16/2006 12:40:55 PM, sfields

CLAIM HISTORY CHECK 01/16/2006 12:40:55 PM sfields

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/16/2006 12:44:31 PM, sfields

CAMPAIGN CHECK 01/16/2006 12:44:31 PM sfields

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ;

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

*** CASE CAMPAIGN LOOKUP 1/16/2006 12:45:29 PM, sfields

CAMPAIGN CHECK 01/16/2006 12:45:29 PM sfields

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ;

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

*** CASE CAMPAIGN LOOKUP 1/16/2006 12:48:32 PM, sfields

CAMPAIGN CHECK 01/16/2006 12:48:32 PM sfields

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ;

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

*** NOTES 1/16/2006 12:57:36 PM, sfields, Action Type : Call from Customer

The customer contacted AHM regarding a problem with his ignition switch. The customer states that 2 days ago he went to take his key out of the ignition and couldn't. The customer took the vehicle to David Michael Honda and spoke with S/A Chad, whom advised him that he needed the ignition completely replaced. The customer states that the dealership advised him that it was not covered under his warranty. The dealership advised him to call AHM and request goodwill assistance. The customer is asking that AHM review the repair for goodwill assistance because he feels that this type of problem should not be something that wears out. The customer has owned 3 Hondas and 1 Acura. The customer states that the cost of the repairs will be \$599.00, which includes replacement of the ignition and re key all the locks.

I also advised the customer about the open campaigns on this vehicle.

I explained to the customer that I would forward this case to a CM, and they would make the decision on a case-by-case basis. I gave the customer his case number. The customer was satisfied and thanked me for my assistance.

*** CASE MODIFY 1/16/2006 12:59:19 PM, sfields

into WIP default and Status of Solving.

Case History

Case ID : N032006-01-1601282

Case Title : 5K - DAVID MICHAEL - [REDACTED] - IGNITION SWITCH

*** CASE ASSIGN 1/16/2006 12:59:29 PM, sfields
N032006-01-1601282 to mrivas, WIP

*** CASE RULE ACTION 1/16/2006 12:59:30 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/16/2006 12:59:31 PM, sfields
into WIP default and Status of Solving.

*** CASE MODIFY 1/16/2006 3:00:34 PM, mrivas
into WIP default and Status of Solving.

*** CASE DISPATCH 1/16/2006 3:00:55 PM, mrivas
from WIP default to Queue Honda Team B.

*** CASE ACCEPT 1/17/2006 12:27:10 PM, tcrabtre
from Queue Honda Team B to WIP Default.

*** CASE MODIFY 1/18/2006 6:34:01 AM, tcrabtre
into WIP Default and Status of Solving.

*** CASE MODIFY 1/18/2006 6:34:26 AM, tcrabtre
into WIP Default and Status of Solving.

*** SUBCASE N032006-01-1601282-1 CREATE 1/18/2006 6:35:07 AM, tcrabtre
Created in WIP Default with Due Date 1/18/2006 6:35:07 AM.

*** CASE MODIFY 1/18/2006 6:35:34 AM, tcrabtre
into WIP Default and Status of Solving.

*** NOTES 1/18/2006 8:41:55 AM, tcrabtre, Action Type : Call to Dealer

I spoke with Chad in Service. He said the customer had his car towed in because it would not start. They diagnosed that the ignition seitch needed to be replaced and quoted the customer \$495 for the repair. Chad said this vehicle was athte end of it's lease and the customer could not turn it in if it didn't start. He also said the customer just leased 2006 Pilot from them, so I gave him my authorization to cover the repair for the customer, since he was a repeat Honda buyer. I told him I will let the customer know.

*** NOTES 1/18/2006 9:05:53 AM, tcrabtre, Action Type : Call to Customer

I spoke to the customer and let him know I spoke with Chad. I told him I gave Chad my authorization to cover his ignition switch repair, because we both thought the part should not have failed so soon and also to thank him for his loyalty. I told him Chad said he will complete the repair as soon as possible. I also told him to call me if he has any questions or if he needs any further assistance.

*** SUBCASE N032006-01-1601282-1 CLOSE 1/18/2006 9:06:16 AM, tcrabtre
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/18/2006 9:06:20 AM, tcrabtre
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-11-2203190 Division : Honda - Auto Condition : Closed Open Date : 11/22/2010 2:13:38 PM
 Case Originator : Ryan Watkins (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 11/22/2010 2:26:55 PM
 Case Owner : Ryan Watkins (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team HI) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION INTERLOCK 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 : AMITE, LA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 05
 VIN Type / No. : US VIN / 2HKYF18683H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 200,000
 In Service Date : 11/12/2002
 Months In Use : 96
 Engine Number : J35A42543687
 Originating Dealer No. / Name : 207337 / MOSS HONDA
 Selling Dealer No. / Name : 207337 / MOSS 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 : 206627 / RICHARDS HONDA
 Phone No. : 225-928-6100
 Address : 7791 FLORIDA BLVD.
 City / State / Zip : BATON ROUGE, LA 70806
 Svc District / Sls District : 03D / E03
 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
N012010-11-2203190-1 / ██████████ - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-11-2203190-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2010 2:21:21 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 11/22/2010 2:21:30 PM
Issue Title : XXXXXXXXXX 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 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 : N012010-11-2203190

Case Title : [REDACTED] IGNITION INTERLOCK

*** CASE CREATE 11/22/2010 2:13:38 PM, rwatkins

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

*** CASE MODIFY 11/22/2010 2:13:57 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 2:14:02 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 2:18:01 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 2:19:36 PM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE N012010-11-2203190-1 CREATE 11/22/2010 2:21:21 PM, rwatkins

Created in WIP Default with Due Date 11/22/2010 2:21:21 PM.

*** SUBCASE N012010-11-2203190-1 CLOSE 11/22/2010 2:21:30 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** NOTES 11/22/2010 2:25:52 PM, rwatkins, Action Type : Call from Customer

ANITA FISHER verified contact info.

Customer states today she noticed key will not be removed from ignition.

Customer removed her battery to prevent theft.

ACS referred customer to dlr. Customer agreed to call DLR . Call end.

*** NOTES 11/22/2010 2:26:32 PM, rwatkins, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

[REDACTED] verified contact info.

VIN 2HKYF18683H [REDACTED]

Customer states today she noticed key will not be removed from ignition.

Customer removed her battery to prevent theft.

ACS referred customer to dlr. Customer agreed to call DLR . Call end.

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

Thank you for your attention to this matter.

Ryan Watkins

Automobile Customer Service

*** CASE CLOSE 11/22/2010 2:26:55 PM, rwatkins

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

Case Details

Case ID : N012011-06-2002870 Division : Honda - Auto Condition : Closed Open Date : 6/20/2011 3:58:36 PM
 Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 6/24/2011 1:22:35 PM
 Case Owner : Reginald Richardson (Team HE) Method : Mail Queue : Days Open : 4
 Last Closed By : Reginald Richardson (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7A - 08307 - [REDACTED] - IGNITION KEY ISSUE No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 712
 VIN Type / No. : US VIN / 2HKYF18403H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 130,000
 In Service Date : 11/09/2002
 Months In Use : 103
 Engine Number : J35A42544578
 Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
 Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
 Trim : EX
 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 : 208307 / CREST HONDA
 Phone No. : 615-256-5656
 Address : 2215 ROSA L PARKS BLVD
 City / State / Zip : NASHVILLE, TN 37228
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$95.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-2002870-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-06-2002870-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 6/21/2011 6:45:18 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 6/24/2011 1:22:34 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 : Assist - Svc Credit, 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 : N012011-06-2002870

Case Title : 7A - 08307 - [REDACTED] - IGNITION KEY ISSUE

*** CASE CREATE 6/20/2011 3:58:36 PM, pbongco

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

*** NOTES 6/20/2011 3:58:41 PM, pbongco, Action Type :

On 06/20/11 ACS received a 1-page letter from the customer regarding ignition key failure.

*** CASE MODIFY 6/20/2011 3:58:57 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 6/20/2011 3:58:59 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 6/20/2011 3:59:00 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 6/20/2011 3:59:27 PM, pbongco

from WIP default to Queue Honda Team E.

*** CASE ADD ATTACHMENT 6/20/2011 4:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-06-2002870_1.PDF

*** CASE ASSIGN 6/21/2011 5:57:56 AM, ltafoya

N012011-06-2002870 to rrichard, WIP

*** CASE RULE ACTION 6/21/2011 5:57:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/21/2011 6:13:59 AM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 6/21/2011 6:15:10 AM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 6/21/2011 6:20:26 AM, rrichard

into WIP default and Status of Solving.

*** NOTES 6/21/2011 6:44:10 AM, rrichard, Action Type : Call to Customer

ACS contacted the customer and introduced myself as the RCM. ACS asked the customer to elaborate on the failure or malfunction. The customer states that the ignition key keeps getting stuck in the ignition and will not come out. The customer states that she has not taken the vehicle to the dealership as of yet. The customer states that she has all her oil changes at IRF. The customer states that she has major services done at Crest Honda. The customer wants to know if there is anything that can be done. The customer states that she currently owns 3 Hondas.

ACS apologized for the inconvenience. ACS advised the customer that the warranty on the ignition was 3yrs/36k miles whichever comes first. The customer understood and states that this may be a common issue with Honda keys as her other 2 Hondas have issues with unlocking the door with the key as well. ACS advised the customer that assistance is highly unlikely due to the age and mileage on the vehicle. The customer understood.

ACS advised the customer that before we can look into providing assistance the vehicle must be inspected at a Honda dealership first. The customer states that she will take the vehicle to be inspected on 06/24/11. ACS provided the customer with my contact information and advised her that I will follow up on 06/24/11 No further assistance was needed at this time.

*** CASE MODIFY 6/21/2011 6:44:27 AM, rrichard

Case History

Case ID : N012011-06-2002870

Case Title : 7A - 08307 - [REDACTED] GNITION KEY ISSUE

into WIP default and Status of Solving.

*** COMMIT 6/21/2011 6:44:31 AM, rrichard, Action Type : N/A

Made to [REDACTED] due 06/24/2011 06:44:32 AM.

follow up with customer! inspection results

*** SUBCASE N012011-06-2002870-1 CREATE 6/21/2011 6:45:18 AM, rrichard

Created in WIP Default with Due Date 6/21/2011 6:45:18 AM.

*** CASE MODIFY 6/21/2011 6:45:25 AM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 6/21/2011 6:45:27 AM, rrichard

into WIP default and Status of Solving.

*** NOTES 6/24/2011 1:20:16 PM, rrichard. Action Type : Call to Customer

The customer states that she took the vehicle to Crest Honda on 06/24/11. The customer states that she was informed that the key needs to be recylinder the key and she needs to replace the key. The customer states that she was given an estimate of about \$330. The customer states that she was informed that this was a common problem. The customer states that she is seeking some sort assistance. ACS informed the customer that AHM is not in a position to provide any type of monetary assistance based on the high miles on the vehicle. ACS advised the customer that because she owns 3 Hondas, ACS would like to help in some way to promote Honda brand loyalty.

ACS apologized again for the inconvenience. ACS thanked the customer for taking the time out to provide feedback. ACS advised the customer that AHM would like to offer a dealer service credit in the amount of \$150 as a G/W gesture. ACS advised the customer that she could use the dealer service credit at any Honda dealership. The customer understood and was very happy. ACS confirmed the customers address and advised her that the check should arrive within 3 weeks. The customer understood and no further assistance was needed at this time.

*** NOTES 6/24/2011 1:22:08 PM, rrichard. Action Type : Letter/Fax

June 24, 2011

[REDACTED]
Nashville, TN [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Company regarding your 2003 Honda Pilot , VIN 2HKYF18403H [REDACTED] We apologize for any inconvenience you may have experienced as a result of the situation you encountered, and appreciate the opportunity to respond to your concerns.

Because American Honda Motor Co., Inc. values your loyalty, we would like to extend a complimentary \$150 credit toward your next service or purchase of any Honda part or accessory at any authorized Honda dealership of your choice.

Please present this original letter to the Service Manager at the authorized Honda dealership of your choice, prior to having any service performed. This offer is only valid for the vehicle indicated above and while the vehicle is under the New Vehicle Limited Warranty, as indicated in the Warranty Booklet. This offer is non-transferable and must be used during a single dealer visit.

Should you have any questions please feel free to call me at 1-800-999-1009, ext. 117752.

Case History

Case ID : N012011-06-2002870

Case Title : 7A - 08307 - [REDACTED] - IGNITION KEY ISSUE

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Reginald Richardson
Automobile Customer Service
File No. N012011-06-2002870

Note to Honda dealership:

An original copy of this letter must be presented at the time the repair order is written. Photocopies will not be accepted, and this offer is not transferable to another individual or subsequent owner. Please contact Automobile Customer Service for proper authorization codes.

Authenticity of this letter is verified by Honda watermark on letterhead paper.

- *** CASE MODIFY 6/24/2011 1:22:29 PM, rrichard
into WIP 7A - Christine and Status of Solving.
- *** SUBCASE N012011-06-2002870-1 CLOSE 6/24/2011 1:22:34 PM, rrichard
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 6/24/2011 1:22:35 PM, rrichard
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032012-08-1700830 Division : Honda - Auto Condition : Closed Open Date : 8/17/2012 11:41:59 AM
 Case Originator : Tiffany Moss (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 8/30/2012 1:48:30 PM
 Case Owner : Suk Hong (Team CB) Method : Phone Queue : Days Open : 13
 Last Closed By : Suk Hong (Team CB) Point of Origin : Customer Wipbin :
 Case Title : 3A [REDACTED] - S34 LIAISON 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 : ARLINGTON, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF184X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 250,000
 In Service Date : 11/16/2002
 Months In Use : 117
 Engine Number : J35A42546033
 Originating Dealer No. / Name : 207545 / HUGGINS HONDA
 Selling Dealer No. / Name : 207545 / HUGGINS HONDA
 Trim : EX
 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 : 206662 / VANDERGRIF HONDA
 Phone No. : 817-275-3371
 Address : 1104 W. INTERSTATE 20
 City / State / Zip : ARLINGTON, TX 76017
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032012-08-1700830-1 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	7280A5	SAFTETY RECALL CAMP
N032012-08-1700830-2 / [REDACTED]	CAMP Subcase Close	Campaign	Financial Assistance	728	Turn signal swit
N032012-08-1700830-3 / [REDACTED]	CAMP Subcase Close	Campaign	Financial Assistance	725	Ignition Switch

Issue Details

Issue ID : N032012-08-1700830-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/17/2012 11:51:55 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 8/17/2012 11:53:17 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7280A5 / SAFETY RECALL CAMPAIGN: INSTALL A COM
 Condition Code Desc Any 7280
 Campaign Code / Desc : S34 / LIGHTING SWITCH COUP
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032012-08-1700830-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suk Hong	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/27/2012 11:22:43 AM
Issue Owner : Suk Hong	Type 2 : Financial Assistance	Queue :	Close Date : 8/27/2012 11:22:51 AM
Issue Title : ██████████ CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728 / Turn signal swit
 Condition Code Desc Any 7280
 Campaign Code / Desc : S34 / LIGHTING SWITCH COUP
 Temperament Code : Cold
 Resolutions : No Contact
 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 : N032012-08-1700830-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suk Hong	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/30/2012 1:48:18 PM
Issue Owner : Suk Hong	Type 2 : Financial Assistance	Queue :	Close Date : 8/30/2012 1:48:30 PM
Issue Title : [REDACTED]	CAMPAIGN - FINANCIAL ASSISTANCE		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : S34 / LIGHTING SWITCH COUP
Temperament Code : Cold
Resolutions : 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 : N032012-08-1700830

Case Title : 3A [REDACTED] - S34 LIAISON

*** CASE CREATE 8/17/2012 11:41:59 AM, tmoss

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

*** CASE MODIFY 8/17/2012 11:42:58 AM, tmoss

into WIP Default and Status of Solving.

*** CASE MODIFY 8/17/2012 11:44:59 AM, tmoss

into WIP Default and Status of Solving.

*** CASE MODIFY 8/17/2012 11:45:06 AM, tmoss

into WIP Default and Status of Solving.

*** CASE MODIFY 8/17/2012 11:45:23 AM, tmoss

into WIP Default and Status of Solving.

*** NOTES 8/17/2012 11:49:53 AM, tmoss, Action Type : Call from Customer

I updated and verified the customers contact information [REDACTED]

The customer contacted AHM and stated that she took the vehicle to Vandergriff Honda in regards to the S34 recall that was open on the vehicle. She stated that she was informed that the recall did not have to be completed on the vehicle, and she would need to wait until an issue occurred before the recall can be completed. I asked her if she spoke with the SM, and she could not remember if she did, but she did not take her vehicle to the dealership, but this is the nearest dealership to her.

I apologized to her for her experience with the dealership, and informed her that that recall will need to be completed as soon as possible. I informed her that I would forward the case to a CM for liaison assistance. I advised her that it would take 1-2 business days for the CM to contact her. She stated that she will be out of town for a week, so she would not be able to handle everything right away.

The customer is requesting assistance with the S34 recall.

The customer took her vehicle to Vandergriff Honda.

The case should be forwarded to Team CB.

*** CASE CREATE 8/17/2012 11:51:55 AM, tmoss

Number = N032012-08-1700830-1, Created in WIP Default with due date 08/18/2012 11:51:55 AM..

*** SUBCASE N032012-08-1700830-1 CREATE 8/17/2012 11:51:55 AM, tmoss, Action Type :

Created in WIP Default with due date 08/18/2012 11:51:55 AM.

*** SUBCASE N032012-08-1700830-1 MODIFY 8/17/2012 11:52:08 AM, tmoss

into WIP Default and Status of Solving.

*** NOTES 8/17/2012 11:52:20 AM, tmoss, Action Type : Note-General

Subcase created in error.

*** CASE MODIFY 8/17/2012 11:52:24 AM, tmoss

into WIP Default and Status of Solving.

*** CASE MODIFY 8/17/2012 11:52:39 AM, tmoss

into WIP Default and Status of Solving.

*** CASE DISPATCH 8/17/2012 11:52:44 AM, tmoss

Case History

Case ID : N032012-08-1700830

Case Title : 3A [REDACTED] - S34 LIAISON

from WIP Default to Queue Chino Team CB.

*** SUBCASE N032012-08-1700830-1 CLOSE 8/17/2012 11:53:17 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE YANKED 8/17/2012 2:55:01 PM, rcisne01

Yanked by rcisne01 into WIPbin Default.

*** CASE ASSIGN 8/17/2012 4:39:26 PM, rcisne01

N032012-08-1700830 to shong, WIP

*** CASE RULE ACTION 8/17/2012 4:39:26 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/20/2012 1:00:52 PM, shong

into WIP default and Status of Solving.

*** NOTES 8/20/2012 1:03:34 PM, shong, Action Type : Call to Customer
request under review

*** CASE MODIFY 8/20/2012 1:05:05 PM, shong

into WIP default and Status of Solving.

*** NOTES 8/20/2012 1:09:07 PM, shong, Action Type : Call to Customer

I attempted to contact Mrs. [REDACTED] but she was unavailable. I left a detailed message, introducing myself as the CM assigned to assist her request.

I advised her that I would like to review the request/information with her and requested a call back at her earliest convenience. Contact information was provided.
The call ended.

*** COMMIT 8/20/2012 1:09:11 PM, shong, Action Type : N/A

S34 - 2ND CALL

*** CASE MODIFY 8/20/2012 1:09:20 PM, shong

into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2012 1:09:28 PM, shong

into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2012 12:46:33 PM, shong

into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:46:40 PM, shong

into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:47:12 PM, shong

into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:47:30 PM, shong

into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:47:40 PM, shong

into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:47:48 PM, shong

into WIP 2nd call and Status of Solving.

Case History

Case ID : N032012-08-1700830

Case Title : 3A [REDACTED] - S34 LIAISON

*** CASE MODIFY 8/23/2012 12:47:50 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:47:55 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:49:03 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 12:54:13 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE FULFILL 8/23/2012 1:23:41 PM, shong
Fulfilled for [REDACTED] due 08/23/2012 12:00:00 AM.

*** NOTES 8/23/2012 1:23:48 PM, shong, Action Type : Call to Customer

I attempted to contact Mrs. Lois Partridge but she was unavailable. I left a detailed message, introducing myself as the CM assigned to assist her request.

I advised her that I would like to review the request/information with her and requested a call back at her earliest convenience. Contact information was provided.

The call ended.

*** COMMIT 8/23/2012 1:23:53 PM, shong, Action Type : N/A

S34 - 3RD CALL

*** CASE MODIFY 8/23/2012 1:24:06 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/23/2012 1:24:10 PM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/27/2012 10:42:11 AM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/27/2012 11:20:33 AM, shong
into WIP 2nd call and Status of Solving.

*** CASE MODIFY 8/27/2012 11:20:51 AM, shong
into WIP 2nd call and Status of Solving.

*** NOTES 8/27/2012 11:22:25 AM, shong, Action Type : Call to Customer

I attempted to contact Mrs. [REDACTED] but she was unavailable. I left a detailed message, introducing myself as the CM assigned to assist her request.

I advised her that I would like to review the request/information with her and requested a call back at her earliest convenience.

Customer was advised that this will be my last attempt to contact her and that the case will remain closed until AHM hears back from her.

Contact information was provided. The call ended.

*** CASE CREATE 8/27/2012 11:22:43 AM, shong

Number = N032012-08-1700830-2, Created in WIP default with due date 08/28/2012 11:22:43 AM..

*** SUBCASE N032012-08-1700830-2 CREATE 8/27/2012 11:22:43 AM, shong, Action Type :

Created in WIP default with due date 08/28/2012 11:22:43 AM.

*** SUBCASE N032012-08-1700830-2 MODIFY 8/27/2012 11:22:47 AM, shong

into WIP default and Status of Solving.

Case History

Case ID : N032012-08-1700830

Case Title : 3A [REDACTED] - S34 LIAISON

*** CASE MODIFY 8/27/2012 11:22:50 AM, shong
into WIP 2nd call and Status of Solving.

*** SUBCASE N032012-08-1700830-2 CLOSE 8/27/2012 11:22:51 AM, shong
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/27/2012 11:22:51 AM, shong
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/27/2012 2:48:32 PM, shong
with Condition of Open and Status of Solving.

*** NOTES 8/27/2012 3:02:46 PM, shong, Action Type : Call from Customer

Mrs. [REDACTED] called back after she received my message on her VM. She stated that she was away on vacation and she couldn't return my calls. I apologized for the inconvenience and advised her that a safety recall MUST be performed ASAP and AHM cannot wait for the part to fail. Customer stated that she was told different by the Honda dealership. I apologized for any miscommunications by the Honda dealership and offered to make this right. Customer accepted. I advised her that I would like to schedule an appointment for her and she accepted.

I contacted Vandergriff Honda and spoke to SA-Howard Russell. I provided him with the customer's background and advised him that the customer was declined a recall service.

I conferenced the customer and introduced both parties.

Customer was able to schedule an appointment for tomorrow, August 28th 2012 at 10:00am. SA stated that they have a shuttle service that will drop her off at home and pick her back up when the vehicle is serviced. Customer accepted.

I thanked both parties for their participation and cooperation. The call ended.

*** NOTES 8/27/2012 3:02:58 PM, shong, Action Type : Note-Resolution
Appointment has been scheduled for the recall.

*** COMMIT 8/27/2012 3:03:01 PM, shong, Action Type : N/A

S34 - RECALL SERVICED?

*** CASE MODIFY 8/27/2012 3:03:12 PM, shong
into WIP default and Status of Solving.

*** CASE MODIFY 8/30/2012 9:01:51 AM, shong
into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:12:26 PM, shong
into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:12:50 PM, shong
into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:13:16 PM, shong
into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:13:50 PM, shong
into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:14:53 PM, shong
into WIP pending and Status of Solving.

Case History

Case ID : N032012-08-1700830

Case Title : 3A- [REDACTED] S34 LIAISON

*** CASE FULFILL 8/30/2012 1:17:22 PM, shong

Fulfilled for [REDACTED] due 08/30/2012 12:00:00 AM.

*** NOTES 8/30/2012 1:21:20 PM, shong, Action Type : Call to Customer

I attempted to contact the customer but she was unavailable. I left a detailed message, introducing myself as a CM calling from AHM. I advised her that I was calling to follow-up with the status of the recall and to check if she had the recall serviced at Vandergriff Honda. I provided my contact information and requested a call back at his earliest convenience. Call ended.

*** COMMIT 8/30/2012 1:21:24 PM, shong, Action Type : N/A

S34 - RECALL SERVICED? 2ND CALL

*** CASE MODIFY 8/30/2012 1:21:35 PM, shong

into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:24:55 PM, shong

into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:29:27 PM, shong

into WIP pending and Status of Solving.

*** CASE MODIFY 8/30/2012 1:38:10 PM, shong

into WIP pending and Status of Solving.

*** CASE FULFILL 8/30/2012 1:38:15 PM, shong

Fulfilled for LOIS PARTRIDGE due 09/04/2012 12:00:00 AM.

*** NOTES 8/30/2012 1:47:58 PM, shong, Action Type : Call to Customer

Mrs. [REDACTED] called back after she received my message. She stated that she took her vehicle to the dealership on the appointment date. Customer stated that when she took her vehicle to the dealership and they had tried to perform the recall. Unfortunately, the customer's keys got stuck in the ignition and she needed to have the ignition cylinder replaced. She stated that she took her vehicle to an IRF and they were currently working on the vehicle. Customer stated that she will take the vehicle back to the Honda dealership once the issue has been addressed. She stated that she does not have an idea on when that would be. I thanked the customer for her time and advised her to call back if she needed any other assistance. The call ended.

*** CASE CREATE 8/30/2012 1:48:18 PM, shong

Number = N032012-08-1700830-3, Created in WIP default with due date 08/31/2012 01:48:18 PM..

*** SUBCASE N032012-08-1700830-3 CREATE 8/30/2012 1:48:18 PM, shong, Action Type :

Created in WIP default with due date 08/31/2012 01:48:18 PM.

*** SUBCASE N032012-08-1700830-3 MODIFY 8/30/2012 1:48:26 PM, shong

into WIP default and Status of Solving.

*** CASE MODIFY 8/30/2012 1:48:28 PM, shong

into WIP pending and Status of Solving.

*** SUBCASE N032012-08-1700830-3 CLOSE 8/30/2012 1:48:30 PM, shong

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/30/2012 1:48:30 PM, shong

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

Case Details

Case ID : N012012-07-2000305 Division : Honda - Auto Condition : Closed Open Date : 7/20/2012 8:24:21 AM
 Case Originator : Andrea Ong (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/20/2012 8:41:51 AM
 Case Owner : Andrea Ong (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Andrea Ong (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION SWITCH FINANCIAL ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 60
 VIN Type / No. : US VIN / 2HKYF18793H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 89,000
 In Service Date : 12/27/2002
 Months In Use : 115
 Engine Number : J35A42558190
 Originating Dealer No. / Name : 207897 / FISHER HONDA, INC.
 Selling Dealer No. / Name : 207897 / FISHER HONDA, INC.
 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 : 207897 / FISHER HONDA, INC.
 Phone No. : 303-449-9400
 Address : 6025 ARAPAHOE AVENUE
 City / State / Zip : BOULDER, CO 80303
 Svc District / Sls District : 10C / C10
 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
N012012-07-2000305-1 / ██████████ - CAMPAI	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012012-07-2000305-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Andrea Ong	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/20/2012 8:41:32 AM
Issue Owner : Andrea Ong	Type 2 : Eligibility	Queue :	Close Date : 7/20/2012 8:41:48 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Website, Updated 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 : N012012-07-2000305

Case Title : ██████████ - IGNITION SWITCH FINANCIAL ASSISTANCE

*** CASE CREATE 7/20/2012 8:24:21 AM, adong

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

*** NOTES 7/20/2012 8:40:33 AM, adong, Action Type : Call from Customer

I updated the customer's information.

The customer's best contact number is: ██████████

The customer called ACS and stated she just had her 90k miles tune up done at FISHER HONDA last Tuesday, 07/17/12 . The customer stated that she was informed that the key was sticking with the ignition switch. The customer stated that she informed the dealership prior 3 months ago, and she was informed that she doesn't have a problem. The customer was then told last Tuesday, that the key lock was wearing out and she may need a new ignition switch. The customer noted that she knows there is a recall for the ignition switch with the Accords. The customer stated that \$600 is a ridiculous amount to pay for her ignition switch concern. The customer insist there should be a recall and AHM should not wait until people get hurt or take legal action. The customer insist that her ignition switch is defect and demands that she be assisted.

ACS stated to the customer that AHM appreciates them for giving us the opportunity to address their concern. We do recognize that their time is valuable. ACS apologized and empathized with the customer's ignition key concern. ACS stated that AHM recognize that repairs are unwelcome at any time. The ACS advised the customer that just because there is a recall for the ignition with the Accords, does not mean her vehicle is associated with such recall. ACS stated to the customer that recalls are VIN specific. ACS stated to the customer that there are no recall/campaigns pertaining to her ignition switch as of the present time. ACS set the customer's expectations that her ignition switch is only covered for 3/36 under the New Vehicle Limited Warranty. ACS empathized with the customer's frustration to their issue and assured the customer that their concern would be documented per verbatim, making it visible to all areas/departments of AHM. ACS apologized and empathized to the customer that their vehicle is considerably outside of any coverage and there would be no financial assistance on this repair. ACS apologized with the customer and stated that we recognize repairs are unwelcome at any time, but we're certain the customer understands at some point, responsibility for the repairs must be turned over to the owner of the vehicle. ACS advised the customer that perhaps they could possibly negotiate a lower cost at the dealership.

ACS informed the customer that their concern has been addressed and ACS will now close the file. ACS stated to the customer to feel free to call AHM back if they need further assistance. ACS stated to the customer that there will be no follow up call in regards to this concern.

ACS also informed the customer of www.owners.honda.com <<http://www.owners.honda.com>> to find out more about their vehicle. ACS offered to walk the customer through the website, but the customer said it's ok.

The customer understood and required no further assistance

*** SUBCASE N012012-07-2000305-1 CREATE 7/20/2012 8:41:32 AM, adong

Created in WIP Default with Due Date 7/20/2012 8:41:32 AM.

*** SUBCASE N012012-07-2000305-1 CLOSE 7/20/2012 8:41:48 AM, adong

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/20/2012 8:41:49 AM, adong

into WIP default and Status of Solving.

*** CASE CLOSE 7/20/2012 8:41:51 AM, adong

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-08-2600315 Division : Honda - Auto Condition : Closed Open Date : 8/26/2010 8:31:34 AM
 Case Originator : Mercedes Jackson (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/26/2010 8:39:59 AM
 Case Owner : Mercedes Jackson (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Mercedes Jackson (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] KEY STUCK 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 : CHICAGO, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4833
 VIN Type / No. : US VIN / 2HKYF18503H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 122,000
 In Service Date : 12/21/2002
 Months In Use : 92
 Engine Number : J35A42560058
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 207548 / CORAL SPRINGS 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
N012010-08-2600315-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-2600315-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mercedes Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2010 8:38:35 AM
Issue Owner : Mercedes Jackson	Type 2 : Operation	Queue :	Close Date : 8/26/2010 8:39:59 AM
Issue Title : XXXXXXXXXX - 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, Referred to Website
 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 : N012010-08-2600315

Case Title : [REDACTED] KEY STUCK IN THE IGNITION

*** CASE CREATE 8/26/2010 8:31:34 AM, mjackso3

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

*** CASE CAMPAIGN LOOKUP 8/26/2010 8:31:42 AM, mjackso3

CAMPAIGN CHECK 08/26/2010 08:31:42 AM mjackso3

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/21/04; FX;

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

06

*** CASE EXTENDED WARRANTY LOOKUP 8/26/2010 8:37:51 AM, mjackso3

WARRANTY CHECK 08/26/2010 08:37:51 AM mjackso3

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/26/2010 8:37:54 AM, mjackso3

CLAIM HISTORY CHECK 08/26/2010 08:37:54 AM mjackso3

No data found for VIN.

*** CASE VSC LOOKUP 8/26/2010 8:37:57 AM, mjackso3

VSC-CUC CHECK 08/26/2010 08:37:57 AM mjackso3

No data found for VIN.

*** NOTES 8/26/2010 8:38:04 AM, mjackso3, Action Type : Call from Customer

ACS Verified the customer's contact information.

Best Contact Number, [REDACTED]

The customer stated that the key is stuck in her ignition. She would like to know if there are any recalls or campaigns in relation to this issue.

I advised the customer that there are no current recalls or campaigns in relation to the ignition switch on her vehicle.

I referred the customer to owners.honda.com for any recalls that may come in the future. The customer thanked me and no further assistance was needed at this time.

*** SUBCASE N012010-08-2600315-1 CREATE 8/26/2010 8:38:35 AM, mjackso3

Created in WIP Default with Due Date 8/26/2010 8:38:35 AM.

*** CASE CLOSE 8/26/2010 8:39:59 AM, mjackso3

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

*** SUBCASE N012010-08-2600315-1 CLOSE 8/26/2010 8:39:59 AM, mjackso3

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032007-10-0901341	Division : Honda - Auto	Condition : Closed	Open Date : 10/9/2007 2:18:34 PM
Case Originator : Erica Ashley (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/9/2007 2:21:26 PM
Case Owner : Erica Ashley (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Erica Ashley (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - IGNITION SWITCH		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 : FAYETTEVILLE, NC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 932
 VIN Type / No. : US VIN / 2HKYF18413H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 67,000
 In Service Date : 01/03/2003
 Months In Use : 57
 Engine Number : J35A42563203
 Originating Dealer No. / Name : 206708 / BRYAN HONDA
 Selling Dealer No. / Name : 206708 / BRYAN HONDA
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-10-0901341-1 / ██████████ - CAM	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032007-10-0901341-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/9/2007 2:20:37 PM
Issue Owner : Erica Ashley	Type 2 : Eligibility	Queue :	Close Date : 10/9/2007 2:21:26 PM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Updated 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 : N032007-10-0901341

Case Title : [REDACTED] IGNITION SWITCH

*** CASE CREATE 10/9/2007 2:18:34 PM, eashley

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

*** NOTES 10/9/2007 2:20:12 PM, eashley, Action Type : Call from Customer

The customer called to see if there was any recalls/extended warranties for the ignition switch and she said that she is having problems with her key sticking (in/out) and I informed her that there are no recalls/extended warranties affecting her vehicle for this. She requested no further assistance when asked. I thanked her for calling AHM. The call ended.

Her contact information was updated/verified.

*** CASE MODIFY 10/9/2007 2:20:14 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2007 2:20:17 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032007-10-0901341-1 CREATE 10/9/2007 2:20:37 PM, eashley

Created in WIP Default with Due Date 10/9/2007 2:20:37 PM.

*** CASE MODIFY 10/9/2007 2:20:47 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2007 2:21:20 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032007-10-0901341-1 CLOSE 10/9/2007 2:21:26 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/9/2007 2:21:26 PM, eashley

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

Case Details

Case ID : N012011-03-1601535 Division : Honda - Auto Condition : Closed Open Date : 3/16/2011 3:03:42 PM
 Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 4/15/2011 9:46:17 AM
 Case Owner : Jessica Smith (Team SA) Method : Mail Queue : Days Open : 30
 Last Closed By : Jessica Smith (Team SA) Point of Origin : Customer Wipbin :
 Case Title : 10C [REDACTED] - MULTIPLE PRODUCT ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 100
 VIN Type / No. : US VIN / 2HKYF18593H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 200,000
 In Service Date : 01/16/2003
 Months In Use : 98
 Engine Number : J35A42565187
 Originating Dealer No. / Name : 207651 / FRONTIER HONDA LTD.
 Selling Dealer No. / Name : 207651 / FRONTIER HONDA LTD.
 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
N012011-03-1601535-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012011-03-1601535-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 3/17/2011 9:44:30 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 3/29/2011 3:42:05 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Sent Letter
 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 : N012011-03-1601535

Case Title : 10C [REDACTED] - MULTIPLE PRODUCT ISSUE

*** CASE CREATE 3/16/2011 3:03:42 PM, pbongco

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

*** NOTES 3/16/2011 3:03:43 PM, pbongco, Action Type :

On 03/15/11 ACS received a 1- page letter from the customer regarding multiple product issue.

1. Rodents concern
2. Ignition key
3. Transmission failure (2x)
4. Transmission side mounts
5. Wheel speed sensor
6. Engine mounts
7. front end part replaced
8. passenger side rear seatbelt jammed.

Supporting documents attached

*** CASE MODIFY 3/16/2011 3:04:04 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2011 3:04:22 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 3/16/2011 3:04:29 PM, pbongco

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 3/16/2011 4:22:47 PM, ksulliva

N012011-03-1601535 to jsmith02, WIP

*** CASE RULE ACTION 3/16/2011 4:22:48 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/17/2011 9:43:52 AM, jsmith02, Action Type : Letter/Fax

We purchased the 2003 Honda used from the local Honda dealer in 2005. We paid cash. The first problem was the car is not mouse proof so we had a mouse end up dead in the heater. They could not find out how the mice get tin. A continuing problem.

2. The ignition key is stuck in the ignition lock. So we have to carry another set of keys to get in the car.

3. We have had to replace two transmissions
4. The transmission side mounts had to be replaced
5. The wheel speed sensor had to be replaced
6. The engine mount had to be replaced
7. The front end parts had to be replaced, basically a new front end
8. The passenger side rear seat belt jammed and my 13yr old grand daughter could not get the belt to release and it kept ratcheting until she was bruised. Her dad had to cut the seat belt in order to release her

We have owned a GMC 1988 pick up which ran over 400,000 miles with only on major repair. (it was our trade-in for this car.) We also own a 1963 Chev. Pickup, a 2000 Ford Expedition, a 2008 Chev pickup. We feel that you and Consumer reports need to know why we will not buy another Honda for fear of another money pit "Lemon."

Case History

Case ID : N012011-03-1601535

Case Title : 10C [REDACTED] - MULTIPLE PRODUCT ISSUE

*** SUBCASE N012011-03-1601535-1 CREATE 3/17/2011 9:44:30 AM, jsmith02

Created in WIP Default with Due Date 3/17/2011 9:44:30 AM.

*** COMMIT 3/17/2011 9:45:16 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 03/17/2011 05:00:00 PM.

10C- Call cust for 24hr call- Multiple complaints 3/17

*** CASE MODIFY 3/17/2011 9:45:54 AM, jsmith02

into WIP default and Status of Solving.

*** NOTES 3/17/2011 9:47:22 AM, jsmith02, Action Type : Note-General

* Vehicle had 123,747 miles in 7/2008.

*** CASE MODIFY 3/17/2011 9:47:32 AM, jsmith02

into WIP default and Status of Solving.

*** NOTES 3/17/2011 3:38:55 PM, jsmith02, Action Type : Call to Customer

I called the customer at 3035253232 and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 3/17/2011 3:39:05 PM, jsmith02

Fulfilled for [REDACTED] due 03/17/2011 05:00:00 PM.

*** COMMIT 3/17/2011 3:39:10 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 03/22/2011 05:00:11 PM.

10C- Cust call back regard multiple complaints 3/22

*** NOTES 3/22/2011 12:29:30 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 3/22/2011 12:29:40 PM, jsmith02

Fulfilled for [REDACTED] due 03/22/2011 05:00:11 PM.

*** COMMIT 3/22/2011 12:29:43 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 03/24/2011 05:00:00 PM.

10C- Cust call back regard multiple complaint letter 3/24

*** NOTES 3/24/2011 2:16:02 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 3/24/2011 2:16:36 PM, jsmith02

Fulfilled for [REDACTED] due 03/24/2011 05:00:00 PM.

*** COMMIT 3/24/2011 2:16:39 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 03/30/2011 05:00:00 PM.

Send 10 day letter if no response-Multiple complaints/letter 3/30

*** NOTES 3/29/2011 3:41:58 PM, jsmith02, Action Type : Letter/Fax

Sent 10 day letter.

Case History

Case ID : N012011-03-1601535

Case Title : 10C [REDACTED] - MULTIPLE PRODUCT ISSUE

*** CASE MODIFY 3/29/2011 3:42:03 PM, jsmith02

into WIP 10C- Jaleen Clark and Status of Solving.

*** SUBCASE N012011-03-1601535-1 CLOSE 3/29/2011 3:42:05 PM, jsmith02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/29/2011 3:42:06 PM, jsmith02

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

*** CASE REOPEN 4/11/2011 2:52:37 PM, jsmith02

with Condition of Open and Status of Solving.

*** NOTES 4/11/2011 2:54:29 PM, jsmith02, Action Type : Call from Customer

Received VM from the customer stating he was out of town. He requested a call back at [REDACTED] and stated this is the only phone # to reach him.

*** NOTES 4/11/2011 2:56:16 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] 3X and the line was busy.

I called the customer at [REDACTED] and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

*** COMMIT 4/11/2011 2:56:26 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 04/13/2011 05:00:00 PM.

10C- Cust call back regard multiple complaints 4/13

*** NOTES 4/13/2011 11:13:58 AM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

I called the customer at [REDACTED] and it immediately went to VM.

I introduced myself as a CM with AHM responding to his letter. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 4/13/2011 11:14:24 AM, jsmith02

Fulfilled for [REDACTED] due 04/13/2011 05:00:00 PM.

*** COMMIT 4/13/2011 11:14:27 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 04/15/2011 05:00:28 PM.

10C- Send 10 day letter if no response regard multiple complaint letter 4/15

*** CASE RULE ACTION 4/13/2011 2:03:42 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 4/15/2011 9:46:06 AM, jsmith02, Action Type : Letter/Fax

Sent 10 day letter.

*** CASE MODIFY 4/15/2011 9:46:16 AM, jsmith02

into WIP 10C- Jaleen Clark and Status of Solving.

*** CASE CLOSE 4/15/2011 9:46:17 AM, jsmith02

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

Case Details

Case ID : N012011-10-1100319 Division : Honda - Auto Condition : Closed Open Date : 10/11/2011 7:25:41 AM
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/11/2011 7:33:24 AM
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 3310
 VIN Type / No. : US VIN / 2HK YF18443H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 120,000
 In Service Date : 01/28/2003
 Months In Use : 105
 Engine Number : J35A42570582
 Originating Dealer No. / Name : 206874 / BRANDFON HONDA
 Selling Dealer No. / Name : 206874 / BRANDFON HONDA
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1100319-1 / [REDACTED] PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-10-1100319-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2011 7:33:05 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 10/11/2011 7:33:24 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 : Provided Information, Updated Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-10-1100319

Case Title : [REDACTED] - IGNITION SWITCH CONCERN

*** CASE CREATE 10/11/2011 7:25:41 AM, jnajee

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

*** NOTES 10/11/2011 7:32:47 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number 718-530-4005

Customer called in stating that he can not take the key out of the ignition or turn the key in the ignition. Customer stated that this is the first time that this happened. Customer stated that he is unsure of what to do.

ACS informed customer tat I was unable to find a solution in the owner manual. ACS informed customer that he will have to take the vehicle to the dlr to have the vehicle diagnosed. ACS provided customer the phone number to Bronx Honda 718)892-3300. Customer understood. No further assistance required.

*** SUBCASE N012011-10-1100319-1 CREATE 10/11/2011 7:33:05 AM, jnajee

Created in WIP Default with Due Date 10/11/2011 7:33:05 AM.

*** CASE MODIFY 10/11/2011 7:33:21 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-10-1100319-1 CLOSE 10/11/2011 7:33:24 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/11/2011 7:33:24 AM, jnajee

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

Case Details

Case ID : N012012-08-2400847 Division : Honda - Auto Condition : Closed Open Date : 8/24/2012 11:12:49 AM
 Case Originator : LaTanya Ducksworth (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/24/2012 11:23:08 AM
 Case Owner : LaTanya Ducksworth (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : LaTanya Ducksworth (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 'ND' KEY STUCK IN 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 : ZAPATA, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4
 VIN Type / No. : US VIN / 2HKYF187X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 139,000
 In Service Date : 02/06/2003
 Months In Use : 114
 Engine Number : J35A42571477
 Originating Dealer No. / Name : 208247 / HONDA OF SPRING
 Selling Dealer No. / Name : 208247 / HONDA OF SPRING
 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 :
 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
N012012-08-2400847-1 / [REDACTED] - PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-2400847-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 8/24/2012 11:22:55 AM
Issue Owner : LaTanya Ducksworth	Type 2 : Operation	Queue :	Close Date : 8/24/2012 11:23:08 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 : Documented Concern, Referred to Dealer, 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 : N012012-08-2400847

Case Title : [REDACTED] 'ND' KEY STUCK IN IGNITION

*** CASE CREATE 8/24/2012 11:12:49 AM, lducksw

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

*** CASE MODIFY 8/24/2012 11:13:15 AM, lducksw

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2012 11:15:04 AM, lducksw

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2012 11:15:19 AM, lducksw

into WIP default and Status of Solving.

*** NOTES 8/24/2012 11:22:34 AM, lducksw, Action Type : Call from Customer

Updated customer information

Best contact number: [REDACTED]

The customer called in because the key is getting stuck in the ignition and after looking online and talking to a lock smith he decided to call AHM for further information. He wanted to know how to get his vehicle repaired because the nearest dealership is in Laredo TX which is about 70 miles away from him. He says that the locksmith advised him that he has to order the part through Honda.

AHM advised the customer that he would need to have the vehicle inspected at the local IRF since the dealership is so far away. I advised him that if the ignition switch needs to be replaced the IRF can order the part through the dealership and have it delivered to the IRF. The customer agreed and required no further assistance.

*** SUBCASE N012012-08-2400847-1 CREATE 8/24/2012 11:22:55 AM, lducksw

Created in WIP Default with Due Date 8/24/2012 11:22:55 AM.

*** CASE MODIFY 8/24/2012 11:23:06 AM, lducksw

into WIP default and Status of Solving.

*** CASE CLOSE 8/24/2012 11:23:08 AM, lducksw

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

*** SUBCASE N012012-08-2400847-1 CLOSE 8/24/2012 11:23:08 AM, lducksw

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-11-2901513 Division : Honda - Auto Condition : Closed Open Date : 11/29/2010 7:21:37 AM
 Case Originator : Bridgette Samonte (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 11/29/2010 7:34:10 AM
 Case Owner : Bridgette Samonte (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - KEYS/IGNITION SWITCH 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 : HANOVER PARK, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18173H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 180,000
 In Service Date : 02/10/2003
 Months In Use : 93
 Engine Number : J35A42573361
 Originating Dealer No. / Name : 207986 / IKE HONDA
 Selling Dealer No. / Name : 207986 / IKE HONDA
 Trim : LX
 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 : 207562 / SCHAUMBURG HONDA
 Phone No. : 847-884-6632
 Address : 750 EAST GOLF ROAD
 City / State / Zip : SCHAUMBURG, IL 60173
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$122.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-11-2901513-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-11-2901513-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 11/29/2010 7:33:34 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 11/29/2010 7:34:03 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 : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-2901513

Case Title : ██████████ - KEYS/IGNITION SWITCH

*** CASE CREATE 11/29/2010 7:21:37 AM, bsamonte

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

*** NOTES 11/29/2010 7:33:14 AM, bsamonte, Action Type : Call from Customer

Info Verified/phone ██████████

Customer says the keys aren't opening or closing the door locks and now the keys get stuck in ignition switch. Daughter found a recall online and informed her vehicle was involved.

Customer went to SCHAUMBURG HONDA AUTOMOBILES and they want to charge \$150 for a diagnosis. Customer wants to know if it is an electrical issue.

ACS advised a dealer would have to determine that. ACS advised vehicle has no recalls on door locks, keys or ignition.

Customer has no further questions.

*** SUBCASE N012010-11-2901513-1 CREATE 11/29/2010 7:33:34 AM, bsamonte

Created in WIP Default with Due Date 11/29/2010 7:33:34 AM.

*** SUBCASE N012010-11-2901513-1 CLOSE 11/29/2010 7:34:03 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/29/2010 7:34:10 AM, bsamonte

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

Case Details

Case ID : N012012-07-0201499 Division : Honda - Auto Condition : Closed Open Date : 7/2/2012 8:35:49 AM
 Case Originator : Chanise Gordon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/2/2012 8:44:14 AM
 Case Owner : Chanise Gordon (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Chanise Gordon (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION SWITCH (DENIED) No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18453H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 213,000
 In Service Date : 03/20/2003
 Months In Use : 112
 Engine Number : J35A42576850
 Originating Dealer No. / Name : 207585 / NORTHAMPTON HONDA
 Selling Dealer No. / Name : 206817 / BEDARD BROS. HONDA
 Trim : EX
 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 : 208423 / HONDA OF WESTPORT
 Phone No. : 203-254-1111
 Address : 1372 POST ROAD EAST
 City / State / Zip : WESTPORT, CT 06880
 Svc District / Sls District : 05F / F05
 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
N012012-07-0201499-1 / ██████████ - PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-07-0201499-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2012 8:43:53 AM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 7/2/2012 8:44:14 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 : Provided Information, Assist Denied, 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

Case History

Case ID : N012012-07-0201499

Case Title : [REDACTED] - IGNITION SWITCH (DENIED)

*** CASE CREATE 7/2/2012 8:35:49 AM, cgordon

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

*** CASE MODIFY 7/2/2012 8:36:24 AM, cgordon

into WIP default and Status of Solving.

*** NOTES 7/2/2012 8:42:10 AM, cgordon, Action Type : Call from Customer

Verified Customer s information.

Best contact number: [REDACTED] (ell)

Customer said she took her car to HONDA OF WESTPORT this pass weekend because her key kept getting stuck in the ignition. She said they quoted her almost \$1000 to have the problem fixed. She said they would have to fix the ignition switch, make and re-program the keys for the vehicle. She said she went online and it appears that this is a common problem and a lot of people said Honda gave them vouchers for the repairs. Customer called today to see if AHM will be able to reimburse her for the work she is about to have done.

ACS empathized stating they can certainly understand why she seeking assistance regarding the repair. ACS informed the customer that her car wasn't affected by any recall relating to this issue but informed her of the open recall that currently affects her vehicle. ACS placed the customer on hold to see if there was any out of warranty assistance that could be provided to her. ACS stated as much as they will like to have their case reviewed for out of warranty assistance, AHM will be unable to do so due to the warranty expiring on the vehicle.

The customer thanked ACS and needed no further assistance at this time.

*** SUBCASE N012012-07-0201499-1 CREATE 7/2/2012 8:43:53 AM, cgordon

Created in WIP Default with Due Date 7/2/2012 8:43:53 AM.

*** CASE MODIFY 7/2/2012 8:44:12 AM, cgordon

into WIP default and Status of Solving.

*** SUBCASE N012012-07-0201499-1 CLOSE 7/2/2012 8:44:14 AM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/2/2012 8:44:14 AM, cgordon

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

Case Details

Case ID : N032010-08-1001096 Division : Honda - Auto Condition : Closed Open Date : 8/10/2010 9:34:44 AM
 Case Originator : Lisa Orosco (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 8/10/2010 11:19:55 AM
 Case Owner : Liz Clogg (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Liz Clogg (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION INTERLOCK ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 950
 VIN Type / No. : US VIN / 2HKYF18503H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 98,000
 In Service Date : 03/06/2003
 Months In Use : 89
 Engine Number : J35A42572344
 Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-08-1001096-1 / ██████████ CORP	Subcase Close	Corporate	Media Exposure	725	Ignition Switch

Issue Details

Issue ID : N032010-08-1001096-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lisa Orosco	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/10/2010 9:42:10 AM
Issue Owner : Lisa Orosco	Type 2 : Media Exposure	Queue :	Close Date : 8/10/2010 10:01:04 AM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Forward to Call Ctr
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 : N032010-08-1001096

Case Title : ██████████ - IGNITION INTERLOCK ASSISTANCE

*** CASE CREATE 8/10/2010 9:34:44 AM, Iorosco

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

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2010 9:34:45 AM, Iorosco

WARRANTY CHECK 08/10/2010 09:34:45 AM Iorosco

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2010 9:34:48 AM, Iorosco

CLAIM HISTORY CHECK 08/10/2010 09:34:48 AM Iorosco

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/10/2010 9:34:55 AM, Iorosco

CAMPAIGN CHECK 08/10/2010 09:34:55 AM Iorosco

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/14/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-0

*** CASE VSC LOOKUP 8/10/2010 9:34:56 AM, Iorosco

VSC-CUC CHECK 08/10/2010 09:34:56 AM Iorosco

No data found for VIN.

*** CASE MODIFY 8/10/2010 9:35:00 AM, Iorosco

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 9:35:13 AM, Iorosco

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 9:36:29 AM, Iorosco

into WIP default and Status of Solving.

*** NOTES 8/10/2010 9:41:30 AM, Iorosco, Action Type : Call from Customer

The customer is calling in for his sister.

The customer contacted AHM requesting recall information on the vehicle for ignition interlock recall. He states that he just heard about this recall on the news. I checked CRMS and CICS and informed the customer that there are no outstanding recalls on his vehicle for the ignition interlock. I informed him that the recall does not include this model vehicle. The customer states that there has been four incidents where the key got stuck and it had to be removed professionally. The customer states that he has paid a lot of money to have the keys removed. The customer is requesting assistance with getting this problem fixed. I informed him that there are no recalls on the vehicle. the customer was transferred to option 7, for non campaign assistance.

I updated the customer's contact information.

*** CASE MODIFY 8/10/2010 9:41:33 AM, Iorosco

into WIP default and Status of Solving.

*** SUBCASE N032010-08-1001096-1 CREATE 8/10/2010 9:42:10 AM, Iorosco

Created in WIP Default with Due Date 8/10/2010 9:42:10 AM.

*** CASE MODIFY 8/10/2010 9:42:14 AM, Iorosco

Case History

Case ID : N032010-08-1001096

Case Title : [REDACTED] IGNITION INTERLOCK ASSISTANCE

into WIP default and Status of Solving.

*** NOTES 8/10/2010 9:57:39 AM, frea, Action Type : Call from Customer

Situation: Customer stated that he has had 4 different instances with this vehicle where the key would get stuck. Customer has had pay to get the key removed in all of previous occurrences. The vehicle is being towed to a Honda dealership.

Request: Customer is requesting assistance with the repair to the ignition switch.

Probing Questions:

Customer is working with the Honda dealership in Macon, Georgia.

Customer was speaking with a Honda representative from the recall department that confirmed that this vehicle is not part of any ignition switch recall. Customer believes that Honda has a widespread problem with ignition switches.

Inbound Summary:

ACS informed customer that the vehicle is out of warranty and not included in any recall related to the ignition switch. ACS apologized as AHM will not be able to provide assistance with the repair as the vehicle is well outside of the manufacture warranty. ACS suggested working with the dealership about possible help with the cost of the needed repair.

Customer understands.

*** CASE CLOSE 8/10/2010 10:01:04 AM, lorosco

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

*** SUBCASE N032010-08-1001096-1 CLOSE 8/10/2010 10:01:04 AM, lorosco

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 8/10/2010 11:01:42 AM, eclogg

with Condition of Open and Status of Solving.

*** NOTES 8/10/2010 11:19:29 AM, eclogg, Action Type : Call from Customer

The customer contacted ACS to ask again for help for repairs due to ignition problem, since he felt that this was related to a recall. I advised him that this does not affect his vehicle and the issue that we have is being able to remove the key from the ignition prior to the vehicle being in park, that this is not a problem with the key getting stuck. He asked what his recourse is, since he does not feel responsible for repairs. I advised him that our warranty is 3 years or 36K miles for defect and based on the use and the issue not being related, that AHM would not consider assistance in repairs. I verified his contact information and we ended call.

*** CASE CLOSE 8/10/2010 11:19:55 AM, eclogg

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N032010-08-1900926	Division : Honda - Auto	Condition : Closed	Open Date : 8/19/2010 11:41:31 AM
Case Originator : Erica Ashley (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/19/2010 11:56:28 AM
Case Owner : Erica Ashley (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Erica Ashley (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION SWITCH LOCK	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 :	DALY CITY, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 140
VIN Type / No. :	US VIN / 2HKYF18153H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1813EW / A
Miles / Hours :	110,000
In Service Date :	03/16/2003
Months In Use :	89
Engine Number :	J35A42579916
Originating Dealer No. / Name :	206890 / AUTOWEST HONDA FREMONT
Selling Dealer No. / Name :	206890 / AUTOWEST HONDA FREMONT
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 :	208176 / HONDA OF SERRAMONTE
Phone No. :	650-758-4800
Address :	485 SERRAMONTE BLVD.
City / State / Zip :	COLMA, CA 94014
Svc District / Sls District :	12E / B12
Warranty Labor Rate / Date :	\$137.50 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208461	HONDA REDWOOD CITY		

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
N032010-08-1900926-1 / [REDACTED] - PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032010-08-1900926-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Product	Status : Subcase Close	Open Date : 8/19/2010 11:56:13 AM
Issue Owner : Erica Ashley	Type 2 : Operation	Queue :	Close Date : 8/19/2010 11:56:27 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 : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-08-1900926

Case Title : [REDACTED] - IGNITION SWITCH LOCK

*** CASE CREATE 8/19/2010 11:41:31 AM, eashley

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

*** NOTES 8/19/2010 11:41:31 AM, eashley, Action Type :

The customer contact was verified (name, address, phone 6507549695). Added 4157245539.

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2010 11:41:33 AM, eashley

WARRANTY CHECK 08/19/2010 11:41:33 AM eashley

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/19/2010 11:41:36 AM, eashley

CLAIM HISTORY CHECK 08/19/2010 11:41:36 AM eashley

No data found for VIN.

*** CASE CUC LOOKUP 8/19/2010 11:41:40 AM, eashley

CUC CHECK 08/19/2010 11:41:40 AM eashley

The following CUC information was found

SENITA;BUSTILLOS;EXPIRED;100000;60991;72991;2007-03-28;2010-03-16;;2007-03-28;2007-03-28;206890;;0;2007-04-30;
2007-04-12

*** CASE VSC LOOKUP 8/19/2010 11:41:40 AM, eashley

VSC CHECK 08/19/2010 11:41:40 AM eashley

The following VSC information was found

[REDACTED] V001573011;B46;(NEW) PREMIUM 4YR 60K 0 DED;EXPIRED;;2003-03-16;2007-03-15;60000;5;206890;0.00

*** CASE CAMPAIGN LOOKUP 8/19/2010 11:41:46 AM, eashley

CAMPAIGN CHECK 08/19/2010 11:41:46 AM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; 03/30/07; FX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/21/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 8/19/2010 11:42:10 AM, eashley

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/19/2010 11:42:17 AM, eashley

CAMPAIGN CHECK 08/19/2010 11:42:17 AM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; 03/30/07; FX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/21/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 8/19/2010 11:42:18 AM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2010 11:42:25 AM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2010 11:42:25 AM, eashley

Case History

Case ID : N032010-08-1900926

Case Title : [REDACTED] - IGNITION SWITCH LOCK

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/19/2010 11:49:04 AM, eashley

CAMPAIGN CHECK 08/19/2010 11:49:04 AM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; 03/30/07; FX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/21/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2010 11:49:16 AM, eashley

WARRANTY CHECK 08/19/2010 11:49:16 AM eashley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/19/2010 11:49:58 AM, eashley

CAMPAIGN CHECK 08/19/2010 11:49:58 AM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; 03/30/07; FX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/21/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** NOTES 8/19/2010 11:55:57 AM, eashley, Action Type : Call from Customer

The customer called about a recall for the ignition switch lock. Honda of Serramonte did not have the part but Honda Redwood City did and she bought the part for the vehicle. She indicated that she was having a problem with the key in the switch getting stuck. The dealer advised her that this is a known problem and that there is a recall on that.

I informed the customer that I do not show that there is a recall for the ignition lock and that recalls are vin specific. I told her that there is no coverage. She is seeking assistance and I told her that she will need to speak with product concerns which she accepted. She will press option 7 and I placed her in the queue, but the transfer failed. I gave her the number to call 8009991009, option 7.

I told her about the opds warranty extension and read the coverage/background (opds unit, opds sensor and side airbag indicator circuit).
I ended the call thanking the customer for calling AHM when there were no other inquiries.

*** CASE MODIFY 8/19/2010 11:55:58 AM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032010-08-1900926-1 CREATE 8/19/2010 11:56:13 AM, eashley

Created in WIP Default with Due Date 8/19/2010 11:56:13 AM.

*** CASE MODIFY 8/19/2010 11:56:21 AM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2010 11:56:21 AM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032010-08-1900926-1 CLOSE 8/19/2010 11:56:27 AM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/19/2010 11:56:28 AM, eashley

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

Case Details

Case ID : N012012-08-0101290	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2012 1:15:04 PM
Case Originator : Hulita Fakatoumafi (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/1/2012 1:24:00 PM
Case Owner : Hulita Fakatoumafi (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Hulita Fakatoumafi (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] KEY CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED] 404
VIN Type / No. :	US VIN / 2HKYF18553H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1853ENW / A
Miles / Hours :	189,000
In Service Date :	03/27/2003
Months In Use :	113
Engine Number :	J35A42581483
Originating Dealer No. / Name :	208207 / POHANKA HONDA OF SALISBURY
Selling Dealer No. / Name :	208207 / POHANKA HONDA OF SALISBURY
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 :	208207 / POHANKA HONDA OF SALISBURY
Phone No. :	410-749-2301
Address :	2011 N.SALISBURY BLVD.
City / State / Zip :	SALISBURY, MD 21801
Svc District / Sls District :	06F / B06
Warranty Labor Rate / Date :	\$98.65 /
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
N012012-08-0101290-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-0101290-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Hulita Fakatoumafi	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 1:17:53 PM
Issue Owner : Hulita Fakatoumafi	Type 2 : Operation	Queue :	Close Date : 8/1/2012 1:24:00 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, 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 : N012012-08-0101290

Case Title : [REDACTED] KEY CONCERN

*** CASE CREATE 8/1/2012 1:15:04 PM, hfakatou

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

*** CASE MODIFY 8/1/2012 1:15:07 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:17:44 PM, hfakatou

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0101290-1 CREATE 8/1/2012 1:17:53 PM, hfakatou

Created in WIP Default with Due Date 8/1/2012 1:17:53 PM.

*** CASE MODIFY 8/1/2012 1:18:52 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:19:15 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:19:38 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:19:50 PM, hfakatou

into WIP default and Status of Solving.

*** NOTES 8/1/2012 1:23:31 PM, hfakatou, Action Type : Call from Customer

Verified customer's information.

Best contact number: [REDACTED]

Customer stated that last week he cannot get the key out of the ignition.

ACS empathized with the customer and referred him to our trained technicians at the Honda dealership to assist him with removing his key. ACS advised him he will be charged a diagnostic fee as well.

Customer understood and required no further assistance.

*** CASE MODIFY 8/1/2012 1:23:33 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:23:34 PM, hfakatou

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 1:23:57 PM, hfakatou

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0101290-1 CLOSE 8/1/2012 1:24:00 PM, hfakatou

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 1:24:00 PM, hfakatou

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

Case Details

Case ID : N012012-05-2500149 Division : Honda - Auto Condition : Closed Open Date : 5/25/2012 6:55:25 AM
 Case Originator : Crystal Vito (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/25/2012 7:01:16 AM
 Case Owner : Crystal Vito (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18573H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 147,000
 In Service Date : 03/29/2003
 Months In Use : 110
 Engine Number : J35A42585018
 Originating Dealer No. / Name : 208248 / SPRING BRANCH HONDA
 Selling Dealer No. / Name : 208248 / SPRING BRANCH 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
N012012-05-2500149-1 [REDACTED] CAMPAI	Subcase Close	Campaign	Details	725	Ignition Switch

Issue Details

Issue ID : N012012-05-2500149-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/25/2012 6:59:10 AM
Issue Owner : Crystal Vito	Type 2 : Details	Queue :	Close Date : 5/25/2012 7:01:15 AM
Issue Title : ██████████ - CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, 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 : N012012-05-2500149

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 5/25/2012 6:55:25 AM, cvito

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

*** CASE MODIFY 5/25/2012 6:58:55 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012012-05-2500149-1 CREATE 5/25/2012 6:59:10 AM, cvito

Created in WIP Default with Due Date 5/25/2012 6:59:10 AM.

*** CASE MODIFY 5/25/2012 6:59:27 AM, cvito

into WIP default and Status of Solving.

*** NOTES 5/25/2012 7:01:12 AM, cvito, Action Type : Call from Customer

Updated the customers information

Best Contact Number: [REDACTED]

The customer is calling about an issue with his vehicle. The customer will put the key in the ignition and the key keeps getting stuck, the vehicle will not turn on. The customer is calling to see if there is a recall on his vehicle.

I am sorry to hear that he is having a problem with his vehicle. I thanked the customer in contacting our offices regarding his concern. I verified there are no open recalls with his ignition, there is only one and the customer was familiar with the low beam headlights recall. I referred the customer to the Honda DLR regarding his concern with the ignition.

I provided a case number and verified no one will be following up with him. No further assistance is needed for this customer.

*** CASE MODIFY 5/25/2012 7:01:13 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012012-05-2500149-1 CLOSE 5/25/2012 7:01:15 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/25/2012 7:01:16 AM, cvito

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-11-2901757 Division : Honda - Auto Condition : Closed Open Date : 11/29/2010 8:22:08 AM
Case Originator : Liz Clogg (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 11/29/2010 8:57:18 AM
Case Owner : Liz Clogg (Team HC) Method : Phone Queue : Days Open : 0
Last Closed By : Liz Clogg (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] IGNITION ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 40
VIN Type / No. : US VIN / 2HKYF18623H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1863ENW / A
Miles / Hours : 134,000
In Service Date : 03/27/2003
Months In Use : 92
Engine Number : J35A42588952
Originating Dealer No. / Name : 207653 / RICHFIELD-BLOOMINGTON HOND
Selling Dealer No. / Name : 207653 / RICHFIELD-BLOOMINGTON 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 :
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
N012010-11-2901757-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-11-2901757-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 11/29/2010 8:54:15 AM
Issue Owner : Liz Clogg	Type 2 : Operation	Queue :	Close Date : 11/29/2010 8:57:17 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-2901757

Case Title : [REDACTED] - IGNITION ISSUE

*** CASE CREATE 11/29/2010 8:22:08 AM, eclogg

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

*** CASE MODIFY 11/29/2010 8:53:54 AM, eclogg

into WIP default and Status of Solving.

*** SUBCASE N012010-11-2901757-1 CREATE 11/29/2010 8:54:15 AM, eclogg

Created in WIP Default with Due Date 11/29/2010 8:54:15 AM.

*** NOTES 11/29/2010 8:57:06 AM, eclogg, Action Type : Call from Customer

The customer contacted ACS to advise that he has noticed that the key would not turn in the ignition properly and not it is stuck and the car would not start. He advised that he has been having the same issue with all of the other keys. He advised that he has looked online and seen a lot of other customers who have had this problem and felt that AHM should help in towing the vehicle to the dealer and pay for the repair. He advised that he does not mind paying for maintenance, but feels that this is an issue that he has not caused.

I advised the customer that I was sorry for the concern and would document the contact. I informed him that there are no recalls on the car at this time, that I also was not sure over the phone what could be causing this issue. I informed him that based on the use of the car, any warranty that AHM would have had has ended, that we would not be in a position to pay for towing or repair assistance on the car, but would register his feedback and experience he has, since we do use customer feedback when making decisions. I advised him if there are future recalls, we would notify him by mail. I offered contact information for a dealer in the area, but he declined.

*** SUBCASE N012010-11-2901757-1 CLOSE 11/29/2010 8:57:17 AM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/29/2010 8:57:18 AM, eclogg

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

Case Details

Case ID : N012012-04-0902142 Division : Honda - Auto Condition : Closed Open Date : 4/9/2012 1:39:25 PM
 Case Originator : Crystal Pillow (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/9/2012 1:49:15 PM
 Case Owner : Crystal Pillow (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Pillow (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION 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 : OAK HILL, VA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18433H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 140,000
 In Service Date : 04/25/2003
 Months In Use : 108
 Engine Number : J35A42590043
 Originating Dealer No. / Name : 206611 / BILL PAGE HONDA
 Selling Dealer No. / Name : 206611 / BILL PAGE HONDA
 Trim : EX
 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 : 207366 / HENDRICK HONDA OF CHARLESTON
 Phone No. : 843-571-6910
 Address : 1478 SAVANNAH HIGHWAY
 City / State / Zip : CHARLESTON, SC 29407
 Svc District / Sls District : 06N / D06
 Warranty Labor Rate / Date : \$87.00 /
 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
N012012-04-0902142-1 / ██████████	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-04-0902142-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 4/9/2012 1:48:57 PM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 4/9/2012 1:49:15 PM
Issue Title : XXXXXXXXXX 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, Provided Information, Referred to 3rdParty,
 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 : N012012-04-0902142

Case Title : [REDACTED] - IGNITION CONCERN

*** CASE CREATE 4/9/2012 1:39:25 PM, cpillow

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

*** CASE MODIFY 4/9/2012 1:44:51 PM, cpillow

into WIP default and Status of Solving.

*** NOTES 4/9/2012 1:48:43 PM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer claims that his ignition switch locked up and the key could not be turned in the switch nor could he remove it. Customer states he had to tow the vehicle to HENDRICK HONDA OF CHARLESTON and claims he paid \$500 to replace the ignition switch. Customer states he is calling because he claims he feels AHM should recall his vehicle for this concern after he read numerous similar complaints online.

ACS advised customer that at this time there do not appear to be any related campaigns extending coverage for his concern. ACS advised customer that he can view pending recall information online at www.nhtsa.gov, which is for the NHTSA and this is the government agency that issues vehicle safety recalls.

ACS advised customer he can also view VIN specific recall information (that has been verified) online at www.owners.honda.com and provided instruction on how to maneuver through the website.

ACS advised customer his concerns would be documented and provided him with information relating to an open recall for the low beam headlights. No further required. Case closed.

*** SUBCASE N012012-04-0902142-1 CREATE 4/9/2012 1:48:57 PM, cpillow

Created in WIP Default with Due Date 4/9/2012 1:48:57 PM.

*** SUBCASE N012012-04-0902142-1 CLOSE 4/9/2012 1:49:15 PM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/9/2012 1:49:15 PM, cpillow

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

Case Details

Case ID : N012007-07-1601038 Division : Honda - Auto Condition : Closed Open Date : 7/16/2007 11:16:27 AM
 Case Originator : Arlilu Padungyothee (Team CD) Sub Division : Customer Relations Status : Closed Close Date : 7/25/2007 2:23:22 PM
 Case Owner : Amit Shah (Team HC) Method : Phone Queue : Days Open : 9
 Last Closed By : Amit Shah (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 10C [REDACTED] URGENT AT DEALER REQUEST FOR ASSISTANCE ON I 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 : BROOMFIELD, CO [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 05
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 79,000
 In Service Date : 04/10/2003
 Months In Use : 51
 Engine Number : J35A42590577
 Originating Dealer No. / Name : 207882 / GO HONDA 104TH
 Selling Dealer No. / Name : 207882 / GO HONDA 104TH
 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 : 207882 / GO HONDA 104TH
 Phone No. : 303-469-5551
 Address : 2999 WEST 104TH AVENUE
 City / State / Zip : WESTMINSTER, CO 80234
 Svc District / Sls District : 10C / C10
 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
N012007-07-1601038-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-07-1601038-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amit Shah	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2007 4:27:12 PM
Issue Owner : Amit Shah	Type 2 : Operation	Queue :	Close Date : 7/25/2007 2:23:22 PM
Issue Title : XXXXXXXXXX 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
 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 : N012007-07-1601038

Case Title : 10C- [REDACTED] URGENT AT DEALER REQUEST FOR ASSISTANCE ON IGNITIO

*** CASE CREATE 7/16/2007 11:16:27 AM, apadungy

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

*** CASE CAMPAIGN LOOKUP 7/16/2007 11:16:41 AM, apadungy

CAMPAIGN CHECK 07/16/2007 11:16:41 AM apadungy

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-10-05; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE MODIFY 7/16/2007 12:19:34 PM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2007 12:19:45 PM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2007 12:23:23 PM, apadungy

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/16/2007 12:23:32 PM, apadungy

WARRANTY CHECK 07/16/2007 12:23:32 PM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/16/2007 12:23:36 PM, apadungy

CLAIM CHECK 07/16/2007 12:23:36 PM apadungy

The following Claim History information was found

0; 2004-06-08; 207882; 930188; 510; 414120 ; SHOCK ABSORBERS/STRUTS, BOTH FRONT - REPLACE. INCLUDES:

REPLACE MOUNTING PARTS AND TOE-IN ADJUSTMENT.

*** CASE CAMPAIGN LOOKUP 7/16/2007 12:23:38 PM, apadungy

CAMPAIGN CHECK 07/16/2007 12:23:38 PM apadungy

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-10-05; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE VSC LOOKUP 7/16/2007 12:23:39 PM, apadungy

VSC-CUC CHECK 07/16/2007 12:23:39 PM apadungy

No data found for VIN.

*** NOTES 7/16/2007 12:34:29 PM, apadungy, Action Type : Call from Customer

Customer information verified.

Customer contacted AHM due to her vehicle needing the ignition switch replaced. Customer had taken the vehicle into the Go Honda dealership as of 7/16/07, and the SA Jermai informed her that the ignition switch needed to be replaced and the cost of repairs would be . He also had stated that the failure to the part was due to wear and tear. At this time the customer would like to request assistance from AHM due to being informed by the SA that this is the first

Case History

Case ID : N012007-07-1601038

Case Title : 10C-[REDACTED] - URGENT AT DEALER REQUEST FOR ASSISTANCE ON IGNITIO

time they have had to replace the ignition switch on a Pilot. Customer feels if this is a wear and tear this should not be the first time the dealership has had to do this and should have the part in stock, which they do not. I informed the customer that all recalls and extended warranties are vin specific and her particular vehicle does not have any recalls or warranties for the ignition switch, therefore the repairs would be at her expense at this time. She understood, but feels that this is something that AHM should have recalled on his vehicle due to this being the first vehicle the dealership has had in with this issue. Customer stated that this is her first Honda vehicle, all maintenance is up to date, the vehicle is not drivable, and currently at the dealership awaiting repairs. I informed the customer that i will forward her case to a CM who will contact her upon review. Customer thanked and call ended as no further assistance was needed.

*** NOTES 7/16/2007 12:42:37 PM, apadungy, Action Type : Call from Customer

In the customer satisfaction the case will be dispatched to team C.

*** CASE MODIFY 7/16/2007 12:42:40 PM, apadungy
into WIP default and Status of Solving.

*** CASE DISPATCH 7/16/2007 12:42:46 PM, apadungy
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 7/16/2007 1:27:14 PM, ashah
from Queue Honda Team C to WIP Default.

*** CASE CAMPAIGN LOOKUP 7/16/2007 4:02:59 PM, ashah

CAMPAIGN CHECK 07/16/2007 04:02:59 PM ashah

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-10-05; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085; Q2

*** CASE CLAIMS LOOKUP 7/16/2007 4:03:07 PM, ashah

CLAIM CHECK 07/16/2007 04:03:07 PM ashah

The following Claim History information was found

0; 2004-06-08; 207882; 930188; 510; 414120 ; SHOCK ABSORBERS/STRUTS, BOTH FRONT - REPLACE. INCLUDES:

REPLACE MOUNTING PARTS AND TOE-IN ADJUSTMENT.

*** NOTES 7/16/2007 4:15:48 PM, ashah, Action Type : Call from Customer

Customer states that her key keeps on getting stuck in her ignition. Customer does not feels that the Ignition switch is a wear item. Customer states that the dealership has told her that it would cost her \$485 for the cost of repairs. Customer is seeking assistance with the cost of repairs. I informed the customer that I could offer her 50% assistance with the cost of repairs. Customer states that it would be acceptable to her. I informed the customer that I would confirm some information with the dealership and give her a call. Customer understood.

*** NOTES 7/16/2007 4:21:53 PM, ashah, Action Type : Call to Customer

SM states the customer has very little service history and has had some oil changes. SM states that the customer has a quiet a bit of warranty work done on the vehicle. SM states that this is not a known issue with the Pilots but does agree that it is premature. I informed the SM that we will authorize 50% of the cost of repairs considering the issue and the age and mileage of the vehicle.

*** NOTES 7/16/2007 4:22:46 PM, ashah, Action Type : Call to Dealer

Last Case notes should have been titled....Call to Dealer.

*** NOTES 7/16/2007 4:27:03 PM, ashah, Action Type : Call to Customer

Case History

Case ID : N012007-07-1601038

Case Title : 10C- [REDACTED] - URGENT AT DEALER REQUEST FOR ASSISTANCE ON IGNITIO

I left a voicemail for the customer with my contact information informing the customer that I have informed the SM at GO Honda of our offer of assistance and I would follow up with her later on this week to follow up with her.

*** SUBCASE N012007-07-1601038-1 CREATE 7/16/2007 4:27:12 PM, ashah

Created in WIP Default with Due Date 7/16/2007 4:27:12 PM.

*** CASE MODIFY 7/16/2007 4:29:13 PM, ashah

into WIP Default and Status of Solving.

*** CASE MODIFY 7/16/2007 4:29:21 PM, ashah

into WIP Default and Status of Solving.

*** COMMIT 7/17/2007 10:05:48 AM, ashah, Action Type : N/A

Made to [REDACTED] due 07/20/2007 12:00:00 AM.

follow up

*** NOTES 7/20/2007 11:12:40 AM, ashah, Action Type : Call to Customer

Left a voicemail for the customer with my contact information requesting a call.

*** CASE MODIFY COMMITMENT 7/20/2007 11:12:56 AM, ashah

with [REDACTED] due 07/23/2007 12:00:00 AM.

*** NOTES 7/25/2007 2:22:03 PM, ashah, Action Type : Call to Customer

Left a follow up voicemail for the customer with my contact information requesting a call.

*** NOTES 7/25/2007 2:22:57 PM, ashah, Action Type : Call to Dealer

Spoke to SA Joyce who informed me that the customers vehicle was already repaired and the customer has the possession of the vehicle.

*** CASE MODIFY 7/25/2007 2:23:14 PM, ashah

into WIP follow up and Status of Solving.

*** SUBCASE N012007-07-1601038-1 CLOSE 7/25/2007 2:23:22 PM, ashah

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/25/2007 2:23:22 PM, ashah

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

Case Details

Case ID : N032007-02-0100530	Division : Honda - Auto	Condition : Closed	Open Date : 2/1/2007 9:31:11 AM
Case Originator : Claudia Flores (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/1/2007 9:40:59 AM
Case Owner : Claudia Flores (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Claudia Flores (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH INQUIRY		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 57
 VIN Type / No. : US VIN / 2HKYF18143H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 49,000
 In Service Date : 05/15/2003
 Months In Use : 45
 Engine Number : J35A42595371
 Originating Dealer No. / Name : 206779 / MARTIN HONDA
 Selling Dealer No. / Name : 206779 / MARTIN 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 :
 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
N032007-02-0100530-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N032007-02-0100530-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Claudia Flores	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/1/2007 9:34:18 AM
Issue Owner : Claudia Flores	Type 2 : Eligibility	Queue :	Close Date : 2/1/2007 9:40:58 AM
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

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 : N032007-02-0100530

Case Title : [REDACTED] IGNITION SWITCH INQUIRY

*** CASE CREATE 2/1/2007 9:31:11 AM, cflores

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

*** CASE MODIFY 2/1/2007 9:33:56 AM, cflores

into WIP default and Status of Solving.

*** SUBCASE N032007-02-0100530-1 CREATE 2/1/2007 9:34:18 AM, cflores

Created in WIP Default with Due Date 2/1/2007 9:34:18 AM.

*** NOTES 2/1/2007 9:40:28 AM, cflores, Action Type : Call from Customer

Customer called in because he states that his ignition interlock is not working. He stated that his key wont come out sometimes. I let him know that he does not have any recalls in regards to this issue. Cusotmer then said that dealer told him the same thing and that he is outside the warranty. I did let him know that his warranty was only good for 3 years or 36k miles which ever comes first. Unfortunately, he is outside the warranty due to excess mileage and year of vehicle. Customer understoo although he was upset and stated that he will talk to his lawyer. I did let him know that he has the Automatic Transmission Recall, the SRS recall, and the OPDS warranty extension. Customer was already aware of that. I then asked if he needed further assistance, and he said no. I thanked him for calling and call ended.

*** NOTES 2/1/2007 9:40:48 AM, cflores, Action Type : Call from Customer

Call ended before I could add the dealer information.

*** SUBCASE N032007-02-0100530-1 CLOSE 2/1/2007 9:40:58 AM, cflores

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2007 9:40:59 AM, cflores

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

Case Details

Case ID : N012010-04-2900980 Division : Honda - Auto Condition : Closed Open Date : 4/29/2010 1:00:48 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2010 1:14:57 PM
 Case Owner : Crystal Baldassarre (Team HB) Method : Dealer Referred Queue : Days Open : 0
 Last Closed By : Crystal Baldassarre (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] KEY STUCK IN IGNITION 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 : KILLEN, AL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18653H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 113,000
 In Service Date : 05/26/2003
 Months In Use : 83
 Engine Number : J35A42605022
 Originating Dealer No. / Name : 207715 / JERRY DAMSON HONDA FLORENC
 Selling Dealer No. / Name : 207715 / JERRY DAMSON HONDA FLORENC
 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 : 207715 / JERRY DAMSON HONDA FLORENC
 Phone No. : 256-766-4882
 Address : 250 COX CREEK BLVD.
 City / State / Zip : FLORENCE, AL 35630
 Svc District / Sls District : 07C / E07
 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
N012010-04-2900980-1 / [REDACTED] - PRO	Subcase Close	Product	Fit/Finish/Quality	725	Ignition Switch

Issue Details

Issue ID : N012010-04-2900980-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2010 1:14:31 PM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 4/29/2010 1:14:56 PM
Issue Title : ██████████ - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Assist Denied, 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 : N012010-04-2900980

Case Title : [REDACTED] - KEY STUCK IN IGNITION SWITCH

*** CASE CREATE 4/29/2010 1:00:48 PM, cbaldas

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

*** CASE CAMPAIGN LOOKUP 4/29/2010 1:01:01 PM, cbaldas

CAMPAIGN CHECK 04/29/2010 01:01:00 PM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/08/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; 12/21/06;

*** CASE CLAIMS LOOKUP 4/29/2010 1:01:05 PM, cbaldas

CLAIM CHECK 04/29/2010 01:01:05 PM cbaldas

The following Claim History information was found

0; 2007-10-08; 207715; 183644; 510; 612120 ; BLOWER MOTOR - REPLACE. S/B# 09-097

*** CASE EXTENDED WARRANTY LOOKUP 4/29/2010 1:01:06 PM, cbaldas

WARRANTY CHECK 04/29/2010 01:01:06 PM cbaldas

No data found for VIN.

*** CASE CUC LOOKUP 4/29/2010 1:01:12 PM, cbaldas

CUC CHECK 04/29/2010 01:01:12 PM cbaldas

The following CUC information was found

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

*** CASE VSC LOOKUP 4/29/2010 1:01:12 PM, cbaldas

VSC CHECK 04/29/2010 01:01:12 PM cbaldas

The following VSC information was found

STEPHANIE;MOORE;V001636874;B50;(NEW) PREMIUM 5YR 100K 0 DED;EXPIRED;;2003-05-26;2008-05-25;100000;31;207715;0.
00

*** CASE CAMPAIGN LOOKUP 4/29/2010 1:01:36 PM, cbaldas

CAMPAIGN CHECK 04/29/2010 01:01:36 PM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/08/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; 12/21/06;

*** CASE CAMPAIGN LOOKUP 4/29/2010 1:01:44 PM, cbaldas

CAMPAIGN CHECK 04/29/2010 01:01:44 PM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/08/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; 12/21/06;

*** CASE MODIFY 4/29/2010 1:03:12 PM, cbaldas

into WIP default and Status of Solving.

*** NOTES 4/29/2010 1:09:32 PM, cbaldas, Action Type : Call from Customer

Case History

Case ID : N012010-04-2900980

Case Title : [REDACTED] - KEY STUCK IN IGNITION SWITCH

Updated customer contact information. phn [REDACTED]
Customer states that her key was stuck in the ignition. Customer was referred by service advisor (Ralph) @ dealership to contact AHM for assistance with cost of repair. DEALER REFERRED. Customer is inquiring if there are any recalls or financial assistance she can receive for this repair. ACS advised customer that AHM would not assist with the cost of this repair due to the over all and mileage of the vehicle. ACS advised customer that a DCS could be sent to the service manager to request assistance in light of customer loyalty. Customer has bought two vehicles at this dealership and has been servicing her vehicles at this dealership for everything. Customer required no further assistance. Case closed.

*** COMMIT 4/29/2010 1:09:38 PM, cbaldas, Action Type :

Made to [REDACTED] due 05/02/2010 01:09:41 PM.

DCS Follow-Up

*** NOTES 4/29/2010 1:12:31 PM, cbaldas, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 5/2/2010 1

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:

Ms. [REDACTED] (VIN 2HKYF18653F [REDACTED]) contacted our office to seek financial assistance with cost of replacing the tumblers in her ignition, as her key is stuck. Customer states she received a quote of \$400 two months ago. AHM is unable to assist with this repair and is appealing to the dealership on behalf of the customer. Customer states she has purchased 2 vehicles and has had all of her maintenance done @ JERRY DAMSON HONDA FLORENCE. Please contact customer at [REDACTED] to discuss the possibility of assistance. Thank you for your time and consideration.

Thank you for your prompt attention to this matter.

Crystal Baldassarre
Automobile Customer Service

*** SUBCASE N012010-04-2900980-1 CREATE 4/29/2010 1:14:31 PM, cbaldas

Created in WIP Default with Due Date 4/29/2010 1:14:31 PM.

*** CASE MODIFY 4/29/2010 1:14:41 PM, cbaldas

into WIP default and Status of Solving.

*** SUBCASE N012010-04-2900980-1 CLOSE 4/29/2010 1:14:56 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2010 1:14:57 PM, cbaldas

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

Case Details

Case ID : N012012-08-0101732 Division : Honda - Auto Condition : Closed Open Date : 8/1/2012 3:40:04 PM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/1/2012 3:42:53 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/IGNITION KEY GETS STUCK 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 : SUGARLAND, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18473H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 63,000
 In Service Date : 05/24/2003
 Months In Use : 111
 Engine Number : J35A4260551
 Originating Dealer No. / Name : 208172 / MCDAVID HONDA
 Selling Dealer No. / Name : 208172 / MCDAVID HONDA
 Trim : EX
 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
N012012-08-0101732-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-0101732-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 3:40:51 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 8/1/2012 3:42:53 PM
Issue Title : XXXXXXXXXX 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, Assist Denied
 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 : N012012-08-0101732

Case Title : [REDACTED] COMPLAINT/IGNITION KEY GETS STUCK

*** CASE CREATE 8/1/2012 3:40:04 PM, jstarlin

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

*** CASE MODIFY 8/1/2012 3:40:14 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2012 3:40:40 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0101732-1 CREATE 8/1/2012 3:40:51 PM, jstarlin

Created in WIP Default with Due Date 8/1/2012 3:40:51 PM.

*** CASE MODIFY 8/1/2012 3:41:13 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 8/1/2012 3:42:49 PM, jstarlin, Action Type : Call from Customer

Updated Information

Best Contact [REDACTED]

The customer called to file a complaint regarding the ignition key. The customer states that the key gets stuck sometimes and its hard to remove. The customer was informed of the open recall on his vehicle and referred to a Honda DLR. In regards to the ignition switch ACS apologized and advised customer that all out of warranty assistance repairs were determined on a case-by-case basis. ACS advised customer there were no campaign/recalls/warranty extensions associated with this VIN that the vehicle is eligible for and due to the age and mileage of this vehicle; AHM would not be in a position to assist with any repair at this point in the vehicle's life at this time.

*** CASE MODIFY 8/1/2012 3:42:51 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0101732-1 CLOSE 8/1/2012 3:42:53 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 3:42:53 PM, jstarlin

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

Case Details

Case ID : N012007-04-1600094 Division : Honda - Auto Condition : Closed Open Date : 4/16/2007 6:31:28 AM
 Case Originator : Vika Bryant (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/16/2007 7:38:59 AM
 Case Owner : Vika Bryant (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Vika Bryant (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 06C- [REDACTED] KEY STUCK IN 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 : RESTON, VA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18163H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 46,000
 In Service Date : 05/27/2003
 Months In Use : 47
 Engine Number : J35A42607792
 Originating Dealer No. / Name : 206665 / MARTY SUSSMAN HONDA
 Selling Dealer No. / Name : 206665 / MARTY SUSSMAN 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 : 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
N012007-04-1600094-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-04-1600094-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Vika Bryant	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2007 7:38:35 AM
Issue Owner : Vika Bryant	Type 2 : Operation	Queue :	Close Date : 4/16/2007 7:38:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : 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

Case History

Case ID : N012007-04-1600094

Case Title : 06C [REDACTED] KEY STUCK IN IGNITION

*** CASE CREATE 4/16/2007 6:31:28 AM, vbryant

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

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2007 6:31:30 AM, vbryant

WARRANTY CHECK 04/16/2007 06:31:30 AM vbryant

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/16/2007 6:31:34 AM, vbryant

CLAIM CHECK 04/16/2007 06:31:34 AM vbryant

The following Claim History information was found

0; 2004-04-08; 206665; 359856; 510; 121110 ; FUEL INJECTOR - REPLACE. NOTE: SAME TIME FOR TWO OR MORE UNITS

*** CASE CAMPAIGN LOOKUP 4/16/2007 6:31:36 AM, vbryant

CAMPAIGN CHECK 04/16/2007 06:31:36 AM vbryant

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-09-23; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;
06-085;

*** CASE VSC LOOKUP 4/16/2007 6:31:37 AM, vbryant

VSC-CUC CHECK 04/16/2007 06:31:37 AM vbryant

No data found for VIN.

*** CASE MODIFY 4/16/2007 6:31:39 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 6:31:46 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 6:35:41 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 6:35:52 AM, vbryant

into WIP default and Status of Solving.

*** NOTES 4/16/2007 6:36:02 AM, vbryant, Action Type : Contention

Key is stuck in the ignition.

*** CASE MODIFY 4/16/2007 6:36:04 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 6:36:13 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 6:57:36 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2007 7:06:35 AM, vbryant

into WIP default and Status of Solving.

Case History

Case ID : N012007-04-1600094

Case Title : 06C - [REDACTED] - KEY STUCK IN IGNITION

*** NOTES 4/16/2007 7:37:36 AM, vbryant, Action Type : Call from Customer

ACS received call from customer who said that the key is stuck in the ignition. Customer says that he is unable to remove the key. ACS referred to Owner's Manual and was unable to find a solution for the customer. ACS then recommended that he take his vehicle to the nearest Honda dealership for inspection. ACS then provided customer with the contact information to Rosenthal Fairfax Honda. No further assistance requested at this time. Customer then ended call.

*** CASE MODIFY 4/16/2007 7:37:38 AM, vbryant
into WIP default and Status of Solving.*** SUBCASE N012007-04-1600094-1 CREATE 4/16/2007 7:38:35 AM, vbryant
Created in WIP Default with Due Date 4/16/2007 7:38:35 AM.*** SUBCASE N012007-04-1600094-1 CLOSE 4/16/2007 7:38:48 AM, vbryant
Status = Solving, Resolution Code = Instruction Given*** CASE MODIFY 4/16/2007 7:38:57 AM, vbryant
into WIP default and Status of Solving.*** CASE CLOSE 4/16/2007 7:38:59 AM, vbryant
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-05-2900462	Division : Honda - Auto	Condition : Closed	Open Date : 5/29/2008 9:16:29 AM
Case Originator : Channarar Rin (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/9/2008 12:42:52 PM
Case Owner : Matthew Ramelb (Team HH)	Method : Dealer Referred	Queue :	Days Open : 11
Last Closed By : Matthew Ramelb (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 9G (HERB-W) [REDACTED] IGNITION COLUMN	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 :	HUDSON, MA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 2HKYF18193H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1813EW / A
Miles / Hours :	95,000
In Service Date :	07/01/2003
Months In Use :	58
Engine Number :	J35A42617835
Originating Dealer No. / Name :	207637 / THE HONDA STORE
Selling Dealer No. / Name :	207637 / THE HONDA STORE
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 :	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 :	DOUG, KEVIN	Comp Ind. :	

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-05-2900462-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-05-2900462-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matthew Ramelb	Type 1 : Product	Status : Subcase Close	Open Date : 5/30/2008 6:37:51 AM
Issue Owner : Matthew Ramelb	Type 2 : Operation	Queue :	Close Date : 6/9/2008 12:40:35 PM
Issue Title : XXXXXXXXXX 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, Assist Denied, 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

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] IGNITION COLUMN

*** CASE CREATE 5/29/2008 9:16:29 AM, crin

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

*** CASE EXTENDED WARRANTY LOOKUP 5/29/2008 9:16:30 AM, crin

WARRANTY CHECK 05/29/2008 09:16:30 AM crin

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/29/2008 9:16:32 AM, crin

CLAIM HISTORY CHECK 05/29/2008 09:16:32 AM crin

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/29/2008 9:16:43 AM, crin

CAMPAIGN CHECK 05/29/2008 09:16:43 AM crin

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/08/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085;

*** CASE VSC LOOKUP 5/29/2008 9:16:44 AM, crin

VSC-CUC CHECK 05/29/2008 09:16:44 AM crin

No data found for VIN.

*** CASE MODIFY 5/29/2008 9:20:43 AM, crin

into WIP default and Status of Solving.

*** NOTES 5/29/2008 9:25:33 AM, crin, Action Type : Call from Customer

I verified the customer's information.

The customer had her column completely changed.

The customer stated that about 3 days ago she was having problems with the ignition. She stated that the key would get stuck. She took it into Herb Chambers Honda of Westborough and worked with the service manager, Doug. Kevin was the one who fixed it yesterday. The part cost \$262 and the labor was \$99. They had to replace the whole transmission.

The customer is requesting reimbursement because she doesn't believe that the ignition should have gone out with a vehicle that is only 6 years old.

I informed the customer that she is out of the warranty by miles and years. I informed her that there are no recalls or bulletins on this issue. I explained that any repairs would be at her cost because she is not under the warranty. I informed her that there is no guarantee for any assistance even if her case was reviewed. In the interest of customer satisfaction I dispatched the case and informed the customer that she should be contacted within 1-2 business days.

*** CASE MODIFY 5/29/2008 9:25:41 AM, crin

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2008 9:25:52 AM, crin

into WIP default and Status of Solving.

*** CASE DISPATCH 5/29/2008 9:26:06 AM, crin

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] IGNITION COLUMN

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 5/30/2008 6:00:45 AM, mramelb

from Queue Honda Team H to WIP default 2.

*** CASE MODIFY 5/30/2008 6:02:14 AM, mramelb

into WIP default 2 and Status of Solving.

*** CASE VSC LOOKUP 5/30/2008 6:37:12 AM, mramelb

VSC-CUC CHECK 05/30/2008 06:37:12 AM mramelb

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/30/2008 6:37:19 AM, mramelb

CAMPAIGN CHECK 05/30/2008 06:37:19 AM mramelb

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/08/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-0

*** CASE CLAIMS LOOKUP 5/30/2008 6:37:20 AM, mramelb

CLAIM HISTORY CHECK 05/30/2008 06:37:20 AM mramelb

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/30/2008 6:37:22 AM, mramelb

WARRANTY CHECK 05/30/2008 06:37:22 AM mramelb

No data found for VIN.

*** SUBCASE N012008-05-2900462-1 CREATE 5/30/2008 6:37:51 AM, mramelb

Created in WIP Default with Due Date 5/30/2008 6:37:51 AM.

*** NOTES 5/30/2008 6:43:43 AM, mramelb, Action Type : Call to Dealer

LM for SM, requested call back about this case.

*** NOTES 5/30/2008 6:56:01 AM, mramelb, Action Type : Call to Customer

I confirmed Customer's contact info on file is correct. She states that she services at a local shop, this is her 1st Honda, her expectation for Honda is for her to get reimbursed. I asked if she was willing to have Honda split the costs with her, or is requesting for complete reimbursement. She states she would like the whole thing reimbursed. She claims she asked for assistance at the dealer level, was told to pay, then contact Honda for reimbursement.

I stated that I don't mind reviewing her case to see what could be done. I made it clear that the vehicle is outside of warranty considerably by the mileage, Honda is not obligated to repair the vehicle out of warranty, and that her case would have to be reviewed to see if GW assistance can be applied. Customer expresses that it's ridiculous for the ignition to go out. She states she can understand if it was the strut, or something else. I stated that I checked for SB's, recalls, or warranty ext.'s, and that there is nothing I can find to show that there are issues with her ignition that we are aware of. I stated that normal warranty would apply. I provided my contact info and stated I'd try to have case resolved in a week. I added that I already LM for SM.

*** CASE MODIFY 5/30/2008 6:56:05 AM, mramelb

into WIP default 2 and Status of Solving.

*** COMMIT 5/30/2008 6:56:17 AM, mramelb, Action Type : N/A

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] IGNITION COLUMN

Made to [REDACTED] due 06/06/2008 06:56:19 AM.

U2 HRB-W* Resolve

*** NOTES 5/30/2008 6:56:51 AM, mramelb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/6/2008 6

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

*** NOTES 05/30/2008 06:56:01 mramelb Action Type: Call to Customer

I confirmed Customer's contact info on file is correct. She states that she services at a local shop, this is her 1st Honda, her expectation for Honda is for her to get reimbursed. I asked if she was willing to have Honda split the costs with her, or is requesting for complete reimbursement. She states she would like the whole thing reimbursed. She claims she asked for assistance at the dealer level, was told to pay, then contact Honda for reimbursement.

I stated that I don't mind reviewing her case to see what could be done. I made it clear that the vehicle is outside of warranty considerably by the mileage, Honda is not obligated to repair the vehicle out of warranty, and that her case would have to be reviewed to see if GW assistance can be applied. Customer expresses that it's ridiculous for the ignition to go out. She states she can understand if it was the strut, or something else. I stated that I checked for SB's, recalls, or warranty ext.'s, and that there is nothing I can find to show that there are issues with her ignition that we are aware of. I stated that normal warranty would apply. I provided my contact info and stated I'd try to have case resolved in a week. I added that I already LM for SM.

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:

Rich, can we confirm that Customer requested assistance at the dealer level? Was she advised to contact us for reimbursement?

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

Matthew Ramelb
Automobile Customer Service

*** CASE MODIFY COMMITMENT 5/30/2008 6:57:19 AM, mramelb

with LEE WOLFE due 06/04/2008 06:56:19 AM.

*** CASE MODIFY 5/30/2008 6:57:24 AM, mramelb

into WIP default 2 and Status of Solving.

*** CASE MODIFY 6/2/2008 1:26:16 PM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 6/2/2008 1:27:16 PM, mramelb, Action Type : Call from Dealer

SM left two messages requesting call back.

*** NOTES 6/2/2008 1:31:03 PM, mramelb, Action Type : Call to Dealer

I briefly spoke to SM, I was cut off. I tried to call back, but there is a busy tone. Possible that the dealer's phone lines are down at this time.

*** CASE MODIFY 6/2/2008 1:33:58 PM, mramelb

into WIP 9G and Status of Solving.

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] IGNITION COLUMN

*** NOTES 6/4/2008 7:33:23 AM, mramelb, Action Type : Call to Dealer
LM for SM, requested call back.

*** CASE MODIFY 6/4/2008 7:33:34 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 6/4/2008 9:19:36 AM, mramelb, Action Type : Call from Dealer
SM LM, requested call back, state he'll be in training, will be back after 1500 EST.

*** CASE MODIFY 6/4/2008 9:19:46 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 6/4/2008 9:19:59 AM, mramelb, Action Type : Call to Dealer
I was informed SM is with a Cust., I LM, requested call back.

*** CASE MODIFY 6/4/2008 9:20:03 AM, mramelb
into WIP 9G and Status of Solving.

*** CASE MODIFY 6/4/2008 9:20:16 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 6/4/2008 1:04:14 PM, mramelb, Action Type : Call to Dealer
SM informed me that the ignition tumbler was worn out, key didn't turn, it was towed in, ignition cylinder was replaced, Customer out of warranty, hasn't been there for service.

*** NOTES 6/4/2008 1:06:00 PM, mramelb, Action Type : Call to Customer
I LM with resident at daytime number. I LM stating that I called.

*** NOTES 6/4/2008 1:08:22 PM, mramelb, Action Type : Call to Customer
I called cell number, no answer, no v-mail available, I could not LM.

*** CASE FULFILL 6/4/2008 1:08:38 PM, mramelb
Fulfilled for [REDACTED] due 06/04/2008 06:56:19 AM.

*** COMMIT 6/4/2008 1:08:40 PM, mramelb, Action Type : N/A

D2 HRB-W* D

*** CASE MODIFY 6/4/2008 1:09:01 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE VSC LOOKUP 6/9/2008 11:54:43 AM, mramelb
VSC-CUC CHECK 06/09/2008 11:54:43 AM mramelb
No data found for VIN.

*** NOTES 6/9/2008 11:55:21 AM, mramelb, Action Type : Call from Customer
Cust. LM, requested call back, states she has not heard from me.

*** NOTES 6/9/2008 11:56:10 AM, mramelb, Action Type : Call to Customer
I called 978 568 9118 twice, line was busy.

*** CASE CAMPAIGN LOOKUP 6/9/2008 11:56:26 AM, mramelb
CAMPAIGN CHECK 06/09/2008 11:56:26 AM mramelb

The following Campaign information was found

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] - IGNITION COLUMN

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/08/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-0

*** NOTES 6/9/2008 11:58:45 AM, mramelb, Action Type : Call to Customer

I called cell number in CRMS: 978 549 1708. I tried twice, I received greeting stating that the wireless Cust. is unavailable.

*** NOTES 6/9/2008 12:01:41 PM, mramelb, Action Type : Call to Customer

I spoke to Customer very briefly on her home number. She informed me there is a lot of static on her phone, she advised me to call her cell in 5 minutes.

*** NOTES 6/9/2008 12:10:09 PM, mramelb, Action Type : Call to Customer

I called cell, Caller still not available, service provider greeting.

*** NOTES 6/9/2008 12:11:35 PM, mramelb, Action Type : Call to Customer

I called Cust. home number, she said she'd call me back. I confirmed my contact number.

*** NOTES 6/9/2008 12:22:01 PM, nkindle, Action Type : Call from Customer

The customer contacted ACS to request to speak with the RCM.

The CM was available so I transferred the call.

*** NOTES 6/9/2008 12:38:22 PM, mramelb, Action Type : Call from Customer

I informed Customer that the SM informed me that the tumbler in the lock cylinder was worn. I stated that there are no campaigns related to her concern.

I stated that tumbler can wear over-time when the key is turned, vehicle is outside of warranty, we have reviewed case for GW, this is not considered an unreasonable repair at this time, and there will be no assistance from Honda.

She states that she doesn't turn they key on each of those 95K mi. I stated that I understand that. I stated that the part can wear. She states that mileage shouldn't have anything to do, and the vehicle is only 5 yrs. old. I stated that it is just under 5 yrs. old, but that this is not a major mechanical failure, such as an engine or transmission, and that this case has been reviewed thoroughly.

Customer requested my full name, AHM address and my Supervisor's name. I provided that.

She states that the parts warranty is only 12 mo. / 12K mi. I stated that if the problem happens outside of that warranty that she is more than welcomed to call me back at that time. I told her to keep her case number in her files in case the part fails again.

I apologized that she was not happy, but told her that this was AHM's decision. Cust. states that even the SA's told her to call Honda. I assured her that I talked to the SM who is in charge of the SA's. I stated that she can also contact him if she would like to address her concerns, since she feels his SA gave her the expectation that Honda could do something. Customer hung up the phone on me.

*** CASE FULFILL 6/9/2008 12:38:26 PM, mramelb

Fulfilled for [REDACTED] due 06/11/2008 12:00:00 AM.

*** NOTES 6/9/2008 12:40:28 PM, mramelb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Rich, this Customer states that a Service Advisor told her to contact Honda about this. Please inform your service personnel to not refer Customer's directly to us. A DPSM is in place to be contacted if a request or review for assistance must be made on the spot.

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

*** NOTES 06/09/2008 12:38:22 mramelb Action Type: Call from Customer

I informed Customer that the SM informed me that the tumbler in the lock cylinder was worn. I stated that there are no campaigns related to her concern.

Case History

Case ID : N012008-05-2900462

Case Title : 9G (HERB-W) [REDACTED] - IGNITION COLUMN

I stated that tumbler can wear over-time when the key is turned, vehicle is outside of warranty, we have reviewed case for GW, this is not considered an unreasonable repair at this time, and there will be no assistance from Honda.

She states that she doesn't turn they key on each of those 95K mi. I stated that I understand that. I stated that the part can wear. She states that mileage shouldn't have anything to do, and the vehicle is only 5 yrs. old. I stated that it is just under 5 yrs. old, but that this is not a major mechanical failure, such as an engine or transmission, and that this case has been reviewed thoroughly.

Customer requested my full name, AHM address and my Supervisor's name. I provided that.

She states that the parts warranty is only 12 mo. / 12K mi. I stated that if the problem happens outside of that warranty that she is more than welcomed to call me back at that time. I told her to keep her case number in her files in case the part fails again.

I apologized that she was not happy, but told her that this was AHM's decision. Cust. states that even the SA's told her to call Honda. I assured her that I talked to the SM who is in charge of the SA's. I stated that she can also contact him if she would like to address her concerns, since she feels his SA gave her the expectation that Honda could do something. Customer hung up the phone on me.

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

Thank you for your attention to this matter.

Matthew Ramelb
Automobile Customer Service

*** SUBCASE N012008-05-2900462-1 CLOSE 6/9/2008 12:40:35 PM, mramelb

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/9/2008 12:42:51 PM, mramelb

into WIP 9G and Status of Solving.

*** CASE CLOSE 6/9/2008 12:42:52 PM, mramelb

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

Case Details

Case ID : N012010-06-1701059	Division : Honda - Auto	Condition : Closed	Open Date : 6/17/2010 11:51:06 AM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/17/2010 1:34:51 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 : 01J- [REDACTED] IGNITION SWITCH / SRS RECALL		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 : LOMA LINDA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF185X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 80,000
 In Service Date : 07/03/2003
 Months In Use : 83
 Engine Number : J35A42618903
 Originating Dealer No. / Name : 206688 / YONKERS HONDA
 Selling Dealer No. / Name : 206688 / YONKERS 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 : 207523 / SPREEN HONDA
 Phone No. : 909-799-7070
 Address : 25050 REDLANDS BLVD.
 City / State / Zip : LOMA LINDA, CA 92354
 Svc District / Sls District : 01J / D01
 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
N012010-06-1701059-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Details	752	SRS
N012010-06-1701059-2 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012010-06-1701059-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/17/2010 12:45:35 PM
Issue Owner : NaKya Jai	Type 2 : Details	Queue :	Close Date : 6/17/2010 12:45:55 PM
Issue Title : ██████████ CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Website,
 Component Category : 14 - Air Bags
 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 : N012010-06-1701059-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2010 12:46:18 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 6/17/2010 12:46:40 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 : Referred to Dealer, Referred to Website, Documented Concern,
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-1701059

Case Title : 01J [REDACTED] IGNITION SWITCH / SRS RECALL

*** CASE CREATE 6/17/2010 11:51:06 AM, jnakya

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

*** CASE CAMPAIGN LOOKUP 6/17/2010 11:51:33 AM, jnakya

CAMPAIGN CHECK 06/17/2010 11:51:33 AM jnakya

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/12/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-08

*** CASE CAMPAIGN LOOKUP 6/17/2010 11:52:28 AM, jnakya

CAMPAIGN CHECK 06/17/2010 11:52:28 AM jnakya

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/12/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-08

*** CASE MODIFY 6/17/2010 11:56:21 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 6/17/2010 12:02:23 PM, jnakya, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer [REDACTED] has contacted AHM in regards to every time he goes to the dealership for the recall notice that she was mailed from Honda the dealership stated that they don't have any information.

ACS informed the customer that there is a Safety Improvement Campaign: Pilot SRS Unit, Service Bulletin #03-066 that hasn't been address on her vehicle.

The customer indicated that she is having concern with the key not coming out of the ignition switch so she is going to be going to the dealership for diagnostic.

VIN: 2HKYF185X3H [REDACTED]

Please contact the customer for further information at [REDACTED]

Thank you for your attention to this matter.

Na Kya Jai

Automobile Customer Service

*** NOTES 6/17/2010 12:04:24 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding ignition switch / SRS recall

The customer indicated that she has a concern with the key isn't coming out the ignition switch. The customer indicated that every time he goes to the dealership for the recall notice that she was mailed from Honda the dealership stated that they don't have any information.

Case History

Case ID : N012010-06-1701059

Case Title : 01J [REDACTED] - IGNITION SWITCH / SRS RECALL

ACS informed the customer that there is a Safety Improvement Campaign: Pilot SRS Unit Service Bulletin #03-066 which hasn't been addressed. ACS apologized to the customer and informed that there aren't any technicians or mechanics at AHM to provided technical assistance and suggested that the customer go to the Honda dealership.

Recommendation

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

ACS offered to walk the customer through the website which the customer accept.

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 VSC LOOKUP 6/17/2010 12:04:27 PM, jnakya

VSC-CUC CHECK 06/17/2010 12:04:26 PM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/17/2010 12:04:29 PM, jnakya

CLAIM HISTORY CHECK 06/17/2010 12:04:29 PM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/17/2010 12:04:32 PM, jnakya

WARRANTY CHECK 06/17/2010 12:04:32 PM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/17/2010 12:04:36 PM, jnakya

CAMPAIGN CHECK 06/17/2010 12:04:36 PM jnakya

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/12/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-08

*** CASE MODIFY 6/17/2010 12:04:37 PM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012010-06-1701059-1 CREATE 6/17/2010 12:45:35 PM, jnakya

Created in WIP Default with Due Date 6/17/2010 12:45:35 PM.

*** SUBCASE N012010-06-1701059-1 CLOSE 6/17/2010 12:45:55 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-06-1701059-2 CREATE 6/17/2010 12:46:18 PM, jnakya

Created in WIP Default with Due Date 6/17/2010 12:46:18 PM.

*** SUBCASE N012010-06-1701059-2 CLOSE 6/17/2010 12:46:40 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/17/2010 12:46:42 PM, jnakya

Case History

Case ID : N012010-06-1701059

Case Title : 01J [REDACTED] IGNITION SWITCH / SRS RECALL

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2010 1:34:50 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 6/17/2010 1:34:51 PM, jnakya

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

Case Details

Case ID : N012009-12-2900887 Division : Honda - Auto Condition : Closed Open Date : 12/29/2009 11:31:22
 Case Originator : Fran Diaz (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 1/19/2010 12:34:35 PM
 Case Owner : Julie Kim (Team HF) Method : Mail Queue : Days Open : 21
 Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6L-#206824 [REDACTED] IGNITION REPAIR ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 9
 VIN Type / No. : US VIN / 2HKYF18573H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 80,836
 In Service Date : 08/04/2003
 Months In Use : 76
 Engine Number : J35A42626482
 Originating Dealer No. / Name : 206824 / LEITH HONDA
 Selling Dealer No. / Name : 206824 / LEITH 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 : 206824 / LEITH HONDA
 Phone No. : 919-876-5200
 Address : 3940 CAPITAL HILLS DR
 City / State / Zip : RALEIGH, NC 27616
 Svc District / Sls District : 06L / F06
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-2900887-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-12-2900887-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2009 6:53:08 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 1/19/2010 12:30:40 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 : Assist Denied, 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 : N012009-12-2900887

Case Title : 6L-#206824- [REDACTED] -IGNITION REPAIR ASSISTANCE

*** CASE CREATE 12/29/2009 11:31:22 AM, fdiaz

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

*** NOTES 12/29/2009 11:31:23 AM, fdiaz, Action Type :

On 12/21/09 ACS received a 1 page letter from customer requestng assistance with repairs.

*** CASE MODIFY 12/29/2009 11:31:56 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2009 11:31:57 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 12/29/2009 11:32:03 AM, fdiaz

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 12/29/2009 12:54:03 PM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** CASE MODIFY 12/29/2009 2:55:37 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 12/29/2009 2:55:46 PM, mkim

into WIP DEFAULT and Status of Solving.

*** COMMIT 12/29/2009 2:55:50 PM, mkim, Action Type : N/A

cust called? asst deny

*** CASE MODIFY 12/29/2009 2:56:03 PM, mkim

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012009-12-2900887-1 CREATE 12/30/2009 6:53:08 AM, mkim

Created in WIP Default with Due Date 12/30/2009 6:53:08 AM.

*** NOTES 12/30/2009 6:53:24 AM, mkim, Action Type : Letter/Fax

Customer mailed in a letter requesting for reimbursement of \$448.85 for ignition she had to replaced on 10-20-2009.

*** CASE EXTENDED WARRANTY LOOKUP 12/30/2009 6:53:45 AM, mkim

WARRANTY CHECK 12/30/2009 06:53:45 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/30/2009 6:53:48 AM, mkim

CLAIM HISTORY CHECK 12/30/2009 06:53:48 AM mkim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/30/2009 6:53:53 AM, mkim

CAMPAIGN CHECK 12/30/2009 06:53:53 AM mkim

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/25/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085;

Case History

Case ID : N012009-12-2900887

Case Title : 6L-#206824 [REDACTED]-IGNITION REPAIR ASSISTANCE

*** CASE VSC LOOKUP 12/30/2009 6:53:55 AM, mkim
VSC-CUC CHECK 12/30/2009 06:53:54 AM mkim
No data found for VIN.

*** CASE MODIFY 12/30/2009 6:54:58 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 12/30/2009 6:55:36 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 1/5/2010 8:12:15 AM, mkim
VSC-CUC CHECK 01/05/2010 08:12:15 AM mkim
No data found for VIN.

*** CASE MODIFY 1/5/2010 8:13:24 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 1/5/2010 8:13:53 AM, mkim
with [REDACTED] due 01/07/2010 05:00:00 PM.

*** CASE MODIFY 1/5/2010 8:14:11 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 1/5/2010 8:14:16 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 1/5/2010 8:14:21 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/5/2010 8:18:36 AM, mkim, Action Type : Call to Customer
I called Leith Honda to speak to SM-Chuck but got his VM.
I left a message requesting a call back.

*** CASE MODIFY 1/5/2010 8:19:54 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/5/2010 8:23:49 AM, mkim, Action Type : Call to Customer
I called [REDACTED] and spoke to Ms. Kelley.

Customer said on 10/20/2009, she had to have the ignition replaced because the key would not go into the ignition. Customer said she is on a limited income and has taken good care of the vehicle so she would appreciate any assistance from Honda.
I asked the customer to fax in the RO and receipt for further review.
I informed the customer vehicle is currently outside the factory warranty but I offer to review the case for possible assistance and call her back end of the week with a decision.

I provided my contact information and fax [REDACTED]
Customer understood and no further assistance was needed at this time.

*** CASE MODIFY 1/5/2010 8:24:03 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 1/5/2010 8:24:07 AM, mkim
into WIP 6L and Status of Solving.

Case History

Case ID : N012009-12-2900887

Case Title : 6L-#206824- [REDACTED] -IGNITION REPAIR ASSISTANCE

*** CASE MODIFY COMMITMENT 1/7/2010 8:15:01 AM, mkim
with [REDACTED] due 01/12/2010 05:00:00 PM.

*** CASE MODIFY 1/7/2010 8:15:13 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/7/2010 10:43:39 AM, ahsieh, Action Type : Letter/Fax
On 01/06/10 ACS rec'd a 1-page fax from the customer. Customer faxed over a copy of a invoice from Leith Honda.

*** CASE MODIFY 1/11/2010 10:05:31 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/11/2010 12:57:24 PM, mkim, Action Type : Call to Dealer
I called Leith Honda and spoke to SM-Chuck.
SM said the ignition was replaced in 10/20/2009 at 80,836 miles because the tumbler in the ignition lock cylinder are binding and not allowing the key to be inserted or turn ignition switch. SM said they didn't offer any assistance since vehicle was over 6 years old and had 80k miles even though customer has good service history.

*** CASE MODIFY 1/11/2010 12:58:04 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 1/19/2010 9:31:40 AM, mkim
with [REDACTED] due 01/22/2010 05:00:00 PM.

*** NOTES 1/19/2010 9:31:54 AM, mkim, Action Type : Call to Customer
I called [REDACTED] but got customer's VM.
I left a message requesting a call back and provided my contact information.

*** CASE MODIFY 1/19/2010 9:32:04 AM, mkim
into WIP 6L and Status of Solving.

*** SUBCASE N012009-12-2900887-1 CLOSE 1/19/2010 12:30:40 PM, mkim
Status = Solving, Resolution Code = Instruction Given

*** NOTES 1/19/2010 12:30:58 PM, mkim, Action Type : Call from Customer
Customer called and left a message requesting a call back.

*** CASE FULFILL 1/19/2010 12:33:23 PM, mkim
Fulfilled for CATHY KELLY due 01/22/2010 05:00:00 PM.

*** NOTES 1/19/2010 12:33:36 PM, mkim, Action Type : Call to Customer
I called [REDACTED] and spoke to Mrs. Kelly.
I informed the customer after further review, unfortunately, AHM is not able to provide any assistance in reimbursing her the cost to replace the ignition lock cylinder since vehicle was over 6 years old and had over 80k miles, which far exceeds the factory warranty and goodwill parameters.
I apologized to the customer for not being able to provide assistance and offer to document the case for future reference.

Customer understood and thanked me for reviewing the case.

*** CASE MODIFY 1/19/2010 12:34:30 PM, mkim
into WIP 6L and Status of Solving.

Case History

Case ID : N012009-12-2900887

Case Title : 6L-#206824- [REDACTED] -IGNITION REPAIR ASSISTANCE

*** CASE MODIFY 1/19/2010 12:34:33 PM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 1/19/2010 12:34:35 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-08-1002881 Division : Honda - Auto Condition : Closed Open Date : 8/10/2010 4:02:58 PM
 Case Originator : Fenton Hulse (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 8/10/2010 4:09:23 PM
 Case Owner : Fenton Hulse (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Fenton Hulse (Team HD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION SWITCH FAILURE/ RECALL No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18533E ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 58,431
 In Service Date : 08/02/2003
 Months In Use : 84
 Engine Number : J35A42626519
 Originating Dealer No. / Name : 208058 / POWER HONDA COSTA MESA
 Selling Dealer No. / Name : 208058 / POWER HONDA COSTA MESA
 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 :
 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
N012010-08-1002881-1 / ██████████	PRO Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012010-08-1002881-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 4:09:06 PM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 8/10/2010 4:09:22 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
 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 : N012010-08-1002881

Case Title : [REDACTED] IGNITION SWITCH FAILURE/ RECALL

*** CASE CREATE 8/10/2010 4:02:58 PM, fhulse

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

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2010 4:03:03 PM, fhulse

WARRANTY CHECK 08/10/2010 04:03:03 PM fhulse

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2010 4:03:08 PM, fhulse

CLAIM CHECK 08/10/2010 04:03:08 PM fhulse

The following Claim History information was found

0; 2007-07-06; 208058; 581111; 510; 414120 ; SHOCK ABSORBERS/STRUTS, BOTH FRONT - REPLACE. INCLUDES:
REPLACE MOUNTING PARTS. S/B# 07-043

*** CASE CAMPAIGN LOOKUP 8/10/2010 4:03:12 PM, fhulse

CAMPAIGN CHECK 08/10/2010 04:03:12 PM fhulse

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/03/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NR;
06-

*** CASE CUC LOOKUP 8/10/2010 4:03:15 PM, fhulse

CUC CHECK 08/10/2010 04:03:15 PM fhulse

The following CUC information was found

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

*** CASE VSC LOOKUP 8/10/2010 4:03:15 PM, fhulse

VSC CHECK 08/10/2010 04:03:15 PM fhulse

The following VSC information was found

LOY;JOHNSTON;V001713104;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2003-08-02;2010-08-01;100000;4;208058;0.00

*** CASE MODIFY 8/10/2010 4:05:47 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 8/10/2010 4:08:38 PM, fhulse, Action Type : Call from Customer

Verified customer information.

phn# [REDACTED]

Ms. [REDACTED] called in regarding her ignition switch. She stated that this was replaced today. She stated that her key would not go into her ignition switch and once in, would be unable to be removed. She has become aware of the ignition switch recall and believes her vehicle should have been repaired under this. ACS advised Ms. [REDACTED] that the ignition switch recall is associated with being able to remove the key while the vehicle is not in park position. ACS advised her that this is a complete different issue than what she experienced. ACS also advised her that this does not apply to her vehicle. Ms. [REDACTED] understood. Case closed.

*** SUBCASE N012010-08-1002881-1 CREATE 8/10/2010 4:09:06 PM, fhulse

Created in WIP Default with Due Date 8/10/2010 4:09:06 PM.

*** CASE MODIFY 8/10/2010 4:09:16 PM, fhulse

into WIP default and Status of Solving.

Case History

Case ID : N012010-08-1002881

Case Title : [REDACTED] - IGNITION SWITCH FAILURE/ RECALL

*** SUBCASE N012010-08-1002881-1 CLOSE 8/10/2010 4:09:22 PM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/10/2010 4:09:23 PM, fhulse

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

Case Details

Case ID : N012011-01-1900463	Division : Honda - Auto	Condition : Closed	Open Date : 1/19/2011 9:30:38 AM
Case Originator : Christeen Miller (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/19/2011 9:44:24 AM
Case Owner : Christeen Miller (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christeen Miller (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] 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 : LADYS ISLAND, SC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] S
 VIN Type / No. : US VIN / 2HKYF18433H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 137,000
 In Service Date : 10/31/2003
 Months In Use : 87
 Engine Number : J35A42630100
 Originating Dealer No. / Name : 206756 / FRIENDLY HONDA HOUSE
 Selling Dealer No. / Name : 206756 / FRIENDLY HONDA HOUSE
 Trim : EX
 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 : 207425 / STOKES HONDA CARS OF BEAUFORT
 Phone No. : 843-521-2120
 Address : 88 ROBERT SMALLS
 City / State / Zip : BEAUFORT, SC 29906
 Svc District / Sls District : 07G / G07
 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
N012011-01-1900463-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-01-1900463-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2011 9:44:03 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 1/19/2011 9:44:17 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 : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-1900463

Case Title : [REDACTED] IGNITION

*** CASE CREATE 1/19/2011 9:30:38 AM, cmiller

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

*** NOTES 1/19/2011 9:42:38 AM, cmiller, Action Type : Call from Customer

Updated and verified customer information

Ignition

Customer is calling because this is his 7th Honda vehicle. The key is getting stuck in the ignition. He leaves on key in the ignition and locks and unlocks the vehicle with another key. He is working with Stokes Honda and his SM quoted him 500.00. He uses the dealer for all services since he moved to the area. He wants AHM to cover 50% of the cost.

ACS advised the customer that there are no recalls or warranty extensions for this issue. The warranty was for 3/36 and the vehicle is outside of that by both age and mileage. AHM would not be in a position to provide assistance for this repair at this time. Customer understood and the call was ended.

*** SUBCASE N012011-01-1900463-1 CREATE 1/19/2011 9:44:03 AM, cmiller

Created in WIP Default with Due Date 1/19/2011 9:44:03 AM.

*** SUBCASE N012011-01-1900463-1 CLOSE 1/19/2011 9:44:17 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/19/2011 9:44:19 AM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 1/19/2011 9:44:24 AM, cmiller

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

Case Details

Case ID : N032011-06-2701886 Division : Honda - Auto Condition : Closed Open Date : 6/27/2011 1:20:52 PM
 Case Originator : Erica Leake (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 6/27/2011 1:28:34 PM
 Case Owner : Erica Leake (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Erica Leake (Team CD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION 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 : HARTFORD, CT ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18613H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours :
 In Service Date : 08/22/2003
 Months In Use : 94
 Engine Number : J35A42631292
 Originating Dealer No. / Name : 206675 / BALISE HONDA
 Selling Dealer No. / Name : 206675 / BALISE 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 / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-06-2701886-1 ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032011-06-2701886-1 Disposition: Information Condition : Closed Wipbin :
Issue Originator : Erica Leake Type 1 : Product Status : Subcase Close Open Date : 6/27/2011 1:28:16 PM
Issue Owner : Erica Leake Type 2 : Operation Queue : Close Date : 6/27/2011 1:28:34 PM
Issue Title : ██████████ 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, Provided Information, Updated 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 : N032011-06-2701886

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 6/27/2011 1:20:52 PM, eleake

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

*** CASE MODIFY 6/27/2011 1:21:09 PM, eleake

into WIP default and Status of Solving.

*** NOTES 6/27/2011 1:27:48 PM, eleake, Action Type : Call from Customer

Customer contact information verified/update [REDACTED]

Customer contact AHM stating her key is stuck in the ignition. Customer states she located a recall online about a lock-up function which she feels has happen to her ignition.

I informed the customer what she located in regards to a lock-up function is a recall on the transmission. I informed the customer the lock-up function is on the transmission not the ignition. I explained to the customer even if the transmission were to lock up, she would still be able to start the vehicle.

I informed the customer she can have the vehicle properly diagnosed at any authorized Honda dealer. Customer understood.

I offered assistance locating a dealer. Customer states she has the dealer information. Customer required no further assistance.

*** SUBCASE N032011-06-2701886-1 CREATE 6/27/2011 1:28:16 PM, eleake

Created in WIP Default with Due Date 6/27/2011 1:28:16 PM.

*** CASE CLOSE 6/27/2011 1:28:34 PM, eleake

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

*** SUBCASE N032011-06-2701886-1 CLOSE 6/27/2011 1:28:34 PM, eleake

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012009-04-2701617 Division : Honda - Auto Condition : Closed Open Date : 4/27/2009 3:06:20 PM
 Case Originator : Ryan Watkins (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 4/27/2009 4:20:34 PM
 Case Owner : Ryan Watkins (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION KEYLESS REMOTE CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1
 VIN Type / No. : US VIN / 2HKYF18673H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 90,200
 In Service Date : 08/21/2003
 Months In Use : 68
 Engine Number : J35A42631384
 Originating Dealer No. / Name : 206786 / BERLIN CITY HONDA OF PORTLAN
 Selling Dealer No. / Name : 206786 / BERLIN CITY HONDA OF PORTLAND
 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 : 206786 / BERLIN CITY HONDA OF PORTLAND
 Phone No. : 207-774-1429
 Address : 255 MAINE MALL ROAD
 City / State / Zip : SOUTH PORTLAND, ME 04106
 Svc District / Sls District : 09J / D09
 Warranty Labor Rate / Date : \$99.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-2701617-1 [REDACTED]	PROD	Subcase Close	Product	Operation	754 Keyless Entry
N012009-04-2701617-2 [REDACTED]	PROD	Subcase Close	Product	Operation	725 Ignition Switch

Issue Details

Issue ID : N012009-04-2701617-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2009 4:17:57 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 4/27/2009 4:20:34 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 754 / Keyless Entry
 Condition Code Desc : 7541 Remote Transmit
 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

Issue Details

Issue ID : N012009-04-2701617-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2009 4:20:06 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 4/27/2009 4:20:20 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 : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-2701617

Case Title : [REDACTED] IGNITION KEYLESS REMOTE CONCERN

*** CASE CREATE 4/27/2009 3:06:20 PM, rwatkins

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

*** NOTES 4/27/2009 3:13:51 PM, rwatkins, Action Type : Call from Customer

REQUEST:

Customer called to express dissatisfaction with keyless entry remote and lock cylinder failure.

PROBING QUESTIONS:

Contact information verified by [REDACTED]

Customer states key will become stuck inside the lock cylinder.

Customer took vehicle to DLR for assistance.

Customer states DLR quoted \$600 to replace the lock cylinder.

Customer states DLR informed that there will be two keys necessary to operate vehicle. Customer states that he did not expect this to happen to this vehicle.

INBOUND SUMMARY:

I informed customer that concern will be documented as a complaint. Customer thanked me and required no further assistance at this time.

*** CASE MODIFY 4/27/2009 3:14:03 PM, rwatkins

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/27/2009 4:17:09 PM, rwatkins

WARRANTY CHECK 04/27/2009 04:17:09 PM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/27/2009 4:17:13 PM, rwatkins

CLAIM CHECK 04/27/2009 04:17:13 PM rwatkins

The following Claim History information was found

0; 2006-06-20; 206786; 486508; 510; 811099 ; BASE FOR STRAIGHT TIME (REAR BUMPER)

*** CASE CAMPAIGN LOOKUP 4/27/2009 4:17:16 PM, rwatkins

CAMPAIGN CHECK 04/27/2009 04:17:16 PM rwatkins

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/15/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE VSC LOOKUP 4/27/2009 4:17:17 PM, rwatkins

VSC-CUC CHECK 04/27/2009 04:17:17 PM rwatkins

No data found for VIN.

*** SUBCASE N012009-04-2701617-1 CREATE 4/27/2009 4:17:57 PM, rwatkins

Created in WIP Default with Due Date 4/27/2009 4:17:57 PM.

*** NOTES 4/27/2009 4:19:03 PM, rwatkins, Action Type : Note-General

Customer states keyless entry remote is no longer working. Customer states that the battery was changed and that DLR was unable to repair it.

Case History

Case ID : N012009-04-2701617

Case Title : [REDACTED] IGNITION KEYLESS REMOTE CONCERN

*** CASE MODIFY 4/27/2009 4:19:20 PM, rwatkins
into WIP default and Status of Solving.

*** SUBCASE N012009-04-2701617-2 CREATE 4/27/2009 4:20:06 PM, rwatkins
Created in WIP Default with Due Date 4/27/2009 4:20:06 PM.

*** SUBCASE N012009-04-2701617-2 CLOSE 4/27/2009 4:20:20 PM, rwatkins
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-04-2701617-1 CLOSE 4/27/2009 4:20:34 PM, rwatkins
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/27/2009 4:20:34 PM, rwatkins
Status = Closed, Resolution Code = Instruction Given, State = Open

PE12-026

HONDA

12/7/2012

Q4 CONSUMER
COMPLAINTS 2003 PILOT -
CAN'T TURN

Case Details

Case ID : N012006-11-1600285	Division : Honda - Auto	Condition : Closed	Open Date : 11/16/2006 8:20:39 AM
Case Originator : Mike Ghadimi (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/11/2006 8:25:32 AM
Case Owner : Brian Philbin (Team HH)	Method : Phone	Queue :	Days Open : 25
Last Closed By : Brian Philbin (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 10E [REDACTED] 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 : DURANGO, CO [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 63,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207902 / HANSON HONDA
 Phone No. : 505-325-4000
 Address : 5301 EAST MAIN STREET
 City / State / Zip : FARMINGTON, NM 87402
 Svc District / Sls District : 10E / C10
 Warranty Labor Rate / Date : \$91.00 /
 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
N012006-11-1600285-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-11-1600285-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 11/17/2006 7:40:43 AM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 12/6/2006 10:04:42 AM
Issue Title : XXXXXXXXXX - 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
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-11-1600285

Case Title : 10E [REDACTED] IGNITION

*** CASE CREATE 11/16/2006 8:20:39 AM, mghadimi

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

*** CASE MODIFY 11/16/2006 8:24:22 AM, mghadimi

into WIP default and Status of Solving.

*** CASE MODIFY 11/16/2006 8:26:44 AM, mghadimi

into WIP default and Status of Solving.

*** NOTES 11/16/2006 8:33:15 AM, mghadimi, Action Type : Call from Customer

ACS received a call from customer regarding the ignition on her vehicle. Customer stated that recently the key ignition had been giving her a hard time and this was not only with one but all her three keys. On Monday 11-13 customer was getting in her vehicle during work and she put her key in the ignition and she could turn the key to start the vehicle. She was stuck at this point and she could not get the key to turn so she had vehicle towed to HANSON HONDA to have it inspected. Customer stated that Mike(service manager) assisted her with this issue. Customer stated that dealership replaced the ignition system for her. Customer is frustrated because she feels that this not a normal problem and she did not cause this to happen and she feels that she should be covered under warranty for this issue. Customer stated that she would like American Honda to reimburse her for the towing fees to the dealership and also the parts and labor cost for that repair. I let the customer know that I documented everything and a case manager will be calling her within two business days. Customer thanked me for my assistance and ended the call.

*** CASE MODIFY 11/16/2006 8:33:17 AM, mghadimi

into WIP default and Status of Solving.

*** NOTES 11/16/2006 8:33:30 AM, mghadimi, Action Type : Contention

IGNITION

*** CASE MODIFY 11/16/2006 8:33:31 AM, mghadimi

into WIP default and Status of Solving.

*** CASE MODIFY 11/16/2006 8:33:43 AM, mghadimi

into WIP default and Status of Solving.

*** CASE MODIFY 11/16/2006 8:33:44 AM, mghadimi

into WIP default and Status of Solving.

*** CASE DISPATCH 11/16/2006 8:33:54 AM, mghadimi

from WIP default to Queue Honda Team F.

*** CASE ASSIGN 11/16/2006 10:51:33 AM, lhenry

N012006-11-1600285 to bphilbin, WIP {

*** CASE RULE ACTION 11/16/2006 10:51:35 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/16/2006 1:51:54 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** SUBCASE N012006-11-1600285-1 CREATE 11/17/2006 7:40:43 AM, bphilbin

Created in WIP Default with Due Date 11/17/2006 7:40:43 AM.

*** CASE MODIFY 11/17/2006 7:41:15 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

Case History

Case ID : N012006-11-1600285

Case Title : 10E [REDACTED] IGNITION

*** COMMIT 11/21/2006 8:24:05 AM, bphilbin, Action Type : N/A

Made to [REDACTED] due 11/22/2006 09:00:00 AM.

Cust Resp or Close : [REDACTED] Ignition

*** NOTES 11/21/2006 8:24:13 AM, bphilbin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 11/22/06 9:00:00 AM

THIS CUSTOMER CONTACTED OUR OFFICE REGARDING THE FOLLOWING ISSUE(S):

Customer indicates that the ignition on her vehicle is not operating properly. Customer indicates that recently her 3 ignition keys had been giving her a hard time and she could not get the key to turn so she had vehicle towed to Hanson Honda to have it inspected. Customer indicates that Mike assisted her with this issue and they replaced the ignition system. Customer indicates that she is frustrated because she feels that this is a premature failure. Customer indicates that she would like American Honda to reimburse her for the towing fees to the dealership and also the parts and labor cost for that repair.

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 ANY DPSM OR TECHLINE 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 TRANSMIT A DCS RESPONSE, E-MAIL OR CALL THE CUSTOMER SERVICE OFFICE BY THE DUE DATE. THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

BRIAN PHILBIN
AUTOMOBILE CUSTOMER SERVICE
Brian_Philbin@ahm.honda.com
(800) 999-1009
Ext. 118196

*** NOTES 11/27/2006 9:37:00 AM, bphilbin, Action Type : Call to Dealer

Spoke to Mike Spencer, Service Manager. Mike verified nature of the failure and mileage of the vehicle and indicated that this is a product issue not related to any modification or abuse and that the DPSM, in the interest of customer satisfaction, considering the age and mileage of the vehicle and the nature of the failure, as well as their service history and Honda loyalty, as a one-time goodwill gesture, AHM would provide 50% coverage for this repair.

*** NOTES 11/27/2006 9:37:57 AM, bphilbin, Action Type : Call to Customer

Mike indicates that he contacted the customer to notify of goodwill gesture and the customer was very happy with the assistance.

*** CASE MODIFY COMMITMENT 11/27/2006 9:38:19 AM, bphilbin

with [REDACTED] due 11/29/2006 11:01:01 AM.

*** NOTES 11/29/2006 9:58:44 AM, bphilbin, Action Type : Call to Customer

Left message for customer, indicating that it is our understanding that she has taken advantage of our offer of assistance. Provided return call information and requested that she call with any questions, concerns or comments.

Case History

Case ID : N012006-11-1600285

Case Title : 10E [REDACTED] IGNITION

*** CASE MODIFY COMMITMENT 11/29/2006 9:59:12 AM, bphilbin

with [REDACTED] due 12/06/2006 11:01:00 AM.

*** NOTES 12/6/2006 10:00:58 AM, bphilbin, Action Type : Call to Customer

Left message for customer, indicating that it is our understanding that she has taken advantage of our offer of assistance. Provided return call information and requested that she call with any questions, concerns or comments.

*** SUBCASE N012006-11-1600285-1 CLOSE 12/6/2006 10:04:42 AM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY COMMITMENT 12/6/2006 10:04:58 AM, bphilbin

with [REDACTED] due 12/11/2006 11:00:00 AM.

*** CASE CLOSE 12/11/2006 8:25:32 AM, bphilbin

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

Case Details

Case ID : N012009-03-0900312	Division : Honda - Auto	Condition : Closed	Open Date : 3/9/2009 6:43:12 AM
Case Originator : Sarah Lambert (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/9/2009 6:57:37 AM
Case Owner : Sarah Lambert (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sarah Lambert (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] 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 :	DENVER, CO [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	PILOT / 2003
Model ID / Product Line :	/
Miles / Hours :	95,000
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207882 / GO HONDA 104TH
Phone No. :	303-469-5551
Address :	2999 WEST 104TH AVENUE
City / State / Zip :	WESTMINSTER, CO 80234
Svc District / Sls District :	10C / C10
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
N012009-03-0900312-1 [REDACTED]	PRODU Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-03-0900312-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 3/9/2009 6:55:12 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 3/9/2009 6:55:38 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 Dealer, Provided Information, 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

Case History

Case ID : N012009-03-0900312

Case Title : [REDACTED] IGNITION

*** CASE CREATE 3/9/2009 6:43:12 AM, slambert

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

*** CASE MODIFY 3/9/2009 6:43:35 AM, slambert

into WIP default and Status of Solving.

*** SUBCASE N012009-03-0900312-1 CREATE 3/9/2009 6:55:12 AM, slambert

Created in WIP Default with Due Date 3/9/2009 6:55:12 AM.

*** SUBCASE N012009-03-0900312-1 CLOSE 3/9/2009 6:55:38 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/9/2009 6:57:31 AM, slambert, Action Type : Call from Customer

I entered the customer's information. He was unable to provide the vin #.

He said when he puts his key in the ignition, he has trouble turning it. He wants to know how long the ignition system is supposed to last. He has not taken the vehicle to a Honda dealership yet.

I advised the customer ACS was not able to provide the life of any component. He said he found that disappointing. I suggested he take the vehicle to a Honda dealership to have any technical questions answered. He said he expects more out of Honda. He had no further requests.

*** CASE CLOSE 3/9/2009 6:57:37 AM, slambert

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

Case Details

Case ID : N012009-07-2300523 Division : Honda - Auto Condition : Closed Open Date : 7/23/2009 9:53:35 AM
 Case Originator : Ryan Watkins (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 7/23/2009 10:07:54 AM
 Case Owner : Ryan Watkins (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION ENGINE MOUNT DOOR LOCK 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 : CONCORD, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 75,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207442 / WALNUT CREEK HONDA
 Phone No. : 925-934-0530
 Address : 1707 NORTH MAIN STREET
 City / State / Zip : WALNUT CREEK, CA 94596
 Svc District / Sls District : 12C / A12
 Warranty Labor Rate / Date : \$130.00 /
 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
N012009-07-2300523-1 / [REDACTED]	Subcase Close	Product	Operation	748	Power Door Lock
N012009-07-2300523-2 / [REDACTED]	Subcase Close	Product	Operation	112	Engine Mounts
N012009-07-2300523-3 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012009-07-2300523-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2009 10:06:01 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 7/23/2009 10:07:53 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 748 / Power Door Lock
 Condition Code Desc Other 748X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-07-2300523-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2009 10:06:47 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 7/23/2009 10:06:57 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 112 / Engine Mounts
 Condition Code Desc Any 1120
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-07-2300523-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2009 10:07:34 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 7/23/2009 10:07:48 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 : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-07-2300523

Case Title : [REDACTED] IGNITION ENGINE MOUNT DOOR LOCK

*** CASE CREATE 7/23/2009 9:53:35 AM, rwatkins

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

*** CASE MODIFY 7/23/2009 9:53:44 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/23/2009 9:53:49 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/23/2009 9:56:27 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 7/23/2009 10:04:20 AM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

Customer does not have the VIN. Customer states that he is the original owner.

Customer states that yesterday he noticed that ignition became difficult to turn.

Customer took vehicle to DLR for ignition concern.

Vehicle is now at DLR.

DLR checked and found that ignition will need to be replaced.

Customer states DLR will also repair driver's side door lock actuator and engine mount.

Customer states power door lock will not operate.

Customer states DLR will charge \$800 to repair vehicle.

Customer is seeking assistance with cost.

Customer expected vehicle to last longer.

ACS advised customer that vehicle is beyond the age and mileage point at which AH would consider providing assistance with the cost of repair. ACS informed customer that AH is not in the position to offer assistance with repair cost at this time.

ACS informed customer that VIN # is necessary to check for campaigns. Customer will call back with VIN.

Customer understood the information provided by ACS and required no further assistance at this time.

*** CASE MODIFY 7/23/2009 10:04:35 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/23/2009 10:05:25 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/23/2009 10:05:36 AM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE N012009-07-2300523-1 CREATE 7/23/2009 10:06:01 AM, rwatkins

Created in WIP Default with Due Date 7/23/2009 10:06:01 AM.

*** SUBCASE N012009-07-2300523-2 CREATE 7/23/2009 10:06:47 AM, rwatkins

Created in WIP Default with Due Date 7/23/2009 10:06:47 AM.

*** SUBCASE N012009-07-2300523-2 CLOSE 7/23/2009 10:06:57 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012009-07-2300523

Case Title : [REDACTED] IGNITION ENGINE MOUNT DOOR LOCK

*** SUBCASE N012009-07-2300523-3 CREATE 7/23/2009 10:07:34 AM, rwatkins

Created in WIP Default with Due Date 7/23/2009 10:07:34 AM.

*** SUBCASE N012009-07-2300523-3 CLOSE 7/23/2009 10:07:48 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-07-2300523-1 CLOSE 7/23/2009 10:07:53 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2009 10:07:54 AM, rwatkins

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

Case Details

Case ID : N012010-04-1600833	Division : Honda - Auto	Condition : Closed	Open Date : 4/16/2010 11:31:00 AM
Case Originator : Tyrone Cadle (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/16/2010 11:34:18 AM
Case Owner : Tyrone Cadle (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tyrone Cadle (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION WILL NOT TURN	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. :
 Cell / Pager No. :
 Fax No. : () -
 Address : UNKNOWN
 City / State / Zip : BIRMINGHAM, AL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 100,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-1600833-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-04-1600833-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2010 11:31:27 AM
Issue Owner : Tyrone Cadle	Type 2 : Operation	Queue :	Close Date : 4/16/2010 11:34:17 AM
Issue Title : XXXXXXXXXX - 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 Dealer, Provided Information, 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

Case History

Case ID : N012010-04-1600833

Case Title : [REDACTED] IGNITION WILL NOT TURN

*** CASE CREATE 4/16/2010 11:31:00 AM, tcadle

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

*** SUBCASE N012010-04-1600833-1 CREATE 4/16/2010 11:31:27 AM, tcadle

Created in WIP Default with Due Date 4/16/2010 11:31:27 AM.

*** NOTES 4/16/2010 11:34:14 AM, tcadle, Action Type : Call from Customer

Customer refused to provide contact information.

Situation:

Customer is unable to turn her ignition.

Request:

Document concerns.

Probing Questions:

Customer states she cannot turn the ignition and she read online that others are having similar issues. She would like to know if she can document a complaint online.

Inbound Summary:

ACS apologized and advised, per ServiceNew dates 12/2005, she may want to attempt to free the ignition by rotating the wheel left and right while turning the ignition. I advised, if that does not work, she may have to bring the vehicle to a Honda dealer for diagnosis. I advised I have documented her concerns but the only other avenue to submit a complaint would be via our mailing address. I offered to provide further assistance but the customer declined. Call concluded.

*** SUBCASE N012010-04-1600833-1 CLOSE 4/16/2010 11:34:17 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/16/2010 11:34:18 AM, tcadle

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

Case Details

Case ID : N012010-12-0301408 Division : Honda - Auto Condition : Closed Open Date : 12/3/2010 3:57:18 PM
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2010 4:07:09 PM
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 85,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0301408-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-12-0301408-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2010 4:06:53 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 12/3/2010 4:07:09 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information, 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

Case History

Case ID : N012010-12-0301408

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 12/3/2010 3:57:18 PM, jnajee

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

*** NOTES 12/3/2010 4:06:07 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that his key will not turn in the ignition. Customer stated that his steering wheel is locked. Customer informed ACS that he looked in the owner manual and he was unable to get the key to turn in the ignition.

ACS informed customer that there are no service bulletins on his vehicle. ACS informed customer that he should try to turn the key and the steering wheel as sb 051202 stated. Customer stated that it hasn't loosened. ACS informed customer that he will have to contact the DLR. ACS offered to provide number to DLR, customer declined. No further assistance required.

*** SUBCASE N012010-12-0301408-1 CREATE 12/3/2010 4:06:53 PM, jnajee

Created in WIP Default with Due Date 12/3/2010 4:06:53 PM.

*** SUBCASE N012010-12-0301408-1 CLOSE 12/3/2010 4:07:09 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2010 4:07:09 PM, jnajee

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

Case Details

Case ID : N012012-06-2502417 Division : Honda - Auto Condition : Closed Open Date : 6/25/2012 11:50:55 AM
Case Originator : Tieshia Pogues (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/25/2012 12:07:30 PM
Case Owner : Tieshia Pogues (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Tieshia Pogues (Team HA) Point of Origin : Customer Wipbin :
Case Title : ██████████ - IGNITION SWITCH WENT OUT 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 : LOS GATOS, CA ██████████
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : PILOT / 2003
Model ID / Product Line : /
Miles / Hours : 120,000
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-06-2502417-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-06-2502417-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tieshia Pogues	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2012 11:52:13 AM
Issue Owner : Tieshia Pogues	Type 2 : Operation	Queue :	Close Date : 6/25/2012 12:07:30 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, 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 : N012012-06-2502417

Case Title : [REDACTED] IGNITION SWITCH WENT OUT

*** CASE CREATE 6/25/2012 11:50:55 AM, tpogues
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 6/25/2012 11:50:56 AM, tpogues, Action Type :
Verified customer contact info

Best contact # [REDACTED]

Customer stated she notice she the problem about 2 months ago with the ignition. Customer stated ignition is not working at all. Customer stated the key goes in but will not turn. Customer stated she read on line that a lot of customer are having the same problem. Customer stated she has to leave to key in the ignition it would stay on.

ACS documented the customer concern and empathized with the customer

*** SUBCASE N012012-06-2502417-1 CREATE 6/25/2012 11:52:13 AM, tpogues
Created in WIP Default with Due Date 6/25/2012 11:52:13 AM.

*** CASE MODIFY 6/25/2012 11:52:14 AM, tpogues
into WIP default and Status of Solving.

*** SUBCASE N012012-06-2502417-1 CLOSE 6/25/2012 12:07:30 PM, tpogues
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2012 12:07:30 PM, tpogues
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032012-09-0400984 Division : Honda - Auto Condition : Closed Open Date : 9/4/2012 10:21:59 AM
 Case Originator : Kelly Fuller (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 9/4/2012 10:26:44 AM
 Case Owner : Kelly Fuller (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Kelly Fuller (Team CC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 100,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032012-09-0400984-1 / ██████████ - CAMPAI	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032012-09-0400984-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/4/2012 10:26:38 AM
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 9/4/2012 10:26:44 AM
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
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032012-09-0400984

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 9/4/2012 10:21:59 AM, kfuller

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

*** CASE MODIFY 9/4/2012 10:22:06 AM, kfuller

into WIP Default and Status of Solving.

*** CASE MODIFY 9/4/2012 10:26:17 AM, kfuller

into WIP Default and Status of Solving.

*** NOTES 9/4/2012 10:26:22 AM, kfuller, Action Type : Call from Customer

The customer called to see if there is a recall with the ignition gear shift. He did not have the VIN. I added contact information. I advised the customer that recalls are VIN specific. However, the recall for the ignition interlock is not for the key locking in the ignition. It is for the key being able to be pulled out while the car is in gear. He understood. He stated he cannot drive the car. The key is stuck in the ignition and it will not turn. He wanted to know what could be wrong. I advised him to contact a dealer. The customer asked about how to find out the recalls on his vehicle. I advised him that I would need the VIN. He will call back.

*** SUBCASE N032012-09-0400984-1 CREATE 9/4/2012 10:26:38 AM, kfuller

Created in WIP Default with Due Date 9/4/2012 10:26:38 AM.

*** SUBCASE N032012-09-0400984-1 CLOSE 9/4/2012 10:26:44 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/4/2012 10:26:44 AM, kfuller

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

Case Details

Case ID : N012012-01-2700399 Division : Honda - Auto Condition : Closed Open Date : 1/27/2012 9:01:49 AM
 Case Originator : Crystal Pillow (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/27/2012 9:07:08 AM
 Case Owner : Crystal Pillow (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Pillow (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] STEERING COLUMN LOCKED UP (IGNITION SWITCH WON'T T 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 : AUSTIN, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18413H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 130,000
 In Service Date : 06/11/2002
 Months In Use : 115
 Engine Number : J34A42500952
 Originating Dealer No. / Name : 207895 / ROUND ROCK HONDA
 Selling Dealer No. / Name : 207895 / ROUND ROCK HONDA
 Trim : EX
 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
N012012-01-2700399-1, [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-01-2700399-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 1/27/2012 9:06:52 AM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 1/27/2012 9:07:08 AM
Issue Title : XXXXXXXXXX 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 Dealer, 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 : N012012-01-2700399

Case Title : [REDACTED] STEERING COLUMN LOCKED UP (IGNITION SWITCH WON'T TURN) (N

*** CASE CREATE 1/27/2012 9:01:49 AM, cpillow

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

*** CASE MODIFY 1/27/2012 9:01:58 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 1/27/2012 9:03:15 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 1/27/2012 9:06:37 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his key won't turn in the ignition switch and his steering wheel is locked in place. ACS identified that mostly likely the lock pin is engaged and instructed customer to turn the steering wheel and key in the ignition switch simultaneously to attempt to disengage the lock pin; however customer was unable to successfully perform this function. ACS recommended contacting his local Honda dealership for further technical assistance. Customer stated he already has a dealership phone number to call and declined further assistance. Case closed.

*** SUBCASE N012012-01-2700399-1 CREATE 1/27/2012 9:06:52 AM, cpillow

Created in WIP Default with Due Date 1/27/2012 9:06:52 AM.

*** CASE MODIFY 1/27/2012 9:07:06 AM, cpillow

into WIP default and Status of Solving.

*** SUBCASE N012012-01-2700399-1 CLOSE 1/27/2012 9:07:08 AM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/27/2012 9:07:08 AM, cpillow

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

Case Details

Case ID : N012011-07-0601075 Division : Honda - Auto Condition : Closed Open Date : 7/6/2011 11:16:00 AM
 Case Originator : Christina Cotto (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 7/7/2011 2:14:04 PM
 Case Owner : Kris Schroeder (Team HE) Method : Phone Queue : Days Open : 1
 Last Closed By : Kris Schroeder (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7K-(208464) [REDACTED] IGNITION FAILURE REQUEST ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18613H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 108,000
 In Service Date : 05/31/2002
 Months In Use : 110
 Engine Number : J35A42502073
 Originating Dealer No. / Name : 206717 / CROWN HONDA
 Selling Dealer No. / Name : 206717 / CROWN 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 : 208464 / COURTESY PALM HARBOR HONDA
 Phone No. : 727-772-6600
 Address : 31200 U.S. HIGHWAY 19
 City / State / Zip : PALM HARBOR, FL 34684
 Svc District / Sls District : 07K / F07
 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
N012011-07-0601075-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-0601075-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 7/7/2011 9:32:07 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 7/7/2011 2:14:03 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 : Assist - AHM Partial, 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 : N012011-07-0601075

Case Title : 7K-(208464) [REDACTED] - IGNITION FAILURE REQUEST ASSISTANCE

*** CASE CREATE 7/6/2011 11:16:00 AM, ccotto01

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

*** CASE MODIFY 7/6/2011 11:22:37 AM, ccotto01

into WIP default and Status of Solving.

*** NOTES 7/6/2011 11:39:23 AM, ccotto01, Action Type : Call from Customer

I verified the customer's contact information.

The best number to contact the customer is at: [REDACTED]

The customer was unable to provide the approximate mileage on the vehicle.

The customer called ACS and stated that he is having a problem with the ignition where the key will not turn or work properly to start the vehicle. The customer stated that he first noticed this problem 2 or 3 months ago and the problem is getting worse. The customer stated that the vehicle was taken into Courtesy Palm Harbour Honda today and it is currently there at this time, going to be repaired. The customer was working with service advisor Vick who advised him that the entire ignition system would have to be replaced as well as the actuator in the door locks. The dealer did not advise as to why this was caused, but the cost of repair was quoted at \$1000. The customer is the original owner and regularly services at the Honda DLR, and has owned about 6 other Honda and Acura vehicles since 1986. The customer is seeking assistance with this repair from AHM.

ACS advised the customer that his concerns are being documented and apologized for the inconvenience. ACS advised the customer that this case will be dispatched to a case manager for further review and possible assistance with this concern. ACS advised the customer that he will be contacted within 1-2 business days and provided the case number. ACS advised the customer that at this time the vehicle is outside of warranty and therefore there is no guarantee of assistance or reimbursement.

The customer understood and required no further assistance.

*** CASE MODIFY 7/6/2011 11:39:46 AM, ccotto01

into WIP default and Status of Solving.

*** CASE DISPATCH 7/6/2011 11:39:58 AM, ccotto01

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 7/6/2011 11:49:59 AM, kschroed

from Queue Honda Team E to WIP Default.

*** NOTES 7/6/2011 11:54:03 AM, kschroed, Action Type : Note-General

Airbase history for vehicle

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
72740058		868095654	[REDACTED]		2HKYF18613H5 [REDACTED]	06/09/2004 12:00:00
AM 599	30403	208048	HOND PILOT			
215483287		A20908862	[REDACTED]		2HKYF18613H5 [REDACTED]	5/31/2002 12:00:00
AM 0	5	206717	HOND PILOT			
215483288		A20908862	[REDACTED]		2HKYF18613H5 [REDACTED]	6/05/2002 12:00:00
AM 0	12	206717	HOND PILOT			
215483289		A20908862	[REDACTED]		2HKYF18613H5 [REDACTED]	6/11/2002 12:00:00

Case History

Case ID : N012011-07-0601075

Case Title : 7K-(208464)-[REDACTED] - IGNITION FAILURE REQUEST ASSISTANCE

AM 0	13	206717 HOND PILOT		
215483290	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 08/14/2002 12:00:00
AM 0	3382	208464 HOND PILOT		
215483302	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 08/26/2002 12:00:00
AM 22	3730	208464 HOND PILOT		
215483303	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 12/20/2002 12:00:00
AM 22	7195	208464 HOND PILOT		
215483291	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 06/03/2003 12:00:00
AM 0	12478	208464 HOND PILOT		
215483292	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 01/29/2004 12:00:00
AM 0	24560	208464 HOND PILOT		
215483293	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 02/11/2004 12:00:00
AM 0	25097	208464 HOND PILOT		
215483294	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 09/15/2004 12:00:00
AM 0	35122	208464 HOND PILOT		
215483321	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 12/22/2004 12:00:00
AM 50	39923	251049 HOND PILOT		
215483295	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 12/22/2004 12:00:00
AM 0	39931	208464 HOND PILOT		
215483296	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 02/22/2005 12:00:00
AM 0	42833	208464 HOND PILOT		
215483297	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 04/19/2005 12:00:00
AM 0	45390	208464 HOND PILOT		
215483298	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 08/29/2005 12:00:00
AM 0	50539	208464 HOND PILOT		
215483299	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 01/12/2006 12:00:00
AM 0	55016	208464 HOND PILOT		
215483301	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 08/18/2006 12:00:00
AM 17.56	63079	208464 HOND PILOT		
215483307	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 09/08/2006 12:00:00
AM 337.43	64014	208464 HOND PILOT		
215483304	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 06/15/2007 12:00:00
AM 23.95	71663	208464 HOND PILOT		
215483300	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 04/23/2008 12:00:00
AM 0	80656	208464 HOND PILOT		
215483316	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 05/02/2008 12:00:00
AM 869.43	80886	208464 HOND PILOT		
215483313	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 05/12/2008 12:00:00
AM 720.09	81100	208464 HOND PILOT		
215483305	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 11/05/2008 12:00:00
AM 93.55	86226	208464 HOND PILOT		
215483310	A20908862	[REDACTED]	2HKYF18613H	[REDACTED] 01/24/2009 12:00:00
AM 391.74	88954	208464 HOND PILOT		

Case History

Case ID : N012011-07-0601075

Case Title : 7K-(208464)-[REDACTED] IGNITION FAILURE REQUEST ASSISTANCE

236206209 A20908862 [REDACTED] 2HKYF18613H501762 02/05/2010 12:00:00

AM 28.45 96137 208464 HOND PILOT

262972881 A20908862 [REDACTED] 2HKYF18613H501762 11/17/2010 12:00:00

AM 28.45 102419 208464 HOND PILOT

*** SUBCASE N012011-07-0601075-1 CREATE 7/7/2011 9:32:07 AM, ks Schroeder

Created in WIP Default with Due Date 7/7/2011 9:32:07 AM.

*** COMMIT 7/7/2011 9:32:10 AM, ks Schroeder, Action Type :

Made to [REDACTED] due 07/10/2011 09:32:13 AM.

DCS Follow-Up

*** NOTES 7/7/2011 9:32:46 AM, ks Schroeder, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/10/2011

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

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

Ignition Switch

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Kris Schroeder
Automobile Customer Service
310-783-7703

*** CASE MODIFY 7/7/2011 9:33:15 AM, ks Schroeder

into WIP Default and Status of Solving.

*** CASE MODIFY 7/7/2011 9:33:20 AM, ks Schroeder

into WIP Default and Status of Solving.

*** NOTES 7/7/2011 1:25:41 PM, ks Schroeder, Action Type : Field Service

DPSM made aware of customers concerns and would speak with dealer regarding customers concerns with ignition switch.

*** CASE MODIFY 7/7/2011 1:25:49 PM, ks Schroeder

into WIP 24 hr call and Status of Solving.

*** CASE MODIFY 7/7/2011 1:30:52 PM, ks Schroeder

into WIP 24 hr call and Status of Solving.

Case History

Case ID : N012011-07-0601075

Case Title : 7K-(208464) [REDACTED] - IGNITION FAILURE REQUEST ASSISTANCE

*** NOTES 7/7/2011 1:36:37 PM, kschroed, Action Type : Call to Customer

Spoke with the customer regarding issues with the vehicle. Customer stated that the ignition switch on the vehicle had failed and both drivers and passenger side door lock actuators had failed. He stated that the cost of the repair bill was \$1000 for the repairs. he stated that he was also in the dealer having a brake service done as well currently. he stated that his vehicle was still at the dealer and was waiting for him to pick up. He stated that he was looking for AHM to offer any assistance possible for the repairs on the vehicle. I advised that AHM would look into the issue but could not guarantee assistance since the vehicle was outside the factory warranty. Customer understood and stated that anything AHM can do to help would be greatly appreciated. I thanked him for his time and ended call.

Verified customers information

*** NOTES 7/7/2011 1:40:47 PM, kschroed, Action Type : Call to Dealer

Left message for service manager Jack to give AHM a call back regarding customers concerns with vehicle.

*** CASE MODIFY 7/7/2011 1:40:57 PM, kschroed

into WIP 24 hr call and Status of Solving.

*** NOTES 7/7/2011 2:09:44 PM, kschroed, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Ignition and door lock actuator

DPSM involved? YesCustomer pay quote from Dealership: \$ 880.00Total Warranty Repair Cost \$ 800.00Total Amount Authorized for claim: \$ 300.00Percentage of Goodwill Authorized: 38%Total the Customer will pay \$ 500.00 + Applicable tax

Offer valid for 30 days

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

Thank you for your attention to this matter.

Kris Schroeder

Automobile Customer Service

310-783-7703

*** NOTES 7/7/2011 2:13:40 PM, kschroed, Action Type : Call from Dealer

Service advisor Vic called and stated that the servie manager Jack was out of the office. He stated that the customer was there and picking up the vehicle. he stated that the customers total repair bill for replacing the ignition switch that had worn out from normal use and front door lock actuators was \$880. He stated that the customer also had the front brakes completed on the vehicle. i advised that AHm would lower the customers portion of the repair to \$500 plus pax for the door lock actuators and the ignition switch. I advised that the customer would be responsible for the cost of the brake replacement. he agreed. He stated that the customer was picking up the vehicle right now and the vehicle was ready. I thanked him and ended call.

*** CASE MODIFY 7/7/2011 2:14:01 PM, kschroed

Case History

Case ID : N012011-07-0601075

Case Title : 7K-(208464)-[REDACTED] - IGNITION FAILURE REQUEST ASSISTANCE

into WIP 24 hr call and Status of Solving.

*** SUBCASE N012011-07-0601075-1 CLOSE 7/7/2011 2:14:03 PM, kschroed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/7/2011 2:14:04 PM, kschroed

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

Case Details

Case ID : N012012-09-1001196 Division : Honda - Auto Condition : Closed Open Date : 9/10/2012 7:48:51 AM
 Case Originator : Sarwat Khan (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/10/2012 8:01:21 AM
 Case Owner : Sarwat Khan (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Sarwat Khan (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION SWITCH RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18603H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 101,000
 In Service Date : 05/31/2002
 Months In Use : 124
 Engine Number : J35A42502332
 Originating Dealer No. / Name : 207992 / O'DONNELL HONDA
 Selling Dealer No. / Name : 207992 / O'DONNELL 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 : 208213 / JIM COLEMAN HONDA
 Phone No. : 443-535-0500
 Address : 12441 AUTO DRIVE
 City / State / Zip : CLARKSVILLE, MD 21029
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-09-1001196-1 / ██████████	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012012-09-1001196-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarwat Khan	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/10/2012 7:55:34 AM
Issue Owner : Sarwat Khan	Type 2 : Eligibility	Queue :	Close Date : 9/10/2012 8:01:21 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Updated 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

Case History

Case ID : N012012-09-1001196

Case Title : [REDACTED] - IGNITION SWITCH RECALL INQUIRY

*** CASE CREATE 9/10/2012 7:48:51 AM, skhan

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

*** SUBCASE N012012-09-1001196-1 CREATE 9/10/2012 7:55:34 AM, skhan

Created in WIP Default with Due Date 9/10/2012 7:55:34 AM.

*** CASE MODIFY 9/10/2012 7:57:36 AM, skhan

into WIP default and Status of Solving.

*** NOTES 9/10/2012 8:00:59 AM, skhan, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS and stated that she went online in regards to her Honda vehicle for the ignition and saw a safety recall in regards to the same problem as she is having. The customer's key will not move the cylinder and is not able to turn the vehicle on. This issue started a few weeks ago. The customer is stating that she has three Hondas and is not happy that Honda is pretending that they do not know about her issue.

ACS empathized with the customer and advised the customer that safety recalls are vin specific. ACS advised the customer of SB 12-023. ACS advised the customer that there are no recalls associated to her vehicle in regards to her ignition switch and that AH is not in a position to assist her further. ACS advised the customer to go to the Honda dealership to have her vehicle diagnosed to have them assist her further. ACS thanked the customer for allowing to document her concern. The customer wanted to know if someone will contact her back in regards to her issue. ACS advised the customer that her case will be documented and that no one will contact her back at this time. The customer wanted proof of this call. ACS provided the customer with her case number. The customer does not require additional assistance at this time.

*** CASE MODIFY 9/10/2012 8:01:18 AM, skhan

into WIP default and Status of Solving.

*** CASE CLOSE 9/10/2012 8:01:21 AM, skhan

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

*** SUBCASE N012012-09-1001196-1 CLOSE 9/10/2012 8:01:21 AM, skhan

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012009-06-0400782 Division : Honda - Auto Condition : Closed Open Date : 6/4/2009 11:44:46 AM
 Case Originator : Ryan Watkins (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 6/4/2009 1:00:46 PM
 Case Owner : Ryan Watkins (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team HI) Point of Origin : Customer Wipbin :
 Case Title : ██████████-IGNITION 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 : LYNDHURST, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 132
 VIN Type / No. : US VIN / 2HKYF18163H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 63,000
 In Service Date : 06/11/2002
 Months In Use : 84
 Engine Number : J35A42503890
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS 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 : 206760 / MOTORCARS HONDA
 Phone No. : 216-932-2400
 Address : 2953 MAYFIELD ROAD
 City / State / Zip : CLEVELAND HEIGH, OH 44118
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$107.10 /
 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
N012009-06-0400782-1 ██████████	PRODUC Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-06-0400782-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 6/4/2009 11:57:37 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 6/4/2009 11:57:59 AM
Issue Title : XXXXXXXXXX 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 : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-0400782

Case Title : ██████████-IGNITION CONCERN

*** CASE CREATE 6/4/2009 11:44:46 AM, rwatkins

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

*** CASE MODIFY 6/4/2009 11:45:07 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2009 11:45:09 AM, rwatkins

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 6/4/2009 11:45:11 AM, rwatkins

VSC-CUC CHECK 06/04/2009 11:45:11 AM rwatkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/4/2009 11:45:23 AM, rwatkins

CAMPAIGN CHECK 06/04/2009 11:45:23 AM rwatkins

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 12/23/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/24/04; F

*** CASE EXTENDED WARRANTY LOOKUP 6/4/2009 11:45:26 AM, rwatkins

WARRANTY CHECK 06/04/2009 11:45:25 AM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/4/2009 11:45:28 AM, rwatkins

CLAIM HISTORY CHECK 06/04/2009 11:45:28 AM rwatkins

No data found for VIN.

*** CASE MODIFY 6/4/2009 11:45:32 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 6/4/2009 11:55:30 AM, rwatkins, Action Type : Call from Customer

██████████ verified contact info.

Customer states that vehicle is now at DLR for ignition replacement.

Customer states that the lock cylinder would not turn.

Customer states DLR quoted \$1000 to replace parts and code keys.

Customer informed that he found info online re this concern.

Customer states that he is seeking assistance from AH with cost of concern.

I informed customer that there are no known issues related to this concern.

I informed customer that New Vehicle Limited Warranty expired at 3 years or 36k miles, whichever came first. ACS advised customer that vehicle is beyond the age and mileage at which AH would consider providing assistance with the cost of repair.

Customer states that he left message for GM and that he is waiting to hear back from DLR. Customer informed that he will stay in contact with DLR and required no further assistance.

*** CASE MODIFY 6/4/2009 11:55:46 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2009 11:55:50 AM, rwatkins

Case History

Case ID : N012009-06-0400782

Case Title : [REDACTED]-IGNITION CONCERN

into WIP default and Status of Solving.

*** SUBCASE N012009-06-0400782-1 CREATE 6/4/2009 11:57:37 AM, rwatkins

Created in WIP Default with Due Date 6/4/2009 11:57:37 AM.

*** SUBCASE N012009-06-0400782-1 CLOSE 6/4/2009 11:57:59 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2009 1:00:46 PM, rwatkins

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

Case Details

Case ID : N012010-04-1901136 Division : Honda - Auto Condition : Closed Open Date : 4/19/2010 10:35:20 AM
 Case Originator : Lindsey Hoffman (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 4/19/2010 10:41:05 AM
 Case Owner : Lindsey Hoffman (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Lindsey Hoffman (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - PRODUCT COMPLAINTS, IGNITION, TRANSMISSION, S No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] B
 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 : JANESVILLE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sis District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18733H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 100,000
 In Service Date : 06/24/2002
 Months In Use : 94
 Engine Number : J35A42504542
 Originating Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 Selling Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sis District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-1901136-1 / [REDACTED]	Subcase Close	Product	Operation	752	SRS
N012010-04-1901136-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012010-04-1901136-3 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012010-04-1901136-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lindsey Hoffman	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2010 10:39:53 AM
Issue Owner : Lindsey Hoffman	Type 2 : Operation	Queue :	Close Date : 4/19/2010 10:41:03 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-04-1901136-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lindsey Hoffman	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2010 10:40:19 AM
Issue Owner : Lindsey Hoffman	Type 2 : Operation	Queue :	Close Date : 4/19/2010 10:41:04 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 : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012010-04-1901136-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lindsey Hoffman	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2010 10:40:46 AM
Issue Owner : Lindsey Hoffman	Type 2 : Operation	Queue :	Close Date : 4/19/2010 10:41:04 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : WarningLt D4/D5 2187
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 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 : N012010-04-1901136

Case Title : [REDACTED] - PRODUCT COMPLAINTS, IGNITION, TRANSMISSION, SRS LIGH

*** CASE CREATE 4/19/2010 10:35:20 AM, lhoffman

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

*** CASE VSC LOOKUP 4/19/2010 10:35:24 AM, lhoffman

VSC CHECK 04/19/2010 10:35:24 AM lhoffman

The following VSC information was found

[REDACTED];V001344264;S34;SENTINEL 3YR/45,000 MILE (NEW PLAN);EXPIRED;;2002-06-24;2005-06-23;45000;298;207521
;0.00

*** CASE CUC LOOKUP 4/19/2010 10:35:24 AM, lhoffman

CUC CHECK 04/19/2010 10:35:24 AM lhoffman

The following CUC information was found

[REDACTED] EXPIRED;105000;16288;50400;2005-06-24;2009-06-24;;2004-09-04;2004-09-04;207521;;0;2004-09-30;2004-0
9-30

*** CASE CAMPAIGN LOOKUP 4/19/2010 10:35:32 AM, lhoffman

CAMPAIGN CHECK 04/19/2010 10:35:32 AM lhoffman

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 02/26/04; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/25/04; F

*** CASE CLAIMS LOOKUP 4/19/2010 10:35:33 AM, lhoffman

CLAIM HISTORY CHECK 04/19/2010 10:35:33 AM lhoffman

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 4/19/2010 10:35:36 AM, lhoffman

WARRANTY CHECK 04/19/2010 10:35:36 AM lhoffman

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/19/2010 10:36:27 AM, lhoffman

CAMPAIGN CHECK 04/19/2010 10:36:27 AM lhoffman

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 02/26/04; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/25/04; F

*** CASE MODIFY 4/19/2010 10:37:05 AM, lhoffman

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/19/2010 10:37:09 AM, lhoffman

WARRANTY CHECK 04/19/2010 10:37:09 AM lhoffman

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/19/2010 10:37:11 AM, lhoffman

CLAIM HISTORY CHECK 04/19/2010 10:37:11 AM lhoffman

No data found for VIN.

*** CASE MODIFY 4/19/2010 10:37:14 AM, lhoffman

Case History

Case ID : N012010-04-1901136

Case Title :

[REDACTED] PRODUCT COMPLAINTS, IGNITION, TRANSMISSION, SRS LIGH

into WIP default and Status of Solving.

*** CASE MODIFY 4/19/2010 10:39:18 AM, lhoffman

into WIP default and Status of Solving.

*** NOTES 4/19/2010 10:39:22 AM, lhoffman, Action Type : Call from Customer

Updated Customer Information

Best Phone: [REDACTED]

Situation: Customer has a few issues with the vehicle.

Request: Customer is calling to see if the issues are covered under recalls.

Customer States: Customer states that she is wondering if there are any recalls on the vehicle. Customer states that the current issue she is having is that the key will not turn in the ignition. Customer also states that at times when driving the D light flashes, and the SRS light flashes going around turns.

Inbound Summary: ACS advised the customer that all of the concerns should be diagnosed at a Honda dealer. ACS advised the customer that the recall and campaign department can advised on any possible campaigns, and provided customer with phone number and extension (customer did not have the time to be

Customer had no additional questions.

Case closed.

*** SUBCASE N012010-04-1901136-1 CREATE 4/19/2010 10:39:53 AM, lhoffman

Created in WIP Default with Due Date 4/19/2010 10:39:53 AM.

*** SUBCASE N012010-04-1901136-2 CREATE 4/19/2010 10:40:19 AM, lhoffman

Created in WIP Default with Due Date 4/19/2010 10:40:19 AM.

*** SUBCASE N012010-04-1901136-3 CREATE 4/19/2010 10:40:46 AM, lhoffman

Created in WIP Default with Due Date 4/19/2010 10:40:46 AM.

*** CASE MODIFY 4/19/2010 10:41:00 AM, lhoffman

into WIP default and Status of Solving.

*** SUBCASE N012010-04-1901136-1 CLOSE 4/19/2010 10:41:03 AM, lhoffman

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-04-1901136-2 CLOSE 4/19/2010 10:41:04 AM, lhoffman

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-04-1901136-3 CLOSE 4/19/2010 10:41:04 AM, lhoffman

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2010 10:41:05 AM, lhoffman

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

Case Details

Case ID : N012012-06-0500184 Division : Honda - Auto Condition : Closed Open Date : 6/5/2012 7:08:23 AM
 Case Originator : Leticia Muniz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/5/2012 7:19:16 AM
 Case Owner : Leticia Muniz (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Leticia Muniz (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████-IGNITION SWITCH CONCERN-ND-ASSIST DENIED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF185X3H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 112,000
 In Service Date : 06/10/2002
 Months In Use : 120
 Engine Number : J35A42504504
 Originating Dealer No. / Name : 207105 / CLAIR HONDA
 Selling Dealer No. / Name : 207105 / CLAIR 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
N012012-06-0500184-1 / ██████████	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-06-0500184-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 6/5/2012 7:18:41 AM
Issue Owner : Leticia Muniz	Type 2 : Operation	Queue :	Close Date : 6/5/2012 7:19:16 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 : Provided Information, Assist Denied, 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

Case History

Case ID : N012012-06-0500184

Case Title : [REDACTED] - IGNITION SWITCH CONCERN-ND-ASSIST DENIED

*** CASE CREATE 6/5/2012 7:08:23 AM, Immuniz

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

*** CASE MODIFY 6/5/2012 7:16:02 AM, Immuniz

into WIP default and Status of Solving.

*** NOTES 6/5/2012 7:18:30 AM, Immuniz, Action Type : Call from Customer

Verified customer s information

Best contact number is: [REDACTED]

Customer stated that last week she had a problem with the ignition switch becoming locked and unable to turn. She had a lock smith fix the lock and paid \$225.00 for his service. The locksmith advised that this is a common issue due to that the prior week he had to the same service on 3 other Honda's. Customer is the original owner to the vehicle and is aware her vehicle does not have a recall for this concern. She is requesting to AHM to reimburse her the \$225 due to that she feels AHM knows this is a known issue. Customer has not addressed this concern with a Honda DLR.

I informed Mrs. Herbert that because we do not have any known issues on this matter and she is 76k miles and 6 yrs out side her warranty AHM will not be able to provide her any financial assistance at this time. Customer stated she was surprised due to all the information she was able to locate on the web in regards to this problem. I informed her that if this does become addressed by AHM she will notified via mail. Customer understood the information provided no further assistance required at this time.

*** SUBCASE N012012-06-0500184-1 CREATE 6/5/2012 7:18:41 AM, Immuniz

Created in WIP Default with Due Date 6/5/2012 7:18:41 AM.

*** CASE MODIFY 6/5/2012 7:19:13 AM, Immuniz

into WIP default and Status of Solving.

*** SUBCASE N012012-06-0500184-1 CLOSE 6/5/2012 7:19:16 AM, Immuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/5/2012 7:19:16 AM, Immuniz

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

Case Details

Case ID : N012012-06-2501602 Division : Honda - Auto Condition : Closed Open Date : 6/25/2012 9:00:55 AM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/25/2012 9:05:37 AM
 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/IGNITION TUMBLER FAILURE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18513H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 115,000
 In Service Date : 06/03/2002
 Months In Use : 120
 Engine Number : J35A42505415
 Originating Dealer No. / Name : 207595 / VIC HONDA
 Selling Dealer No. / Name : 207595 / VIC HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-06-2501602-1 / ██████████	PRO	Subcase Close	Product	Operation	725 Ignition Switch

Issue Details

Issue ID : N012012-06-2501602-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2012 9:02:52 AM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 6/25/2012 9:05:37 AM
Issue Title : XXXXXXXXXX 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, Assist Denied
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 : N012012-06-2501602

Case Title : [REDACTED] COMPLAINT/IGNITION TUMBLER FAILURE

*** CASE CREATE 6/25/2012 9:00:55 AM, jstarlin

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

*** CASE MODIFY 6/25/2012 9:01:12 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2012 9:02:47 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-06-2501602-1 CREATE 6/25/2012 9:02:52 AM, jstarlin

Created in WIP Default with Due Date 6/25/2012 9:02:52 AM.

*** CASE MODIFY 6/25/2012 9:03:43 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 6/25/2012 9:05:30 AM, jstarlin, Action Type : Call from Customer

Updated Information

Best Contact: [REDACTED]

The customer states that his key won't turn in the ignition switch and he wants to know if there are any recalls covering the repair cost. The customer is aware of the lighting switch recall. ACS apologized and advised customer that all out of warranty assistance repairs were determined on a case-by-case basis. ACS advised customer there were no campaign/recalls/warranty extensions associated with this VIN that the vehicle is eligible for in regards to the ignition switch and due to the age and mileage of this vehicle; AHM would not be in a position to assist with any repair at this point in the vehicle's life at this time.

*** CASE MODIFY 6/25/2012 9:05:34 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-06-2501602-1 CLOSE 6/25/2012 9:05:37 AM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2012 9:05:37 AM, jstarlin

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

Case Details

Case ID : N012008-02-2501213	Division : Honda - Auto	Condition : Closed	Open Date : 2/25/2008 9:07:49 AM
Case Originator : Andrew Phillips (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/25/2008 9:19:00 AM
Case Owner : Andrew Phillips (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Andrew Phillips (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] WARRANTY QUESTIONI	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 :	HIGHLAND PARK, NJ
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 2HKYF18573H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1853ENW / A
Miles / Hours :	50,000
In Service Date :	06/13/2002
Months In Use :	68
Engine Number :	J35A42505906
Originating Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Selling Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	RE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-02-2501213-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-02-2501213-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2008 9:18:25 AM
Issue Owner : Andrew Phillips	Type 2 : Operation	Queue :	Close Date : 2/25/2008 9:18:58 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 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 : N012008-02-2501213

Case Title : [REDACTED] WARRANTY QUESTION1

*** CASE CREATE 2/25/2008 9:07:49 AM, aPhillip

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

*** CASE CAMPAIGN LOOKUP 2/25/2008 9:07:59 AM, aPhillip

CAMPAIGN CHECK 02/25/2008 09:07:59 AM aPhillip

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/14/04; F

*** CASE CAMPAIGN LOOKUP 2/25/2008 9:08:20 AM, aPhillip

CAMPAIGN CHECK 02/25/2008 09:08:20 AM aPhillip

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/14/04; F

*** CASE VSC LOOKUP 2/25/2008 9:08:23 AM, aPhillip

VSC-CUC CHECK 02/25/2008 09:08:23 AM aPhillip

No data found for VIN.

*** CASE MODIFY 2/25/2008 9:08:36 AM, aPhillip

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 2/25/2008 9:08:38 AM, aPhillip

VSC-CUC CHECK 02/25/2008 09:08:38 AM aPhillip

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2008 9:08:42 AM, aPhillip

WARRANTY CHECK 02/25/2008 09:08:42 AM aPhillip

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/25/2008 9:08:46 AM, aPhillip

CLAIM CHECK 02/25/2008 09:08:46 AM aPhillip

The following Claim History information was found

0; 2006-07-13; 207553; 399877; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.

S/B# 05-026

*** CASE CAMPAIGN LOOKUP 2/25/2008 9:08:57 AM, aPhillip

CAMPAIGN CHECK 02/25/2008 09:08:57 AM aPhillip

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/14/04; F

*** CASE CAMPAIGN LOOKUP 2/25/2008 9:14:51 AM, aPhillip

CAMPAIGN CHECK 02/25/2008 09:14:51 AM aPhillip

The following Campaign information was found

Case History

Case ID : N012008-02-2501213

Case Title : [REDACTED] - WARRANTY QUESTION1

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/14/04; F

*** CASE MODIFY 2/25/2008 9:15:01 AM, aPhillip
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2008 9:15:02 AM. aPhillip
WARRANTY CHECK 02/25/2008 09:15:02 AM aPhillip
No data found for VIN.

*** CASE VSC LOOKUP 2/25/2008 9:15:04 AM, aPhillip
VSC-CUC CHECK 02/25/2008 09:15:04 AM aPhillip
No data found for VIN.

*** NOTES 2/25/2008 9:17:45 AM, aPhillip, Action Type : Call from Customer
Updated the customer contact information.

Caller:

Situation:

Ignition problem

Fact Findings:

Customer is having a hard time with the keys turning the ignition switch. The keys work fine in the door, but in the ignition they need to be "jiggled" to work.

Request:

Is it covered in a lifetime warranty

Facts:

I advised the customer that he outside the 3yrs/36,000 mile warranty and that it is not covered. I informed that customer to take his vehicle to a Honda dealership to get it properly diagnosed.

Resolution:

Referred to dealer

*** CASE MODIFY 2/25/2008 9:17:50 AM, aPhillip
into WIP default and Status of Solving.

*** SUBCASE N012008-02-2501213-1 CREATE 2/25/2008 9:18:25 AM, aPhillip
Created in WIP Default with Due Date 2/25/2008 9:18:25 AM.

*** SUBCASE N012008-02-2501213-1 MODIFY 2/25/2008 9:18:52 AM, aPhillip
into WIP default and Status of Solving.

*** SUBCASE N012008-02-2501213-1 CLOSE 2/25/2008 9:18:58 AM, aPhillip

Case History

Case ID : N012008-02-2501213

Case Title : [REDACTED] WARRANTY QUESTION1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2008 9:19:00 AM, aPhillip

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

Case Details

Case ID : N032008-06-2501585 Division : Honda - Auto Condition : Closed Open Date : 6/25/2008 3:45:59 PM
 Case Originator : Ashley Humble (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 6/25/2008 3:57:35 PM
 Case Owner : Ashley Humble (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Ashley Humble (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ RECALL INQUIRY / KEY WON'T TURN IN IGNITION 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 : WESTFIELD, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6
 VIN Type / No. : US VIN / 2HKYF18603H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 72,000
 In Service Date : 06/15/2002
 Months In Use : 72
 Engine Number : J35A42508455
 Originating Dealer No. / Name : 206776 / V.I.P. HONDA
 Selling Dealer No. / Name : 206776 / V.I.P. 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 : 206776 / V.I.P. HONDA
 Phone No. : 908-753-1500
 Address : 700 RT. 22 EAST
 City / State / Zip : N. PLAINFIELD, NJ 07060
 Svc District / Sls District : 05G / B05
 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
N032008-06-2501585-1 / ██████████	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032008-06-2501585-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/25/2008 3:55:26 PM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 6/25/2008 3:57:35 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, 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 : N032008-06-2501585

Case Title : [REDACTED] RECALL INQUIRY / KEY WON'T TURN IN IGNITION

*** CASE CREATE 6/25/2008 3:45:59 PM, ahumble

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

*** NOTES 6/25/2008 3:54:47 PM, ahumble, Action Type : Call from Customer

The customer's contact information has been added [REDACTED]

The customer states that she is experiencing an issue with her vehicle. The customer states that sometimes that the key won't go in the ignition, and sometimes it will go in and not turn. The customer states that she brought the vehicle to V.I.P. Honda for service last Thursday 06/19/08. The customer states that she was recommended to spray WD-40 in the ignition. The customer states that she tried this, but states that she is still experiencing the same issue. The customer states that she has been experiencing this issue for about a week. The customer states that it was sporadic at first, but states that last night it took her many tries before she could get it going, and states that today she could not get her vehicle to start at all. The customer states that she doesn't remember who she spoke with at V.I.P. Honda. The customer states that she has not yet had this vehicle diagnosed.

The customer indicated that she is seeking to know if there are any recalls on her vehicle in relation to this issue. ACS advised the customer that there are no recalls on her vehicle in relation to this issue, and recommended that the customer contact V.I.P. Honda for diagnosis.

ACS additionally advised that her vehicle is affected by the OPDS Warranty Extension (read details from SB # 06-009). ACS advised the customer that her vehicle is also affected by the EGR Warranty Extension (read details from SB # 05-026). The customer understood, and did not require any further assistance. ACS thanked the customer for her call, call was ended.

*** CASE MODIFY 6/25/2008 3:55:10 PM, ahumble

into WIP default and Status of Solving.

*** SUBCASE N032008-06-2501585-1 CREATE 6/25/2008 3:55:26 PM, ahumble

Created in WIP Default with Due Date 6/25/2008 3:55:26 PM.

*** CASE MODIFY 6/25/2008 3:55:55 PM, ahumble

into WIP default and Status of Solving.

*** NOTES 6/25/2008 3:57:24 PM, ahumble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): The customer may be contacting your dealership to set up an appointment for diagnosis for an issue that she is experiencing with the ignition switch on her vehicle, the customer indicated that the key will not turn inside the ignition switch.

This is for your information only and no response is required. Thank you for your attention to this matter.

Ashley Humble

Automobile Customer Service

*** CASE MODIFY 6/25/2008 3:57:34 PM, ahumble

into WIP default and Status of Solving.

*** SUBCASE N032008-06-2501585-1 CLOSE 6/25/2008 3:57:35 PM, ahumble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2008 3:57:35 PM, ahumble

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

Case Details

Case ID : N012012-01-1900198 Division : Honda - Auto Condition : Closed Open Date : 1/19/2012 7:32:33 AM
 Case Originator : Crystal Vito (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/19/2012 7:46:13 AM
 Case Owner : Crystal Vito (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 9H [REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] BE
 VIN Type / No. : US VIN / 2HKYF18523H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 150,000
 In Service Date : 06/19/2002
 Months In Use : 115
 Engine Number : J35A42509977
 Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : 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 : 207227 / HONDA GALLERY
 Phone No. : 978-664-3118
 Address : 88-98 WALKERS BROOK DR
 City / State / Zip : READING, MA 01867
 Svc District / Sls District : 09H / C09
 Warranty Labor Rate / Date : \$103.50 /
 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
N012012-01-1900198-1 / [REDACTED]	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-01-1900198-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2012 7:42:35 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 1/19/2012 7:46:13 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 : Documented Concern, Provided Information, 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 : N012012-01-1900198

Case Title : 9H- [REDACTED] - IGNITION SWITCH CONCERN

- *** CASE CREATE 1/19/2012 7:32:33 AM, cvito
Contact = [REDACTED] Priority = N/A, Status = Solving.
- *** CASE MODIFY 1/19/2012 7:34:33 AM, cvito
into WIP default and Status of Solving.
- *** CASE MODIFY 1/19/2012 7:36:22 AM, cvito
into WIP default and Status of Solving.
- *** CASE MODIFY 1/19/2012 7:41:33 AM, cvito
into WIP default and Status of Solving.
- *** SUBCASE N012012-01-1900198-1 CREATE 1/19/2012 7:42:35 AM, cvito
Created in WIP Default with Due Date 1/19/2012 7:42:35 AM.
- *** CASE MODIFY 1/19/2012 7:42:46 AM, cvito
into WIP default and Status of Solving.
- *** CASE MODIFY 1/19/2012 7:43:15 AM, cvito
into WIP default and Status of Solving.
- *** CASE MODIFY 1/19/2012 7:43:46 AM, cvito
into WIP default and Status of Solving.
- *** NOTES 1/19/2012 7:46:03 AM, cvito, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer called and requested for financial assistance which AMH could not offer. If any assistance can be provided by this DLR regarding a new ignition switch for this customer, please contact her directly.

Please contact the customer at [REDACTED]

Thank you for your attention to this matter.

Crystal Vito
Automobile Customer Service

- *** CASE MODIFY 1/19/2012 7:46:05 AM, cvito
into WIP default and Status of Solving.
- *** NOTES 1/19/2012 7:46:09 AM, cvito, Action Type : Call from Customer
Verified customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that the key is not turning. The customer has to keep trying to turn it and it finally works. The customer just had a key made yesterday,

Case History

Case ID : N012012-01-1900198

Case Title : 9H- [REDACTED] GNITION SWITCH CONCERN

and knows it is not the key. The customer verified the cylinder looks like it gets stuck and it does not turn on. The customer has notice this problem for the past 2 weeks. The customer took it to the DLR yesterday, the Honda DLR knew it was not the key it was the ignition switch. The customer was speaking to the Service Department and no names were mentioned when asked. The Honda DLR verified a repair cost for a new ignition switch would be \$440 + tax, the DLR did not offer any assistance. The customer is the original owner of the vehicle. The customer does keep up with the maintenance of the vehicle. The customer does not always take his vehicle into the Honda DLR for maintenance and repairs. The customer owns 2 Honda Vehicles. The customer is asking AMH for some help on this repair needed on her vehicle.

Inbound Summary:

I verified I am sorry to hear that she is having problems with her vehicle. I can imagine how frustrating it is to be in a situation like this for the past 2 weeks. I verified AMH shows NO records of your vehicle being affected with any Safety Recalls, Products Updates or being offered any Warranty Extensions under your VIN#. I verified with the customer that unfortunately AMH will NOT be able to assist her with the repair that is needed with there vehicle, as they fall way outside the warranty perimeters on there vehicle on years and on mileage.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 1/19/2012 7:46:10 AM, cvito
into WIP default and Status of Solving.

*** CASE CLOSE 1/19/2012 7:46:13 AM, cvito
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012012-01-1900198-1 CLOSE 1/19/2012 7:46:13 AM, cvito
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032012-02-2901222 Division : Honda - Auto Condition : Closed Open Date : 2/29/2012 12:38:25 PM
 Case Originator : Tracy Avery (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 2/29/2012 1:03:45 PM
 Case Owner : Tracy Avery (Team PB) Method : Phone Queue : Days Open : 0
 Last Closed By : Tracy Avery (Team PB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1
 VIN Type / No. : US VIN / 2HKYF18563F [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 165,000
 In Service Date : 06/21/2002
 Months In Use : 116
 Engine Number : J35A42510121
 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 : 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 : 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
N032012-02-2901222-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032012-02-2901222-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tracy Avery	Type 1 : Product	Status : Subcase Close	Open Date : 2/29/2012 1:03:29 PM
Issue Owner : Tracy Avery	Type 2 : Operation	Queue :	Close Date : 2/29/2012 1:03:44 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern, Forward to Call Ctr
 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 : N032012-02-2901222

Case Title : [REDACTED] -IGNITION COMPLAINT

*** CASE CREATE 2/29/2012 12:38:25 PM, tavery

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

*** CASE MODIFY 2/29/2012 12:38:44 PM, tavery

into WIP default and Status of Solving.

*** CASE MODIFY 2/29/2012 12:55:51 PM, tavery

into WIP default and Status of Solving.

*** NOTES 2/29/2012 1:02:28 PM, tavery, Action Type : Call from Customer

Customer contacted AHM stating that she was having problems with her ignition. After researching online, she found a web site www.piloteers.org where other Pilot owners posted about having the same problem. Customer states that the key would get stuck in the ignition, and eventually would not turn. Customer had her vehicle towed to Honda of Danbury. She states that the repair cost her \$570.00.

I informed her that I will document her concern.

Customer was also seeking goodwill reimbursement for the repair. I transferred the customer to the correct department.

*** SUBCASE N032012-02-2901222-1 CREATE 2/29/2012 1:03:29 PM, tavery

Created in WIP Default with Due Date 2/29/2012 1:03:29 PM.

*** SUBCASE N032012-02-2901222-1 CLOSE 2/29/2012 1:03:44 PM, tavery

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/29/2012 1:03:45 PM, tavery

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

Case Details

Case ID : N012011-07-2900566 Division : Honda - Auto Condition : Closed Open Date : 7/29/2011 9:43:19 AM
 Case Originator : LaTanya Ducksworth (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/15/2011 11:05:51 AM
 Case Owner : Gladys DeLaRosa (Team HG) Method : Phone Queue : Days Open : 17
 Last Closed By : Gladys DeLaRosa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 5J-(ROBERTS HONDA) TRANSMISSION COMPLAINT No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 2HKYF18583H
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 108,000
 In Service Date : 06/27/2002
 Months In Use : 109
 Engine Number : J35A42510872
 Originating Dealer No. / Name : 208106 / ROBERTS HONDA
 Selling Dealer No. / Name : 208106 / ROBERTS 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 : 208106 / ROBERTS HONDA
 Phone No. : 610-269-8200
 Address : 19 PARK LANE
 City / State / Zip : DOWNINGTOWN, PA 19335
 Svc District / Sls District : 05J / C05
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-07-2900566-1	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012011-07-2900566-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2011 10:29:50 AM
Issue Owner : Gladys DeLaRosa	Type 2 : Operation	Queue :	Close Date : 8/15/2011 11:05:51 AM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Documented Concern, Assist - AHM Partial
 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
06200-PVG-A04RM	WARRANTY A/T KIT	Not Applicable

Check Req Info :

Check Requisition No. : 7300	Payee Name : ██████████
Primary Amount : \$500.00	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : EXTON, PA ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$500.00	Contention Code : 03220
Approved By : galbu	Defect Code : 03217
Approval Date : 8/11/2011	Category : Regular
Status : PROCESSED	Failed Part # : 06200-PVG-A04RM
Check No. : 1923919	
Check Date : 8/12/2011	

Case History

Case ID : N012011-07-2900566

Case Title : 5J-(ROBERTS HONDA)-[REDACTED] TRANSMISSION COMPLAINT

*** CASE CREATE 7/29/2011 9:43:19 AM, lduckswo

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

*** CASE MODIFY 7/29/2011 9:46:30 AM, lduckswo

into WIP default and Status of Solving.

*** NOTES 7/29/2011 10:06:07 AM, lduckswo, Action Type : Call from Customer

Updated customer information

Best contact number: [REDACTED]

The customer called in because he had some repairs on his vehicle that he felt were uncharacteristic of his Honda. He states that the key stopped working on the vehicle and they had to replace the tumbler in the ignition for \$478. He states a few days later he had to take the vehicle to the dealership again because the transmission was skipping and they advised him to have the vehicle serviced at Cottman. He states that there was a spring in the transmission that failed and he paid \$1100 for Cottman to replace the spring. The customer would like to know if AHM can provide some type of assistance or reimbursement for the repairs because these aren't parts that he could have damaged on the vehicle.

AHM advised the customer that I would forward his request to a CM because he is a loyal Honda customer and he services the vehicle regularly at the Honda dealership. I advised him that I cannot guarantee reimbursement for the transmission repairs because the vehicle is outside of warranty, however we can review his request and see what we can do. . I advised him a CM would respond within 1-2 business days and provided him with his case number.

*** CASE MODIFY 7/29/2011 10:06:21 AM, lduckswo

into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2011 10:06:28 AM, lduckswo

into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2011 10:06:41 AM, lduckswo

into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2011 10:06:45 AM, lduckswo

into WIP default and Status of Solving.

*** CASE DISPATCH 7/29/2011 10:07:08 AM, lduckswo

from WIP default to Queue Honda Team G.

*** CASE MODIFY 7/29/2011 10:07:11 AM, lduckswo

into WIP default and Status of Solving.

*** CASE ASSIGN 7/29/2011 12:19:42 PM, galbu

N012011-07-2900566 to gdelaros, WIP 0

*** CASE RULE ACTION 7/29/2011 12:19:42 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 8/1/2011 10:23:57 AM, gdelaros, Action Type : N/A

Made to [REDACTED] due 08/01/2011 05:00:00 PM.

diagnosis information from ROBERTS HONDA? close case

*** NOTES 8/1/2011 10:25:00 AM, gdelaros, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/1/2011 1

Case History

Case ID : N012011-07-2900566

Case Title : 5J-(ROBERTS HONDA) [REDACTED] TRANSMISSION COMPLAINT

The customer contacted us advising that the vehicle was taken to your dealership for a concern with the transmission and states that he was referred to an IRF to have the repairs completed. The customer is requesting for AHMC to consider paying or assisting with the repairs. In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Was the DPSM contacted? Please take the appropriate action to resolve the customers concern. Contact me with any information you have available regarding this customer.

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

Gladys D.

Automobile Customer Service

*** NOTES 8/1/2011 10:26:50 AM, gdelaros, Action Type : Call to Dealer

I left SM Bob a message advising him of the customer's concern and asked if there is DPSM involvement. I requested a return call with any updates available.

*** SUBCASE N012011-07-2900566-1 CREATE 8/1/2011 10:29:50 AM, gdelaros

Created in WIP Default with Due Date 8/1/2011 10:29:50 AM.

*** NOTES 8/1/2011 10:50:00 AM, gdelaros, Action Type : Call to Customer

I contacted the customer regarding the needed repairs on the transmission. The customer informed that the key would not turn and Roberts Honda replaced the tumbler. There was then an issue with the cars not shifting out of gear and she returned to Roberts Honda. They told her that they do not fix internal transmission issues with the cars and was referred to Cottman (IRF). Cottman told her that the issue was not the transmission and referred. They took the car back to Roberts Honda again. Roberts Honda advised again that the issue is an internal transmission failure and they will not be able to make repairs. They contacted Cottman directly and showed the Cottman representative the issue. They advised that the car was taken to Cottman where they had the car for a week and they also made the repairs for about \$1200. The customer is disappointment in the failure and wants to know if AHMC can assist with the repairs. I empathized on the inconvenience the situation created. I advised that at this time there are no guarantees that assistance will be provided however I will review the case. I requested a copy of the RO and proof of payment. The customer advised that they do not have a fax and would prefer to mail in the information possibly by tomorrow. I advised that I have documented the concern on her behalf. I advised that the case will be closed and we will reopen it when we have received the RO and proof of payment. The customer understood and had no further questions.

*** CASE MODIFY 8/1/2011 10:50:23 AM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 10:50:24 AM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 8/1/2011 10:50:53 AM, gdelaros

with PETE FATONE due 08/04/2011 05:00:00 PM.

*** NOTES 8/3/2011 8:37:09 AM, pbongeo, Action Type : Letter/Fax

On 08/03/11 ACS received a 6-page fax from the customer regarding previous issue

*** CASE ADD ATTACHMENT 8/3/2011 8:45:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-2900566_1.PDF

*** NOTES 8/4/2011 2:23:07 PM, gdelaros, Action Type : Call from Dealer

SM Bob informed that the transmission repair unrelated to ignition switch. They recommended to customer to go to Cottman because they may be able to repair the transmission rather than replacing it. A Honda transmission is \$3000.00 and their cost with the IRF was \$1100.00.

*** CASE FULFILL 8/4/2011 2:23:17 PM, gdelaros

Fulfilled for [REDACTED] due 08/04/2011 05:00:00 PM.

Case History

Case ID : N012011-07-2900566

Case Title : 5J-(ROBERTS HONDA)-[REDACTED] TRANSMISSION COMPLAINT

*** COMMIT 8/4/2011 2:23:20 PM, gdelaros, Action Type : N/A

Made to [REDACTED] due 08/11/2011 05:00:00 PM.

Call cust/RO received/IRF/transmission

*** NOTES 8/8/2011 8:21:09 AM, cpillow, Action Type : Call for Case Mgr

Customer called to speak with CM. ACS provided customer with ext. 117734. CM unavailable at time of call, customer requested to leave voice message.
ACS transferred customer to CM's voice mail.

*** NOTES 8/9/2011 8:23:35 AM, mterzoli, Action Type : Call for Case Mgr

ACS verified customer info.

Best number [REDACTED]

Customer called to speak to his RCM regarding his case.

ACS advised that she is out of the office until Wed and offered to transfer to VM, Customer declined as he left a VM yesterday. Customer was provided with RCM extension 117734 for future contact.

*** NOTES 8/11/2011 11:32:49 AM, gdelaros, Action Type : Call to Customer

I contacted the customer regarding the needed transmission repairs on his vehicle. The customer expressed his disappointment on the needed repairs and wanted to know if we can assist with the repairs. I informed that given the age/mileage of the vehicle and in order to maintain customer loyalty AHMC will reimburse him \$500. The customer was very appreciative. I informed that the check will be processed Thursday and will be mailed out by Monday. The check should be received within 2 weeks and I advised to call back if it has not been received. The customer thanked me and had no further questions or concerns. Address and name was verified.

DPSM involved? NoTotal Amount the customer paid \$ 1,166.00Total Goodwill assistance offered: \$ 500.00Percentage of Goodwill Authorized: 43%*** SUBCASE N012011-07-2900566-1 DISPATCH 8/11/2011 11:36:09 AM, gdelaros
from WIP Subcases to Queue CkReq - Albu.

*** CASE FULFILL 8/11/2011 11:38:52 AM, gdelaros

Fulfilled for [REDACTED] due 08/11/2011 05:00:00 PM.

*** COMMIT 8/11/2011 11:38:55 AM, gdelaros, Action Type : N/A

Made to [REDACTED] due 08/15/2011 04:00:00 PM.

CHECK MAILED? close case

*** SUBCASE N012011-07-2900566-1 8/11/2011 1:07:20 PM, galbu, Action Type :

Check Requisition for 500.00 \$ submitted

Check Requisition for 500.00 \$ submitted by galbu

*** SUBCASE N012011-07-2900566-1 RETURN 8/11/2011 1:07:28 PM, galbu

from Queue CkReq - Albu to WIP Subcases.

*** SUBCASE N012011-07-2900566-1 COMMIT 8/15/2011 8:03:11 AM, gdelaros, Action Type : External Commitment

Check processed for check_req_no = 7300 on 2011-08-12-00.00.000000

Case History

Case ID : N012011-07-2900566

Case Title : 5J-(ROBERTS HONDA)-[REDACTED] TRANSMISSION COMPLAINT

*** NOTES 8/15/2011 9:29:29 AM, gdelaros, Action Type : Note-Resolution

The check was mailed. The case will be closed.

*** NOTES 8/15/2011 10:52:58 AM, valligoo, Action Type : Note-General

Check Mailed

*** SUBCASE N012011-07-2900566-1 CLOSE 8/15/2011 11:05:51 AM, gdelaros

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/15/2011 11:05:51 AM, gdelaros

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

Case Details

Case ID : N012009-07-3000762 Division : Honda - Auto Condition : Closed Open Date : 7/30/2009 11:10:02 AM
 Case Originator : Richard Miller (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 7/30/2009 11:19:17 AM
 Case Owner : Richard Miller (Team AD) Method : Phone Queue : Days Open : 0
 Last Closed By : Richard Miller (Team AD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18543H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 108,271
 In Service Date : 07/13/2002
 Months In Use : 84
 Engine Number : J35A42513636
 Originating Dealer No. / Name : 207748 / TEAM HONDA
 Selling Dealer No. / Name : 207748 / TEAM 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 : 207748 / TEAM HONDA
 Phone No. : 225-298-4100
 Address : 6363 SIEGEN LANE
 City / State / Zip : BATON ROUGE, LA 70809
 Svc District / Sls District : 03D / E03
 Warranty Labor Rate / Date : \$91.00 /
 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
N012009-07-3000762-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-07-3000762-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 7/30/2009 11:18:58 AM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 7/30/2009 11:19:11 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 : Provided Information, Assist Denied, 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

Case History

Case ID : N012009-07-3000762

Case Title : [REDACTED] - IGNITION SWITCH CONCERN

*** CASE CREATE 7/30/2009 11:10:02 AM, rmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 7/30/2009 11:10:12 AM, rmiller

WARRANTY CHECK 07/30/2009 11:10:12 AM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/30/2009 11:10:17 AM, rmiller

CLAIM HISTORY CHECK 07/30/2009 11:10:16 AM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/30/2009 11:10:24 AM, rmiller

CAMPAIGN CHECK 07/30/2009 11:10:24 AM rmiller

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 04/22/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/23/04; FX

*** CASE VSC LOOKUP 7/30/2009 11:10:26 AM, rmiller

VSC-CUC CHECK 07/30/2009 11:10:25 AM rmiller

No data found for VIN.

*** NOTES 7/30/2009 11:18:07 AM, rmiller, Action Type : Call from Customer

Verified and updated customer contact information.

SITUATION:

Mr. Morgan called ACS stating he just had to replace the ignition switch and keys for his vehicle.

REQUEST:

Customer is asking for reimbursement.

PROBING QUESTIONS:

Customer states this week his wife noticed the key wouldn't turn in the ignition.

She took the vehicle to Team Honda yesterday the ignition switch and keys were replaced. Customer paid \$679.89.

Customer does not feel he should have to replace these items at this age and mileage.

This is the customers 3rd Honda.

INBOUND SUMMARY:

I apologized for the inconvenience and frustration.

I explained to the customer there is no S/B for this vehicle in regards to this issue. I verified the warranty on these items is 3 years OR 36,000

miles, which ever comes first. I informed the customer due to the vehicle being out of warranty, AHM will not be in the position to assist with the reimbursement.

Customer understood and noted he will never purchase another Honda vehicle.

Call ended.

Case History

Case ID : N012009-07-3000762

Case Title : [REDACTED] - IGNITION SWITCH CONCERN

*** SUBCASE N012009-07-3000762-1 CREATE 7/30/2009 11:18:58 AM, rmiller
Created in WIP Default with Due Date 7/30/2009 11:18:58 AM.

*** SUBCASE N012009-07-3000762-1 CLOSE 7/30/2009 11:19:11 AM, rmiller
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/30/2009 11:19:13 AM, rmiller
into WIP default and Status of Solving.

*** CASE CLOSE 7/30/2009 11:19:17 AM, rmiller
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-05-1900484 Division : Honda - Auto Condition : Closed Open Date : 5/19/2009 9:32:12 AM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2009 9:57:41 AM
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 1. [REDACTED] IGNITION SWITCH COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] A
 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 : FOOTHILL RANCH, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18563H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 69,000
 In Service Date : 07/21/2002
 Months In Use : 82
 Engine Number : J35A42514696
 Originating Dealer No. / Name : 208143 / HONDA OF PASADENA
 Selling Dealer No. / Name : 208263 / WEIR CANYON 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 : 208263 / WEIR CANYON HONDA
 Phone No. : 714-777-4100
 Address : 8323 EAST LA PALMA AVE
 City / State / Zip : ANAHEIM, CA 92807
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$121.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208264	FAMILY 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
N012009-05-1900484-1 / [REDACTED]	PR Subcase Close	Product	Operation	725	Ignition Switch
N012009-05-1900484-2 / [REDACTED]	PR Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-05-1900484-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2009 9:41:59 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 5/19/2009 9:42:14 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 : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-05-1900484-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2009 9:57:25 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 5/19/2009 9:57:37 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 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 : N012009-05-1900484

Case Title : 1J [REDACTED] IGNITION SWITCH COMPLAINT

*** CASE CREATE 5/19/2009 9:32:12 AM, yjones

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

*** CASE VSC LOOKUP 5/19/2009 9:32:17 AM, yjones

VSC-CUC CHECK 05/19/2009 09:32:17 AM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/19/2009 9:32:25 AM, yjones

CAMPAIGN CHECK 05/19/2009 09:32:25 AM yjones

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 02/05/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/24/04; FX;

*** CASE CLAIMS LOOKUP 5/19/2009 9:32:29 AM, yjones

CLAIM CHECK 05/19/2009 09:32:29 AM yjones

The following Claim History information was found

0; 2006-06-14; 208264; 259471; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 5/19/2009 9:32:30 AM, yjones

WARRANTY CHECK 05/19/2009 09:32:30 AM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/19/2009 9:32:54 AM, yjones

CAMPAIGN CHECK 05/19/2009 09:32:54 AM yjones

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 02/05/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/24/04; FX;

*** CASE MODIFY 5/19/2009 9:35:03 AM, yjones

into WIP default and Status of Solving.

*** NOTES 5/19/2009 9:40:53 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states she puts key in the ignition and the key will not turn.

Customer states this has been an intermittent issue since she purchased the vehicle.

Customer wants to know if AHM recalled the ignition switch.

Customer wants to know if AHM could assist with repair cost.

ACS asked customer if she has a service history established with a Honda Dealership.

Customer states no.

Advised customer that there is not a recall on the ignition switch.

Advised customer that she could take vehicle to a Honda Dealership for an inspection/diagnosis.

Case History

Case ID : N012009-05-1900484

Case Title : IJ- [REDACTED] IGNITION SWITCH COMPLAINT

Advised customer that she could speak to a SM regarding out of warranty assistance.

Advised customer since she does not have a service history established with a Honda Dealership assistance would be slim.

*** CASE MODIFY 5/19/2009 9:41:22 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE N012009-05-1900484-1 CREATE 5/19/2009 9:41:59 AM, yjones

Created in WIP Default with Due Date 5/19/2009 9:41:59 AM.

*** SUBCASE N012009-05-1900484-1 CLOSE 5/19/2009 9:42:14 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/19/2009 9:55:43 AM, yjones

into WIP default and Status of Solving.

*** NOTES 5/19/2009 9:56:41 AM, yjones, Action Type : Call from Customer

Advised customer that assistance from AHM would be unlikely.

*** SUBCASE N012009-05-1900484-2 CREATE 5/19/2009 9:57:25 AM, yjones

Created in WIP Default with Due Date 5/19/2009 9:57:25 AM.

*** SUBCASE N012009-05-1900484-2 CLOSE 5/19/2009 9:57:37 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2009 9:57:41 AM, yjones

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

Case Details

Case ID : N032011-02-2200003 Division : Honda - Auto Condition : Closed Open Date : 2/22/2011 6:04:54 AM
 Case Originator : Arlilu Padungyothee (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 2/22/2011 7:03:07 AM
 Case Owner : Arlilu Padungyothee (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlilu Padungyothee (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - IGNITION RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18673H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 80,000
 In Service Date : 07/16/2002
 Months In Use : 103
 Engine Number : J35A42514975
 Originating Dealer No. / Name : 208109 / MIDDLETOWN HONDA
 Selling Dealer No. / Name : 208109 / MIDDLETOWN 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-02-2200003-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032011-02-2200003-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2011 6:05:50 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 2/22/2011 7:03:07 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-02-2200003

Case Title : [REDACTED] IGNITION RECALL INQUIRY

*** CASE CREATE 2/22/2011 6:04:54 AM, apadungy

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

*** CASE MODIFY 2/22/2011 6:05:12 AM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 2/22/2011 6:05:33 AM, apadungy

into WIP default and Status of Solving.

*** SUBCASE N032011-02-2200003-1 CREATE 2/22/2011 6:05:50 AM, apadungy

Created in WIP Default with Due Date 2/22/2011 6:05:50 AM.

*** CASE MODIFY 2/22/2011 6:06:09 AM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 2/22/2011 6:07:17 AM, apadungy

into WIP default and Status of Solving.

*** NOTES 2/22/2011 7:03:03 AM, apadungy, Action Type : Call from Customer

The customer called AHM to know if there is a recall for the ignition as the key will not turn. I informed him all recalls are vin specific and there is no recall for the ignition he thanked and call ended.

*** SUBCASE N032011-02-2200003-1 CLOSE 2/22/2011 7:03:07 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2011 7:03:07 AM, apadungy

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-04-0902126 Division : Honda - Auto Condition : Closed Open Date : 4/9/2012 1:33:34 PM
 Case Originator : Vanessa Alligood (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 4/11/2012 7:27:54 AM
 Case Owner : Teri Spencer (Team SB) Method : Mail Queue : Days Open : 2
 Last Closed By : Teri Spencer (Team SB) Point of Origin : Customer Wipbin :
 Case Title : 08J (ZIMMERMAN) Ign. Switch, Ball Joint repairs No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 2HKYF18483H
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 128,485
 In Service Date : 07/29/2002
 Months In Use : 117
 Engine Number : J34A42516730
 Originating Dealer No. / Name : 206834 / ZIMMERMAN HONDA, INC.
 Selling Dealer No. / Name : 206834 / ZIMMERMAN HONDA, INC.
 Trim : EX
 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 : 206834 / ZIMMERMAN HONDA, INC.
 Phone No. : 309-788-9304
 Address : 7030 44TH AVE
 City / State / Zip : MOLINE, IL 61265
 Svc District / Sls District : 08J / E08
 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
N012012-04-0902126-1 /	Subcase Close	Product	Operation	725	Ignition Switch
N012012-04-0902126-2 /	Subcase Close	Product	Operation	414	FrntDamper/Strut

Issue Details

Issue ID : N012012-04-0902126-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2012 7:03:50 AM
Issue Owner : Teri Spencer	Type 2 : Operation	Queue :	Close Date : 4/11/2012 7:04:05 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 : Documented Concern, Repaired/Cust. Pay
 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 : N012012-04-0902126-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2012 7:04:33 AM
Issue Owner : Teri Spencer	Type 2 : Operation	Queue :	Close Date : 4/11/2012 7:04:46 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / FrntDamper/Strut
 Condition Code Desc Worn/Leaking 4142
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Cust. Pay
 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 : N012012-04-0902126

Case Title : 08J (ZIMMERMAN) [REDACTED] Ign. Switch, Ball Joint repairs

*** CASE CREATE 4/9/2012 1:33:34 PM, valligoo

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

*** NOTES 4/9/2012 1:33:34 PM, valligoo, Action Type :

ON 4/9/12 ACS received 4 page letter regarding product concern.

*** CASE MODIFY 4/9/2012 1:36:00 PM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 4/9/2012 1:37:38 PM, valligoo

from WIP default to Queue Honda Team F.

*** CASE ADD ATTACHMENT 4/9/2012 2:00:18 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-04-0902126_1.pdf

*** CASE ACCEPT 4/9/2012 2:28:27 PM, tspencer

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 4/9/2012 2:28:43 PM, tspencer

into WIP Default and Status of Solving.

*** SUBCASE N012012-04-0902126-1 CREATE 4/11/2012 7:03:50 AM, tspencer

Created in WIP Default with Due Date 4/11/2012 7:03:50 AM.

*** SUBCASE N012012-04-0902126-1 CLOSE 4/11/2012 7:04:05 AM, tspencer

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-04-0902126-2 CREATE 4/11/2012 7:04:33 AM, tspencer

Created in WIP Default with Due Date 4/11/2012 7:04:33 AM.

*** SUBCASE N012012-04-0902126-2 CLOSE 4/11/2012 7:04:46 AM, tspencer

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/11/2012 7:08:10 AM, tspencer, Action Type : Letter/Fax

The customer wrote a letter to complain about the amount of time the parts have lasted in the vehicle. She said when she went to Zimmerman Honda all they could tell her was "well it does have a 128,000 miles on it. Things were out". She said their selling point to her when she purchased the vehicle in 2002, was that Honda's are good cars and they last up to 100K miles with low maintenance. The customer asked if Honda cares enough to stand this product. She requested a return call to discuss the issue further.

*** NOTES 4/11/2012 7:27:45 AM, tspencer, Action Type : Call to Customer

Dialed: [REDACTED]

I contacted the customer and introduced myself as the Case Mgr from American Honda I explained the purpose of the call was to discuss the letter our office received re: Ignition Switch & Front Lower Ball Joint failures. I confirmed she asked for our office to give her a call to discuss these issues in further detail, which she confirmed by stating yes. I asked her how may I assist her, she advised the following:

The customer started out by speaking on the Ignition Switch. She questioned how many manufactures have to replace this part. She said the lower ball joints would make more since that this part would not last forever. She was disappointed that this part would need to be replaced on a "Honda". She said this is her first Honda vehicle owned and never expected to encounter these failures. She said with 128,000 miles she just felt the failures were premature, again especially for a "Honda". The customer was told by the Service Dlr. that she does have 128,000 miles on the car.

Case History

Case ID : N012012-04-0902126

Case Title : 08J (ZIMMERMAN) [REDACTED] - Ign. Switch, Ball Joint repairs

The key would go in but the tumbler would not turn (worn out item) which she was not expecting. Forced to go to a Honda dealership to do the repair, because they were the only location that could perform the work. Her IRF could not do it. So she had to have the car towed in.

She said she wrote because she wondered if AHM does really care. She is seeking a reimbursement toward the expense paid. In the Market for another vehicle soon and if we are not willing to assist her, then there is no need to purchase another Honda. She stated, "if they are like any other vehicle then why pay the Honda dollar for them." She advised, she went bigger and paid more for this vehicle then she normally would for any car. She said all the way up to this point she liked everything else about the car.

I apologized that AHM has not met her expectation with regard to the longevity of the vehicle. I explained I understand her concerns and the reason she has contacted our office to discuss her concerns. I appreciated the opportunity to respond to her inquiry. I advised I do understand that Honda has a reputation of our vehicles lasting for hundreds of thousands of miles, which may be the case for some owners. I advised, while Honda wishes all vehicles could remain trouble free, we realize that this is not always the case. For this reason, each Honda vehicle has a 3 year or 36,000 mile New Car Limited Warranty designed to address defects in material and workmanship during the warranty period. Unfortunately, due to these guidelines, we must decline your request for assistance. I explained the repair cost incurred would be considered cost of ownership. I explained the investment is worth it because Honda retains its' value better than other cars in the market.

I advised I would document the product complaint on her behalf, but that is the extent of what AHM will do for her. She said she appreciated the follow-up. I thanked her for her time and ended the call. Case closed.

*** CASE CLOSE 4/11/2012 7:27:54 AM, tspencer

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

Case Details

Case ID : N012008-08-2700275 Division : Honda - Auto Condition : Closed Open Date : 8/27/2008 8:01:16 AM
 Case Originator : Vanessa Lucas (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/27/2008 8:13:27 AM
 Case Owner : Vanessa Lucas (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Vanessa Lucas (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - KEY WON'T TURN IGNITION 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 : LAKE CHARLES, LA ██████████
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF185X3H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 104,000
 In Service Date : 07/31/2002
 Months In Use : 73
 Engine Number : J35A42517005
 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 : 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 / 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
N012008-08-2700275-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-08-2700275-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanessa Lucas	Type 1 : Product	Status : Subcase Close	Open Date : 8/27/2008 8:12:58 AM
Issue Owner : Vanessa Lucas	Type 2 : Operation	Queue :	Close Date : 8/27/2008 8:13:25 AM
Issue Title : XXXXXXXXXX - 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 : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-08-2700275

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

*** CASE CREATE 8/27/2008 8:01:16 AM, vlucas

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

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2008 8:01:20 AM, vlucas

WARRANTY CHECK 08/27/2008 08:01:20 AM vlucas

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2008 8:01:26 AM, vlucas

CLAIM CHECK 08/27/2008 08:01:26 AM vlucas

The following Claim History information was found

0; 2005-12-29; 900020; 016237; 510; 121098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B# 04

*** CASE CAMPAIGN LOOKUP 8/27/2008 8:01:31 AM, vlucas

CAMPAIGN CHECK 08/27/2008 08:01:31 AM vlucas

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 10/31/02; FX;

03-081; P07; 02-03 TIMING BELT TENSIONER; 05/31/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** CASE VSC LOOKUP 8/27/2008 8:01:32 AM, vlucas

VSC-CUC CHECK 08/27/2008 08:01:32 AM vlucas

No data found for VIN.

*** CASE MODIFY 8/27/2008 8:01:34 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2008 8:01:41 AM, vlucas

into WIP default and Status of Solving.

*** NOTES 8/27/2008 8:12:13 AM, vlucas, Action Type : Call from Customer

Updated customer contact information.

Customer states the master key will no longer turn the ignition switch. She has tried to use both master key (2) and the valet key, but has no success turning the ignition switch or starting the vehicle. She says she first experienced this issue about 3 weeks ago but at that time she was able to unlock the steering and start the vehicle. ACS checked for outstanding service bulletins, but did not find any related information. ACS suggested customer contact her local Honda dealer to diagnose the problem because AHM cannot provide technical support these issues over the phone. Customer understood this information and no further assistance is needed at this time.

*** CASE MODIFY 8/27/2008 8:12:15 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2008 8:12:20 AM, vlucas

into WIP default and Status of Solving.

*** SUBCASE N012008-08-2700275-1 CREATE 8/27/2008 8:12:58 AM, vlucas

Created in WIP Default with Due Date 8/27/2008 8:12:58 AM.

*** CASE MODIFY 8/27/2008 8:13:07 AM, vlucas

Case History

Case ID : N012008-08-2700275

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

into WIP default and Status of Solving.

*** SUBCASE N012008-08-2700275-1 CLOSE 8/27/2008 8:13:25 AM, vlucas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/27/2008 8:13:26 AM, vlucas

into WIP default and Status of Solving.

*** CASE CLOSE 8/27/2008 8:13:27 AM, vlucas

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012011-02-0100410	Division : Honda - Auto	Condition : Closed	Open Date : 2/1/2011 9:27:26 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/1/2011 9:32:51 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION SWITCH CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18523H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 134,000
 In Service Date : 08/01/2002
 Months In Use : 102
 Engine Number : J35A42518484
 Originating Dealer No. / Name : 207814 / MAROONE HONDA OF MIAMI
 Selling Dealer No. / Name : 207814 / MAROONE HONDA OF MIAMI
 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
N012011-02-0100410-1 [REDACTED]	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-02-0100410-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2011 9:31:23 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 2/1/2011 9:32:51 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 : Provided Information, Updated Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-02-0100410

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 2/1/2011 9:27:26 AM, jnajee

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

*** SUBCASE N012011-02-0100410-1 CREATE 2/1/2011 9:31:23 AM, jnajee

Created in WIP Default with Due Date 2/1/2011 9:31:23 AM.

*** NOTES 2/1/2011 9:32:42 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that her key will not turn in the ignition, and the steering wheel is locked. Customer advised that shes been expiercing this issue for a week. Customer advised that she can't even turn her key in the ignition to the second position. Customer stated that she attempted to use different keys and none of the keys worked in the ignition.

ACS informed customer that there are no campaigns or recalls on her vehicle. ACS informed customer that she should take her vehicle to the DLR to get the issue resolved. Customer understood. No further assistance required.

*** CASE MODIFY 2/1/2011 9:32:45 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-02-0100410-1 CLOSE 2/1/2011 9:32:51 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2011 9:32:51 AM, jnajee

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

Case Details

Case ID : N012010-04-2100238 Division : Honda - Auto Condition : Closed Open Date : 4/21/2010 8:06:01 AM
 Case Originator : Bridgette Samonte (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 4/21/2010 8:32:21 AM
 Case Owner : Bridgette Samonte (Team HC) Method : Dealer Referred Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH REPAIR ASSISTANCE/DENIED 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 : RACINE, WI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18103H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 106,000
 In Service Date : 08/20/2002
 Months In Use : 92
 Engine Number : J35A42518837
 Originating Dealer No. / Name : 207211 / GENTILE HONDA
 Selling Dealer No. / Name : 207211 / GENTILE 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 : 207211 / GENTILE HONDA
 Phone No. : 262-884-7575
 Address : 9501 WASHINGTON AVE
 City / State / Zip : RACINE, WI 53406
 Svc District / Sls District : 08C / D08
 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
N012010-04-2100238-1 / [REDACTED]	PRODUC Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-04-2100238-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2010 8:31:00 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 4/21/2010 8:31:42 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 : Documented Concern, 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 : N012010-04-2100238

Case Title : [REDACTED] - IGNITION SWITCH REPAIR ASSISTANCE/DENIED

*** CASE CREATE 4/21/2010 8:06:01 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 4/21/2010 8:06:05 AM, bsamonte

WARRANTY CHECK 04/21/2010 08:06:05 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/21/2010 8:06:13 AM, bsamonte

CLAIM CHECK 04/21/2010 08:06:13 AM bsamonte

The following Claim History information was found

0; 2007-12-28; 207211; 302392; 510; 125501 ; TWO TECHNICIAN HDS TESTER USAGE - DIAGNOSE THE EGR VALVE,
AND CLEAR ANY STORED CODES WITH THE HONDA DIAGN

*** CASE CAMPAIGN LOOKUP 4/21/2010 8:06:30 AM, bsamonte

CAMPAIGN CHECK 04/21/2010 08:06:30 AM bsamonte

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 05/15/03; FX;
03-081; P07; 02-03 TIMING BELT TENSIONER; 02/06/04; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** CASE VSC LOOKUP 4/21/2010 8:06:31 AM, bsamonte

VSC-CUC CHECK 04/21/2010 08:06:31 AM bsamonte

No data found for VIN.

*** CASE MODIFY 4/21/2010 8:13:57 AM, bsamonte

into WIP default and Status of Solving.

*** CASE MODIFY 4/21/2010 8:22:17 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 4/21/2010 8:29:56 AM, bsamonte, Action Type : Call from Customer

Transfer from Chino.

Customer says wife is the driver of the vehicle. For the past year, wife has muddled through with an ignition switch that does not always turn. Wife will wet keys, or spit on them to make them work.

This was never brought to the dealers attention.

Customer says he saw there was an 8 page TSB on the ignition switch. ACS advised that is not a recall. Customer argued it has to be a known issue. Customer went to GENTILE HONDA today and spoke with Pete, SM. Dealer advised it was the tumblers. Cost of repair is between \$300-\$400. DEALER REFERRED to AHM.

Dealer said if customer could get a waiver from AHM , they would assist. ACS advised if wife knowingly had issue and continued to drive without taking the vehicle in, that is negligence on her end.

Customer said it was not anything they did. ACS advised given the age and miles of the vehicle, AHM would not be in the position to assist. ACS advised AHM has no control over what the dealer charges/diagnosis fee. Customer understands and has no further questions.

*** SUBCASE N012010-04-2100238-1 CREATE 4/21/2010 8:31:00 AM, bsamonte

Created in WIP Default with Due Date 4/21/2010 8:31:00 AM.

Case History

Case ID : N012010-04-2100238

Case Title : [REDACTED] IGNITION SWITCH REPAIR ASSISTANCE/DENIED

*** SUBCASE N012010-04-2100238-1 CLOSE 4/21/2010 8:31:42 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/21/2010 8:32:21 AM, bsamonte

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

Case Details

Case ID : N012006-06-1201435 Division : Honda - Auto Condition : Closed Open Date : 6/12/2006 12:55:39 PM
 Case Originator : Rhonda Gibbs (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/12/2006 1:00:54 PM
 Case Owner : Rhonda Gibbs (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Rhonda Gibbs (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] KEY INTERMITTENTLY WONT TURN OR START IN IG 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 : TAKOMA PARK, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF181X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 59,000
 In Service Date : 08/20/2002
 Months In Use : 46
 Engine Number : J35A42523288
 Originating Dealer No. / Name : / OURISMAN HONDA
 Selling Dealer No. / Name : / OURISMAN 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 : / OURISMAN HONDA
 Phone No. : 301-656-1000
 Address : 4800 BETHESDA AVENUE
 City / State / Zip : BETHESDA, MD 20814
 Svc District / Sls District : 06A / A06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-06-1201435-1 [REDACTED] PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-06-1201435-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rhonda Gibbs	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2006 1:00:24 PM
Issue Owner : Rhonda Gibbs	Type 2 : Operation	Queue :	Close Date : 6/12/2006 1:00:37 PM
Issue Title : XXXXXXXXXX - 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 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 : N012006-06-1201435

Case Title : [REDACTED] KEY INTERMITTENTLY WONT TURN OR START IN IGNITION

*** CASE CREATE 6/12/2006 12:55:39 PM, rgibbs

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

*** CASE MODIFY 6/12/2006 12:56:00 PM, rgibbs

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/12/2006 12:56:11 PM, rgibbs

CAMPAIGN CHECK 06/12/2006 12:56:11 PM rgibbs

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; FX

*** CASE CAMPAIGN LOOKUP 6/12/2006 12:56:29 PM, rgibbs

CAMPAIGN CHECK 06/12/2006 12:56:29 PM rgibbs

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; FX

*** NOTES 6/12/2006 12:59:45 PM, rgibbs, Action Type : Call from Customer

The customer states she has an intermittent will not turn or start the vehicle. The customer states she has been dealing with this issue within the last 6 weeks. The customer states she will take the vehicle to Ourisman Honda, dealer 207765 to have her vehicle inspected.

I advised the customer once the vehicle has been inspected she can contact AH to have assistance reviewed.

*** SUBCASE N012006-06-1201435-1 CREATE 6/12/2006 1:00:24 PM, rgibbs

Created in WIP Default with Due Date 6/12/2006 1:00:24 PM.

*** SUBCASE N012006-06-1201435-1 CLOSE 6/12/2006 1:00:37 PM, rgibbs

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/12/2006 1:00:54 PM, rgibbs

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

Case Details

Case ID : N012007-07-1200014 Division : Honda - Auto Condition : Closed Open Date : 7/12/2007 6:13:14 AM
 Case Originator : Elizabeth Diaz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/8/2007 2:25:58 PM
 Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 119
 Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6A-#207765- [REDACTED] IGNITION 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 : TAKOMA PARK, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 03
 VIN Type / No. : US VIN / 2HKYF181X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 75,000
 In Service Date : 08/20/2002
 Months In Use : 59
 Engine Number : J35A42523288
 Originating Dealer No. / Name : / OURISMAN HONDA
 Selling Dealer No. / Name : / OURISMAN 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 : / OURISMAN HONDA
 Phone No. : 301-656-1000
 Address : 4800 BETHESDA AVENUE
 City / State / Zip : BETHESDA, MD 20814
 Svc District / Sls District : 06A / A06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-07-1200014-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012007-07-1200014-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-07-1200014-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Elizabeth Diaz	Type 1 : Product	Status : Subcase Close	Open Date : 7/12/2007 6:16:10 AM
Issue Owner : Elizabeth Diaz	Type 2 : Operation	Queue :	Close Date : 7/12/2007 6:16:42 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 : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-07-1200014-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2007 2:20:13 PM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 9/17/2007 10:05:03 AM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765--[REDACTED]- IGNITION SWITCH

*** CASE CREATE 7/12/2007 6:13:14 AM, ediaz

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

*** CASE MODIFY 7/12/2007 6:13:23 AM, ediaz

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 7/12/2007 6:13:32 AM, ediaz

CLAIM CHECK 07/12/2007 06:13:32 AM ediaz

The following Claim History information was found

0; 2004-12-23; 207765; 615762; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION
- VEHICLES WITH MORE THAN 15,000 MILES; INSPECT A

*** CASE CAMPAIGN LOOKUP 7/12/2007 6:13:43 AM, ediaz

CAMPAIGN CHECK 07/12/2007 06:13:43 AM ediaz

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; FX

*** CASE VSC LOOKUP 7/12/2007 6:13:44 AM, ediaz

VSC-CUC CHECK 07/12/2007 06:13:44 AM ediaz

No data found for VIN.

*** CASE MODIFY 7/12/2007 6:15:07 AM, ediaz

into WIP default and Status of Solving.

*** NOTES 7/12/2007 6:15:10 AM, ediaz, Action Type : Call from Customer

Customer contacted ACS regarding her ignition switch. The customer stated she called to report her problem about a year ago and the ignition switch has finally gone out. She was quoted \$750.00. I was in the process of verifying her information when the line cut off. The caller was no longer on the line. I verified name and address only.

*** CASE CLAIMS LOOKUP 7/12/2007 6:15:15 AM, ediaz

CLAIM CHECK 07/12/2007 06:15:15 AM ediaz

The following Claim History information was found

0; 2004-12-23; 207765; 615762; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION
- VEHICLES WITH MORE THAN 15,000 MILES; INSPECT A

*** CASE MODIFY 7/12/2007 6:15:39 AM, ediaz

into WIP default and Status of Solving.

*** SUBCASE N012007-07-1200014-1 CREATE 7/12/2007 6:16:10 AM, ediaz

Created in WIP Default with Due Date 7/12/2007 6:16:10 AM.

*** SUBCASE N012007-07-1200014-1 CLOSE 7/12/2007 6:16:42 AM, ediaz

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/12/2007 6:16:45 AM, ediaz

into WIP default and Status of Solving.

*** CASE CLOSE 7/12/2007 6:16:57 AM, ediaz

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765- [REDACTED] - IGNITION SWITCH

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

*** CASE REOPEN 7/12/2007 6:21:22 AM, csudario
with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/12/2007 6:23:30 AM, csudario
WARRANTY CHECK 07/12/2007 06:23:30 AM csudario
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/12/2007 6:23:36 AM, csudario
CLAIM CHECK 07/12/2007 06:23:36 AM csudario
The following Claim History information was found
0; 2004-12-23; 207765; 615762; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION
- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** CASE CAMPAIGN LOOKUP 7/12/2007 6:23:46 AM, csudario
CAMPAIGN CHECK 07/12/2007 06:23:46 AM csudario
The following Campaign information was found
03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; F

*** CASE VSC LOOKUP 7/12/2007 6:23:47 AM, csudario
VSC-CUC CHECK 07/12/2007 06:23:47 AM csudario
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/12/2007 6:24:04 AM, csudario
CAMPAIGN CHECK 07/12/2007 06:24:03 AM csudario
The following Campaign information was found
03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; F

*** CASE MODIFY 7/12/2007 6:24:32 AM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 7/12/2007 6:30:15 AM, csudario
into WIP default and Status of Solving.

*** NOTES 7/12/2007 7:43:42 AM, csudario, Action Type : Call from Customer
ACS received a call from customer stating that line was disconnected when speaking with previous rep. Customer states that she called last year with the key not being able to turn in the ignition, however concern was intermittent and dealership was unable to do anything (ref. case no. N012006-06-1201435).
Customer states a week ago, customer was putting the key in the ignition and it went half way in, same thing as last time. Customer used spare key. Vehicle was taken in on Tuesday, by her husband, and is now being told that they are going to have to replace the ignition switch for \$750.00

*** NOTES 7/12/2007 8:16:54 AM, csudario, Action Type : Call from Customer
I informed customer that there are no outstanding campaigns related to the ignition switch.

*** CASE MODIFY 7/12/2007 9:12:48 AM, csudario
into WIP default and Status of Solving.

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765-- [REDACTED] IGNITION SWITCH

*** CASE MODIFY 7/12/2007 9:12:54 AM, csudario
into WIP default and Status of Solving.

*** NOTES 7/12/2007 9:19:58 AM, csudario, Action Type : Call from Customer
I informed customer that she is out of warranty, and AHM cannot guarantee assistance. Customer understands.

*** CASE MODIFY 7/12/2007 9:21:06 AM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 7/12/2007 9:21:16 AM, csudario
into WIP default and Status of Solving.

*** CASE DISPATCH 7/12/2007 9:21:33 AM, csudario
from WIP default to Queue Honda Team F.

*** CASE YANKED 7/12/2007 10:48:05 AM, rrobbins
Yanked by rrobbins into WIPbin Default.

*** COMMIT 7/13/2007 1:35:40 PM, rrobbins, Action Type : N/A
ignition switch

*** CASE MODIFY 7/13/2007 1:35:51 PM, rrobbins
into WIP Default and Status of Solving.

*** NOTES 7/16/2007 8:25:49 AM, rrobbins, Action Type : Call to Dealer
Called dealer
Mike and Gary were both unavailable.
SA is John
He was busy with a customer
I left a message requesting a call back from John
Provided phone/ext#

*** NOTES 7/16/2007 10:26:04 AM, rrobbins, Action Type : Call from Dealer
John SA called back. He advised that they got the part (and 2 days rental) covered for the customer
Repairs were completed on Friday.
He states that customer was ok
I thanked him

*** CASE MODIFY 7/16/2007 10:26:11 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** CASE FULFILL 7/16/2007 10:26:14 AM, rrobbins
Fulfilled for [REDACTED] due 07/16/2007 12:00:00 AM.

*** COMMIT 7/16/2007 10:26:17 AM, rrobbins, Action Type : N/A
Check w/ customer - repairs ok? Verify address

*** CASE MODIFY 7/16/2007 10:26:39 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** NOTES 7/18/2007 9:33:46 AM, rrobbins, Action Type : Call to Customer

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765-- [REDACTED] IGNITION SWITCH

Called customer to verify satisfaction w .the repairs and to make sure we had accurate address on record.

Provided phone/ext# and welcomed a call back

*** CASE MODIFY 7/18/2007 9:33:52 AM, robbins
into WIP Dist 6A and Status of Solving.

*** CASE FULFILL 7/18/2007 9:33:54 AM, robbins
Fulfilled for [REDACTED] due 07/18/2007 12:00:00 AM.

*** COMMIT 7/18/2007 9:33:58 AM, robbins, Action Type : N/A

Customer call back? close

*** CASE MODIFY 7/18/2007 9:34:10 AM, robbins
into WIP Dist 6A and Status of Solving.

*** NOTES 7/20/2007 8:51:45 AM, robbins, Action Type : Call from Customer

Customer called back to request the name and address of AHM president

I provided the information as requested and, and first made sure that we had her address correct. I then asked if everything was ok.

Customer states obviously not, and that by giving her the information (that she asked for) I obviously don't care.

I advised customer that its not really appropriate to assume I don't care, considering I called her to verify her satisfaction. I advised that I gave her the information she requested. Customer states that I called her because its my job to call her. I explained that she is correct, and that doesn't mean that I don't also care.

Then, for no reason, customer attempted to escalate. I advised customer that as a regional manager, I'm the best one equipped to address her concern if she'd like to discuss it with me.

Customer then asked for my full name and her case # and advised that she will take care of this herself.

Customer said goodbye and disconnected the call.

*** CASE MODIFY 7/20/2007 8:51:50 AM, robbins
into WIP Dist 6A and Status of Solving.

*** CASE MODIFY 7/20/2007 8:51:57 AM, robbins
into WIP Dist 6A and Status of Solving.

*** CASE FULFILL 7/20/2007 8:52:01 AM, robbins
Fulfilled for [REDACTED] due 07/23/2007 12:00:00 AM.

*** COMMIT 7/20/2007 8:52:06 AM, robbins, Action Type : N/A

SScott contact cust? close.

*** CASE MODIFY 7/20/2007 8:52:26 AM, robbins
into WIP Dist 6A and Status of Solving.

*** CASE MODIFY 7/20/2007 8:52:46 AM, robbins
into WIP Dist 6A and Status of Solving.

*** NOTES 7/20/2007 8:56:15 AM, jtosciano, Action Type : Call from Customer

The customer called in stating that she was not satisfied with the way her RCM handled the case. She is requesting that her case be escalated and that a supervisor follow up with her. She also stated that she will be writing in a letter about her experience. I informed her that I would escalate the case for review. She also wanted to verify the address to mail in a letter and I confirmed that she had the correct address. She thanked me and ended the call.

*** NOTES 7/25/2007 6:56:40 AM, Iprak, Action Type : Call from Customer

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765-- [REDACTED] IGNITION SWITCH

Customer called in stating that she has request to speak with a Supervisor but has yet to receive a call. She will be leaving on vacation tomorrow and demands a call back by the end of business day today.

I apologized to him because there are currently no supervisors available at this time. However, a Supervisor call back request has been submitted. I informed her that I will put in another request in for her who will review her request with the RCM but I cannot guarantee a call back from the supervisor. The RCM will definitely give her a call back. No further assistance is needed.

She is requesting for a call back at 301-346-0090.

*** NOTES 7/26/2007 8:26:06 AM, rrobbins, Action Type : Call to Customer

Spoke w/ customer and advised that I can have somebody else call her back as requested, but I need to be able to advise them of her current concern. I advised that they will want to familiarize themselves with the issue and do some research if necessary.

Customer states that part of the issue is with her car, and part is with me and the handling of our last phone call, so she doesn't feel comfortable talking to me about that. I advised that is understandable. I asked what the issue with the car is. Customer states that the dealer handled the previously documented repair but now she is left with one key for the ignition and one key for access to the car. Customer states that it is not the end of the world and she will deal with it, but it's not what she expects for Honda and wants to make that known.

I advised I will document this and ask someone to call her back today.

Customer thanked me and said goodbye.

*** CASE MODIFY 7/26/2007 8:28:24 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** CASE MODIFY 7/26/2007 8:28:40 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** CASE MODIFY 7/26/2007 8:28:43 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** NOTES 7/26/2007 2:09:58 PM, sscott1, Action Type : Call to Customer

I called the customer and introduced myself as a supervisor in the AHM Call Center. She asked me to call her back in 5 minutes and I stated that I would do so.

*** CASE MODIFY COMMITMENT 7/27/2007 9:12:11 AM, rrobbins
with [REDACTED] due 07/30/2007 12:00:00 AM.

*** CASE MODIFY COMMITMENT 7/30/2007 6:08:39 AM, rrobbins
with ELEYN MCKAY due 07/31/2007 12:00:00 AM.

*** CASE MODIFY 7/30/2007 6:08:44 AM, rrobbins
into WIP Dist 6A and Status of Solving.

*** NOTES 7/31/2007 7:55:02 AM, sscott1, Action Type : Call to Customer

(notes appear not to have saved from my previous conversation with the customer)

I called the customer back on Friday - July 27, 2007 - and the customer advised that she was upset about the way the case had been handled so far.

She stated that she was frustrated by having to use two keys for her car now, one for the ignition and one for the body locks, and was frustrated that no one ever told her that this would be the case from the start. She stated that she did not feel like she received a caring ear from her RCM and at this time wanted to have her complaints documented and also wanted to know if there were anything that we could do for her about the key situation. I stated that we may not be able to assist with the change in the locks, but I would call the dealership and see what options were available to her. She thanked me.

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765-- [REDACTED] IGNITION SWITCH

*** CASE MODIFY COMMITMENT 7/31/2007 8:32:10 AM, rrobbins
with [REDACTED] due 08/01/2007 12:00:00 AM.

*** NOTES 7/31/2007 8:32:24 AM, sscott1, Action Type : Call to Dealer

I called the dealership, talked to Mike, and advised that the customer was looking for any possible adjustments to her locking system so that she did not have to continue using two keys. He stated that the ignition switch when replaced required a recoding of the ignition and thus required a different key. He stated that the customer could have keyless entry installed in the car or they could change the locks on the doors to match the ignition lock. I thanked him.

*** NOTES 7/31/2007 8:36:08 AM, sscott1, Action Type : Call to Customer

I called the customer and stated that I had talked to the dealership on her behalf. I stated that I understood her concern with the two keys, and at this point, we had a couple of options:

- 1) She could purchase keyless entry
- 2) She could have the door locks changed

I advised that the ignition switch repair had been done as a goodwill gesture and the rental was covered under goodwill as well as she was 60,000 miles out of warranty. She stated that though she appreciated that, she purchased a car with one key and expected to have one key now. I stated that I would document her complaint, though we would not be able to meet her requests for covering the costs of either option.

She stated that she would proceed with her letter to the president. I stated that we would follow up with her upon receipt of that and she understood. As no further assistance is required at this time, I am closing the case.

*** CASE CLOSE 7/31/2007 8:38:57 AM, rrobbins

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

*** CASE REOPEN 9/5/2007 12:36:09 PM, jtosciano

with Condition of Open and Status of Solving.

*** NOTES 9/5/2007 12:36:19 PM, jtosciano, Action Type : Call from Customer

The customer called in requesting to obtain the case number for their records. I provided her the case number and asked if there was anything else I could assist her with or if she wanted to reopen the case. She declined and stated that she only wanted the case number for her records. She thanked me and ended the call.

*** CASE MODIFY 9/5/2007 12:36:21 PM, jtosciano

into WIP default and Status of Solving.

*** CASE CLOSE 9/5/2007 12:36:24 PM, jtosciano

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

*** CASE REOPEN 9/13/2007 7:17:20 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 9/13/2007 7:18:00 AM, pbongco, Action Type : Letter/Fax

On 9/12/07 ACS received a 1-page letter from the customer.

*** CASE MODIFY 9/13/2007 7:18:04 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 9/13/2007 7:18:38 AM, pbongco

from WIP default to Queue Honda Team F.

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765- [REDACTED] - IGNITION SWITCH

*** CASE ASSIGN 9/13/2007 7:39:07 AM, acaswell
N012007-07-1200014 to dkitchen, WIP

*** CASE RULE ACTION 9/13/2007 7:39:08 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-07-1200014-2 CREATE 9/13/2007 2:20:13 PM, dkitchen
Created in WIP Default with Due Date 9/13/2007 2:20:13 PM.

*** CASE MODIFY 9/13/2007 2:20:15 PM, dkitchen
into WIP default and Status of Solving.

*** NOTES 9/13/2007 2:20:36 PM, dkitchen. Action Type : Call to Customer
LM for customer to introduce myself.

*** CASE MODIFY 9/13/2007 2:21:01 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2007 7:55:20 AM, dkitchen
into WIP default and Status of Solving.

*** COMMIT 9/14/2007 7:55:36 AM, dkitchen, Action Type : N/A
call cust-ck req review

*** CASE MODIFY 9/14/2007 7:56:01 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2007 7:56:07 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2007 1:06:25 PM, dkitchen
into WIP OTHER DISTRICTS and Status of Solving.

*** CASE ASSIGN 9/14/2007 1:45:50 PM, dkitchen
N012007-07-1200014 to mkim, WIP

*** CASE RULE ACTION 9/14/2007 1:45:51 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/14/2007 2:24:50 PM, mkim
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012007-07-1200014-2 YANKED 9/14/2007 2:25:01 PM, mkim
Yanked by mkim into WIPbin DEFAULT.

*** CASE MODIFY 9/14/2007 2:25:25 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 9/17/2007 8:41:18 AM, mkim
CLAIM CHECK 09/17/2007 08:41:18 AM mkim
The following Claim History information was found
0; 2007-07-11; 207765; 731869; 510; 725097 ; GOODWILL PARTS ONLY (REPLACES 000007).

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765--[REDACTED] IGNITION SWITCH

*** CASE CAMPAIGN LOOKUP 9/17/2007 8:41:28 AM, mkim

CAMPAIGN CHECK 09/17/2007 08:41:28 AM mkim

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-02-12; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-23; FX

0

*** CASE VSC LOOKUP 9/17/2007 8:41:29 AM, mkim

VSC-CUC CHECK 09/17/2007 08:41:29 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/17/2007 9:24:24 AM, mkim

CLAIM CHECK 09/17/2007 09:24:24 AM mkim

The following Claim History information was found

0; 2007-07-11; 207765; 731869; 510; 725097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE FULFILL 9/17/2007 10:04:13 AM, mkim

Fulfilled for [REDACTED] due 09/17/2007 12:00:00 AM.

*** NOTES 9/17/2007 10:04:25 AM, mkim, Action Type : Letter/Fax

Customer mailed in a letter stating that she is very unhappy with her outcome of her case and will never purchase another Honda vehicle.

*** SUBCASE N012007-07-1200014-2 CLOSE 9/17/2007 10:05:03 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/17/2007 10:05:05 AM, mkim

into WIP Dist 6 and Status of Solving.

*** NOTES 9/17/2007 10:14:22 AM, mkim, Action Type : Call to Customer

I called customer and introduced myself as the CM.

I first apologized to the customer for her dissatisfaction and her concerns.

Customer then stated that she wrote a letter to the President & the CEO of Honda and not to me.

I again tried to empathized with the customer but customer started off by stating that Honda should have cover the cost in re-keying her doors locks to keep her as a happy customer.

Customer stated that unless we are going to assist her, customer stated that she does not want anyone to contact her again and disconnected the call before I can advise her or explain our process.

I will document and close the case until further notice.

*** CASE MODIFY 9/17/2007 10:14:39 AM, mkim

into WIP Dist 6 and Status of Solving.

*** CASE CLOSE 9/17/2007 10:14:42 AM, mkim

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

*** CASE REOPEN 11/7/2007 7:22:50 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 11/7/2007 7:23:30 AM, pbongco, Action Type : Letter/Fax

Case History

Case ID : N012007-07-1200014

Case Title : 6A-#207765- [REDACTED] IGNITION SWITCH

On 11/06/07 ACS received a 2-page letter from the customer forwarded from the Executive office

*** CASE MODIFY 11/7/2007 7:23:47 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 11/7/2007 7:23:52 AM, pbongco
from WIP default to Queue Honda Team F.

*** CASE ASSIGN 11/7/2007 7:28:33 AM, acaswell
N012007-07-1200014 to mkim, WIP

*** CASE RULE ACTION 11/7/2007 7:28:33 AM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 11/8/2007 5:57:40 AM, mkim, Action Type : N/A

1st attempt: call cust

*** CASE MODIFY 11/8/2007 5:57:51 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 11/8/2007 2:25:01 PM, mkim
Fulfilled for [REDACTED] due 11/08/2007 05:00:00 PM.

*** NOTES 11/8/2007 2:25:14 PM, mkim, Action Type : Letter/Fax

Customer mailed in letter regarding the same complaint she had few months ago with re-keying the doors on her vehicle.

Customer sated that she will contact the attorney General for the State of MD as filing a complaint with the FTC. In addition, customer stated that she does not want to be contacted by any more ineffective customer service reps.

*** NOTES 11/8/2007 2:25:48 PM, mkim, Action Type : Note-General

I will document and close the case since customer no longer wants to be contacted by ACS.

*** CASE MODIFY 11/8/2007 2:25:55 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 11/8/2007 2:25:58 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-07-2900662 Division : Honda - Auto Condition : Closed Open Date : 7/29/2011 10:16:41 AM
 Case Originator : Noell Jessie (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/23/2011 10:33:33 AM
 Case Owner : Simon Ng (Team HH) Method : Phone Queue : Days Open : 56
 Last Closed By : Simon Ng (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4C--(DON AYRES) [REDACTED] IGNITION SWITCH FAILURE CONCERNS/EX No. of Attachments : 3

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 : FORT WAYNE, IN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18663F [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 131,060
 In Service Date : 09/03/2002
 Months In Use : 106
 Engine Number : J35A42525273
 Originating Dealer No. / Name : 206733 / DON AYRES HONDA
 Selling Dealer No. / Name : 206733 / DON AYRES HONDA
 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 : 206733 / DON AYRES HONDA
 Phone No. : 260-484-0551
 Address : 4740 LIMA ROAD
 City / State / Zip : FORT WAYNE, IN 46808
 Svc District / Sls District : 04C / D04
 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 : AHM Management 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
N012011-07-2900662-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012011-07-2900662-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-2900662-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2011 10:26:27 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 7/29/2011 10:26:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, 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

Issue Details

Issue ID : N012011-07-2900662-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2011 10:35:10 AM
Issue Owner : Simon Ng	Type 2 : Operation	Queue :	Close Date : 8/19/2011 10:25:42 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, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES)MILLER, STEVE - IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

*** CASE CREATE 7/29/2011 10:16:41 AM, njessie

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

*** NOTES 7/29/2011 10:23:21 AM, njessie, Action Type : Call from Customer

Verified customer contact info.

Best contact # [REDACTED]

Customer states that the ignition switch has locked up in the vehicle. Customer states that it is a battle to turn the key just to get the vehicle started. Customer states that he found online that there were a lot of people that had been experiencing this same issue. Customer states that he called the dlr to see if there were any recalls on this issue but they advised that there weren't. Customer states that he purchased the vehicle from an independent dlr about 2 years ago. Customer states that he has had the vehicle serviced at the dlr and this is his first Honda. Customer states that he loves the vehicle and would like to continue to purchase more if he continues to have a good experience.

*** NOTES 7/29/2011 10:25:38 AM, njessie, Action Type : Call from Customer

ACS understood that having a failure can be frustrating. ACS advised the customer that the warranty on this part was 3/36 and at this time he is outside of the warranty by both time and mileage. ACS informed the customer that given this information AHM would not be able to assist in the cost of the repairs. ACS informed the customer that AHM apologizes for any inconvenience this might cause. Customer needed no further assistance.

*** SUBCASE N012011-07-2900662-1 CREATE 7/29/2011 10:26:27 AM, njessie

Created in WIP Default with Due Date 7/29/2011 10:26:27 AM.

*** SUBCASE N012011-07-2900662-1 CLOSE 7/29/2011 10:26:48 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2011 10:26:49 AM, njessie

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

*** CASE REOPEN 8/11/2011 7:49:19 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 8/11/2011 7:49:53 AM, pbongco, Action Type : Letter/Fax

On 08/09/11 ACS received a 1-page letter from the customer regarding previous issue

*** CASE MODIFY 8/11/2011 7:50:12 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 8/11/2011 7:50:32 AM, pbongco

from WIP default to Queue Honda Team H .

*** CASE ADD ATTACHMENT 8/11/2011 8:00:32 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-2900662_1.PDF

*** CASE ACCEPT 8/11/2011 1:24:24 PM, sng

from Queue Honda Team H to WIP default.

*** NOTES 8/11/2011 1:56:29 PM, pbongco, Action Type : Letter/Fax

On 08/11/11 ACS received a 1-page letter from the customer dated 08/03/2011 addressed to Mr. Iwamura regarding previous issue.

Customer states that the Ignition Switch on his Pilot has malfunctioned. Customer is seeking assistance from AHM to share the cost of replacing the Ignition

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRE [REDACTED] - IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

Switch.

EXECUTIVE LETTER

*** CASE YANKED 8/11/2011 1:56:34 PM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 8/11/2011 1:56:53 PM, pbongco

into WIP default and Status of Solving.

*** COMMIT 8/11/2011 1:56:59 PM, pbongco, Action Type : N/A

Made to [REDACTED] due 08/12/2011 01:57:00 PM.

UPON COMPLETION OF THE CASE PLEASE E-MAIL KIM MERCADO FOR RESOLUTION SUMMARY.

*** CASE ASSIGN 8/11/2011 1:57:55 PM, pbongco

N012011-07-2900662 to sng, WIP

*** CASE RULE ACTION 8/11/2011 1:57:55 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ADD ATTACHMENT 8/11/2011 2:15:25 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-2900662_2.PDF

*** NOTES 8/12/2011 9:55:54 AM, dgonzale, Action Type : Manager

RM-DG will assign the case to RCM-SN.

*** CASE YANKED 8/12/2011 10:34:53 AM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE N012011-07-2900662-2 CREATE 8/12/2011 10:35:10 AM, codulio

Created in WIP Default with Due Date 8/12/2011 10:35:10 AM.

*** NOTES 8/12/2011 10:42:17 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I left message letting the customer I am calling on behalf of his case mgr. Simon. Call disconnected and I had to call a 2nd. time. I left CM phone# and extension #117742. I also related Simon will need time to review his case and call back on 8.17.11.

*** SUBCASE N012011-07-2900662-2 ASSIGN 8/12/2011 10:42:36 AM, codulio

N012011-07-2900662-2 to sng, WIP □!zü°

*** SUBCASE N012011-07-2900662-2 RULE ACTION 8/12/2011 10:42:37 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/12/2011 10:43:03 AM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 8/12/2011 10:43:24 AM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 8/12/2011 10:43:29 AM, codulio

into WIP Default and Status of Solving.

*** COMMIT 8/12/2011 10:43:43 AM, codulio, Action Type : N/A

call customer

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES) [REDACTED] IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

*** CASE MODIFY 8/12/2011 10:44:00 AM, codulio
into WIP Default and Status of Solving.

*** CASE ASSIGN 8/12/2011 10:44:08 AM, codulio
N012011-07-2900662 to sng, WIP

*** CASE RULE ACTION 8/12/2011 10:44:09 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/15/2011 6:42:28 AM, sng
into WIP While I was out and Status of Solving.

*** CASE FULFILL 8/15/2011 6:42:38 AM, sng
Fulfilled for [REDACTED] due 08/12/2011 01:57:00 PM.

*** CASE MODIFY 8/15/2011 6:42:42 AM, sng
into WIP While I was out and Status of Solving.

*** CASE MODIFY 8/15/2011 6:42:44 AM, sng
into WIP While I was out and Status of Solving.

*** NOTES 8/17/2011 10:50:36 AM, sng, Action Type : Call to Dealer

I called Don Ayres Honda at (260) 484-0551 and spoke with Doug the Service Manager. He told me that they have not looked at the vehicle for a ignition switch concern. He said the last time they saw the vehicle was April 2011 and they inspected the brakes. He said the time before that they changed the oil. I told Doug that the customer contacted our President about the ignition switch being hard to turn. Doug said the customer just purchased the vehicle. I told Doug that I am going to deny assistance since it has not been diagnosed and I am not going to waste the customer's time with a diagnosis at this time because it is well outside warranty parameters.

*** NOTES 8/17/2011 11:02:45 AM, sng, Action Type : Call to Customer

I called the customer, Steve Miller at 260-447-6906 and left a message introducing myself as the RCM assigned to his case at this time. I asked him to call me back at 1800-999-1009 extension 117742 to discuss the 2003 Pilot with the ignition concern. I left the case number and asked the customer to contact me back at his earliest convenience. The voicemail disconnected before I could complete my message.

*** CASE MODIFY 8/17/2011 11:03:08 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 8/17/2011 11:04:01 AM, sng, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer contacted our office regarding an ignition switch concern. According to what we discussed today, the vehicle has not been diagnosed yet. AHM is going to deny assistance with the repair.

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

Thank you for your attention to this matter.

Simon Ng

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES) [REDACTED] - IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

Automobile Customer Service

Regional Case Manager

Direct line: 310-783-7742 (dealers only)

Email: simon_ng@ahm.honda.com (dealers only)

*** CASE MODIFY 8/17/2011 11:04:09 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 8/17/2011 11:07:45 AM, sng, Action Type : Note-General
I am sending a 10 day letter.

*** CASE MODIFY 8/17/2011 11:07:56 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE FULFILL 8/17/2011 11:08:02 AM, sng
Fulfilled for STEVE MILLER due 08/17/2011 09:00:00 AM.

*** COMMIT 8/17/2011 11:08:04 AM, sng, Action Type : N/A

***Sent 10 day

*** CASE MODIFY 8/17/2011 11:08:22 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 8/19/2011 10:19:17 AM, sng, Action Type : Call from Customer

Customer called me back. I thanked him for calling me back. I told him that I understand that he has a 2003 Pilot and he has an ignition switch concern. I apologized for what is happening. I told him that I understand how frustrating this is and I told him that I would feel the same way. I asked him what is happening and he said at time his key does not turn in the ignition switch and sometimes the key does not go in. He said he read online that other people have this problem. I told him the what is online is not always a great representation of what really is out there. I told him we do not know what is happening to their vehicle's because there are many things that could cause this to happen. I told him if something gets into the ignition switch then it could get jammed also. I asked him if a Honda dealership has inspected the vehicle and he said no. I told him that I would need a Honda dealership to inspect the vehicle to find out what is happening but at this time because his vehicle is well outside warranty parameters then AHM would not be able to assist with the repair. I told him that I do not want to waste his time in having the vehicle diagnosed. He said AHM would be looking at this differently if he was trying to start his car and it would not start and someone came up to him and killed him. I told him that we can not jump to those extremes. I told him if that happened then this would be investigated. He asked to speak with someone higher. I told him that I am the RCM and he wrote our President the letter and our department was asked to call him. I told him that with all due respect AHM would not be in the position to assist with the repair at this time. He said he is not happy and he is going to write another letter to our President. I told him that I will be calling him back to provide him with our decision. I told him that I understand how he feels but we are not in the position to assist with the repair. He asked for my last name and I told him that I would not be able to provide that to him. He did not have any other questions or concerns and the call ended.

*** CASE MODIFY 8/19/2011 10:19:30 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 8/19/2011 10:20:37 AM, sng, Action Type : Note-General
The vehicle has not been diagnosed by a Honda dealership.

The customer purchased the vehicle September 2009 used at 118,966 miles. His vehicle now has 131,060 miles.

*** CASE MODIFY 8/19/2011 10:20:41 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 8/19/2011 10:25:14 AM, sng, Action Type : Note-General

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES) [REDACTED] IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

I informed the Admin staff about the decision.

*** CASE MODIFY 8/19/2011 10:25:24 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE MODIFY 8/19/2011 10:25:35 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE MODIFY 8/19/2011 10:25:40 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.

*** SUBCASE N012011-07-2900662-2 CLOSE 8/19/2011 10:25:42 AM, sng
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/19/2011 10:25:42 AM, sng
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/12/2011 8:13:38 AM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 9/12/2011 8:16:03 AM, pbongco, Action Type : Letter/Fax

On 09/09/11 ACS received a 2-page letter from the customer dated 08/23/11 addressed to Mr. Iwamura regarding previous issue.

Customer is seeking assistance from AHM to resolve the Ignition switch issue.

EXECUTIVE LETTER

*** COMMIT 9/12/2011 8:16:25 AM, pbongco, Action Type : N/A

Made to [REDACTED] due 09/13/2011 08:16:27 AM.

UPON COMPLETION OF THE CASE PLEASE E-MAIL KIM MERCADO FOR RESOLUTION SUMMARY.

*** CASE MODIFY 9/12/2011 8:17:11 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 9/12/2011 8:17:19 AM, pbongco
from WIP default to Queue Honda Team H .

*** CASE ADD ATTACHMENT 9/12/2011 8:30:24 AM, crmsuser
Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-2900662_3.PDF

*** CASE YANKED 9/12/2011 12:11:28 PM, sng
Yanked by sng into WIPbin default.

*** NOTES 9/12/2011 12:20:15 PM, sng, Action Type : Call to Customer

I called the customer, [REDACTED] and left a message letting him know that I received another letter from him addressed to our President and I wanted to speak to him about the letter. I asked him to call me back at 1800-999-1009 extension 117742. I told him that if I do not hear from him by 9-14 or 9-15-11 then I will try to call him again.

*** CASE MODIFY 9/12/2011 12:20:19 PM, sng
into WIP default and Status of Solving.

*** CASE MODIFY 9/12/2011 12:20:22 PM, sng

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES) [REDACTED] - IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

into WIP default and Status of Solving.

*** CASE FULFILL 9/12/2011 12:20:29 PM, sng

Fulfilled for [REDACTED] due 09/13/2011 08:16:27 AM.

*** COMMIT 9/12/2011 12:20:35 PM, sng, Action Type : N/A

Cust called back?/call cust

*** CASE MODIFY 9/12/2011 12:20:49 PM, sng

into WIP default and Status of Solving.

*** NOTES 9/14/2011 1:55:48 PM, sng, Action Type : Call to Customer

I called the customer, [REDACTED] and left a message letting him know that I received another letter from him addressed to our President and I wanted to speak to him about the letter. I asked him to call me back at 1800-999-1009 extension 117742.

*** CASE MODIFY 9/14/2011 1:55:53 PM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 9/14/2011 2:00:05 PM, sng, Action Type : Note-General

I am sending a 10 day letter.

*** CASE MODIFY 9/14/2011 2:00:10 PM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE FULFILL 9/14/2011 2:00:15 PM, sng

Fulfilled for [REDACTED] due 09/14/2011 05:00:00 PM.

*** COMMIT 9/14/2011 2:00:20 PM, sng, Action Type : N/A

***Sent 10 day/Exec

*** CASE MODIFY 9/14/2011 2:00:47 PM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 9/23/2011 7:37:06 AM, sng, Action Type : Call from Customer

Customer called and left a message asking me to call him back.

*** NOTES 9/23/2011 7:40:52 AM, sng, Action Type : Call to Customer

I called the customer, [REDACTED] and left a message letting him know that I received another letter from him addressed to our President and I wanted to speak to him about the letter. I asked him to call me back at 1800-999-1009 extension 117742.

*** CASE MODIFY 9/23/2011 7:41:18 AM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE FULFILL 9/23/2011 7:41:42 AM, sng

Fulfilled for [REDACTED] due 09/23/2011 05:00:00 PM.

*** COMMIT 9/23/2011 7:41:48 AM, sng, Action Type : N/A

Cust called back?/call cust (Exec)

*** CASE MODIFY 9/23/2011 7:42:10 AM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 9/23/2011 10:20:38 AM, sng, Action Type : Call from Customer

Customer called and left a message asking me to call him back.

Case History

Case ID : N012011-07-2900662

Case Title : 4C--(DON AYRES) [REDACTED] - IGNITION SWITCH FAILURE CONCERNS/EXECUTIV

*** NOTES 9/23/2011 10:24:41 AM, sng, Action Type : Call to Customer

I called the customer, [REDACTED] and apologized that I missed his call. I told him that we received a letter from him addressed to our President. I told him that AHM has reviewed his case. I told him that his vehicle is not affected by the ignition switch recall and we are not aware of any problems other than the ones affected. I told him I will document that this is happening to his vehicle and we have his VIN and contact information. I told him if we do notice this to be a problem with our product then we might be able to revisit this with him. I told him with all due respect AHM would not be able to assist with the repair at this time. He understood. He did not have any other questions or concerns and the call ended.

*** CASE MODIFY 9/23/2011 10:26:03 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** NOTES 9/23/2011 10:32:43 AM, sng, Action Type : Note-General
I informed the K.M. and R.D. about the decision.*** CASE MODIFY 9/23/2011 10:33:08 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** CASE MODIFY 9/23/2011 10:33:15 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** CASE MODIFY 9/23/2011 10:33:17 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** CASE MODIFY 9/23/2011 10:33:17 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** CASE MODIFY 9/23/2011 10:33:20 AM, sng
into WIP 4C- Kathy Duerr and Status of Solving.*** CASE CLOSE 9/23/2011 10:33:33 AM, sng
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032012-09-2100304 Division : Honda - Auto Condition : Closed Open Date : 9/21/2012 8:29:13 AM
 Case Originator : Priscilla Samaniego (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 9/21/2012 8:34:58 AM
 Case Owner : Priscilla Samaniego (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Priscilla Samaniego (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 135,000
 In Service Date : 09/07/2002
 Months In Use : 120
 Engine Number : J35A42528450
 Originating Dealer No. / Name : 207676 / AUTOWEST HONDA OF ROSEVILLE
 Selling Dealer No. / Name : 207676 / AUTOWEST HONDA OF ROSEVILLE
 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 :
 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
N032012-09-2100304-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032012-09-2100304-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Product	Status : Subcase Close	Open Date : 9/21/2012 8:34:39 AM
Issue Owner : Priscilla Samaniego	Type 2 : Operation	Queue :	Close Date : 9/21/2012 8:34:58 AM
Issue Title : XXXXXXXXXX	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern, 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 : N032012-09-2100304

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 9/21/2012 8:29:13 AM, psamanie

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

*** CASE MODIFY 9/21/2012 8:29:17 AM, psamanie

into WIP Default and Status of Solving.

*** NOTES 9/21/2012 8:34:19 AM, psamanie, Action Type : Call from Customer

Customer address and phone verified

Customer phone [REDACTED]

The customer called to find out if the ignition was recalled because at times it will not turn. The customer stated that he would like to document it as a complaint. I advised I have documented it. I advised of S34. There were no further questions. The customer was thanked for calling AHM.

*** CASE MODIFY 9/21/2012 8:34:33 AM, psamanie

into WIP Default and Status of Solving.

*** SUBCASE N032012-09-2100304-1 CREATE 9/21/2012 8:34:39 AM, psamanie

Created in WIP Default with Due Date 9/21/2012 8:34:39 AM.

*** CASE MODIFY 9/21/2012 8:34:56 AM, psamanie

into WIP Default and Status of Solving.

*** CASE CLOSE 9/21/2012 8:34:58 AM, psamanie

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

*** SUBCASE N032012-09-2100304-1 CLOSE 9/21/2012 8:34:58 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012009-07-1400504 Division : Honda - Auto Condition : Closed Open Date : 7/14/2009 9:30:30 AM
 Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/14/2009 10:08:22 AM
 Case Owner : Sarah Lambert (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sarah Lambert (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - ASSISTANCE DENIED-IGNITION SWITCH 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 : ROCHESTER, NY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18493H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 105,000
 In Service Date : 10/15/2002
 Months In Use : 81
 Engine Number : J35A42529153
 Originating Dealer No. / Name : 206657 / RALPH HONDA
 Selling Dealer No. / Name : 206657 / RALPH HONDA
 Trim : EX
 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 : 206657 / RALPH HONDA
 Phone No. : 585-225-3200
 Address : 3939 WEST RIDGE ROAD
 City / State / Zip : ROCHESTER, NY 14626
 Svc District / Sls District : 09A / A09
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-07-1400504-1 ██████████	PRO Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-07-1400504-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2009 10:07:59 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 7/14/2009 10:08:18 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 : Provided Information, Documented Concern, 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 : N012009-07-1400504

Case Title : ██████████ ASSISTANCE DENIED-IGNITION SWITCH

*** CASE CREATE 7/14/2009 9:30:30 AM, slambert

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

*** CASE EXTENDED WARRANTY LOOKUP 7/14/2009 9:30:54 AM, slambert

WARRANTY CHECK 07/14/2009 09:30:54 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/14/2009 9:30:57 AM, slambert

CLAIM HISTORY CHECK 07/14/2009 09:30:57 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/14/2009 9:31:10 AM, slambert

CAMPAIGN CHECK 07/14/2009 09:31:10 AM slambert

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 02/14/05; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 02/14/05; F

*** CASE VSC LOOKUP 7/14/2009 9:31:11 AM, slambert

VSC-CUC CHECK 07/14/2009 09:31:11 AM slambert

No data found for VIN.

*** NOTES 7/14/2009 9:39:31 AM, slambert, Action Type : Call from Customer

ACS verified the customer's information.

She said when she would insert her key into the ignition switch, it would not turn. She said she took the vehicle to Ralph Honda last night. She said the cost of the repair will be about \$500. She called in to see if there were any recalls and if assistance could be provided.

ACS advised the customer, after reviewing the case and factoring in the age and mileage of the vehicle, Honda is not in the position to offer assistance. She had no further requests and ended the call.

*** CASE MODIFY 7/14/2009 9:39:41 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2009 9:39:48 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2009 10:06:27 AM, slambert

into WIP default and Status of Solving.

*** SUBCASE N012009-07-1400504-1 CREATE 7/14/2009 10:07:59 AM, slambert

Created in WIP Default with Due Date 7/14/2009 10:07:59 AM.

*** SUBCASE N012009-07-1400504-1 CLOSE 7/14/2009 10:08:18 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/14/2009 10:08:22 AM, slambert

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

Case Details

Case ID : N012010-10-0701606 Division : Honda - Auto Condition : Closed Open Date : 10/7/2010 2:27:28 PM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/7/2010 2:32:49 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/IGNITION INTERLOCK 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 : BRONX, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18643H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 100,000
 In Service Date : 09/25/2002
 Months In Use : 97
 Engine Number : J35A42534099
 Originating Dealer No. / Name : 206688 / YONKERS HONDA
 Selling Dealer No. / Name : 206688 / YONKERS HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : 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
N012010-10-0701606-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-10-0701606-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 10/7/2010 2:31:26 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 10/7/2010 2:32:48 PM
Issue Title : XXXXXXXXXX - 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, Referred to Dealer
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-0701606

Case Title :

[REDACTED] - COMPLAINT/IGNITION INTERLOCK

*** CASE CREATE 10/7/2010 2:27:28 PM, jstarlin

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

*** CASE EXTENDED WARRANTY LOOKUP 10/7/2010 2:27:33 PM, jstarlin

WARRANTY CHECK 10/07/2010 02:27:33 PM jstarlin

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/7/2010 2:27:36 PM, jstarlin

CLAIM HISTORY CHECK 10/07/2010 02:27:36 PM jstarlin

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/7/2010 2:27:48 PM, jstarlin

CAMPAIGN CHECK 10/07/2010 02:27:48 PM jstarlin

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ; ;

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

06-009; Q08; 9

*** CASE VSC LOOKUP 10/7/2010 2:27:52 PM, jstarlin

VSC CHECK 10/07/2010 02:27:52 PM jstarlin

The following VSC information was found

YOLANDA;ROSADO;V001428328;B77;(NEW) PREMIUM 7YR 75K 0 DED;CANCELLED;2003-02-11;2002-10-02;2009-09-24;75000;5;2
06688;0.00

*** CASE CUC LOOKUP 10/7/2010 2:27:52 PM, jstarlin

CUC CHECK 10/07/2010 02:27:52 PM jstarlin

The following CUC information was found

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

*** CASE CAMPAIGN LOOKUP 10/7/2010 2:30:19 PM, jstarlin

CAMPAIGN CHECK 10/07/2010 02:30:19 PM jstarlin

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ; ;

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

06-009; Q08; 9

*** CASE MODIFY 10/7/2010 2:30:43 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012010-10-0701606-1 CREATE 10/7/2010 2:31:26 PM, jstarlin

Created in WIP Default with Due Date 10/7/2010 2:31:26 PM.

*** NOTES 10/7/2010 2:32:36 PM, jstarlin, Action Type : Call from Customer

Updated Customer's Information

Best Contact Number: [REDACTED]

Case History

Case ID : N012010-10-0701606

Case Title : [REDACTED] COMPLAINT/IGNITION INTERLOCK

The customer is in Puerto Rico and cannot get her key to turn in the ignition even when she turns the steering wheel. ACS advised the customer to contact Bella International to locate a DLR and also to address the current TRANS recall on this vehicle. Case Closed

*** CASE MODIFY 10/7/2010 2:32:42 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012010-10-0701606-1 CLOSE 10/7/2010 2:32:48 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/7/2010 2:32:49 PM, jstarlin

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

Case Details

Case ID : N012008-10-2001281 Division : Honda - Auto Condition : Closed Open Date : 10/20/2008 9:54:58 AM
 Case Originator : Nethly Long (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/13/2009 6:49:55 AM
 Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 144
 Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 09E [REDACTED] IGNITION SWITCH ISSUE/REIMBURSEMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] OL
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 110,000
 In Service Date : 10/03/2002
 Months In Use : 72
 Engine Number : J35A42534683
 Originating Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA
 Selling Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA
 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2001281-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch
N012008-10-2001281-2 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-10-2001281-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nethly Long	Type 1 : Product	Status : Subcase Close	Open Date : 10/20/2008 10:07:18
Issue Owner : Nethly Long	Type 2 : Operation	Queue :	Close Date : 10/20/2008 10:07:57
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 : 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 : N012008-10-2001281-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2009 5:57:27 AM
Issue Owner : Brian Perez	Type 2 : Operation	Queue :	Close Date : 3/13/2009 6:49:30 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, 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 : N012008-10-2001281

Case Title : 09E [REDACTED] IGNITION SWITCH ISSUE/REIMBURSEMENT

*** CASE CREATE 10/20/2008 9:54:58 AM, nlong

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

*** CASE MODIFY 10/20/2008 9:55:05 AM, nlong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/20/2008 9:55:08 AM, nlong

WARRANTY CHECK 10/20/2008 09:55:08 AM nlong

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/20/2008 9:55:11 AM, nlong

CLAIM CHECK 10/20/2008 09:55:11 AM nlong

The following Claim History information was found

0; 2005-09-29; 207222; 280714; 510; 614100 ; COMPRESSOR W/CLUTCH ASSEMBLY - REPLACE. NOTE: EVACUATE AND CHARGE THE SYSTEM AS REQUIRED IN THIS OPERATION. Y

*** CASE CAMPAIGN LOOKUP 10/20/2008 9:55:14 AM, nlong

CAMPAIGN CHECK 10/20/2008 09:55:14 AM nlong

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05; F

*** CASE VSC LOOKUP 10/20/2008 9:55:15 AM, nlong

VSC-CUC CHECK 10/20/2008 09:55:15 AM nlong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/20/2008 9:56:01 AM, nlong

CAMPAIGN CHECK 10/20/2008 09:56:00 AM nlong

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05; F

*** NOTES 10/20/2008 10:07:03 AM, nlong, Action Type : Call from Customer

Verified customer information.

Situation: Ignition switch issue

Request: Customer stated last Friday, he was unable to turn the key in his ignition. Customer stated it took 20 minutes before the key would finally turn. Customer is concerned because of the vehicle's mileage and age and does not want this to be an ongoing issue. Customer contacted AHM to find out if there were any recalls that pertained to the ignition.

Probing Questions: Customer stated he was going to have the vehicle inspected by his local mechanic. Customer stated he tried his key, his wife's key, and the valet key. None of them worked. Customer stated he left the key in the ignition all weekend because he feared it would not turn in the ignition again if he removed it.

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] - IGNITION SWITCH ISSUE/REIMBURSEMENT

Inbound Conclusion: Advised customer that there were no recalls or service bulletins found that pertained to his ignition switch. Recommended that customer take the vehicle to a Honda dealer in the event he was seeking assistance from AHM. AHM does not rely on a diagnosis by an independent mechanic.

Customer needed no further assistance.

*** CASE MODIFY 10/20/2008 10:07:10 AM, nlong
into WIP default and Status of Solving.

*** SUBCASE N012008-10-2001281-1 CREATE 10/20/2008 10:07:18 AM, nlong
Created in WIP Default with Due Date 10/20/2008 10:07:18 AM.

*** SUBCASE N012008-10-2001281-1 CLOSE 10/20/2008 10:07:57 AM, nlong
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/20/2008 10:07:59 AM, nlong
into WIP default and Status of Solving.

*** CASE CLOSE 10/20/2008 10:08:03 AM, nlong
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/24/2008 3:47:19 PM, fdiaz
with Condition of Open and Status of Solving.

*** NOTES 11/24/2008 3:50:20 PM, fdiaz, Action Type : Letter/Fax

On 11/24/08 ACS received a 1 page letter from customer with 1 page RO. Customer states that he had to replace the ignition cylinder lock assembly and 2 new keys. He would like AHM to reimbursement him \$415.48 for the defective part. Customer did not have this repaired at a DLR.

*** CASE MODIFY 11/24/2008 3:51:00 PM, fdiaz
into WIP default and Status of Solving.

*** CASE DISPATCH 11/24/2008 3:51:06 PM, fdiaz
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 11/25/2008 6:12:35 AM, ksulliva
from Queue Honda Team H to WIP default.

*** CASE MODIFY 11/25/2008 2:29:29 PM, ksulliva
into WIP default and Status of Solving.

*** CASE MODIFY 11/25/2008 2:29:37 PM, ksulliva
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/1/2008 2:46:09 PM, ksulliva
CAMPAIGN CHECK 12/01/2008 02:46:09 PM ksulliva

The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05

*** NOTES 12/1/2008 2:47:23 PM, ksulliva, Action Type : Call to Customer
Called customer and left message.

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] IGNITION SWITCH ISSUE/REIMBURSEMENT

*** COMMIT 12/1/2008 2:48:08 PM, ksulliva, Action Type : N/A

Made to [REDACTED] due 12/03/2008 12:00:00 AM.

call cust

*** NOTES 12/3/2008 2:48:30 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 12/3/2008 2:48:43 PM, ksulliva

Fulfilled for [REDACTED] due 12/03/2008 12:00:00 AM.

*** COMMIT 12/3/2008 2:48:48 PM, ksulliva, Action Type : N/A

has cust returned my call?

*** NOTES 12/9/2008 3:14:30 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 12/9/2008 3:14:37 PM, ksulliva

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

*** COMMIT 12/9/2008 3:14:40 PM, ksulliva, Action Type : N/A

has cust returned my call?

*** NOTES 12/11/2008 4:07:07 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 12/11/2008 4:07:16 PM, ksulliva

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

*** COMMIT 12/11/2008 4:07:20 PM, ksulliva, Action Type : N/A

has cust returned my call?

*** CASE CLAIMS LOOKUP 12/15/2008 2:36:50 PM, ksulliva

CLAIM HISTORY CHECK 12/15/2008 02:36:50 PM ksulliva

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/15/2008 2:37:03 PM, ksulliva

CAMPAIGN CHECK 12/15/2008 02:37:02 PM ksulliva

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05

*** CASE VSC LOOKUP 12/15/2008 2:37:14 PM, ksulliva

VSC-CUC CHECK 12/15/2008 02:37:14 PM ksulliva

No data found for VIN.

*** CASE MODIFY 12/15/2008 3:02:34 PM, ksulliva

into WIP 9E and Status of Solving.

*** NOTES 12/17/2008 4:30:10 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] IGNITION SWITCH ISSUE/REIMBURSEMENT

*** CASE FULFILL 12/17/2008 4:30:17 PM, ksulliva

Fulfilled for [REDACTED] due 12/17/2008 12:00:00 AM.

*** COMMIT 12/17/2008 4:30:20 PM, ksulliva, Action Type : N/A

has cust returned my call?

*** NOTES 1/2/2009 3:00:15 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 1/2/2009 3:00:28 PM, ksulliva

Fulfilled for PETER AUGER due 12/22/2008 12:00:00 AM.

*** COMMIT 1/2/2009 3:00:32 PM, ksulliva, Action Type : N/A

has cust returned my call?

*** NOTES 1/8/2009 11:08:29 AM, ksulliva, Action Type : Call to Customer

Called customer and left message. Sent 10-day letter.

*** CASE FULFILL 1/8/2009 11:09:24 AM, ksulliva

Fulfilled for [REDACTED] due 01/07/2009 12:00:00 AM.

*** COMMIT 1/8/2009 11:09:27 AM, ksulliva, Action Type : N/A

close case if no response

*** CASE CLAIMS LOOKUP 1/13/2009 1:46:56 PM, ksulliva

CLAIM HISTORY CHECK 01/13/2009 01:46:55 PM ksulliva

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/13/2009 1:47:31 PM, ksulliva

CAMPAIGN CHECK 01/13/2009 01:47:31 PM ksulliva

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05

*** NOTES 1/21/2009 5:03:22 PM, ksulliva, Action Type : Note-Technical

no response from customer closing case.

*** CASE CLOSE 1/21/2009 5:03:32 PM, ksulliva

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

*** CASE REOPEN 2/24/2009 9:17:11 AM, ahsieh

with Condition of Open and Status of Solving.

*** NOTES 2/24/2009 9:19:04 AM, ahsieh, Action Type : Letter/Fax

On 02/24/09 ACS rec'd a 3-page fax from the customer. Customer faxed over a copy of a cancelled check and a copy of a invoice from Maffee's Garage.

*** CASE DISPATCH 2/24/2009 9:19:36 AM, ahsieh

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 2/24/2009 1:35:56 PM, sperez

from Queue Honda Team H to WIP WipBin.

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] - IGNITION SWITCH ISSUE/REIMBURSEMENT

*** CASE MODIFY 2/25/2009 5:57:06 AM, sperez
into WIP WipBin and Status of Solving.

*** SUBCASE N012008-10-2001281-2 CREATE 2/25/2009 5:57:27 AM, sperez
Created in WIP Default with Due Date 2/25/2009 5:57:27 AM.

*** CASE MODIFY 2/25/2009 5:57:34 AM, sperez
into WIP WipBin and Status of Solving.

*** NOTES 2/25/2009 8:15:31 AM, sperez, Action Type : Letter/Fax
"Kysha,

Per your request, please see attached the check that paid the bill for the problem with my Honda Pilot that we have been discussing.

The last time we spoke you stated that I would be reimbursed once you received the cancelled check. I look forward to your reply and a resolution to my problem.
Please contact me at the above address of by phone at 603-321-7642 or 603-882-2211.

Sincerely,

[REDACTED]
*** CASE MODIFY 2/25/2009 8:17:17 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 2/25/2009 8:17:22 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 2/25/2009 8:17:32 AM, sperez
into WIP WipBin and Status of Solving.

*** COMMIT 2/25/2009 8:17:52 AM, sperez, Action Type : N/A
Call cust (2)

*** NOTES 2/25/2009 8:18:32 AM, sperez, Action Type : Call to Customer
Placed a call to customer. Asked for a call back. Contact information provided.

*** CASE MODIFY 2/25/2009 8:19:48 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 2/27/2009 6:10:43 AM, sperez
into WIP 9E Suzi Henry and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/2/2009 12:33:48 PM, sperez
CAMPAIGN CHECK 03/02/2009 12:33:47 PM sperez
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/03/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/16/05;

*** CASE CLAIMS LOOKUP 3/2/2009 12:33:51 PM, sperez

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] IGNITION SWITCH ISSUE/REIMBURSEMENT

CLAIM HISTORY CHECK 03/02/2009 12:33:51 PM sperez

No data found for VIN.

*** NOTES 3/2/2009 12:36:10 PM, sperez, Action Type : Call to Customer

I placed a second call to customer and left my second vm. I provided my contact information and business hours and thanked him in advance.

*** CASE MODIFY 3/2/2009 12:38:50 PM, sperez

into WIP 9E Suzi Henry and Status of Solving.

*** CASE FULFILL 3/2/2009 12:38:52 PM, sperez

Fulfilled for [REDACTED] due 03/03/2009 12:00:00 AM.

*** COMMIT 3/2/2009 12:38:57 PM, sperez, Action Type : N/A

Customer call back? Try again.

*** CASE MODIFY 3/2/2009 12:39:13 PM, sperez

into WIP 9E Suzi Henry and Status of Solving.

*** CASE MODIFY COMMITMENT 3/4/2009 2:29:45 PM, sperez

with [REDACTED] due 03/05/2009 12:00:00 AM.

*** CASE MODIFY COMMITMENT 3/5/2009 1:47:29 PM, sperez

with PETER AUGER due 03/09/2009 12:00:00 AM.

*** CASE MODIFY COMMITMENT 3/11/2009 1:17:49 PM, sperez

with [REDACTED] due 03/12/2009 12:00:00 AM.

*** CASE MODIFY 3/13/2009 6:23:29 AM, sperez

into WIP 9E Suzi Henry and Status of Solving.

*** NOTES 3/13/2009 6:49:07 AM, sperez, Action Type : Call to Customer

I placed a call to Mr. [REDACTED] and we had a chance to speak.

Customer advises that he was told by his previous representative that he would received a reimbursement check if he sent in the canceled check. I informed customer that I did have to advise that my conversation with his previous RCM and reviewing the notes on the case identify no offer had ever been extended to him in regards to his request. Customer advises that this is just not true as he had been advised in a previous conversation that he would in fact be reimbursed for the ignition switch.

I informed customer that when ever an offer was made it was noted as part of the case. I advised that this is done to prevent things like this from happening and are required as policy and procedure. I informed customer that I could not meet his request for reimbursement on a vehicle with this high mileage despite his position. I advised that I understood he was frustrated and upset but added that there was nothing in the notes that qualified his statement. Customer asked to speak with some one else.

I informed customer that he was speaking with the RCM who has made a decision on his case as I can do on behalf of AHM. I informed customer that unfortunately this decision would not change given the facts of the case. Customer was upset throughout the whole conversation. He advised that if he had been told no up front he would have been slightly upset but he would not be upset about the customer service. I informed customer that I understood how this miscommunication could be upsetting but unfortunately there was nothing I could do for him. Customer advised that he would be writing a letter to corporate. I informed him that he was speaking with corporate and he had been given our position. Customer ended the call.

*** CASE MODIFY 3/13/2009 6:49:14 AM, sperez

Case History

Case ID : N012008-10-2001281

Case Title : 09E [REDACTED] - IGNITION SWITCH ISSUE/REIMBURSEMENT

into WIP 9E Suzi Henry and Status of Solving.

*** SUBCASE N012008-10-2001281-2 CLOSE 3/13/2009 6:49:30 AM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/13/2009 6:49:33 AM, sperez

into WIP 9E Suzi Henry and Status of Solving.

*** CASE MODIFY 3/13/2009 6:49:53 AM, sperez

into WIP 9E Suzi Henry and Status of Solving.

*** CASE CLOSE 3/13/2009 6:49:55 AM, sperez

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-02-0601090 Division : Honda - Auto Condition : Closed Open Date : 2/6/2012 9:58:53 AM
 Case Originator : Ray Vasquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/6/2012 10:11:28 AM
 Case Owner : Ray Vasquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Ray Vasquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION KEY STUCK 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 : GLENVIEW, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18533H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 132,000
 In Service Date : 10/22/2002
 Months In Use : 112
 Engine Number : J35A42536761
 Originating Dealer No. / Name : 207385 / CASTLE HONDA
 Selling Dealer No. / Name : 207385 / CASTLE 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 :
 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
N012012-02-0601090-1 [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-02-0601090-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Vasquez	Type 1 : Product	Status : Subcase Close	Open Date : 2/6/2012 10:11:08 AM
Issue Owner : Ray Vasquez	Type 2 : Operation	Queue :	Close Date : 2/6/2012 10:11:28 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 : Documented Concern, Referred to Dealer
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-02-0601090

Case Title : [REDACTED] IGNITION KEY STUCK

*** CASE CREATE 2/6/2012 9:58:53 AM, rvasquez

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

*** NOTES 2/6/2012 10:10:17 AM, rvasquez, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS to state that she has to replace the ignition on her car because the key was stuck between 0 and 1. Customer went to Castle Honda and was quoted \$572 for the repair. Customer is calling AHM today to express her dissatisfaction with Honda and stated she will never purchase another Honda again. Customer asked for info regarding any warranty extensions on her vehicle.

ACS advised the customer that the warranty extension coverage for the OPDS unit and the OPDS sensor is now 10 years or 157,500 miles, whichever occurs first.

The customer understood and required no further assistance.

*** CASE MODIFY 2/6/2012 10:10:27 AM, rvasquez

into WIP default and Status of Solving.

*** SUBCASE N012012-02-0601090-1 CREATE 2/6/2012 10:11:08 AM, rvasquez

Created in WIP Default with Due Date 2/6/2012 10:11:08 AM.

*** CASE MODIFY 2/6/2012 10:11:25 AM, rvasquez

into WIP default and Status of Solving.

*** SUBCASE N012012-02-0601090-1 CLOSE 2/6/2012 10:11:28 AM, rvasquez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2012 10:11:28 AM, rvasquez

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012009-09-1701194 Division : Honda - Auto Condition : Closed Open Date : 9/17/2009 1:00:35 PM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 9/17/2009 1:20:03 PM
 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 : [REDACTED] IGNITION/DOOR LOCK ASSISTANCE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1
 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 : CLEVELAND, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18553H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 55,000
 In Service Date : 10/18/2002
 Months In Use : 83
 Engine Number : J35A42539950
 Originating Dealer No. / Name : 207034 / LINDSAY HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS 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 : 240003 / MOTORCARS HONDA SERVICE
 Phone No. : 216-566-1470
 Address : 2011 ST. CLAIR AVENUE
 City / State / Zip : CLEVELAND, OH 44114
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$107.10 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-09-1701194-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012009-09-1701194-2 / [REDACTED]	Subcase Close	Product	Operation	821	Door, left rear

Issue Details

Issue ID : N012009-09-1701194-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 9/17/2009 1:18:09 PM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 9/17/2009 1:20:02 PM
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 : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-1701194-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 9/17/2009 1:19:36 PM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 9/17/2009 1:20:01 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc Door 8211
 Campaign Code / Desc : /
 Temperament Code : Cold
 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 : N012009-09-1701194

Case Title : [REDACTED] IGNITION/DOOR LOCK ASSISTANCE

*** CASE CREATE 9/17/2009 1:00:35 PM, rrichard

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

*** NOTES 9/17/2009 1:00:36 PM, rrichard, Action Type :

verified and updated contact 2168812800

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2009 1:00:42 PM, rrichard

WARRANTY CHECK 09/17/2009 01:00:41 PM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/17/2009 1:00:45 PM, rrichard

CLAIM HISTORY CHECK 09/17/2009 01:00:45 PM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/17/2009 1:00:51 PM, rrichard

CAMPAIGN CHECK 09/17/2009 01:00:50 PM rrichard

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/22/04; FX;

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

06

*** CASE VSC LOOKUP 9/17/2009 1:00:52 PM, rrichard

VSC-CUC CHECK 09/17/2009 01:00:52 PM rrichard

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2009 1:09:16 PM, rrichard

WARRANTY CHECK 09/17/2009 01:09:16 PM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/17/2009 1:09:19 PM, rrichard

CLAIM HISTORY CHECK 09/17/2009 01:09:19 PM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/17/2009 1:09:25 PM, rrichard

CAMPAIGN CHECK 09/17/2009 01:09:25 PM rrichard

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/22/04; FX;

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

06

*** CASE VSC LOOKUP 9/17/2009 1:09:26 PM, rrichard

VSC-CUC CHECK 09/17/2009 01:09:26 PM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/17/2009 1:10:03 PM, rrichard

CLAIM HISTORY CHECK 09/17/2009 01:10:03 PM rrichard

No data found for VIN.

Case History

Case ID : N012009-09-1701194

Case Title : [REDACTED] IGNITION/DOOR LOCK ASSISTANCE

*** CASE CAMPAIGN LOOKUP 9/17/2009 1:10:08 PM, rrichard
CAMPAIGN CHECK 09/17/2009 01:10:08 PM rrichard
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/22/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06

*** CASE VSC LOOKUP 9/17/2009 1:10:09 PM, rrichard
VSC-CUC CHECK 09/17/2009 01:10:09 PM rrichard
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2009 1:10:13 PM, rrichard
WARRANTY CHECK 09/17/2009 01:10:13 PM rrichard
No data found for VIN.

*** NOTES 9/17/2009 1:16:45 PM, rrichard, Action Type : Call from Customer

The customer is calling because about a year ago the customer had problem with the driver side lock on the rear door. The customer states that he took the vehicle to MOTORCARS HONDA SERVICE CENTER and he paid about \$300.00 for the repairs. The customer states that in 08/09 he took the vehicle back to the dealer because the passenger side door lock went out and the lock would not work. The customer also states that the ignition would not work and the key would not turn over. The customer states that the dealer informed him that it may be the key. The customer states that he has 3 keys and none of them will make the ignition turn. The customer states that these items are not wear and tear and the car was not in an accident and this problem should not have happened. The customer is seeking for AHM to fix the vehicle at no charge. The customer states that his wife was given an estimate of about \$900.00. The customer also does not remember who he spoke with at the dealer. I informed the customer that unfortunately he is outside the warranty parameters which were 3yr/36k miles whichever comes first. I informed the customer that he is outside the parameters by 19k miles and 47 months and because of this no assistance will be provided. The customer understood and no further assistance was needed.

*** CASE MODIFY 9/17/2009 1:17:26 PM, rrichard
into WIP default and Status of Solving.

*** SUBCASE N012009-09-1701194-1 CREATE 9/17/2009 1:18:09 PM, rrichard
Created in WIP Default with Due Date 9/17/2009 1:18:09 PM.

*** SUBCASE N012009-09-1701194-2 CREATE 9/17/2009 1:19:36 PM, rrichard
Created in WIP Default with Due Date 9/17/2009 1:19:36 PM.

*** SUBCASE N012009-09-1701194-2 CLOSE 9/17/2009 1:20:01 PM, rrichard
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-09-1701194-1 CLOSE 9/17/2009 1:20:02 PM, rrichard
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/17/2009 1:20:03 PM, rrichard
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-07-0501879 Division : Honda - Auto Condition : Closed Open Date : 7/5/2012 2:57:28 PM
 Case Originator : Darlene Augustus (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/5/2012 3:13:30 PM
 Case Owner : Darlene Augustus (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Darlene Augustus (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH REPAIR RECLL INQR/A/T ISSUE N/D 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 : GERMANTOWN, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 153,000
 In Service Date : 10/17/2002
 Months In Use : 117
 Engine Number : J35A42539910
 Originating Dealer No. / Name : 208301 / CRISWELL HONDA
 Selling Dealer No. / Name : 208301 / CRISWELL HONDA
 Trim : EX
 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 : 208301 / CRISWELL HONDA
 Phone No. : 240-864-0880
 Address : 19525 AMARANTH DRIVE
 City / State / Zip : GERMANTOWN, MD 20874
 Svc District / SIs District : 06A / A06
 Warranty Labor Rate / Date : \$121.91 /
 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
N012012-07-0501879-1 [REDACTED]	PROD Subcase Close	Product	Operation	725	Ignition Switch
N012012-07-0501879-2 [REDACTED]	PROD Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012012-07-0501879-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darlene Augustus	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2012 3:08:20 PM
Issue Owner : Darlene Augustus	Type 2 : Operation	Queue :	Close Date : 7/5/2012 3:13:30 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 : 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 : N012012-07-0501879-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darlene Augustus	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2012 3:09:12 PM
Issue Owner : Darlene Augustus	Type 2 : Operation	Queue :	Close Date : 7/5/2012 3:13:30 PM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Other 218X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 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 : N012012-07-0501879

Case Title : [REDACTED] - IGNITION SWITCH REPAIR RECALL INQUIRY/A/T ISSUE N/D

*** CASE CREATE 7/5/2012 2:57:28 PM, daugustu

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

*** NOTES 7/5/2012 3:08:09 PM, daugustu, Action Type : Call from Customer

Updated the customers information

The customers best contact number is: [REDACTED]

The customer called ACS stating that a few days ago the key locked and would not turn at all. The customer had to have the vehicle towed to the dlr. The customer advised that he paid 500.00 for the repair. The customer called ACS to find out if there are any recalls for the ignition switch or the a/t the customer advised that he needs his a/t replaced but the dlr did not advise what caused the replacement to get done.

ACS advised the customer there are no open recalls on his vehicle. ACS advised that if he has a a/t issue that he wants covered under the recall he will need a diagnosis from the dlr that is the same as the issue listed on the recall due to the recall is showing fixed 8/24/04. The customer understood.

No further assistance required.

*** SUBCASE N012012-07-0501879-1 CREATE 7/5/2012 3:08:20 PM, daugustu

Created in WIP Default with Due Date 7/5/2012 3:08:20 PM.

*** SUBCASE N012012-07-0501879-2 CREATE 7/5/2012 3:09:12 PM, daugustu

Created in WIP Default with Due Date 7/5/2012 3:09:12 PM.

*** CASE MODIFY 7/5/2012 3:13:26 PM, daugustu

into WIP default and Status of Solving.

*** SUBCASE N012012-07-0501879-2 CLOSE 7/5/2012 3:13:30 PM, daugustu

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-07-0501879-1 CLOSE 7/5/2012 3:13:30 PM, daugustu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2012 3:13:30 PM, daugustu

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

Case Details

Case ID : N032009-10-2201528 Division : Honda - Auto Condition : Closed Open Date : 10/22/2009 5:00:59 PM
 Case Originator : Damon Phillips (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 10/22/2009 5:04:55 PM
 Case Owner : Damon Phillips (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Damon Phillips (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION INTERLOCK RECAL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18663H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 137,000
 In Service Date : 11/07/2002
 Months In Use : 83
 Engine Number : J35A42543166
 Originating Dealer No. / Name : 207232 / DUNCAN'S HOKIE HONDA
 Selling Dealer No. / Name : 207232 / DUNCAN'S HOKIE 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 :
 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
N032009-10-2201528-1 / ██████████	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032009-10-2201528-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/22/2009 5:04:42 PM
Issue Owner : Damon Phillips	Type 2 : Eligibility	Queue :	Close Date : 10/22/2009 5:04:55 PM
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-10-2201528

Case Title :

[REDACTED] IGNITION INTERLOCK RECAL INQUIRY

*** CASE CREATE 10/22/2009 5:00:59 PM, dphillip

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

*** CASE VSC LOOKUP 10/22/2009 5:01:03 PM, dphillip

VSC CHECK 10/22/2009 05:01:03 PM dphillip

The following VSC information was found

;;;;;;;;;0;0;0.0

*** CASE CUC LOOKUP 10/22/2009 5:01:03 PM, dphillip

CUC CHECK 10/22/2009 05:01:03 PM dphillip

The following CUC information was found

MARGARAT;HORTON;ACTIVE;105000;45477;58077;2005-05-20;2009-11-07;2002-11-07;2005-05-20;2005-05-20;207232;2005-06-16;47741;2005-05-31;2005-05-24

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2009 5:01:05 PM, dphillip

WARRANTY CHECK 10/22/2009 05:01:05 PM dphillip

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/22/2009 5:01:07 PM, dphillip

CLAIM HISTORY CHECK 10/22/2009 05:01:07 PM dphillip

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/22/2009 5:01:16 PM, dphillip

CAMPAIGN CHECK 10/22/2009 05:01:16 PM dphillip

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/17/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06

*** CASE MODIFY 10/22/2009 5:01:18 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2009 5:02:39 PM, dphillip

into WIP default and Status of Solving.

*** NOTES 10/22/2009 5:04:19 PM, dphillip, Action Type : Call from Customer

The customer called stating that she is not able to turn the key in the ignition and she is inquiring if the vehicle is included in an ignition interlock recall.

I confirmed thru CRMS that the vehicle is not included in an ignition interlock recall. I advised the customer to contact a Honda dealer for further assistance.

I offered a dealer phone number but the customer declined, thanked me and ended the call.

*** SUBCASE N032009-10-2201528-1 CREATE 10/22/2009 5:04:42 PM, dphillip

Created in WIP Default with Due Date 10/22/2009 5:04:42 PM.

*** CASE MODIFY 10/22/2009 5:04:50 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2009 5:04:51 PM, dphillip

into WIP default and Status of Solving.

Case History

Case ID : N032009-10-2201528

Case Title : [REDACTED] - IGNITION INTERLOCK RECAL INQUIRY

*** CASE MODIFY 10/22/2009 5:04:52 PM, dphillip
into WIP default and Status of Solving.

*** SUBCASE N032009-10-2201528-1 CLOSE 10/22/2009 5:04:55 PM, dphillip
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/22/2009 5:04:55 PM, dphillip
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-05-3001099 Division : Honda - Auto Condition : Closed Open Date : 5/30/2012 10:49:56 AM
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/30/2012 11:01:20 AM
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] KEY WILL NOT TURN IN IGNITION- ND No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18593H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 154,000
 In Service Date : 10/31/2002
 Months In Use : 115
 Engine Number : J35A42543972
 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 : 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 : 207983 / METRO HONDA
 Phone No. : 201-451-7111
 Address : ROUTE 440 NORTH
 City / State / Zip : JERSEY CITY, NJ 07305
 Svc District / Sls District : 05C / B05
 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
N012012-05-3001099-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-3001099-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 5/30/2012 11:01:11 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 5/30/2012 11:01:20 AM
Issue Title : XXXXXXXXXX - 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, Updated 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 : N012012-05-3001099

Case Title : [REDACTED] KEY WILL NOT TURN IN IGNITION- ND

*** CASE CREATE 5/30/2012 10:49:56 AM, jnajee

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

*** CASE MODIFY 5/30/2012 10:50:16 AM, jnajee

into WIP default and Status of Solving.

*** NOTES 5/30/2012 11:00:43 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the key will not turn in the ignition. Customer advised that she went to her vehicle and noticed that she had a difficult time inserting the key. Customer stated that she finally inserted the key and now they will not turn in the ignition. Customer wants to know what she should do.

ACS informed customer to turn the steering wheel and the key in the ignition at the same time. ACS informed customer that if that doesn't work, she will need to take the vehicle to a dlr. ACS provided customer with the phone number to METRO HONDA 2014517111. Customer understood. No further assistance required.

*** CASE MODIFY 5/30/2012 11:00:59 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012012-05-3001099-1 CREATE 5/30/2012 11:01:11 AM, jnajee

Created in WIP Default with Due Date 5/30/2012 11:01:11 AM.

*** SUBCASE N012012-05-3001099-1 CLOSE 5/30/2012 11:01:20 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/30/2012 11:01:20 AM, jnajee

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

Case Details

Case ID : N012012-05-1401389 Division : Honda - Auto Condition : Closed Open Date : 5/14/2012 12:39:18 PM
 Case Originator : Jennifer Pacheco (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/14/2012 1:06:20 PM
 Case Owner : Jennifer Pacheco (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pacheco (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████-IGNITION SWITCH CONCERN/RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18123H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 74,000
 In Service Date : 12/19/2002
 Months In Use : 113
 Engine Number : J35A42553576
 Originating Dealer No. / Name : 207898 / HANOVER HONDA
 Selling Dealer No. / Name : 206666 / MATT BURNE HONDA
 Trim : LX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-1401389-1 / ██████████-PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-1401389-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 12:48:32 PM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 5/14/2012 1:06:20 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 : 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 : N012012-05-1401389

Case Title : [REDACTED] IGNITION SWITCH CONCERN/RECALL INQUIRY

*** CASE CREATE 5/14/2012 12:39:18 PM, jpacheco

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

*** CASE MODIFY 5/14/2012 12:39:53 PM, jpacheco

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 12:41:18 PM, jpacheco

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 12:41:22 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 5/14/2012 12:44:50 PM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Customer was spanish speaking.

Customer said that she got a recall letter and wants more info. She said that her ignition switch is not working and won't turn the key.

ACS advised that she had a new recall and should make an appointment with her local dlr at 570-829-3500. I explained that her switch was outside of her warranty but should be inspected at the dlrship as well. No further assistance was needed.

*** CASE MODIFY 5/14/2012 12:48:01 PM, jpacheco

into WIP default and Status of Solving.

*** SUBCASE N012012-05-1401389-1 CREATE 5/14/2012 12:48:32 PM, jpacheco

Created in WIP Default with Due Date 5/14/2012 12:48:32 PM.

*** SUBCASE N012012-05-1401389-1 CLOSE 5/14/2012 1:06:20 PM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/14/2012 1:06:20 PM, jpacheco

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

Case Details

Case ID : N012012-07-1100805 Division : Honda - Auto Condition : Closed Open Date : 7/11/2012 10:31:54 AM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2012 10:35:11 AM
 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/IGNITION SWITCH 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 : EDGEWOOD, MD ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18403F ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 155,000
 In Service Date : 12/09/2002
 Months In Use : 115
 Engine Number : J35A42554438
 Originating Dealer No. / Name : 208277 / OURISMAN HONDA OF LAUREL
 Selling Dealer No. / Name : 208277 / OURISMAN HONDA OF LAUREL
 Trim : EX
 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
N012012-07-1100805-1 / ██████████	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-07-1100805-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2012 10:33:33 AM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 7/11/2012 10:35:11 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 : Documented Concern, Assist Denied
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-1100805

Case Title : [REDACTED] COMPLAINT/IGNITION SWITCH

*** CASE CREATE 7/11/2012 10:31:54 AM, jstarlin

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

*** CASE MODIFY 7/11/2012 10:32:07 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 7/11/2012 10:32:15 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-07-1100805-1 CREATE 7/11/2012 10:33:33 AM, jstarlin

Created in WIP Default with Due Date 7/11/2012 10:33:33 AM.

*** CASE MODIFY 7/11/2012 10:33:57 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 7/11/2012 10:35:06 AM, jstarlin, Action Type : Call from Customer

Updated Information

Best Contact [REDACTED]

The customer called to file a complaint in regards to the ignition switch. The customer states that he has trouble inserting the key and turning the key. ACS informed the customer that his complaint would be filed. ACS also informed the customer of the open lighting switch recall. Case Closed

*** CASE MODIFY 7/11/2012 10:35:09 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-07-1100805-1 CLOSE 7/11/2012 10:35:11 AM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/11/2012 10:35:11 AM, jstarlin

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

Case Details

Case ID : N012011-06-2401528 Division : Honda - Auto Condition : Closed Open Date : 6/24/2011 2:57:18 PM
 Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 6/24/2011 3:04:56 PM
 Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1265
 VIN Type / No. : US VIN / 2HKYF18663H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 127,000
 In Service Date : 12/28/2002
 Months In Use : 102
 Engine Number : J35A42559766
 Originating Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 Selling Dealer No. / Name : 208219 / PLANET HONDA ROUTE 3
 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 / 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
N012011-06-2401528-1 [REDACTED] PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-06-2401528-1 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Loretta Noble Type 1 : Product Status : Subcase Close Open Date : 6/24/2011 3:04:44 PM
Issue Owner : Loretta Noble Type 2 : Operation Queue : Close Date : 6/24/2011 3:04:56 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 : 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

Case History

Case ID : N012011-06-2401528

Case Title : [REDACTED] - IGNITION SWITCH COMPLAINT

*** CASE CREATE 6/24/2011 2:57:18 PM, Inoble

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

*** NOTES 6/24/2011 3:03:08 PM, Inoble, Action Type : Call from Customer

updated customer's info

best contact [REDACTED]

Customer stated he was having problems with turning the key in the ignition. customer stated he usually leaves the key in the ignition. Customer stated he went to the dealership and waited for 2 hours and they still hadn't checked the vehicle so the customer left the dealership. Customer stated now he can't turn the key in the ignition

ACS advised the customer that at this point the vehicle would need to go back to the dealership for inspection if jiggling the steering wheel and turning the key at the same time is not working

customer was upset case closed

*** SUBCASE N012011-06-2401528-1 CREATE 6/24/2011 3:04:44 PM, Inoble

Created in WIP Default with Due Date 6/24/2011 3:04:44 PM.

*** SUBCASE N012011-06-2401528-1 CLOSE 6/24/2011 3:04:56 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/24/2011 3:04:56 PM, Inoble

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

Case Details

Case ID : N012006-02-1301146 Division : Honda - Auto Condition : Closed Open Date : 2/13/2006 10:34:11 AM
 Case Originator : Fred Silver (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 2/17/2006 6:36:59 AM
 Case Owner : Barry Meikle (Team HG) Method : Phone Queue : Days Open : 4
 Last Closed By : Barry Meikle (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05A [REDACTED] IGNITION SWITCH ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18113H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 40,000
 In Service Date : 01/21/2003
 Months In Use : 37
 Engine Number : J35A42560230
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON 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 : 207455 / SOUTH SHORE HONDA
 Phone No. : 516-285-8036
 Address : 704 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$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
N012006-02-1301146-1 / [REDACTED] P	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012006-02-1301146-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 2/13/2006 2:18:34 PM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 2/17/2006 6:36:58 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 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-02-1301146

Case Title : 05A - [REDACTED] IGNITION SWITCH ISSUE

*** CASE CREATE 2/13/2006 10:34:11 AM, fsilver

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

*** NOTES 2/13/2006 10:34:12 AM, fsilver, Action Type :

The customer states that when he puts his key in the ignition switch, the key will not turn in any direction. The customer had the vehicle flat towed to the dealer and the dealer states that they need to order parts to fix the issue.

*** CASE EXTENDED WARRANTY LOOKUP 2/13/2006 10:34:14 AM, fsilver

WARRANTY CHECK 02/13/2006 10:34:14 AM fsilver

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/13/2006 10:34:20 AM, fsilver

CAMPAIGN CHECK 02/13/2006 10:34:20 AM fsilver

The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; ;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ;

*** CASE VSC LOOKUP 2/13/2006 10:34:30 AM, fsilver

VSC CHECK 02/13/2006 10:34:30 AM fsilver

The following VSC information was found
DANIEL;DIGIOVANNI;V001520148;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);EXPIRED;;2003-01-21;2005-01-20;24000;5;2
06719;0.00

*** CASE CUC LOOKUP 2/13/2006 10:34:30 AM, fsilver

CUC CHECK 02/13/2006 10:34:30 AM fsilver

The following CUC information was found
;;0;0;0;0;0;0;0;0;0;0;

*** CASE MODIFY 2/13/2006 10:34:56 AM, fsilver

into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2006 10:35:02 AM, fsilver

into WIP default and Status of Solving.

*** NOTES 2/13/2006 10:51:47 AM, fsilver, Action Type : Call from Customer

The customer would like AHM to assist in the cost of the repairs to his vehicle. He is a loyal Honda customer having owned numerous Hondas over the years. I explained that I would dispatch his information to a CM and that he would get a call back within 2 business days. I also explained that each issue is handled case by case and that there are no guarantees that AHM will assist him with his request.

*** CASE MODIFY 2/13/2006 10:51:50 AM, fsilver

into WIP default and Status of Solving.

*** CASE DISPATCH 2/13/2006 10:52:01 AM, fsilver

from WIP default to Queue Honda Team C.

*** CASE MODIFY 2/13/2006 10:52:03 AM, fsilver

into WIP default and Status of Solving.

*** NOTES 2/13/2006 12:02:47 PM, bmeikle, Action Type : Dealer Communication

Case History

Case ID : N012006-02-1301146

Case Title : 05A - [REDACTED] IGNITION SWITCH ISSUE

ATTN: SERVICE MANAGER

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

Sam, has this customer asked you for assistance? His ignition lock has failed? I'll be calling.

The customer would like AHM to assist in the cost of the repairs to his vehicle. He is a loyal Honda customer having owned numerous Hondas over the years. I explained that I would dispatch his information to a CM and that he would get a call back within 2 business days. I also explained that each issue is handled case by case and that there are no guarantees that AHM will assist him with his request.

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

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** CASE ASSIGN 2/13/2006 12:11:58 PM, dhamilto
N012006-02-1301146 to bmeikle, WIP

*** CASE RULE ACTION 2/13/2006 12:12:00 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012006-02-1301146-1 CREATE 2/13/2006 2:18:34 PM, bmeikle
Created in WIP Default with Due Date 2/13/2006 2:18:34 PM.

*** COMMIT 2/13/2006 2:18:59 PM, bmeikle, Action Type : N/A

Made to DANIEL DIGIOVANNI due 02/14/2006 06:19:00 PM.
call dealer/ cust- ignition switch

*** CASE CLAIMS LOOKUP 2/14/2006 8:18:03 AM, bmeikle
CLAIM HISTORY CHECK 02/14/2006 08:18:03 AM bmeikle
No data found for VIN.

*** CASE MODIFY 2/14/2006 8:18:36 AM, bmeikle
into WIP South Shore and Status of Solving.

*** NOTES 2/14/2006 8:30:26 AM, bmeikle, Action Type : Call to Dealer
SM Sam advised no mods or damage seen. I authorized the repair because the vehicle is only 4K out.

*** NOTES 2/14/2006 8:34:51 AM, bmeikle, Action Type : Call to Customer

I called the customer and advised to promote LOL AHM has authorized the repair. I asked he take all the keys down to the dealer ASAP. He has one he will drop off.

*** CASE FULFILL 2/14/2006 8:34:59 AM, bmeikle
Fulfilled for [REDACTED] due 02/14/2006 06:19:00 PM.

*** COMMIT 2/14/2006 8:35:01 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 02/17/2006 12:35:02 PM.

Case History

Case ID : N012006-02-1301146

Case Title : 05A - [REDACTED] IGNITION SWITCH ISSUE

close-100% ign switch

*** SUBCASE N012006-02-1301146-1 CLOSE 2/17/2006 6:36:58 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/17/2006 6:36:59 AM, bmeikle

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

Case Details

Case ID : N012012-08-3100151 Division : Honda - Auto Condition : Closed Open Date : 8/31/2012 7:24:00 AM
 Case Originator : Sean Scott (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/31/2012 7:45:18 AM
 Case Owner : Sean Scott (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sean Scott (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION INTERLOCK FAIL/ASSISTANCE REQUEST No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18563H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 112,500
 In Service Date : 12/20/2002
 Months In Use : 116
 Engine Number : J35A42560780
 Originating Dealer No. / Name : 207901 / JOHN HOOVER HONDA
 Selling Dealer No. / Name : 207901 / JOHN HOOVER 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
N012012-08-3100151-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-3100151-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 8/31/2012 7:43:44 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 8/31/2012 7:44:09 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, Documented Concern, 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 : N012012-08-3100151

Case Title : [REDACTED] IGNITION INTERLOCK FAIL/ASSISTANCE REQUEST

*** CASE CREATE 8/31/2012 7:24:00 AM, sscott2

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

*** CASE MODIFY 8/31/2012 7:34:54 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2012 7:36:33 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2012 7:36:46 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 8/31/2012 7:43:13 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

The customer stated that he purchased the vehicle from private party almost 3 years (3 years in October 2012). The customer stated that he owned another 2003 Pilot prior to the current one. The customer stated that the key will not turn in the ignition and he has to make multiple attempts to start the vehicle. The customer stated that he read blogs on the Internet about Honda Pilot vehicles having problems with the ignition. The customer inquired if there is a recall or will Honda assist with the repair. After empathizing with the customer, I informed him that there are no recalls regarding the ignition that are applied to his vehicle. I informed him that due to the year and mileage of the vehicle, AHM will not assist with repairs.

The customer understood and required no further assistance

*** SUBCASE N012012-08-3100151-1 CREATE 8/31/2012 7:43:44 AM, sscott2

Created in WIP Default with Due Date 8/31/2012 7:43:44 AM.

*** SUBCASE N012012-08-3100151-1 CLOSE 8/31/2012 7:44:09 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/31/2012 7:44:10 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2012 7:45:16 AM, sscott2

into WIP default and Status of Solving.

*** CASE CLOSE 8/31/2012 7:45:18 AM, sscott2

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

Case Details

Case ID : N012011-01-2401919 Division : Honda - Auto Condition : Closed Open Date : 1/24/2011 9:18:05 AM
 Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2011 4:54:45 PM
 Case Owner : Michael Mendoza (Team HE) Method : Phone Queue : Days Open : 23
 Last Closed By : Michael Mendoza (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 12D - WALNUT CREEK HONDA - [REDACTED] IGNITION LOCK ASSEMBLY ISS 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 : MORAGA, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18613H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 118,000
 In Service Date : 12/31/2002
 Months In Use : 97
 Engine Number : J35A42564265
 Originating Dealer No. / Name : 208049 / LIVERMORE HONDA
 Selling Dealer No. / Name : 208049 / LIVERMORE 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 : 207442 / WALNUT CREEK HONDA
 Phone No. : 925-934-0530
 Address : 1707 NORTH MAIN STREET
 City / State / Zip : WALNUT CREEK, CA 94596
 Svc District / Sls District : 12C / A12
 Warranty Labor Rate / Date : \$130.00 /
 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
N012011-01-2401919-1 [REDACTED] PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-01-2401919-1 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Michael Mendoza Type 1 : Product Status : Subcase Close Open Date : 1/25/2011 12:39:15 PM
Issue Owner : Michael Mendoza Type 2 : Operation Queue : Close Date : 2/16/2011 4:54:44 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 : Assist Denied, 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

Case History

Case ID : N012011-01-2401919

Case Title : I2D - WALNUT CREEK HONDA [REDACTED] IGNITION LOCK ASSEMBLY ISSUE

*** CASE CREATE 1/24/2011 9:18:05 AM, pbongco

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

*** NOTES 1/24/2011 9:18:06 AM, pbongco, Action Type :

On 01/24/11 ACS received a 1-page fax from the customer regarding ignition lock assembly concern

*** CASE MODIFY 1/24/2011 9:18:46 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 1/24/2011 9:18:48 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 1/24/2011 9:18:56 AM, pbongco

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 1/24/2011 9:40:52 AM, tspencer

N012011-01-2401919 to mmendoza, WIP

*** CASE RULE ACTION 1/24/2011 9:40:53 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-01-2401919-1 CREATE 1/25/2011 12:39:15 PM, mmendoza

Created in WIP Default with Due Date 1/25/2011 12:39:15 PM.

*** CASE MODIFY 1/25/2011 12:42:16 PM, mmendoza

into WIP 24 hour call and Status of Solving.

*** NOTES 1/25/2011 12:53:08 PM, mmendoza, Action Type : Letter/Fax

Customer states that he recently had the ignition lock assembly replaced at his local Honda DLR. He states that it cost him 703.27 for the entire cost.

He states that he read online that this was a common issue and would like a response from AHM regarding his concerns.

*** COMMIT 1/25/2011 12:54:18 PM, mmendoza, Action Type : N/A

Made to [REDACTED] due 01/25/2011 03:54:20 PM.

24 hour customer call

*** NOTES 1/25/2011 1:01:18 PM, mmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a voicemail. I introduced myself as the case manager assigned to their case. I advised the customer that

I would like to get some additional information so I could respond to his concerns with his vehicle. I provided my name, extension and business hours and advised the customer that I would follow up with them by 11/28/2011 if I did not hear back from him first.

*** CASE MODIFY 1/25/2011 1:02:34 PM, mmendoza

into WIP 24 hour call and Status of Solving.

*** CASE FULFILL 1/25/2011 1:51:18 PM, mmendoza

Fulfilled for [REDACTED] due 01/25/2011 03:54:20 PM.

*** COMMIT 1/25/2011 1:51:25 PM, mmendoza, Action Type : N/A

Made to [REDACTED] due 01/28/2011 01:51:26 PM.

Customer call bac?

*** CASE MODIFY 1/28/2011 3:32:26 PM, mmendoza

into WIP 12E and Status of Solving.

Case History

Case ID : N012011-01-2401919

Case Title : 12D - WALNUT CREEK HONDA - [REDACTED] IGNITION LOCK ASSEMBLY ISSUE

*** NOTES 1/28/2011 3:45:35 PM, mmendoza, Action Type : Call from Customer

Customer called back and states that he took his vehicle to Walnut Creek Honda and had them diagnose the issue because the key wouldn't turn in the ignition. He states they said the ignition assembly had to be replaced at a cost of \$703.27. He states he would like to be reimbursed for the cost of the repair. He states he feels that AHM should stand by it's products and provide some assistance.

I apologized and advised that I could review the situation for possible assistance. I advised no guarantees as his vehicle is well out of warranty and as such the costs needed to repair his vehicle are his responsibility. I advised that I would follow up with him no later at 2/1/2011 with a decision.

*** CASE FULFILL 1/28/2011 3:48:03 PM, mmendoza

Fulfilled for [REDACTED] due 01/28/2011 01:51:26 PM.

*** COMMIT 1/28/2011 3:48:18 PM, mmendoza, Action Type : N/A

Made to [REDACTED] due 02/02/2011 03:48:20 PM.

Follow up with Customer

*** COMMIT 1/28/2011 3:50:19 PM, mmendoza, Action Type :

Made to JAY CLARE due 01/31/2011 03:50:26 PM.

DCS Follow-Up

*** NOTES 1/28/2011 3:51:20 PM, mmendoza, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/31/2011

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

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Tech line / DPSM involved?
- * 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.

Michael Mendoza
Automobile Customer Service
310-783-7756

*** NOTES 1/31/2011 12:42:18 PM, mmendoza, Action Type : Call to Dealer

I called the DLR and spoke to Dave. He states that the vehicle currently had 118k miles when it was brought into their DLR. He states this was the first time they have seen the vehicle. He states that the customer came in regarding an issue inserting the key into the ignition. He states they replaced 2 keys, a valet key and the ignition assembly. I thanked Dave for his time and the information.

*** CASE MODIFY 1/31/2011 12:42:30 PM, mmendoza

Case History

Case ID : N012011-01-2401919

Case Title : 12D - WALNUT CREEK HONDA - [REDACTED] IGNITION LOCK ASSEMBLY ISSUE

into WIP 12E and Status of Solving.

*** CASE MODIFY 1/31/2011 12:43:03 PM, mmendoza

into WIP 12E and Status of Solving.

*** CASE FULFILL 1/31/2011 12:43:26 PM, mmendoza

Fulfilled for [REDACTED] due 01/31/2011 03:50:26 PM.

*** NOTES 2/2/2011 1:12:18 PM, mmendoza, Action Type : Call from Customer

I called the customer at 925-377-5895 and left a voicemail. I advised the customer that I was following up with him as I said I would and would like to discuss his request for reimbursement. I provided my name, extension and business hours and advised the customer that I would follow up with them by 2/8/2011 if I did not hear back from him first.

*** CASE MODIFY COMMITMENT 2/2/2011 1:12:31 PM, mmendoza

with [REDACTED] due 02/08/2011 03:48:20 PM.

*** NOTES 2/8/2011 3:42:40 PM, mmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a voicemail. I advised the customer that I was following up with him as I said I would and would like to discuss his request for reimbursement. I provided my name, extension and business hours and advised the customer that I would follow up with them by 2/10/2011 if I did not hear back from him first.

*** CASE MODIFY COMMITMENT 2/8/2011 3:42:56 PM, mmendoza

with [REDACTED] due 02/10/2011 03:48:20 PM.

*** NOTES 2/9/2011 12:40:26 PM, mmendoza, Action Type : Call from Customer

I spoke to Mrs. [REDACTED] regarding her vehicle. She states that she is disappointed with the cost of the repair needed for her vehicle. She states that she felt what was a minor issue her key not working in the ignition ended up costing nearly \$800. I apologized and advised that I could understand how frustrating escalating repair costs could be, however with 118k miles on the vehicle I'm afraid their vehicle is well out of her 3/36 warranty. I advised as such the costs of the repairs needed to repair and maintain the vehicle are the customer responsibility. I advised there would be no assistance I could provide in this situation with the cost of the repair. Customer states she understood but would like it document that she was unhappy with the cost of the repair and asked that I also contact her husband on his cell phone at [REDACTED]

*** NOTES 2/9/2011 12:50:35 PM, mmendoza, Action Type : Call to Customer

I called the customer and spoke to Mr. [REDACTED] and advised that I had researched his request for reimbursement for the repair. I advised that I was unable to find any campaigns indicating a known issue. I advised that being said the warranty that would cover the cost of this repair is 3/36 and his vehicle is far out of this warranty. I advised at this time I would not be able to offer any assistance with the cost he paid for this repair. Customer states he understand but feels some assistance should be provided as he had contacted Subaru previously and they offered assistance. I apologized and advised I don't know what those circumstances could have been with that vehicle at that time. I advised I can only review the situation with his vehicle and at this time no assistance could be provided. Customer understood and ended the call.

*** CASE FULFILL 2/10/2011 11:25:09 AM, mmendoza

Fulfilled for [REDACTED] due 02/10/2011 03:48:20 PM.

*** SUBCASE N012011-01-2401919-1 CLOSE 2/16/2011 4:54:44 PM, mmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2011 4:54:45 PM, mmendoza

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

Case Details

Case ID : N012009-07-3001110 Division : Honda - Auto Condition : Closed Open Date : 7/30/2009 1:18:04 PM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 7/30/2009 1:30:46 PM
 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 : ZA [REDACTED] IGNITION LOCK CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 2601
 VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 117,000
 In Service Date : 01/10/2003
 Months In Use : 78
 Engine Number : J35A42564736
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX
 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 : 208210 / HERITAGE HONDA
 Phone No. : 410-882-3000
 Address : 3001 EAST AVENUE
 City / State / Zip : BALTIMORE, MD 21234
 Svc District / Sls District : 06E / B06
 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
N012009-07-3001110-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-07-3001110-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 7/30/2009 1:29:37 PM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 7/30/2009 1:30:46 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-07-3001110

Case Title : [REDACTED] - IGNITION LOCK CONCERN

*** CASE CREATE 7/30/2009 1:18:04 PM, rrichard

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

*** NOTES 7/30/2009 1:18:04 PM, rrichard, Action Type :

updated contact 4104444534

*** CASE EXTENDED WARRANTY LOOKUP 7/30/2009 1:18:59 PM, rrichard

WARRANTY CHECK 07/30/2009 01:18:58 PM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/30/2009 1:19:02 PM, rrichard

CLAIM HISTORY CHECK 07/30/2009 01:19:01 PM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/30/2009 1:19:08 PM, rrichard

CAMPAIGN CHECK 07/30/2009 01:19:08 PM rrichard

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

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

*** CASE VSC LOOKUP 7/30/2009 1:19:13 PM, rrichard

VSC CHECK 07/30/2009 01:19:13 PM rrichard

The following VSC information was found

VINAY;MADISSETTY;V001511979;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);EXPIRED;;2003-01-10;2005-01-09;24000;5;206
719;0.00

*** CASE CUC LOOKUP 7/30/2009 1:19:14 PM, rrichard

CUC CHECK 07/30/2009 01:19:13 PM rrichard

The following CUC information was found

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

*** CASE CAMPAIGN LOOKUP 7/30/2009 1:22:44 PM, rrichard

CAMPAIGN CHECK 07/30/2009 01:22:43 PM rrichard

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

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

*** CASE VSC LOOKUP 7/30/2009 1:22:47 PM, rrichard

VSC CHECK 07/30/2009 01:22:47 PM rrichard

The following VSC information was found

VINAY;MADISSETTY;V001511979;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);EXPIRED;;2003-01-10;2005-01-09;24000;5;206
719;0.00

*** CASE CUC LOOKUP 7/30/2009 1:22:47 PM, rrichard

CUC CHECK 07/30/2009 01:22:47 PM rrichard

The following CUC information was found

Case History

Case ID : N012009-07-3001110

Case Title : ██████████ IGNITION LOCK CONCERN

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

*** CASE CLAIMS LOOKUP 7/30/2009 1:22:50 PM, rrichard
CLAIM HISTORY CHECK 07/30/2009 01:22:49 PM rrichard
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/30/2009 1:22:53 PM, rrichard
WARRANTY CHECK 07/30/2009 01:22:53 PM rrichard
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/30/2009 1:22:57 PM, rrichard
CLAIM HISTORY CHECK 07/30/2009 01:22:57 PM rrichard
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/30/2009 1:23:02 PM, rrichard
CAMPAIGN CHECK 07/30/2009 01:23:02 PM rrichard
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; NR;

*** CASE CUC LOOKUP 7/30/2009 1:23:07 PM, rrichard
CUC CHECK 07/30/2009 01:23:07 PM rrichard
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 7/30/2009 1:23:07 PM, rrichard
VSC CHECK 07/30/2009 01:23:07 PM rrichard
The following VSC information was found
██████████V001511979;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);EXPIRED;;2003-01-10;2005-01-09;24000;5;206
719;0.00

*** NOTES 7/30/2009 1:27:20 PM, rrichard, Action Type : Call from Customer
The customer states that the key in the ignition does not turn all the time like its supposed to. The customer wants to know if this is a common problem. I informed the customer that the pin lock may be engaged. The customer stated that this is not the problem. I informed the customer that he would need to take the vehicle to his local Honda dealer to have the vehicle inspected. The customer understood and asked if there were any recalls on this issue. I informed the customer that there are no recalls on this issue. I also informed the customer that this information is available on the website www.ahm-ownerlink.com. I walked the customer through the registration and showed him how to access recall information. The customer understood.

*** NOTES 7/30/2009 1:29:01 PM, rrichard, Action Type : Call from Customer
I also provided the customer with the number to Heritage Honda.

*** CASE MODIFY 7/30/2009 1:29:16 PM, rrichard
into WIP default and Status of Solving.

*** SUBCASE N012009-07-3001110-1 CREATE 7/30/2009 1:29:37 PM, rrichard
Created in WIP Default with Due Date 7/30/2009 1:29:37 PM.

*** SUBCASE N012009-07-3001110-1 CLOSE 7/30/2009 1:30:46 PM, rrichard
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012009-07-3001110

Case Title : [REDACTED] IGNITION LOCK CONCERN

*** CASE CLOSE 7/30/2009 1:30:46 PM, rrichard

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

Case Details

Case ID : N012009-05-0400593	Division : Honda - Auto	Condition : Closed	Open Date : 5/4/2009 9:33:46 AM
Case Originator : Christeen Miller (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/4/2009 9:48:19 AM
Case Owner : Christeen Miller (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christeen Miller (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18483H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 80,000
 In Service Date : 01/23/2003
 Months In Use : 76
 Engine Number : J35A42565871
 Originating Dealer No. / Name : 207975 / HERB CHAMBERS HONDA OF SEEK
 Selling Dealer No. / Name : 207975 / HERB CHAMBERS HONDA OF SEEKO
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-0400593-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-05-0400593-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 5/4/2009 9:47:44 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 5/4/2009 9:48:08 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 : Referred to Dealer, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-0400593

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 5/4/2009 9:33:46 AM, cmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 5/4/2009 9:34:50 AM, cmiller

WARRANTY CHECK 05/04/2009 09:34:50 AM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/4/2009 9:34:53 AM, cmiller

CLAIM HISTORY CHECK 05/04/2009 09:34:53 AM cmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/4/2009 9:36:16 AM, cmiller

CAMPAIGN CHECK 05/04/2009 09:36:16 AM cmiller

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ; ;

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

06-009; Q08; 99

*** CASE VSC LOOKUP 5/4/2009 9:36:17 AM, cmiller

VSC-CUC CHECK 05/04/2009 09:36:17 AM cmiller

No data found for VIN.

*** NOTES 5/4/2009 9:46:51 AM, cmiller, Action Type : Call from Customer

Contact info verified

Ignition issue

Recall inquiry

Ignition concern, the key will not turn in the ignition. This has been going on for about a week. Customer does not use a dealer for regular service.

ACS advised the customer that there are no recalls at this time for the ignition, however there are other warranty extensions and recalls. ACS provided the customer with recall and warranty extension information and suggested he contact a dealer for assistance. Recalls are vin specific and the dealer will be able to access the information for his vehicle also. Customer understood and the call was ended.

*** CASE MODIFY 5/4/2009 9:47:05 AM, cmiller

into WIP default and Status of Solving.

*** SUBCASE N012009-05-0400593-1 CREATE 5/4/2009 9:47:44 AM, cmiller

Created in WIP Default with Due Date 5/4/2009 9:47:44 AM.

*** SUBCASE N012009-05-0400593-1 CLOSE 5/4/2009 9:48:08 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/4/2009 9:48:15 AM, cmiller

into WIP default and Status of Solving.

Case History

Case ID : N012009-05-0400593

Case Title : [REDACTED] - IGNITION CONCERN

*** CASE CLOSE 5/4/2009 9:48:19 AM, cmiller

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

Case Details

Case ID : N012012-05-0300087 Division : Honda - Auto Condition : Closed Open Date : 5/3/2012 6:48:52 AM
 Case Originator : LaTanya Ducksworth (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/3/2012 7:01:43 AM
 Case Owner : LaTanya Ducksworth (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : LaTanya Ducksworth (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] HEADLIGHT RECALL CONCERN - KEY/IGNITION COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18583H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 118,000
 In Service Date : 01/21/2003
 Months In Use : 112
 Engine Number : J35A42566513
 Originating Dealer No. / Name : 206878 / KRENZEN HONDA
 Selling Dealer No. / Name : 206878 / KRENZEN 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 :
 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
N012012-05-0300087-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights
N012012-05-0300087-2 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	755	Immobilizer
N012012-05-0300087-3 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-0300087-1 Disposition: Complaint Condition : Closed Wipbin :
 Issue Originator : LaTanya Ducksworth Type 1 : Campaign Status : Subcase Close Open Date : 5/3/2012 7:00:21 AM
 Issue Owner : LaTanya Ducksworth Type 2 : Eligibility Queue : Close Date : 5/3/2012 7:01:43 AM
 Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Other 712X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-05-0300087-2 Disposition: Complaint Condition : Closed Wipbin :
 Issue Originator : LaTanya Ducksworth Type 1 : Product Status : Subcase Close Open Date : 5/3/2012 7:00:44 AM
 Issue Owner : LaTanya Ducksworth Type 2 : Operation Queue : Close Date : 5/3/2012 7:01:43 AM
 Issue Title : ██████████ - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 755 / Immobilizer
 Condition Code Desc 7552 Key
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-05-0300087-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2012 7:01:11 AM
Issue Owner : LaTanya Ducksworth	Type 2 : Operation	Queue :	Close Date : 5/3/2012 7:01:43 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 : Documented Concern, Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-05-0300087

Case Title : [REDACTED] - HEADLIGHT RECALL CONCERN - KEY/IGNITION COMPLAINT

*** CASE CREATE 5/3/2012 6:48:52 AM, lduckswo

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

*** CASE MODIFY 5/3/2012 6:50:25 AM, lduckswo

into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2012 6:52:20 AM, lduckswo

into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2012 6:53:30 AM, lduckswo

into WIP default and Status of Solving.

*** NOTES 5/3/2012 6:59:48 AM, lduckswo, Action Type : Call from Customer

Updated customer information

Best contact number: [REDACTED]

The customer called in because he is concerned that there is a recall on his vehicle that he hasn't been informed about. He says he heard something about the headlights. He is also concerned that he has an intermittent problem with the key and the ignition. He says sometimes it's hard to get the key in the ignition and sometimes it's hard to turn the key in the ignition.

AHM advised the customer that there is a recall related to the headlights on his vehicle. I advised him that he can take the vehicle to the local dealership and have them repair the vehicle under the safety recall. I advised the customer that he need to have the key and the ignition switch inspected, however the vehicle is no longer under warranty for any repairs and he would be responsible at this time. The customer states that there are several people complaining about this same issue online, and I advised him that his complaint has been documented for all areas of the company to review, however at this time there are no campaigns or recalls extending the warranty for his issue with the key/ignition at this time. The customer did not take down the case number, however they are aware that there would be no follow up call from ACS regarding their concern and the case is now closed.

*** SUBCASE N012012-05-0300087-1 CREATE 5/3/2012 7:00:21 AM, lduckswo

Created in WIP Default with Due Date 5/3/2012 7:00:21 AM.

*** SUBCASE N012012-05-0300087-2 CREATE 5/3/2012 7:00:44 AM, lduckswo

Created in WIP Default with Due Date 5/3/2012 7:00:44 AM.

*** SUBCASE N012012-05-0300087-3 CREATE 5/3/2012 7:01:11 AM, lduckswo

Created in WIP Default with Due Date 5/3/2012 7:01:11 AM.

*** CASE MODIFY 5/3/2012 7:01:34 AM, lduckswo

into WIP default and Status of Solving.

*** SUBCASE N012012-05-0300087-1 CLOSE 5/3/2012 7:01:43 AM, lduckswo

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-05-0300087-3 CLOSE 5/3/2012 7:01:43 AM, lduckswo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2012 7:01:43 AM, lduckswo

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

*** SUBCASE N012012-05-0300087-2 CLOSE 5/3/2012 7:01:43 AM, lduckswo

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012008-02-1101622	Division : Honda - Auto	Condition : Closed	Open Date : 2/11/2008 10:16:20 AM
Case Originator : Brian Perez (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/11/2008 10:28:43 AM
Case Owner : Brian Perez (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Brian Perez (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 01D [REDACTED] KEY IS NOT TURNING		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 : SANTA MONICA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 9,200
 In Service Date : 01/31/2003
 Months In Use : 61
 Engine Number : J35A42568785
 Originating Dealer No. / Name : 207776 / ROCK HONDA
 Selling Dealer No. / Name : 207776 / ROCK 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 : 208458 / HONDA OF DOWNTOWN LOS
 Phone No. : 213-749-2331
 Address : 1540 S. FIGUEROA ST.
 City / State / Zip : LOS ANGELES, CA 90015
 Svc District / Sls District : 01D / B01
 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
N012008-02-1101622-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012008-02-1101622-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2008 10:28:36 AM
Issue Owner : Brian Perez	Type 2 : Operation	Queue :	Close Date : 2/11/2008 10:28:40 AM
Issue Title : XXXXXXXXXX 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 : N012008-02-1101622

Case Title : 01D [REDACTED] - KEY IS NOT TURNING

*** CASE CREATE 2/11/2008 10:16:20 AM, sperez

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

*** CASE MODIFY 2/11/2008 10:16:32 AM, sperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/11/2008 10:22:38 AM, sperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/11/2008 10:24:59 AM, sperez

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/11/2008 10:25:03 AM, sperez

WARRANTY CHECK 02/11/2008 10:25:03 AM sperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2008 10:25:05 AM, sperez

CLAIM HISTORY CHECK 02/11/2008 10:25:05 AM sperez

No data found for VIN.

*** CASE VSC LOOKUP 2/11/2008 10:25:10 AM, sperez

VSC-CUC CHECK 02/11/2008 10:25:10 AM sperez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/11/2008 10:25:10 AM, sperez

CAMPAIGN CHECK 02/11/2008 10:25:10 AM sperez

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; NR;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ; NR;

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

06-009; Q0

*** NOTES 2/11/2008 10:27:55 AM, sperez, Action Type : Call from Customer

Mr. [REDACTED] called AHM today to express his concern about the fact that he cannot turn the key in the ignition switch.

I tried looking up some information on the owner's manual and the databasis but could not locate anything in specific to help him.

I did advised customer to contact Honda of Downtown to see if they could perhaps offer him some trouble shooting.

Customer was advised though that the problem might be that the immobilizer system is not recognizing his key code and will have to get a new set assigned.

Customer was advised that to be sure of course he would have to visit the local dealership.

I asked if there was anything else I can help him.

Customer thanked me and needed for further assistance.

*** CASE MODIFY 2/11/2008 10:27:57 AM, sperez

Case History

Case ID : N012008-02-1101622

Case Title : 01D [REDACTED] - KEY IS NOT TURNING

into WIP default and Status of Solving.

*** SUBCASE N012008-02-1101622-1 CREATE 2/11/2008 10:28:36 AM, sperez

Created in WIP Default with Due Date 2/11/2008 10:28:36 AM.

*** SUBCASE N012008-02-1101622-1 CLOSE 2/11/2008 10:28:40 AM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/11/2008 10:28:41 AM, sperez

into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2008 10:28:43 AM, sperez

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

Case Details

Case ID : N012010-10-2800518 Division : Honda - Auto Condition : Closed Open Date : 10/28/2010 9:27:50 AM
 Case Originator : Max Ruiz (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/28/2010 9:37:57 AM
 Case Owner : Max Ruiz (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Max Ruiz (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INFO (IGNITION SWITCH) No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 1145
 VIN Type / No. : US VIN / 2HKYF18713H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 71,000
 In Service Date : 02/18/2003
 Months In Use : 92
 Engine Number : J35A42569770
 Originating Dealer No. / Name : 208030 / NORM REEVES HONDA SPRSTR HU
 Selling Dealer No. / Name : 206534 / SCOTT ROBINSON HONDA
 Trim : EX-LNAV
 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 : 208531 / NELSON HONDA
 Phone No. : 626-444-0321
 Address : 3464 NORTH PECK ROAD
 City / State / Zip : EL MONTE, CA 91731
 Svc District / Sls District : 01D / D01
 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
N012010-10-2800518-1 / ██████████ - CAM	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012010-10-2800518-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Max Ruiz	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/28/2010 9:35:24 AM
Issue Owner : Max Ruiz	Type 2 : Eligibility	Queue :	Close Date : 10/28/2010 9:35:44 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Referred to Website
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 : N012010-10-2800518

Case Title : [REDACTED] RECALL INFO (IGNITION SWITCH)

*** CASE CREATE 10/28/2010 9:27:50 AM, mruiz

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

*** CASE MODIFY 10/28/2010 9:29:26 AM, mruiz

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/28/2010 9:29:30 AM, mruiz

WARRANTY CHECK 10/28/2010 09:29:29 AM mruiz

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/28/2010 9:29:37 AM, mruiz

CLAIM CHECK 10/28/2010 09:29:37 AM mruiz

The following Claim History information was found

0; 2007-10-20; 208352; 504869; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.

S/B# 05-026

*** CASE VSC LOOKUP 10/28/2010 9:29:39 AM, mruiz

VSC-CUC CHECK 10/28/2010 09:29:39 AM mruiz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/28/2010 9:32:02 AM, mruiz

CAMPAIGN CHECK 10/28/2010 09:32:02 AM mruiz

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; 03/29/08; FX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 10/

*** CASE MODIFY 10/28/2010 9:34:32 AM, mruiz

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2800518-1 CREATE 10/28/2010 9:35:24 AM, mruiz

Created in WIP Default with Due Date 10/28/2010 9:35:24 AM.

*** SUBCASE N012010-10-2800518-1 CLOSE 10/28/2010 9:35:44 AM, mruiz

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/28/2010 9:37:49 AM, mruiz, Action Type : Call from Customer

Updated customer info.

Best contact #: [REDACTED]

Customer states that he is unable to turn the key in the ignition and he would like to know if there are any current recalls that affect the vehicle, regarding this issue.

ACS advised customer that there are no current recalls that affect the vehicle, regarding the issue in question.

ACS advised customer to bring the vehicle to DLR, to determine what the issue may be.

Case History

Case ID : N012010-10-2800518

Case Title : [REDACTED] - RECALL INFO (IGNITION SWITCH)

ACS referred customer to automobiles.honda.com for vehicle and DLR info.

*** CASE MODIFY 10/28/2010 9:37:52 AM, mruiz
into WIP default and Status of Solving.

*** CASE CLOSE 10/28/2010 9:37:57 AM, mruiz
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-05-2801501 Division : Honda - Auto Condition : Closed Open Date : 5/28/2009 4:01:29 PM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 5/28/2009 4:16:20 PM
 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 : ██████████ DEALER COMPLAINT/ IGNITION ASSIS No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 16
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : EATONTON, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 16
 VIN Type / No. : US VIN / 2HKYF18163H562822
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 125,000
 In Service Date : 02/01/2003
 Months In Use : 75
 Engine Number : J35A42570145
 Originating Dealer No. / Name : 206857 / ED VOYLES HONDA
 Selling Dealer No. / Name : 206857 / ED VOYLES 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-2801501-1 ██████████	Subcase Close	Service - Dealer	Experience	725	Ignition Switch

Issue Details

Issue ID : N012009-05-2801501-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 5/28/2009 4:16:00 PM
Issue Owner : Reginald Richardson	Type 2 : Experience	Queue :	Close Date : 5/28/2009 4:16:19 PM
Issue Title : [REDACTED]	SERVICE - DEALER -		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-2801501

Case Title : [REDACTED] - DEALER COMPLAINT/ IGNITION ASSISTANCE

*** CASE CREATE 5/28/2009 4:01:29 PM, rrichard

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

*** NOTES 5/28/2009 4:01:30 PM, rrichard, Action Type :

updated and verified contact [REDACTED]

*** NOTES 5/28/2009 4:14:56 PM, rrichard, Action Type : Call from Customer

The customer is calling because her ignition switch repaired 2 year ago. The customer states that she had it re tumbled. The customer states that the ignition was starting to stick again. The customer states that her Husband took the vehicle back to Phil Hughes Honda. The customer spoke with Chad Mcglohon (SA). The customer states that her husband was given a diagnosis was that the ignition profile was slightly off and the key would not press the ignition properly. The customer stated that he was charged \$45.00 for the repairs. The customer states that the dealer sprayed graphite in the ignition switch and now the key wont turn at all. The customer states that he feels that the dealer messed the ignition switch up worse than when he took it. The customer feels that the dealer is not qualified to work on ignitions. The customer states that they have not contacted Phil Hughes Honda about the ignition problem. I informed the customer that he may want to see if the dealer ship will provide him assistance with the repairs. I informed the customer that if the dealer does not assist him he can call back and he may be eligible for Honda to act as a liaison between him and the dealer. The customer understood and I provided him with the case number.

*** CASE MODIFY 5/28/2009 4:15:18 PM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012009-05-2801501-1 CREATE 5/28/2009 4:16:00 PM, rrichard

Created in WIP Default with Due Date 5/28/2009 4:16:00 PM.

*** CASE MODIFY 5/28/2009 4:16:15 PM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012009-05-2801501-1 CLOSE 5/28/2009 4:16:19 PM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/28/2009 4:16:20 PM, rrichard

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-07-2600763 Division : Honda - Auto Condition : Closed Open Date : 7/26/2012 10:41:35 AM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/26/2012 10:50:14 AM
 Case Owner : Robert Enriquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Enriquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION FAILING CONCERN/ND No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF181X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 150,000
 In Service Date : 02/01/2003
 Months In Use : 113
 Engine Number : J35A42570148
 Originating Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
 Selling Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
 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 :
 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
N012012-07-2600763-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-07-2600763-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2012 10:49:50 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 7/26/2012 10:50:05 AM
Issue Title : XXXXXXXXXX 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, 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 : N012012-07-2600763

Case Title : [REDACTED] IGNITION FAILING CONCERN/ND

*** CASE CREATE 7/26/2012 10:41:35 AM, renrique

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

*** CASE MODIFY 7/26/2012 10:46:00 AM, renrique

into WIP default and Status of Solving.

*** NOTES 7/26/2012 10:49:22 AM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact # [REDACTED]

Customer called in and stated that they are having a issue with the ignition. Customer said that they put the key in and can not turn the ignition to tun the vehicle on.

Customer said that they researched information and said it is a common issue. Customer said that they were quoted on the internet for \$500.00. Customer said that they would like to know if there is a recall. Customer said that this issue happened this past weekend 7/21/2012. Customer would like to know if AHM can assist in this matter since they read that this is a common issue. Customer said that they even tried the spare key and it did not work. Customer said that the key is very difficult to insert.

ACS apologized for the experience in regards to the vehicle. ACS advised that at this time AHM would not be in the position to financially assist with any repair or replacement. ACS advised that the concern has been documented here at AHM. ACS referred the customer to a Honda Dealership but the customer is planning to take the vehicle to a IRF. ACS apologized once again for the experience. Customer understood and needed no further assistance.

*** SUBCASE N012012-07-2600763-1 CREATE 7/26/2012 10:49:50 AM, renrique

Created in WIP Default with Due Date 7/26/2012 10:49:50 AM.

*** SUBCASE N012012-07-2600763-1 CLOSE 7/26/2012 10:50:05 AM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/26/2012 10:50:11 AM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 7/26/2012 10:50:14 AM, renrique

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

Case Details

Case ID : N012012-08-0100895 Division : Honda - Auto Condition : Closed Open Date : 8/1/2012 11:14:08 AM
 Case Originator : Britteney Scales (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/1/2012 11:28:46 AM
 Case Owner : Britteney Scales (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Britteney Scales (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION SWITCH FAILURE/ASSIST DENIED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18503H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 115,000
 In Service Date : 02/10/2003
 Months In Use : 114
 Engine Number : J35A42571043
 Originating Dealer No. / Name : 207838 / HONDA OF EL CERRITO
 Selling Dealer No. / Name : 207838 / HONDA OF EL CERRITO
 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 : 207838 / HONDA OF EL CERRITO
 Phone No. : 510-412-6100
 Address : 11755 SAN PABLO AVENUE
 City / State / Zip : EL CERRITO, CA 94530
 Svc District / Sls District : 12A / A12
 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
N012012-08-0100895-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-0100895-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Britteney Scales	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 11:28:18 AM
Issue Owner : Britteney Scales	Type 2 : Operation	Queue :	Close Date : 8/1/2012 11:28:46 AM
Issue Title : XXXXXXXXXX - 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, Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-08-0100895

Case Title : [REDACTED] - IGNITION SWITCH FAILURE/ASSIST DENIED

*** CASE CREATE 8/1/2012 11:14:08 AM, bscales

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

*** CASE MODIFY 8/1/2012 11:27:23 AM, bscales

into WIP default and Status of Solving.

*** NOTES 8/1/2012 11:27:37 AM, bscales, Action Type : Call from Customer

Updated Contact Information

Customer states his ignition switch has failed bad and that it locks once the vehicle is off and he has a difficult time turning the key. Customer states he researched this information online and determined that it may be defective. Customer states the key must be left in the ignition to prevent not be able to turn on the vehicle. Customer states this has been happening for 6-8 months. Customer feels this is something that should be recalled and he feels he deserves compensation. Customer states the ignition switch is currently being replaced. Customer states he was given an estimate of \$403 for the ignition and an additional \$400 to have the locks changed to fit the new key. Customer is working with Paul at Honda of El Cerrito Customer is the original owner of this vehicle, customer has owned one other Honda vehicle. Customer has this vehicle primarily serviced at a Honda dealership and an IRF. Customer is calling ACS to request financial assistance.

ACS advised the customer that the original warranty on this part is 3/36 and almost ten years old and over 100k miles this vehicle is well outside of the warranty. Based on those facts AHM will not be providing financial assistance at this time. Customer understood, and was advised that his concerns would be documented, no further assistance required.

*** CASE MODIFY 8/1/2012 11:27:39 AM, bscales

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0100895-1 CREATE 8/1/2012 11:28:18 AM, bscales

Created in WIP Default with Due Date 8/1/2012 11:28:18 AM.

*** CASE MODIFY 8/1/2012 11:28:44 AM, bscales

into WIP default and Status of Solving.

*** SUBCASE N012012-08-0100895-1 CLOSE 8/1/2012 11:28:46 AM, bscales

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 11:28:46 AM, bscales

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

Case Details

Case ID : N012011-05-1800634	Division : Honda - Auto	Condition : Closed	Open Date : 5/18/2011 10:58:47 AM
Case Originator : Crystal Vito (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/18/2011 11:10:06 AM
Case Owner : Crystal Vito (Team HA)	Method : Dealer Referred	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 8A [REDACTED] IGNITION SWITCH CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18663H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 135,000
 In Service Date : 05/17/2003
 Months In Use : 96
 Engine Number : J35A42571140
 Originating Dealer No. / Name : 208076 / BURNSVILLE HONDA
 Selling Dealer No. / Name : 206878 / KRENZEN 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 : 206878 / KRENZEN HONDA
 Phone No. : 218-727-2905
 Address : 4160 HAINES ROAD
 City / State / Zip : DULUTH, MN 55811
 Svc District / Sls District : 08A / C08
 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
N012011-05-1800634-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/10/2012

Issue Details

Issue ID : N012011-05-1800634-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2011 11:07:16 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 5/18/2011 11:10:06 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 : 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

Case History

Case ID : N012011-05-1800634

Case Title : 8A- [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 5/18/2011 10:58:47 AM, cvito

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

*** CASE MODIFY 5/18/2011 11:00:10 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1800634-1 CREATE 5/18/2011 11:07:16 AM, cvito

Created in WIP Default with Due Date 5/18/2011 11:07:16 AM.

*** NOTES 5/18/2011 11:09:19 AM, cvito, Action Type : Call from Customer

Updates customer's contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that she is having a problem with the vehicle. The key does not turn while in ignition. The customer has been having this problem for the past couple of months. The customer took her vehicle into the DLR. The customer has been speaking to the Service Manager Dean at the DLR. The DLR SM Dean REFERRED the customer to AMH for further assistance. The DLR SM advised that her tumblers need to be replaced on her vehicle. The DLR verified a cost repair price of \$400. The DLR did not offer any type of assistance on the repair that is needed on her vehicle. The customer is the original owner of the vehicle. The customer does keep up with the maintenance and repairs on the vehicle. The customer does not take her vehicle into the DLR for repairs and maintenances, due to the expense. The customer only owns 1 Honda Vehicle, she has in the past. The customer is requesting for assistance on the repair that is needed on her vehicle.

Inbound Summary:

I can only imagine how frustrating it would be in a situation that you are in at this time, as she is not able to operate her vehicle. I am sorry to hear that she is having problems with her key in the ignition. I verified that her vehicle has not been affected by any specific Safety Recall or Product Update or Warranty Extension pertaining to her vehicle. As with any part in any manufactured vehicle, it is impossible to predict the exact life of any component, which is why we provide a warranty at the beginning of the vehicle's life.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 5/18/2011 11:09:29 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 5/18/2011 11:10:01 AM, cvito

into WIP default and Status of Solving.

*** CASE CLOSE 5/18/2011 11:10:06 AM, cvito

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

*** SUBCASE N012011-05-1800634-1 CLOSE 5/18/2011 11:10:06 AM, cvito

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012007-03-1902340	Division : Honda - Auto	Condition : Closed	Open Date : 3/19/2007 4:54:59 PM
Case Originator : Tekeisha Nelson (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/19/2007 5:05:47 PM
Case Owner : Tekeisha Nelson (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tekeisha Nelson (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED] 2
VIN Type / No. :	US VIN / 2HKYF18603H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1863ENW / A
Miles / Hours :	80,000
In Service Date :	02/06/2003
Months In Use :	49
Engine Number :	J35A42572794
Originating Dealer No. / Name :	207626 / DARRELL WALTRIP HONDA
Selling Dealer No. / Name :	207626 / DARRELL WALTRIP 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 :	
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
N012007-03-1902340-1 / [REDACTED]	PR Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-03-1902340-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tekeisha Nelson	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2007 5:05:28 PM
Issue Owner : Tekeisha Nelson	Type 2 : Operation	Queue :	Close Date : 3/19/2007 5:05:41 PM
Issue Title : XXXXXXXXXX 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 : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-03-1902340

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 3/19/2007 4:54:59 PM, tnelson

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

*** CASE VSC LOOKUP 3/19/2007 4:55:09 PM, tnelson

VSC-CUC CHECK 03/19/2007 04:55:09 PM tnelson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/19/2007 4:55:17 PM, tnelson

CAMPAIGN CHECK 03/19/2007 04:55:17 PM tnelson

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-05-28; FX

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

06-009;

*** CASE CLAIMS LOOKUP 3/19/2007 4:55:19 PM, tnelson

CLAIM CHECK 03/19/2007 04:55:19 PM tnelson

The following Claim History information was found

0; 2004-05-28; 207626; 661451; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL

THE SRS SOFTWARE CD INTO THE TECH CART PC,, S/B#

*** CASE EXTENDED WARRANTY LOOKUP 3/19/2007 4:55:20 PM, tnelson

WARRANTY CHECK 03/19/2007 04:55:20 PM tnelson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/19/2007 4:55:57 PM, tnelson

CAMPAIGN CHECK 03/19/2007 04:55:57 PM tnelson

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-05-28; FX

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

06-009;

*** NOTES 3/19/2007 5:01:59 PM, tnelson, Action Type : Contention

Customer called to advise that he ignition key will not turn ignition in his 2003 Pilot. Customer advised that it takes 20-30 times to start vehicle.

Customer advised that he noticed problem this past weekend and once before about a week ago.

Advised customer there are no current recalls or campaigns on vehicle that may pertain to this problem. Advised customer will need to take vehicle into a Honda dealership for further assistance.

*** CASE MODIFY 3/19/2007 5:02:12 PM, tnelson

into WIP default and Status of Solving.

*** SUBCASE N012007-03-1902340-1 CREATE 3/19/2007 5:05:28 PM, tnelson

Created in WIP Default with Due Date 3/19/2007 5:05:28 PM.

*** SUBCASE N012007-03-1902340-1 CLOSE 3/19/2007 5:05:41 PM, tnelson

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012007-03-1902340

Case Title : [REDACTED] - IGNITION CONCERN

*** CASE MODIFY 3/19/2007 5:05:42 PM, tnelson
into WIP default and Status of Solving.

*** CASE CLOSE 3/19/2007 5:05:47 PM, tnelson
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-06-2601499 Division : Honda - Auto Condition : Closed Open Date : 6/26/2007 3:33:25 PM
 Case Originator : Erica Ashley (Team CE) Sub Division : Customer Relations Status : Closed Close Date : 7/5/2007 2:43:43 PM
 Case Owner : Deraymion Moore (Team HC) Method : Phone Queue : Days Open : 9
 Last Closed By : Deraymion Moore (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 03C- [REDACTED] ASSISTANCE-IGNITION KEY SWIT 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 : HOUSTON, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 9023
 VIN Type / No. : US VIN / 2HKYF18543H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 115,000
 In Service Date : 07/21/2003
 Months In Use : 47
 Engine Number : J35A42572898
 Originating Dealer No. / Name : 207530 / STREATER-SMITH HONDA
 Selling Dealer No. / Name : 206603 / RUSSELL & SMITH 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 : 206602 / GILLMAN HONDA
 Phone No. : 713-776-4800
 Address : 10595 WSAMHOUSTON PK S
 City / State / Zip : HOUSTON, TX 77099
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-06-2601499-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-06-2601499-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Deraymion Moore	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2007 8:54:58 AM
Issue Owner : Deraymion Moore	Type 2 : Operation	Queue :	Close Date : 7/5/2007 2:43:43 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-06-2601499

Case Title : 03C- [REDACTED] ASSISTANCE-IGNITION KEY SWITCH

*** CASE CREATE 6/26/2007 3:33:25 PM, eashley

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

*** CASE EXTENDED WARRANTY LOOKUP 6/26/2007 3:33:30 PM, eashley

WARRANTY CHECK 06/26/2007 03:33:30 PM eashley

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/26/2007 3:33:33 PM, eashley

CLAIM CHECK 06/26/2007 03:33:33 PM eashley

The following Claim History information was found

0; 2007-04-05; 206602; 864061; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

*** CASE CAMPAIGN LOOKUP 6/26/2007 3:33:35 PM, eashley

CAMPAIGN CHECK 06/26/2007 03:33:35 PM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-10-02; FX

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

06-009;

*** CASE VSC LOOKUP 6/26/2007 3:33:37 PM, eashley

VSC-CUC CHECK 06/26/2007 03:33:37 PM eashley

No data found for VIN.

*** CASE MODIFY 6/26/2007 3:34:49 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 6/26/2007 3:48:44 PM, eashley

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/26/2007 3:48:52 PM, eashley

CAMPAIGN CHECK 06/26/2007 03:48:52 PM eashley

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-10-02; FX

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

06-009;

*** NOTES 6/26/2007 3:49:02 PM, eashley, Action Type : Call from Customer

The customer called in regards to his vehicle key system did not work in his vehicle. The customer stated the following issues occurring with the vehicle: the key would not turn in the ignition switch and would not start the vehicle until after 7 attempts after taking the key in and out of the switch hole and the steering wheel was not even locked. He tried turning the key upside down, but it would not work until after 7 attempts and would not engage the ignition. The customer states that the vehicle is down and is still at Gilmon Honda (non-drivable). He took the vehicle there on yesterday at around 1:00 p.m.

The customer has owned 2 Honda vehicles. The customer stated that this issue has been occurring since two days prior to their trip this past Friday.

The customer spoke with Morris (S/A). A diagnosis was performed and the S/A or S/M advised the customer that they will make another key and that the customer key appears to be old. Second call attempt to the customer said that they will have to put in another ignition switch key system. Third call attempt

Case History

Case ID : N012007-06-2601499

Case Title : 03C- [REDACTED] ASSISTANCE-IGNITION KEY SWITCH

to the customer stated that the dealership would have to call in a locksmith which would require an additional fee. They called the customer again and gave the customer a bottom line cost of \$800, but then reduced it in another call back to the customer to \$613 a new ignition switch system and the cost of the locksmith. It is the customer's understanding that a new key would be provided due to the new ignition switch system.

The customer is requesting assistance from AHM that they pay for that in full or possibly a great portion of the expense, due to the inconvenience of the occurrence of his problem. I informed the customer that in the interest of customer satisfaction, I will forward this case to a CM for review, but please keep in mind that the decision may be the same and there are no guarantees as each situation is reviewed on a case by case basis. I informed the customer that the CM will contact him. I provided the customer with the case number for reference purposes -N012007-06-2601499. I asked if there was anything else I could assist the customer with and his response was no. I thanked the customer for calling AHM and ended the call.

I verified and updated the customer's address/telephone number.

*** CASE MODIFY 6/26/2007 3:49:23 PM, eashley
into WIP default and Status of Solving.

*** CASE ASSIGN 6/26/2007 3:49:43 PM, eashley
N012007-06-2601499 to bwalker, WIP "XU"

*** CASE RULE ACTION 6/26/2007 3:49:44 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/26/2007 4:44:45 PM, bwalker
into WIP default and Status of Solving.

*** CASE DISPATCH 6/26/2007 4:44:51 PM, bwalker
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 6/27/2007 8:40:23 AM, dmoore
from Queue Honda Team C to WIP default.

*** CASE MODIFY 6/27/2007 8:51:26 AM, dmoore
into WIP default and Status of Solving.

*** SUBCASE N012007-06-2601499-1 CREATE 6/27/2007 8:54:58 AM, dmoore
Created in WIP Default with Due Date 6/27/2007 8:54:58 AM.

*** NOTES 6/27/2007 9:14:33 AM, dmoore, Action Type : Call to Customer

Called customer and he states that his ignition did not work correctly. Customer states that the repair was performed on the car already on the car. I explained to the customer that he is extremely out of warranty and he is under goodwill consideration. I told the customer that under normal circumstances AH would not assist with a repair with the mileage on his car but I will research his issue and let him know what AH can do for him. Customer understood. Customer states that his wife is considering leaving honda products and if we would assist then he thinks that it would restore her faith in the product. I told the customer that I will be in touch and left my contact information.

*** CASE MODIFY 6/27/2007 9:14:46 AM, dmoore
into WIP default and Status of Solving.

*** COMMIT 6/27/2007 9:15:18 AM, dmoore, Action Type : N/A

Made to [REDACTED] due 06/28/2007 12:00:00 AM.
call dealer/ customer.

Case History

Case ID : N012007-06-2601499

Case Title : 03C- [REDACTED] ASSISTANCE-IGNITION KEY SWITCH

*** CASE MODIFY 6/27/2007 9:15:44 AM, dmoore
into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 6/28/2007 4:40:21 PM, dmoore
with [REDACTED] due 06/29/2007 12:00:00 AM.

*** NOTES 7/2/2007 1:53:23 PM, erodrigu, Action Type : Call from Customer
The customer was calling requesting to speak to CM.
Soft transferred customer to CM/VM.

*** NOTES 7/3/2007 4:23:28 PM, dmoore, Action Type : Call to Customer
Called customer and left a VM for a call back.

*** CASE MODIFY 7/3/2007 4:23:53 PM, dmoore
into WIP 3C Irene Berry and Status of Solving.

*** COMMIT 7/3/2007 4:23:56 PM, dmoore, Action Type : N/A
call cust

*** CASE MODIFY 7/3/2007 4:24:14 PM, dmoore
into WIP 3C Irene Berry and Status of Solving.

*** NOTES 7/5/2007 2:43:20 PM, dmoore, Action Type : Call to Customer
Called customer again to check on repairs and left a message for a call back.

*** CASE MODIFY 7/5/2007 2:43:37 PM, dmoore
into WIP 3C Irene Berry and Status of Solving.

*** SUBCASE N012007-06-2601499-1 CLOSE 7/5/2007 2:43:43 PM, dmoore
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2007 2:43:43 PM, dmoore
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-04-2100864	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2011 12:42:59 PM
Case Originator : Jennifer Pacheco (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/21/2011 12:54:37 PM
Case Owner : Jennifer Pacheco (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennifer Pacheco (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 517
 VIN Type / No. : US VIN / 2HKYF186X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 145,000
 In Service Date : 02/22/2003
 Months In Use : 98
 Engine Number : J35A42576553
 Originating Dealer No. / Name : 207545 / HUGGINS HONDA
 Selling Dealer No. / Name : 207545 / HUGGINS 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-04-2100864-1 / [REDACTED] - PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-04-2100864-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2011 12:54:19 PM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 4/21/2011 12:54:37 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 : Documented Concern, 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

Case History

Case ID : N012011-04-2100864

Case Title : [REDACTED] - IGNITION SWITCH COMPLAINT

*** CASE CREATE 4/21/2011 12:42:59 PM, jpacheco

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

*** CASE MODIFY 4/21/2011 12:44:58 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 4/21/2011 12:53:49 PM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Customer states that her ignition switch is not working and the key has a problem turning. She said she is seeing a lot of info online with many customers complaining about the same issue and speaking very badly of Honda. She said that she has gone to O'Rileys, Firestone, and other IRF's, who have told her that a lot of their Honda customer's complain about this and that's why Honda keeps sending them parts in order to repair the failure. She wanted to know if AHM was aware of this.

ACS advised her that as of now I didn't see any campaigns or service bulletins for an ignition switch problem with her vehicle. I advised her that she could have it inspected at the dlr but she said she didn't want to pay \$150. She said that this was just going to mean that she was going to sell the vehicle and "Honda's would be out of the picture" from now on. I advised her that I understood her concern and she needed no further assistance.

*** SUBCASE N012011-04-2100864-1 CREATE 4/21/2011 12:54:19 PM, jpacheco

Created in WIP Default with Due Date 4/21/2011 12:54:19 PM.

*** CASE CLOSE 4/21/2011 12:54:37 PM, jpacheco

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

*** SUBCASE N012011-04-2100864-1 CLOSE 4/21/2011 12:54:37 PM, jpacheco

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012012-05-0800336 Division : Honda - Auto Condition : Closed Open Date : 5/8/2012 8:08:38 AM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/8/2012 8:22:04 AM
 Case Owner : Robert Enriquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Enriquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 8E [REDACTED] IGNITION SWITCH FAILURE CONCERN/ASSIST DENIED 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 : ARLINGTON HEIGHTS, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18653H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 118,000
 In Service Date : 04/30/2003
 Months In Use : 109
 Engine Number : J35A42576732
 Originating Dealer No. / Name : 207756 / VISTA HONDA
 Selling Dealer No. / Name : 207209 / SUNSET 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 : 207562 / SCHAUMBURG HONDA
 Phone No. : 847-884-6632
 Address : 750 EAST GOLF ROAD
 City / State / Zip : SCHAUMBURG, IL 60173
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$122.00 /
 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
N012012-05-0800336-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-0800336-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2012 8:21:33 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 5/8/2012 8:21:57 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 : Documented Concern, 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 : N012012-05-0800336

Case Title : 8E [REDACTED] IGNITION SWITCH FAILURE CONCERN/ASSIST DENIED

*** CASE CREATE 5/8/2012 8:08:38 AM, renrique

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

*** NOTES 5/8/2012 8:18:12 AM, renrique, Action Type : Call from Customer

Updated Contact Information

Best Contact Telephone number [REDACTED]

ISSUE: Ignition switch locked up.

Customer stated that the key can not turn in the ignition. Customer stated that they are having a hard time putting the key in the ignition. Customer stated that they are reading online that this is a major problem. Customer stated that they have not had the vehicle inspected and only started having this issue last week. Customer stated that they purchased this vehicle 3/2008 as a used vehicle from a non Honda Dealership.

Customer stated that they called SCHAUMBURG HONDA AUTOMOBILES DLR#207562 and got a price quote of the repair and labor is \$407.00. Customer stated that they would like to know if AHM can assist financially for the repair.

ACS apologized for the experience in regards to the vehicle. ACS advised that at this time AHM would not be in the position to financially assist with any repair or replacement considering the vehicle is outside of the manufacture. ACS advised that the concern has been documented here at AHM. ACS advised that there are no active recalls for the ignition switch. ACS apologized once again for the experience. Customer understood and needed no further assistance.

*** NOTES 5/8/2012 8:19:13 AM, renrique, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Best Contact Number

Customer stated that they are having an issue with the ignition switch and may want to have it inspected.

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

Thank you for your attention to this matter.

Robert Enriquez
Automobile Customer Service

*** CASE MODIFY 5/8/2012 8:20:04 AM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2012 8:20:09 AM, renrique

into WIP default and Status of Solving.

*** SUBCASE N012012-05-0800336-1 CREATE 5/8/2012 8:21:33 AM, renrique

Created in WIP Default with Due Date 5/8/2012 8:21:33 AM.

*** SUBCASE N012012-05-0800336-1 CLOSE 5/8/2012 8:21:57 AM, renrique

Case History

Case ID : N012012-05-0800336

Case Title : 8E [REDACTED] IGNITION SWITCH FAILURE CONCERN/ASSIST DENIED

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/8/2012 8:21:59 AM, renrique
into WIP default and Status of Solving.

*** CASE CLOSE 5/8/2012 8:22:04 AM, renrique

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

Case Details

Case ID : N012011-07-2800267 Division : Honda - Auto Condition : Closed Open Date : 7/28/2011 8:01:08 AM
 Case Originator : NaKya Jai (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/28/2011 3:04:48 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 : ██████████ STARTING / STEERING WHEEL LOCK / IGNITION KEY WOUL 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 : MOUNT JULIET, TN ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5004
 VIN Type / No. : US VIN / 2HKYF18523H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours :
 In Service Date : 04/11/2003
 Months In Use : 99
 Engine Number : J35A42578443
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 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
N012011-07-2800267-1 / ██████████	Subcase Close	Product	Operation	116	Starter
N012011-07-2800267-2 / ██████████	Subcase Close	Product	Operation	510	Steering Column
N012011-07-2800267-3 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-2800267-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2011 8:09:51 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 7/28/2011 8:10:11 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 116 / Starter
 Condition Code Desc Any 1160
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012011-07-2800267-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2011 8:10:48 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 7/28/2011 8:11:03 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, 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

Issue Details

Issue ID : N012011-07-2800267-3 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : NaKya Jai Type 1 : Product Status : Subcase Close Open Date : 7/28/2011 8:24:59 AM
Issue Owner : NaKya Jai Type 2 : Operation Queue : Close Date : 7/28/2011 8:25:30 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 Dealer, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-2800267

Case Title : ██████████ STARTING / STEERING WHEEL LOCK / IGNITION KEY WOULD TURN

*** CASE CREATE 7/28/2011 8:01:08 AM, jnakya

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

*** NOTES 7/28/2011 8:09:15 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is ██████████

The customer called regarding starting / steering wheel lock / ignition key would turn

The customer indicated that he is struck on vacation the vehicle want not start, the steering wheel is lock and the ignition key isn't turning. ACS asked the customer to turn the steering wheel hard while turning the ignition key and the customer replied he done that process and nothing happen. ACS informed the customer that this vehicle warranty has expired but suggested that he contact the local Honda dealership which ACS provided the contact number below:

Gary Smith Honda <<http://automobiles.honda.com/tools/dealer-locator/results.aspx?cs=2&dealer=207228>>
225 Miracle Strip Pkwy Sw
Fort Walton Beach, FL 32548
(850)244-7151
16.6 miles away

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 7/28/2011 8:09:18 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012011-07-2800267-1 CREATE 7/28/2011 8:09:51 AM, jnakya

Created in WIP Default with Due Date 7/28/2011 8:09:51 AM.

*** SUBCASE N012011-07-2800267-1 CLOSE 7/28/2011 8:10:11 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-07-2800267-2 CREATE 7/28/2011 8:10:48 AM, jnakya

Created in WIP Default with Due Date 7/28/2011 8:10:48 AM.

*** SUBCASE N012011-07-2800267-2 CLOSE 7/28/2011 8:11:03 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/28/2011 8:24:16 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012011-07-2800267-3 CREATE 7/28/2011 8:24:59 AM, jnakya

Created in WIP Default with Due Date 7/28/2011 8:24:59 AM.

*** SUBCASE N012011-07-2800267-3 CLOSE 7/28/2011 8:25:30 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/28/2011 8:25:31 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 7/28/2011 3:04:48 PM, jnakya

Case History

Case ID : N012011-07-2800267

Case Title : [REDACTED] - STARTING / STEERING WHEEL LOCK / IGNITION KEY WOULD TURN

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

Case Details

Case ID : N012011-05-0600195 Division : Honda - Auto Condition : Closed Open Date : 5/6/2011 8:02:36 AM
 Case Originator : Noell Jessie (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/6/2011 8:03:38 AM
 Case Owner : Noell Jessie (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Noell Jessie (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION SWITCH CONCERNS No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1220
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : NAPERVILLE, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1220
 VIN Type / No. : US VIN / 2HKYF18433H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 123,000
 In Service Date : 02/26/2003
 Months In Use : 99
 Engine Number : J35A42580235
 Originating Dealer No. / Name : 207914 / GRAND HONDA
 Selling Dealer No. / Name : 207914 / GRAND HONDA
 Trim : EX
 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
N012011-05-0600195-1 / ██████████ - PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-05-0600195-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 5/6/2011 8:03:17 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 5/6/2011 8:03:37 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 3rd Party, 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 : N012011-05-0600195

Case Title : [REDACTED] - IGNITION SWITCH CONCERNS

*** CASE CREATE 5/6/2011 8:02:36 AM, njessie

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

*** NOTES 5/6/2011 8:02:47 AM, njessie, Action Type : Call from Customer

Verified customer contact info.

Best contact # [REDACTED]

Customer states that he is having problems with the ignition switch in the vehicle. Customer states that he saw online that this is common problem with these vehicles. Customer states that most time if you can get the key in to the ignition the key wont turn. Customer states that he has been told that the only solution is to replace the ignition switch itself. Customer states that this is a large inconvenience because you no longer have 1 key that opens everything in the vehicle. Customer states that he would like to know if AHM is doing anything about this since there are such a large number of people experiencing this problem ACS apologized for the problems that he is experiencing with this vehicle. ACS informed the customer that currently there are no campaigns regarding the ignition switch for his vehicle. ACS advised the customer that his complaint has been documented her and he should make a complaint with NHTSA to make an effort to see a recall.

Customer understood and needed no further assistance.

*** SUBCASE N012011-05-0600195-1 CREATE 5/6/2011 8:03:17 AM, njessie

Created in WIP Default with Due Date 5/6/2011 8:03:17 AM.

*** SUBCASE N012011-05-0600195-1 CLOSE 5/6/2011 8:03:37 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/6/2011 8:03:38 AM, njessie

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

Case Details

Case ID : N032008-03-1900137 Division : Honda - Auto Condition : Closed Open Date : 3/19/2008 7:23:48 AM
 Case Originator : Robert Castillo (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 3/19/2008 8:40:56 AM
 Case Owner : Robert Castillo (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Castillo (Team CD) Point of Origin : Customer Wipbin :
 Case Title : ██████████-IGNITION SWITCH RECALL No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18173H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 90,000
 In Service Date : 03/09/2003
 Months In Use : 60
 Engine Number : J35A42580912
 Originating Dealer No. / Name : 206528 / BEAVERTON HONDA
 Selling Dealer No. / Name : 208187 / THOMASON 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 : 206760 / MOTORCARS HONDA
 Phone No. : 216-932-2400
 Address : 2953 MAYFIELD ROAD
 City / State / Zip : CLEVELAND HEIGH, OH 44118
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$107.10 /
 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
N032008-03-1900137-1 / ██████████	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032008-03-1900137-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/19/2008 7:39:57 AM
Issue Owner : Robert Castillo	Type 2 : Eligibility	Queue :	Close Date : 3/19/2008 8:40:55 AM
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-03-1900137

Case Title : [REDACTED]-IGNITION SWITCH RECALL

*** NOTES 3/19/2008 7:23:48 AM, rcastill, Action Type :

Customer's information was updated [REDACTED] Customer is contacting AHM in regards to a recall that could address his ignition switch problem. Customer states that his ignition switch sometimes does not turn the vehicle on. Customer has taken the vehicle into Honda dealer and learned that the ignition switch needs to be replaced.

*** CASE CREATE 3/19/2008 7:23:48 AM, rcastill

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

*** CASE EXTENDED WARRANTY LOOKUP 3/19/2008 7:23:53 AM, rcastill

WARRANTY CHECK 03/19/2008 07:23:53 AM rcastill

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/19/2008 7:23:58 AM, rcastill

CLAIM CHECK 03/19/2008 07:23:58 AM rcastill

The following Claim History information was found

0; 2006-02-17; 206922; 852400; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL THE SRS SOFTWARE CD INTO THE TECH CART PC,. S/B

*** CASE CAMPAIGN LOOKUP 3/19/2008 7:24:04 AM, rcastill

CAMPAIGN CHECK 03/19/2008 07:24:04 AM rcastill

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 02/17/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE CUC LOOKUP 3/19/2008 7:24:41 AM, rcastill

CUC CHECK 03/19/2008 07:24:41 AM rcastill

The following CUC information was found

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

*** CASE VSC LOOKUP 3/19/2008 7:24:41 AM, rcastill

VSC CHECK 03/19/2008 07:24:41 AM rcastill

The following VSC information was found

[REDACTED] V002476035;E35;PRE-OWNED 36/36 \$50 DED;ACTIVE;;2005-08-27;2008-08-26;36000;49227;206922;50.00

*** CASE CAMPAIGN LOOKUP 3/19/2008 7:26:13 AM, rcastill

CAMPAIGN CHECK 03/19/2008 07:26:13 AM rcastill

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 02/17/06; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE VSC LOOKUP 3/19/2008 7:26:51 AM, rcastill

VSC CHECK 03/19/2008 07:26:51 AM rcastill

The following VSC information was found

[REDACTED] V002476035;E35;PRE-OWNED 36/36 \$50 DED;ACTIVE;;2005-08-27;2008-08-26;36000;49227;206922;50.00

Case History

Case ID : N032008-03-1900137

Case Title : ██████████ IGNITION SWITCH RECALL

*** CASE CUC LOOKUP 3/19/2008 7:26:51 AM, rcastill

CUC CHECK 03/19/2008 07:26:51 AM rcastill

The following CUC information was found

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

*** CASE VSC LOOKUP 3/19/2008 7:27:37 AM, rcastill

VSC CHECK 03/19/2008 07:27:37 AM rcastill

The following VSC information was found

██████████ V002476035;E35;PRE-OWNED 36/36 \$50 DED;ACTIVE;;2005-08-27;2008-08-26;36000;49227;206922;50.00

*** CASE CUC LOOKUP 3/19/2008 7:27:37 AM, rcastill

CUC CHECK 03/19/2008 07:27:37 AM rcastill

The following CUC information was found

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

*** CASE CUC LOOKUP 3/19/2008 7:33:32 AM, rcastill

CUC CHECK 03/19/2008 07:33:32 AM rcastill

The following CUC information was found

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

*** CASE VSC LOOKUP 3/19/2008 7:33:32 AM, rcastill

VSC CHECK 03/19/2008 07:33:32 AM rcastill

The following VSC information was found

██████████ V002476035;E35;PRE-OWNED 36/36 \$50 DED;ACTIVE;;2005-08-27;2008-08-26;36000;49227;206922;50.00

*** NOTES 3/19/2008 7:39:06 AM, rcastill, Action Type : Call from Customer

Customer was informed that currently there are no recalls or warranty extensions that could address this for him and therefore any service repairs or replacements are at customer's expense. Customer understood this and did not request for any additional assistance. I thanked the customer for contacting AHM and the call was ended.

Customer did not request for any assistance.

*** SUBCASE N032008-03-1900137-1 CREATE 3/19/2008 7:39:57 AM, rcastill

Created in WIP Default with Due Date 3/19/2008 7:39:57 AM.

*** CASE MODIFY 3/19/2008 7:40:11 AM, rcastill

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2008 7:40:22 AM, rcastill

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2008 7:40:26 AM, rcastill

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2008 8:40:48 AM, rcastill

into WIP default and Status of Solving.

*** SUBCASE N032008-03-1900137-1 CLOSE 3/19/2008 8:40:55 AM, rcastill

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032008-03-1900137

Case Title : [REDACTED]-IGNITION SWITCH RECALL

*** CASE CLOSE 3/19/2008 8:40:56 AM, rcastill

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

Case Details

Case ID : N012007-08-1600999 Division : Honda - Auto Condition : Closed Open Date : 8/16/2007 12:51:49 PM
 Case Originator : Jamel Applewhite (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/10/2007 1:40:40 PM
 Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 25
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 5B / HONDA CITY - [REDACTED] - VEHICLE-COMPLAINT-IGNITION SY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 34 L
 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 : MONTVALE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 34 L
 VIN Type / No. : US VIN / 2HKYF18603H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 81,910
 In Service Date : 03/08/2003
 Months In Use : 53
 Engine Number : J35A42580966
 Originating Dealer No. / Name : 207399 / MAHWAH HONDA
 Selling Dealer No. / Name : 207399 / MAHWAH 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 : 208226 / HONDA CITY
 Phone No. : 516-735-8900
 Address : 3859 HEMPSTEAD TURNPIK
 City / State / Zip : LEVITTOWN, NY 11756
 Svc District / Sls District : 05B / A05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-1600999-1 [REDACTED] - PR	Subcase Close	Product	Operation	725	Ignition Switch
N012007-08-1600999-2 [REDACTED] - PR	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-08-1600999-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jamel Applewhite	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2007 1:19:18 PM
Issue Owner : Jamel Applewhite	Type 2 : Operation	Queue :	Close Date : 8/16/2007 1:19:38 PM
Issue Title : XXXXXXXXXX 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 : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-08-1600999-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 9/5/2007 11:15:10 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 9/10/2007 1:40:37 PM
Issue Title : XXXXXXXXXX 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 100%, CR Generated Gdwill
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35100-S9V-A02	LOCK ASSY., STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 14927
 Primary Amount : \$495.91
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$495.91
 Approved By : aharlan
 Approval Date : 9/6/2007 1:50:19
 Status : PROCESSED
 Check No. : 1686596
 Check Date : 9/7/2007

Payee Name : XXXXXXXXXX
 Address : XXXXXXXXXX
 City / State / Zip : MONTVALE, NJ XXXXXX
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03214
 Category : Regular
 Failed Part # : 35100-S9V-A02

Case History

Case ID : N012007-08-1600999

Case Title : 5B / HONDA CITY [REDACTED] - VEHICLE-COMPLAINT-IGNITION SYSTEM

*** CASE CREATE 8/16/2007 12:51:49 PM, japplewh

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

*** CASE CAMPAIGN LOOKUP 8/16/2007 12:52:02 PM, japplewh

CAMPAIGN CHECK 08/16/2007 12:52:02 PM japplewh

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-09-28; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE EXTENDED WARRANTY LOOKUP 8/16/2007 12:54:31 PM, japplewh

WARRANTY CHECK 08/16/2007 12:54:31 PM japplewh

No data found for VIN.

*** CASE VSC LOOKUP 8/16/2007 12:54:37 PM, japplewh

VSC-CUC CHECK 08/16/2007 12:54:37 PM japplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/16/2007 12:54:37 PM, japplewh

CLAIM CHECK 08/16/2007 12:54:37 PM japplewh

The following Claim History information was found

0; 2004-09-28; 207399; 214026; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** NOTES 8/16/2007 1:17:02 PM, japplewh, Action Type : Call from Customer

Customer contacted ACS to document a complaint with her vehicle. The customer stated that she recently had to take her vehicle into a Honda dealership for repairs. The customer stated that she had to replace her ignition system. The vehicle would not allow her to turn the key or even sometime insert the key.

The customer had to pay \$400 for the repairs. The customer is also going to write a letter into our office.

Customer needed no further assistance, and I ended the call.

*** CASE EXTENDED WARRANTY LOOKUP 8/16/2007 1:17:14 PM, japplewh

WARRANTY CHECK 08/16/2007 01:17:14 PM japplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/16/2007 1:17:17 PM, japplewh

CLAIM CHECK 08/16/2007 01:17:17 PM japplewh

The following Claim History information was found

0; 2004-09-28; 207399; 214026; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** CASE CAMPAIGN LOOKUP 8/16/2007 1:17:19 PM, japplewh

CAMPAIGN CHECK 08/16/2007 01:17:19 PM japplewh

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-09-28; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

Case History

Case ID : N012007-08-1600999

Case Title : 5B / HONDA CITY - [REDACTED] - VEHICLE-COMPLAINT-IGNITION SYSTEM

06-085;

*** CASE VSC LOOKUP 8/16/2007 1:17:20 PM, japplewh
VSC-CUC CHECK 08/16/2007 01:17:20 PM japplewh
No data found for VIN.

*** CASE MODIFY 8/16/2007 1:18:41 PM, japplewh
into WIP default and Status of Solving.

*** SUBCASE N012007-08-1600999-1 CREATE 8/16/2007 1:19:18 PM, japplewh
Created in WIP Default with Due Date 8/16/2007 1:19:18 PM.

*** SUBCASE N012007-08-1600999-1 CLOSE 8/16/2007 1:19:38 PM, japplewh
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/16/2007 1:19:43 PM, japplewh
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/4/2007 10:12:46 AM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 9/4/2007 10:13:19 AM, pbongco, Action Type : Call from Customer
On 8/31/07 ACS received a 1-page letter from the customer dated 8/15/07.
RO attached

*** CASE MODIFY 9/4/2007 10:13:39 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 9/4/2007 10:13:46 AM, pbongco
from WIP default to Queue Honda Team G.

*** CASE ACCEPT 9/5/2007 6:52:13 AM, bmcdonal
from Queue Honda Team G to WIP default.

*** CASE MODIFY 9/5/2007 11:11:52 AM, bmcdonal
into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2007 11:12:08 AM, bmcdonal
into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2007 11:12:17 AM, bmcdonal
into WIP default and Status of Solving.

*** SUBCASE N012007-08-1600999-2 CREATE 9/5/2007 11:15:10 AM, bmcdonal
Created in WIP Default with Due Date 9/5/2007 11:15:10 AM.

*** CASE MODIFY 9/5/2007 11:15:13 AM, bmcdonal
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/5/2007 11:16:21 AM, bmcdonal
CAMPAIGN CHECK 09/05/2007 11:16:21 AM bmcdonal
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

Case History

Case ID : N012007-08-1600999

Case Title : 5B / HONDA CITY - [REDACTED] - VEHICLE-COMPLAINT-IGNITION SYSTEM

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-09-28; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;
06-085;

*** NOTES 9/5/2007 11:24:19 AM, bmcDonal, Action Type : Call to Customer

I spoke to the customer to advised that after the review of her case I will authorize a reimbursement of the repair cost \$495.91. This is for replacement of the ignition switch in her 2003 Pilot. I apology for her inconvenience in this matter. The customer is pleased that AHM will honor her request for reimbursement. Customer verified the mailing address as correct. I advised the customer that the check req will be submitted Thursday, the check will be mailed to her directly within 7-10 days.

*** CASE MODIFY 9/5/2007 11:25:10 AM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2007 11:25:19 AM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2007 11:25:42 AM, bmcDonal
into WIP default and Status of Solving.

*** COMMIT 9/5/2007 11:27:47 AM, bmcDonal, Action Type : N/A

Submit the check req

*** CASE MODIFY 9/5/2007 11:28:10 AM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2007 11:28:22 AM, bmcDonal
into WIP default and Status of Solving.

*** NOTES 9/5/2007 4:06:44 PM, tbarnett, Action Type : Letter/Fax
On 9/5/07 ACS received a 3-page letter from customer.

*** SUBCASE N012007-08-1600999-2 MODIFY 9/6/2007 1:22:41 PM, bmcDonal
into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012007-08-1600999-2 DISPATCH 9/6/2007 1:25:44 PM, bmcDonal
from WIP WIPbin-Sub 1 to Queue CkReq - Harlan.

*** CASE MODIFY 9/6/2007 1:26:33 PM, bmcDonal
into WIP Check Requisitions and Status of Solving.

*** SUBCASE N012007-08-1600999-2 9/6/2007 1:50:19 PM, aharlan, Action Type :
Check Requisition for 495.91 \$ submitted
Check Requisition for 495.91 \$ submitted by aharlan

*** SUBCASE N012007-08-1600999-2 RETURN 9/6/2007 1:50:23 PM, aharlan
from Queue CkReq - Harlan to WIP WIPbin-Sub 1.

*** SUBCASE N012007-08-1600999-2 COMMIT 9/10/2007 8:02:12 AM, bmcDonal, Action Type : External Commitment
Check processed for check_req_no = 14927 on 2007-09-07-00.00.000000

*** CASE FULFILL 9/10/2007 9:42:14 AM, bmcDonal
Fulfilled for [REDACTED] due 09/06/2007 12:00:00 AM.

Case History

Case ID : N012007-08-1600999

Case Title : 5B / HONDA CITY - [REDACTED] - VEHICLE-COMPLAINT-IGNITION SYSTEM

*** NOTES 9/10/2007 11:34:47 AM, sscott, Action Type : Note-General
check mailed.

*** SUBCASE N012007-08-1600999-2 CLOSE 9/10/2007 1:40:37 PM, bmcdonal
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/10/2007 1:40:40 PM, bmcdonal
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012011-09-2800769	Division : Honda - Auto	Condition : Closed	Open Date : 9/28/2011 9:57:56 AM
Case Originator : Loretta Noble (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/28/2011 10:59:04 AM
Case Owner : Loretta Noble (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Loretta Noble (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 900
 VIN Type / No. : US VIN / 2HKYF18573F [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 149,000
 In Service Date : 04/02/2003
 Months In Use : 101
 Engine Number : J35A42585030
 Originating Dealer No. / Name : 206876 / VERN EIDE HONDA
 Selling Dealer No. / Name : 207520 / HONDA CARS OF BELLEVUE
 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
N012011-09-2800769-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-09-2800769-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 9/28/2011 10:08:16 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 9/28/2011 10:59:04 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 Dealer, 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 : N012011-09-2800769

Case Title : [REDACTED] IGNITION SWITCH COMPLAINT

*** CASE CREATE 9/28/2011 9:57:56 AM, Inoble

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

*** SUBCASE N012011-09-2800769-1 CREATE 9/28/2011 10:08:16 AM, Inoble

Created in WIP Default with Due Date 9/28/2011 10:08:16 AM.

*** NOTES 9/28/2011 10:13:54 AM, Inoble, Action Type : Call from Customer

verified customer's info

best contact [REDACTED]

Customer stated she can't get the vehicle started. Customer stated the key won't turn in the ignition. Customer stated she's contacted the Honda Store and they stated that they had to replace a few of them. Customer stated a few is too many. Customer stated this is something that shouldn't go out in the vehicle. Customer stated the dealership stated it would cost \$700 for the cost of the repair. Customer wants AHM to cover the cost of the repair. Customer stated now she has to have the vehicle towed to a dealership. Customer stated she wants to speak with a supervisor. Customer stated she will do a class action law suit against this because this shouldn't happen so early in the vehicle's life.

ACS advised the customer that the vehicle would have to be diagnosed at a Honda dealership. ACS advised the customer that due to the age and mileage of the vehicle AHM would not be in a position to cover the cost of the repair.

Customer was extremely upset and wanted me get someone on the phone because she is not paying for the repair.

ACS transferred customer to TL

*** NOTES 9/28/2011 10:58:27 AM, dharvill, Action Type : Escalation

The customer was informed to have the vehicle diagnosed by a Honda dealership for proper resolution. The customer was informed that due to the vehicle being outside warranty that they would be responsible for ALL expenses (e.g. towing, diagnosis, repair costs) due to the vehicle being outside warranty. The customer states that they will not let this go and will expect ACS/AHM to cover the required ignition switch repair costs. The customer did not have any other concerns and ended the call.

*** CASE CLOSE 9/28/2011 10:59:04 AM, Inoble

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

*** SUBCASE N012011-09-2800769-1 CLOSE 9/28/2011 10:59:04 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-03-0200488 Division : Honda - Auto Condition : Closed Open Date : 3/2/2010 9:21:24 AM
 Case Originator : Fran Diaz (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 3/24/2010 10:05:19 AM
 Case Owner : Daun Craig (Team HH) Method : Mail Queue : Days Open : 22
 Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 9F(BERNARDI HONDA) [REDACTED] IGNITION SWITCH REIMBURSEMEN 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 : SHERBORN, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 10 W
 VIN Type / No. : US VIN / 2HKYF18583F [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 88,000
 In Service Date : 03/27/2003
 Months In Use : 84
 Engine Number : J35A42588072
 Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : 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 : 207478 / BERNARDI HONDA
 Phone No. : 508-651-3033
 Address : 960 WORCESTER ROAD
 City / State / Zip : NATICK, MA 01760
 Svc District / Sls District : 09F / C09
 Warranty Labor Rate / Date : \$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
N012010-03-0200488-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-03-0200488-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 3/2/2010 1:21:02 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 3/24/2010 10:05:18 AM
Issue Title : XXXXXXXXXX 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 : 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 : N012010-03-0200488

Case Title : 9F(BERNARDI HONDA) [REDACTED] IGNITION SWITCH REIMBURSEMENT

*** CASE CREATE 3/2/2010 9:21:24 AM, fdiaz

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

*** NOTES 3/2/2010 9:21:26 AM, fdiaz, Action Type :

On 03/01/10 ACS received a 1 page letter from customer requesting reimbursement for ignition switch.

*** CASE MODIFY 3/2/2010 9:22:08 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 3/2/2010 9:22:08 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 3/2/2010 9:22:12 AM, fdiaz

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 3/2/2010 12:51:06 PM, codulio

N012010-03-0200488 to dcraig, WIP

*** CASE RULE ACTION 3/2/2010 12:51:07 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 3/2/2010 1:18:10 PM, dcraig, Action Type : N/A

Made to JANET WALSH due 03/03/2010 03:00:15 PM.

first call

*** SUBCASE N012010-03-0200488-1 CREATE 3/2/2010 1:21:02 PM, dcraig

Created in WIP Default with Due Date 3/2/2010 1:21:02 PM.

*** CASE MODIFY 3/2/2010 1:21:37 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 3/3/2010 6:31:13 AM, dcraig, Action Type : Letter/Fax

Customers ignition switch stopped working last year. The key would no longer turn in the ignition. They had the vehicle towed to Bernardi Honda where they said it needed to be replaced at \$601.79. They were told it was worn out and needed to be replaced. The vehicle had less than 88,000 miles on it at the time and they have never had a part like this wear out. They are not satisfied with this explanation and would like AHM to offer reimbursement for this part replacement.

*** CASE MODIFY 3/3/2010 6:31:38 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 3/3/2010 6:54:29 AM, dcraig, Action Type : Call to Customer

I called the customer and introduced myself as the RCM and explained that I will be reviewing the case and will provide a follow up call once I have spoken with the dealership. I provided my contact information and extension of 117740.

*** CASE MODIFY 3/3/2010 6:54:46 AM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 3/3/2010 6:54:51 AM, dcraig

Fulfilled for [REDACTED] due 03/03/2010 03:00:15 PM.

*** COMMIT 3/3/2010 6:54:57 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/05/2010 03:15:15 PM.

Case History

Case ID : N012010-03-0200488

Case Title : 9F(BERNARDI HONDA) [REDACTED] IGNITION SWITCH REIMBURSEMENT

request customers RO from dealer

*** CASE MODIFY 3/3/2010 6:57:00 AM, dcraig
into WIP 9F and Status of Solving.

*** CASE MODIFY 3/5/2010 1:38:34 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/5/2010 1:41:49 PM, dcraig
WARRANTY CHECK 03/05/2010 01:41:49 PM dcraig
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/5/2010 1:42:01 PM, dcraig
CAMPAIGN CHECK 03/05/2010 01:42:01 PM dcraig
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/28/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-08

*** CASE CLAIMS LOOKUP 3/5/2010 1:42:03 PM, dcraig
CLAIM HISTORY CHECK 03/05/2010 01:42:02 PM dcraig
No data found for VIN.

*** CASE VSC LOOKUP 3/5/2010 1:42:05 PM, dcraig
VSC-CUC CHECK 03/05/2010 01:42:05 PM dcraig
No data found for VIN.

*** NOTES 3/5/2010 1:51:11 PM, dcraig, Action Type : Call to Dealer
Spoke to the SA at the dealership who said the customer was not offered any assistance with the replacement however he is not sure when the replacement was done.
I thanked him for that information and I will call the customer to find out when the replacement of the ignition switch was done.

*** CASE MODIFY 3/5/2010 1:51:33 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 3/5/2010 1:51:46 PM, dcraig
Fulfilled for [REDACTED] due 03/05/2010 03:15:15 PM.

*** COMMIT 3/5/2010 1:51:50 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/10/2010 03:10:15 PM.
cust call?

*** CASE MODIFY 3/5/2010 1:54:37 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE MODIFY 3/5/2010 1:55:18 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 3/10/2010 12:35:20 PM, dcraig, Action Type : Call from Customer
Customer left a vm message for the RCM regarding the ignition switch. RCM called the customer back and provided a vm message asking for a call back and I provided my contact information with the extension number.

Case History

Case ID : N012010-03-0200488

Case Title : 9F(BERNARDI HONDA) [REDACTED] - IGNITION SWITCH REIMBURSEMENT

*** CASE FULFILL 3/10/2010 12:35:39 PM, dcraig

Fulfilled for [REDACTED] due 03/10/2010 03:10:15 PM.

*** COMMIT 3/10/2010 12:35:41 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/12/2010 03:10:15 PM.

cust call?

*** CASE MODIFY 3/10/2010 12:35:57 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 3/12/2010 9:30:15 AM, dcraig, Action Type : Call to Customer

Left a vm message for the customer explaining that I would like to obtain the date and place of where she had the vehicle inspected for the ignition switch issue. I provided my contact information and the extension number 117740.

*** CASE MODIFY 3/12/2010 9:30:25 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 3/12/2010 12:51:08 PM, dcraig, Action Type : Call from Customer

Customer called and explained the vehicle was in for the ignition switch replacement in December of 2009 and I will call the dealership back on 3/19/2010.

*** CASE MODIFY 3/12/2010 12:51:28 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 3/12/2010 12:51:32 PM, dcraig

Fulfilled for [REDACTED] due 03/12/2010 03:10:15 PM.

*** COMMIT 3/12/2010 12:51:40 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/16/2010 03:15:15 PM.

call dealer

*** CASE MODIFY 3/12/2010 12:51:59 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 3/16/2010 1:50:21 PM, dcraig, Action Type : Call to Dealer

Spoke to the SM at the dealership asking for a copy of the RO from the 12/2009 work the customer had done at the dealership on the ignition switch. He agreed and I provided my fax number [REDACTED]

*** CASE MODIFY 3/16/2010 1:51:06 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 3/16/2010 1:51:15 PM, dcraig

Fulfilled for [REDACTED] due 03/16/2010 03:15:15 PM.

*** COMMIT 3/16/2010 1:51:22 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/19/2010 03:10:15 PM.

fax received?

*** CASE MODIFY 3/16/2010 1:51:59 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 3/22/2010 6:51:14 AM, dcraig, Action Type : Call to Customer

Left a vm message to the customer asking her to please fax a copy of the RO for the ignition switch replacement. I provided my contact information and the

Case History

Case ID : N012010-03-0200488

Case Title : 9F(BERNARDI HONDA) - [REDACTED] - IGNITION SWITCH REIMBURSEMENT

extension number 117740.

*** CASE MODIFY 3/22/2010 6:51:22 AM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 3/22/2010 6:51:26 AM, dcraig
Fulfilled for [REDACTED] due 03/19/2010 03:10:15 PM.

*** COMMIT 3/22/2010 6:51:31 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 03/24/2010 03:10:15 PM.
cust call?

*** CASE MODIFY 3/22/2010 6:51:48 AM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 3/22/2010 10:11:32 AM, fdiaz, Action Type : Letter/Fax

On 03/22/10 ACS received 1 page cover letter from customer with 1 page Ro from Bernardi Honda.

*** NOTES 3/24/2010 10:02:57 AM, dcraig, Action Type : Call to Customer

Spoke to the customer regarding the ignition switch replacement. I explained that I received the fax and as I do see the replacement was done in 2009 AHM would not be able to assist with reimbursement of this item because her vehicle is outside of warranty at the time of the replacement. She was not happy with this information and said the vehicle should have been under a power train and I explained that the ignition switch is a normal wear and tear item and that AHM would not be able to assist due to her being outside of the warranty. She understood and I apologized for the inconvenience. I thanked her for contacting AHM.

*** CASE MODIFY 3/24/2010 10:05:00 AM, dcraig
into WIP 9F and Status of Solving.

*** CASE MODIFY 3/24/2010 10:05:15 AM, dcraig
into WIP 9F and Status of Solving.

*** SUBCASE N012010-03-0200488-1 CLOSE 3/24/2010 10:05:18 AM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/24/2010 10:05:19 AM, dcraig
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-08-3000458 Division : Honda - Auto Condition : Closed Open Date : 8/30/2012 9:44:40 AM
 Case Originator : Jennifer Pacheco (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/30/2012 9:55:09 AM
 Case Owner : Jennifer Pacheco (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pacheco (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████-IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 55 I
 VIN Type / No. : US VIN / 2HKYF18633H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 171,000
 In Service Date : 03/31/2003
 Months In Use : 113
 Engine Number : J35A42589056
 Originating Dealer No. / Name : 207449 / DCH KAY HONDA
 Selling Dealer No. / Name : 207449 / DCH KAY 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 :
 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
N012012-08-3000458-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-3000458-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 8/30/2012 9:54:49 AM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 8/30/2012 9:55:09 AM
Issue Title : XXXXXXXXXX - 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, 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 : N012012-08-3000458

Case Title : [REDACTED] -IGNITION SWITCH CONCERN

*** CASE CREATE 8/30/2012 9:44:40 AM, jpacheco

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

*** CASE MODIFY 8/30/2012 9:45:14 AM, jpacheco

into WIP default and Status of Solving.

*** NOTES 8/30/2012 9:53:48 AM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Customer said that her ignition switch won't turn the key. She said that she saw this was a known problem and wanted to know about recalls.

ACS advised that she doesn't have any recalls on her ignition switch but I would document her concern. No further assistance was needed.

*** SUBCASE N012012-08-3000458-1 CREATE 8/30/2012 9:54:49 AM, jpacheco

Created in WIP Default with Due Date 8/30/2012 9:54:49 AM.

*** SUBCASE N012012-08-3000458-1 CLOSE 8/30/2012 9:55:09 AM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/30/2012 9:55:09 AM, jpacheco

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

Case Details

Case ID : N012011-09-2702250 Division : Honda - Auto Condition : Closed Open Date : 9/27/2011 3:09:39 PM
 Case Originator : Nichele Jelks (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/27/2011 3:25:59 PM
 Case Owner : Nichele Jelks (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Nichele Jelks (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ TUMBLER/IGNITION SWITCH FAILURE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2815
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : HOLDEN, LA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 815
 VIN Type / No. : US VIN / 2HKYF18643E ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 145,000
 In Service Date : 04/23/2003
 Months In Use : 101
 Engine Number : J35A42590838
 Originating Dealer No. / Name : 207350 / HONDA TOWN
 Selling Dealer No. / Name : 207350 / HONDA TOWN
 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 / 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
N012011-09-2702250-1 / ██████████	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-09-2702250-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nichele Jelks	Type 1 : Product	Status : Subcase Close	Open Date : 9/27/2011 3:25:32 PM
Issue Owner : Nichele Jelks	Type 2 : Operation	Queue :	Close Date : 9/27/2011 3:25:59 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 : 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

Case History

Case ID : N012011-09-2702250

Case Title : [REDACTED] - TUMBLER/IGNITION SWITCH FAILURE

*** CASE CREATE 9/27/2011 3:09:39 PM, njelks

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

*** CASE MODIFY 9/27/2011 3:14:11 PM, njelks

into WIP default and Status of Solving.

*** NOTES 9/27/2011 3:24:18 PM, njelks, Action Type : Call from Customer

Updated the customers information

Callback number: [REDACTED]

The customer says that her key wont turn. This has been a problem for a month. She says she has to leave the key inside the ignition because when she takes it out she has a hard time getting the car started. She says that now it wont work at all. She has not taken it to the DLR yet but has looked online and noticed that the people who have had this problem have paid anywhere from 500.00-900.00 to have it fixed.

ACS advised the customer that there are no recalls on her vehicle and the only warranty extension is for her OPDS sensor. I advised her to take her vehicle into a dealership to have a diagnostic done. I informed her that there is a fee for the diagnostic to be completed and if she is requesting financial assistance for the cost of the repairs she can call back to make the request even though there are no guarantees.

The customer understood and required no further assistance.

*** SUBCASE N012011-09-2702250-1 CREATE 9/27/2011 3:25:32 PM, njelks

Created in WIP Default with Due Date 9/27/2011 3:25:32 PM.

*** CASE MODIFY 9/27/2011 3:25:54 PM, njelks

into WIP default and Status of Solving.

*** SUBCASE N012011-09-2702250-1 CLOSE 9/27/2011 3:25:59 PM, njelks

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/27/2011 3:25:59 PM, njelks

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

Case Details

Case ID : N012011-02-0703055 Division : Honda - Auto Condition : Closed Open Date : 2/7/2011 1:14:42 PM
 Case Originator : Chanise Gordon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/7/2011 1:24:57 PM
 Case Owner : Chanise Gordon (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Chanise Gordon (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH FAILURE (DENIED) No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 29
 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 : HASTINGS, NE [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3229
 VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 160,000
 In Service Date : 05/17/2003
 Months In Use : 93
 Engine Number : J35A42591129
 Originating Dealer No. / Name : 207882 / GO HONDA 104TH
 Selling Dealer No. / Name : 207512 / WESTERN HONDA
 Trim : EX
 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 : 207598 / CORNHUSKER HONDA
 Phone No. : 308-382-4620
 Address : 3510 KAUFMAN AVENUE
 City / State / Zip : GRAND ISLAND, NE 68803
 Svc District / Sls District : 10A / A10
 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
N012011-02-0703055-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/10/2012

Issue Details

Issue ID : N012011-02-0703055-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 2/7/2011 1:24:24 PM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 2/7/2011 1:24:57 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 : Assist Denied, Documented Concern, 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

Case History

Case ID : N012011-02-0703055

Case Title : [REDACTED] - IGNITION SWITCH FAILURE (DENIED)

*** CASE CREATE 2/7/2011 1:14:42 PM, cgordon

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

*** NOTES 2/7/2011 1:23:47 PM, cgordon, Action Type : Call from Customer

Verified customer's information.

Best contact number 402-463-1381

Customer called in stating that his vehicle hasn't been a good vehicle. He said a year ago, they had transmission problems. Along with that he said he has power steering problems. He said that the latest incident was his ignition switch problem. He said he noticed the problem on Saturday. He said that he spent over an hour trying to get the key in the ignition switch. Customer said he contacted CORNHUSKER HONDA this morning and was informed that it will cost \$434 to replace the ignition switch.

Customer said that he went on the internet and saw that there are other complaints regarding the ignition switch for his vehicle. ACS informed the customer that currently there are no open recalls for the ignition switch and because of his vehicle exceeding the warranty parameters by time and mileage AHM will be unable to assist with the cost of repair. ACS suggested if he has a relationship with his local Honda dealer, perhaps speaking with the SM to see if they will be able to assist with the cost of repair.

Customer thanked ACS for their help and needed no further assistance.

*** SUBCASE N012011-02-0703055-1 CREATE 2/7/2011 1:24:24 PM, cgordon

Created in WIP Default with Due Date 2/7/2011 1:24:24 PM.

*** CASE MODIFY 2/7/2011 1:24:50 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE N012011-02-0703055-1 CLOSE 2/7/2011 1:24:57 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/7/2011 1:24:57 PM, cgordon

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

Case Details

Case ID : N012012-04-2601194 Division : Honda - Auto Condition : Closed Open Date : 4/26/2012 2:05:36 PM
 Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/15/2012 12:49:07 PM
 Case Owner : Caroline Odulio (Team HH) Method : Phone Queue : Days Open : 19
 Last Closed By : Caroline Odulio (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 9D - (MANCHESTER) [REDACTED] - "ND" URGENT/ CAR DOWN/ IGNITION No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 4 M
 VIN Type / No. : US VIN/ 2HKYF18403H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 70,000
 In Service Date : 04/21/2003
 Months In Use : 108
 Engine Number : J35A42592810
 Originating Dealer No. / Name : 207268 / HONDA OF WATERTOWN
 Selling Dealer No. / Name : 207268 / HONDA OF WATERTOWN
 Trim : EX
 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 : 206794 / MANCHESTER HONDA
 Phone No. : 860-645-3100
 Address : 24 ADAMS STREET
 City / State / Zip : MANCHESTER, CT 06042
 Svc District / Sls District : 09D / B09
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207268	HONDA OF WATERTOWN		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-04-2601194-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-04-2601194-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2012 8:31:39 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 5/2/2012 11:19:02 AM
Issue Title : XXXXXXXXXX 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 : 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 : N012012-04-2601194

Case Title : 9D - (MANCHESTER [REDACTED]) "ND" URGENT/ CAR DOWN/ IGNITION

*** CASE CREATE 4/26/2012 2:05:36 PM, lkim

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

*** CASE MODIFY 4/26/2012 2:06:00 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/26/2012 2:09:01 PM, lkim

into WIP default and Status of Solving.

*** NOTES 4/26/2012 2:14:52 PM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is [REDACTED]

The customer stated he can't use his vehicle because the ignition is screwed up and he went online to see if there was any information and he saw that this has been an ongoing problem with the pilots since his year and he wants to know if there are any recalls.

ACS advised that the only recall is the lighting switch couplerwear. The customer stated he owned 4 Hondas, 2 lx sedans, a lx wagon, and a 32 inch snowblower and a weed whacker and a lawn mower, and has been a big fan of Honda because of the quality and he paid top dollar for the Pilot when he got it, and the reason being is because things like this wouldn't happen. The customer stated it is surprised that it did happen. The customer stated he saw this is an ongoing problem year after year. The customer stated his ignition, the first sign of a problem was saturday, and it went out completely a few days ago. The customer stated he went to the Honda dealership in Manchester to fix his mower, and when he got there to get a spark plug for it, his ignition gave him all kinds of problems getting there and barely got there with 5 minutes to spare. The customer stated the Pilot wouldn't start and the maintenance shop for the dealership just closed. The customer stated he got his car to start after jiggling the key around and has been stranded at home. The customer stated he can't go anywhere. The customer is requesting out of warranty assistance. The customer feels he shouldn't have to pay to have his car towed to a dealership and is in a major hardship situation and just barely saved his house and lost his job and is requesting help with a tow as well.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call him back within 1 business day and provided his case number.

The customer understood and required no further assistance

*** CASE MODIFY 4/26/2012 2:15:02 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/26/2012 2:15:09 PM, lkim

into WIP default and Status of Solving.

*** NOTES 4/26/2012 2:15:36 PM, lkim, Action Type : Note-General

The customer stated he will take his car to MANCHESTER HONDA in a few days.

*** CASE MODIFY 4/26/2012 2:15:41 PM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 4/26/2012 2:15:48 PM, lkim

from WIP default to Queue Honda Team H .

*** CASE YANKED 4/26/2012 2:19:07 PM, lkim

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

Yanked by lkim into WIPbin default.

*** CASE MODIFY 4/26/2012 2:19:11 PM, lkim
into WIP default and Status of Solving.

*** NOTES 4/26/2012 2:19:36 PM, lkim, Action Type : Note-General
The customer stated he wanted to be removed from the mailing list.

ACS advised we removed him from the mailing list.

*** CASE DISPATCH 4/26/2012 2:21:44 PM, lkim
from WIP default to Queue Honda Team H .

*** NOTES 4/26/2012 2:22:38 PM, lkim, Action Type : Note-General
The customer stated the General Manager at Watertown Honda turned off the lights on the dealership and left him in the pitch dark like a two year old back when he purchased the car.

*** CASE YANKED 4/26/2012 2:24:02 PM, codulio
Yanked by codulio into WIPbin Default.

*** NOTES 4/26/2012 2:24:46 PM, lkim, Action Type : Note-General
The customer stated the car was fully loaded and covered in mud when he said he wanted the base model and not this one that he called for and stated it was a bait and switch and the general manager left them there.

*** SUBCASE N012012-04-2601194-1 CREATE 4/27/2012 8:31:39 AM, codulio
Created in WIP Default with Due Date 4/27/2012 8:31:39 AM.

*** CASE MODIFY 4/27/2012 8:34:14 AM, codulio
into WIP Default and Status of Solving.

*** NOTES 4/27/2012 8:35:32 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I left message asking the customer to call me to discuss his case regarding an ignition problem. I let the customer know I will call again on 5.4.12 but in the meantime I will call the SM Tom Graham @ Manchester Honda. I did tell the customer if he has not made an apt. yet I will need for him to tell me when he plans to schedule an apt.. I provided the case# and 800 # along with my ext #117739.

*** COMMIT 4/27/2012 8:35:38 AM, codulio, Action Type : N/A

Made to DOUGLAS COBB due 04/30/2012 08:35:41 AM.
pending DCS Follow-Up

*** NOTES 4/27/2012 8:37:09 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/30/2012

Dear: Tom Graham,

This customer contacted our office regarding the following issue(s): customer called AHM requesting financial help with an ignition problem.

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

Hello Tom, how are you? I wanted to give you a heads up this customer plans to bring the vehicle into your dealer for an ignition problem. Customer is responsible to pay for diagnosis. Let me know what diagnosis you obtain to see if we can help this customer?

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

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

Caroline Odulio
Automobile Customer Service
310 783-7739 direct#
caroline_odulio@ahm.honda.com (note: my e mail & direct# is for dealer use only)

*** NOTES 4/27/2012 8:40:25 AM, codulio, Action Type : Field FYI

I did give my DPSM in 9D a heads up on what is going on with this case.

*** CASE MODIFY COMMITMENT 4/27/2012 8:40:37 AM, codulio

with [REDACTED] due 05/04/2012 08:35:41 AM.

*** CASE MODIFY 4/27/2012 8:40:39 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 4/27/2012 12:06:32 PM, kheaton, Action Type : Warm Transfer

Cusotmer information was verified

Situation/Request: Customer has contacted ACS asking to speak to CM.

Inbound Summary: ACS located CM and transferred the call.

*** NOTES 4/27/2012 12:41:18 PM, sng, Action Type : Call from Customer

Customer called and was transferred from Inbound. I introduced myself as a RCM her with AHM and told him that Caroline is his RCM but she left the office sick. I told him that I understand that he his having an ignition switch problem. I asked him what is happening and he said he can not turn the key. He said this is a known problem and he is surprised that AHM has not done anything. He said he googled this and many people are complaining about this. I told him that what is online is not a good representation of what is happening. He understood. I told him that we would need a diagnosis of the vehicle to understand what is happening to his vehicle. He said he is stranded at home and is in a financial hardship. He said he had two job interviews today but had to reschedule them. I apologized for that and told him that I understand how frustrating this is. I told him that I would feel the same way. He said he has a Honda lawnmower that is broke and is in the back of his Pilot right now. I apologized for that. I told him that we would like to review the case to see what we might be able to do but we need a diagnosis of the problem. He wanted to know who he could speak with if he is not happy with the decision of a RCM. I told him that we are appointed by our CEO/President to review these cases and at this time we are not able to review his case without a diagnosis of the vehicle. He said this is his 4th Honda and his first one was bought in 87. I thanked him. He said he does not have money to tow the vehicle. I told him that he would be responsible for the towing and diagnosis at this time and once we know what is happening then we are able to review the case for assistance. He said if he does not get a satisfactory decision then he will be contacting the Attorney General. He said the Attorney General is really good now and they right work hard. He said he has contacted several CEOs from major companies and has won. I told him that we do want to review his case for assistance but we need a diagnosis. He understood. He asked for my extension. I gave him 117742. He did not have any other questions or concerns and the call ended.

*** NOTES 4/30/2012 1:41:40 PM, jnakya, Action Type : Warm Transfer

ACS transferred the customer to the CM during HCV process.

*** NOTES 4/30/2012 2:11:37 PM, codulio, Action Type : Call from Customer

I spoke with the customer. I confirmed the address, phone#, and the spelling of the name is correct.

I told the customer I called to address an issue with the ignition switch. Customer confirmed the vehicle is down @ Manchester Honda. The customer said

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

he did purchased the vehicle new. Customer said he services the vehicle @ his IRF. The customer said he has owned 3 other Honda's but they were very long time ago. The customer is not sure of what year & models they were.

The customer said he was given an estimate of the repair of \$700 or \$800 and that is to change everything and repairing the problem the right way and having one key only. He also got a 2nd. quote for the amount of \$350.

The customer said he will be happy with 50% help if AHM can consider helping with the repairs.

Customer was saying he currently owns a snow blower, lawn mower, and a weed wacker. Again customer does not know what year his equipment are @. I told the customer I will be in touch with the SM Tom Graham and I will call tomorrow 5.1.12 to update him on the case. The customer agreed with the arrangements.

*** CASE FULFILL 4/30/2012 2:11:47 PM, codulio

Fulfilled for [REDACTED] due 05/04/2012 08:35:41 AM.

*** COMMIT 4/30/2012 2:11:49 PM, codulio, Action Type : N/A

URGENT! CAR DOWN/ pending diagnosis/ call customer

*** CASE MODIFY 4/30/2012 2:12:16 PM, codulio

into WIP 206794 (9d) MANCHESTER: and Status of Solving.

*** NOTES 4/30/2012 2:18:52 PM, codulio, Action Type : Call from Dealer

SM Tom Graham sent an internal message as of Friday 4.27.12 providing the customer called @ 4:00 key jammed in ignition. Customer said he saw on the Internet common problem. SM Tom said he will get the vehicle towed on Monday to Manchester Honda and perform diagnosis. Estimate will be \$99 plus tow. SM Tom said the vehicle is 9 years and 4 days old, 2nd. owner, there is no recall on the switch. Tom said if the problem is the ignition switch he will provide estimate on repairs.

*** NOTES 4/30/2012 2:19:54 PM, codulio, Action Type : Call to Dealer

I sent the SM Tom Graham an internal message asking to confirm if the DPSM has been involved? I said if no, I needed the current diagnosis and the warranty vs customer prices on this repair.

*** CASE MODIFY 4/30/2012 2:20:10 PM, codulio

into WIP 206794 (9d) MANCHESTER: and Status of Solving.

*** NOTES 5/1/2012 1:16:19 PM, codulio, Action Type : Call from Dealer

SM Tom Graham sent an internal message letting me know he feels due to the age of the vehicle this part failed as a normal wear. Customer is not original owner and there is no history on the vehicle or problem. SM Tom provided cost @ \$358.00. SM Tom also said there is no known problem or safety concern on the part failure.

*** NOTES 5/1/2012 1:17:33 PM, codulio, Action Type : Field FYI

My DPSM in 9D gave me a heads up she asked the SM Tom Graham to confirm the actual diagnosis and what needs to be replaced?

*** NOTES 5/1/2012 1:19:13 PM, codulio, Action Type : Field FYI

My DPSM sent an internal message providing the part needs replacing is a ignition lock assembly.

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

I sent the SM Tom Graham an internal message asking to confirm the price he gave me was a warranty price or customer price? I also asked if the DPSM made any decision on this case?

*** CASE FULFILL 5/2/2012 10:50:11 AM, codulio

Fulfilled for [REDACTED] due 05/01/2012 09:00:00 AM.

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

*** NOTES 5/2/2012 10:52:51 AM, codulio, Action Type : Call from Dealer

SM Tom Graham sent me an internal message letting me know again customer is 2nd. owner, vehicle is 9 years of age and no history.? I got no clarification if the amount of \$358 is warranty price or customer price?

*** NOTES 5/2/2012 11:15:27 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I spoke with the customer. I let the customer know I am still gather some information from the SM but we have discussed his matter and I told the customer the dealer has confirmed there is no recall on the repairs he will need and there was no defect with the part. I told the customer due to the age of the vehicle the part failed due to wear. I told the customer AHM won't be able to help with his repairs. The customer kept bringing up there is a known problem and Honda is aware of the problem. I let the customer know again there was a ignition switch recall and his vehicle does not fall under that campaign. The customer was not happy and requested for an appeal process. I told the customer there is no other appeal process the customer disconnected the call on me.

*** NOTES 5/2/2012 11:15:54 AM, codulio, Action Type : Call from Customer

Simon gave me message from the customer inquiring about the appeal process.

*** NOTES 5/2/2012 11:18:56 AM, codulio, Action Type : Call to Customer

I called the customer @ 860 529-9707. I left message letting the customer know Simon gave me a message he is inquiring on appeal process. I let the customer know Simon is not the Case Mgr. for his area and he only took the call from me last week cause I was out of the office. I told the customer if he has any questions or chooses to call me back since he hung up on me he will have to call me and direct all questions to me. I provided the case# and 800 # along with my ext #117739. I did let the customer know there is no other appeal process, I related his request has already been appealed from our department and I don't have any other place to direct him.

*** SUBCASE N012012-04-2601194-1 CLOSE 5/2/2012 11:19:02 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/2/2012 11:19:07 AM, codulio

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

*** NOTES 5/2/2012 11:44:18 AM, hfakatou, Action Type : Call from Customer

Verified customer's contact information.

Customer's best contact number [REDACTED]

Customer stated he feels his case was not treated professionally and/or fairly. Customer stated he received conflicting information from his RCM and another RCM. Customer stated he is very unpleasantly surprised he was treated unfairly. Customer stated that he was told there was an appeal process and later he was told there is no appeal process. Customer requested to appeal his case by someone other than his current RCM.

ACS empathized with the customer and advised him that a Supervisor is not available at this time, however I will forward his request and someone will contact him within 24 hours.

Customer understood and required no further assistance.

*** CASE REOPEN 5/2/2012 11:54:30 AM, dgonzale

with Condition of Open and Status of Solving.

*** NOTES 5/2/2012 11:57:17 AM, dgonzale, Action Type : Escalation

ESCALATION

RM-DG called Mr. Cobb @ 860-529-9707 and left a voice message letting him know that I was calling him back to fulfill his escalation request. I

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

provided my contact information and welcomed a call back if he needs to further discuss his case.

Please warm transfer if the customer calls for RM-DG.

*** NOTES 5/2/2012 4:51:45 PM, jpacheco, Action Type : Call from Customer
Verified customer's name.

Customer said that he was returning the RM's call. I advised that he is not in the office at the time but he could leave a VM. Customer agreed and call was transferred.

*** NOTES 5/3/2012 6:45:16 AM, dgonzale, Action Type : Call from Customer

RM-DG received a voice message from Mr. [REDACTED] requesting a call back at [REDACTED]. He wants to be called before 10:30 am EST.

*** NOTES 5/3/2012 7:04:22 AM, codulio, Action Type : Field Service

I left message for my DPSM in 9D letting her know this customer that was denied by me had escalated to my Supervisor and there may be a possibility the customer will be provided some goodwill...not certain yet. I let the DPSM know I just wanted to let you know what is going on and the matter and decision will be out of my hands.

*** NOTES 5/3/2012 7:08:24 AM, codulio, Action Type : Call to Dealer

I called Manchester Honda. I spoke with the SM Tom Graham. I let the SM Tom know this customer has escalated to my Supervisor. Tom said this customer is also out of his hands and the owner now is handling this customer. SM Tom told me they are not working on the vehicle if my Supervisor wants to help with the repairs. I asked Tom what information does he have or how he obtained information this customer is not the original owner? Tom said he will send it to me.

Tom said this customer has always been difficult. The only history they have on the vehicle is 3. Tom also said about 3 years ago when the customer had another problem he did the same thing to get what he wants, that is why SM Tom said he is not touching/repairing the vehicle @ his dealer. Tom had asked me to have my Supervisor call him if he has any questions. I told Tom I will do that and I will keep him updated.

*** NOTES 5/3/2012 7:14:14 AM, codulio, Action Type : Call to Customer

Note entered in error.

*** CASE ADD ATTACHMENT 5/3/2012 7:30:19 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-04-2601194_1.pdf

*** NOTES 5/3/2012 7:39:50 AM, dgonzale, Action Type : Call to Customer

RM-DG called Mr. [REDACTED]. I advised him that I received his voice message. He thanked me for calling him back. I advised him that I was aware of his situation and wanted to have the opportunity to speak to him. He said that he is looking for assistance from AHM. He has seen on the Internet that this is a known issue. He also shared with me the same information he has shared with previous Inbound specialists and RCM.

I asked the customer if he purchased the vehicle new or used. Mr. [REDACTED] said he bought the vehicle new from Honda of Watertown. He said that the vehicle was bought literally "off the truck". He said that he is in a financial hardship at this time and does not have the money to repair the vehicle. I empathized with the customer and told him that I would like to opportunity to review this matter further. I asked him if he could send me a copy of his sales contract. He said he will have to look for it in the pile of documents he has. I advised him that once I receive it I will make a note in the case confirming receipt. I also informed Mr. [REDACTED] that he is free to proceed with the needed repairs and advised him to save his receipts. I advised him that there was no guarantee that assistance would be provided at this time. He said he understood. He mentioned that he will give me the opportunity to resolve this matter amicably before he contacts AHM's executives. He mentioned that he found all their names and contact information on the Internet. I advised him that I will wait to hear from him in the next couple of days. He asked me to provide him with the phone number to Honda of Watertown. I provided him the information. Call ended.

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] "ND" URGENT/ CAR DOWN/ IGNITION

Note: A copy of the sales contract was requested because Manchester Honda provided us with a copy of the VIN Inquiry Acknowledgement sheet from iN. This document shows DLO Inc. as the original owner. ACS needs to confirm if Mr. Cobb is the original owner as he indicated.

*** CASE MODIFY 5/3/2012 7:40:19 AM, dgonzalez
into WIP default and Status of Solving.

*** NOTES 5/3/2012 7:49:28 AM, dgonzalez, Action Type : Call from Customer

RM-DG received a call from Mr. [REDACTED]. He said he just spoke with a gentleman by the name of "Mike" at Honda of Watertown. He told the customer that they no longer have these files. Mr. [REDACTED] said he was able to confirm that Mr. [REDACTED] is the first and only owner. Mike told him that he was not able to fax that information because he obtained it from an internal database called (iN). I advised Mr. [REDACTED] that I would call the dealership and confirm. I advised him that I will follow up with him shortly. He understood.

*** NOTES 5/3/2012 7:56:41 AM, dgonzalez, Action Type : Call to Dealer

I called Honda of Watertown @ 860-945-3611 and spoke to Mike Canty in Finance. I introduced myself and he said he just spoke with Mr. [REDACTED]. I advised him that I want to confirm some information. He said that Mr. [REDACTED] is the original owner of the vehicle. He does not have the actual sales contract, but he can see on "iN" that he is the original owner. He said that iN shows their company name "DLO Inc". I advised him that was the information we need to confirm because ACS was under the impression that the customer was not the original owner. Mike said that DLO Inc, is the dealership's registered company, and Mr. [REDACTED] is the original owner. I thanked Mike for the information and call ended.

*** NOTES 5/3/2012 9:09:20 AM, dgonzalez, Action Type : Call to Dealer

I called Watertown Honda @ (860) 645-3100. I spoke with Tom-SM. I advised him of my conversation with Mr. [REDACTED]. I advised him that I also contacted Honda of Watertown and found out that the customer is the original owner of the vehicle. I advised him that I talked to the finance manager, Mike Canty at Watertown and informed me that DLO Inc was their dealership registered company. Tom-SM seemed surprised. I advised him that ACS is willing to help this customer with some of the cost for the ignition switch repair. I asked him what was the cost of the needed repair. He said the ignition switch is \$358 plus sales tax. I advised him that we would like to offer 50% towards the ignition switch repair. The SM said he does not understand why AHM is helping this customer. I advised him that we want to promote customer loyalty, since the customer has owned other Honda products. SM-Tom said that if AHM is helping he will not work on the vehicle. He said they will work on the vehicle only if the customer pays \$358 for the needed repair. I asked him that was the difference if he paid or AHM paid. He did not provide an explanation. He kept saying that if AHM helps the customer with anything (50%), the customer would need to tow the vehicle out of the dealership. I told him that I did not understand his reasoning, but respected his comments. I advised him that I will contact the DPSM and informed her of the situation.

*** NOTES 5/3/2012 9:15:21 AM, dgonzalez, Action Type : Field Service

I called the DPSM-SH and advised her of the situation. I advised her of my previous conversation with the customer and both dealerships, Honda of Watertown and Manchester Honda. I advised her that the customer is the original owner of the vehicle and that DLO Inc. is Honda of Watertown registered name. I told her that now that we have confirmed that the customer is the original owner of the vehicle, ACS would like to provide some assistance. I advised her that the customer has owned other Honda products. I advised her that ACS was thinking about possibly offering 50%(?). I advised her of my conversation with Tom-SM at Manchester Honda. I explained to her that I did not understand the SM's logic. He is willing to work on the customer's vehicle, only if the customer pays for the repair, but he will not work on the vehicle if AHM provides any kind of assistance. I advised her that we want to see what we can do for this customer. She asked if I would consider 25% for the repair. I advised him that I was open to negotiate with the customer. I advised her that I can present the offer of 25% to the customer and see if he would be happy. She said she will call Tom-SM at Watertown Honda once she hears from me.

*** NOTES 5/3/2012 9:22:10 AM, dgonzalez, Action Type : Call to Customer

I called Mr. [REDACTED]. I advised him that I was able to confirm ownership of his 2003 Pilot. I advised him that I also spoke with the DPSM about his case. Based on the gathered information, AHM is willing to cover 25% of the needed repair (ignition switch). The ignition switch is \$358, according to Tom-SM at Manchester Honda. I advised him that he will be responsible for the additional cost/ expense. He asked if AHM will pay for the towing, rental expense. I advised him that AHM will not be in the position to cover these other expenses. The customer said he is not happy

Case History

Case ID : N012012-04-2601194

Case Title : 9D - (MANCHESTER) [REDACTED] - "ND" URGENT/ CAR DOWN/ IGNITION

with the offer but will accept it because AHM is not giving him any other options. I advised him that this offer was fair based on the year and mileage on his vehicle (2003 Pilot, with 70k). I advised him that this would be our final decision. The customer said he will write to Honda's top executives. He said he has done this with other companies and has succeeded 90% of the times. I advised him that he is welcome to send in any correspondence to our office. I did tell him that most likely his correspondence (mail, e-mail or calls) will be forwarded to ACS, since we are the appointed party to deal and handle this type of concerns. He said that he will try anyway just to see how far it gets. He said he already has the names and contact information of Honda's executives. I advised him that I will document this information. I advised him that we will notify the dealership of the offer. I also advised him to call them because they will need his approval to start working on the vehicle. Call ended.

*** NOTES 5/3/2012 9:24:45 AM, dgonzale, Action Type : Field Service

I called the DPSM-SH and advised her of my conversation with the customer. I advised her that the customer accepted the 25% offer. I advised her that the customer was not happy with the offer. The DPSM said she will call Tom-SM at Manchester Honda and let him know that AHM is offering 25% for the ignition switch repair. The DPSM will call him because the SM has an objection to work on the vehicle, if AHM is participating. She will notify ACS of the outcome.

*** NOTES 5/4/2012 1:51:23 PM, dgonzale, Action Type : Call from Dealer

Received VM from SM-Tom at Manchester Honda. He said he received a call from the customer. Parts have been ordered. However, the customer is not happy with the 25% offer, and believes this is a safety item. SM-Tom explained to him that it was not a safety item. Customer has been notified that parts

SM-Tom informed the customer that AHM will not pay for the tow, rental and/or the rekeying of the locks. Customer understood.

*** CASE ASSIGN 5/4/2012 2:15:23 PM, dgonzale
N012012-04-2601194 to codulio, WIP □!d□P

*** CASE RULE ACTION 5/4/2012 2:15:24 PM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 5/4/2012 2:30:23 PM, codulio, Action Type : N/A

pending repairs and close case

*** CASE MODIFY 5/4/2012 2:30:44 PM, codulio
into WIP Default and Status of Solving.

*** CASE FULFILL 5/15/2012 12:37:22 PM, codulio
Fulfilled for [REDACTED] due 05/11/2012 09:00:00 AM.

*** NOTES 5/15/2012 12:48:51 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I spoke with the customer. I confirmed from the customer the repairs are completed. The customer said @ this time there are some issues the dealer has to still resolve because they scratched the dash badly. The customer said he also has to address the light around the ignition area.

The customer expressed his dissatisfaction with me in handling his case and customer felt as a loyal Honda customer he could have been treated better. Customer also had mentioned the SM Tom Graham told him he was asked to research all the vehicle's customer owned for four hours? I told the customer I did not make the dealer do that and customer said he is not sure who asked him but customer got the impression it was I that did. No further request is needed.

*** CASE MODIFY 5/15/2012 12:49:05 PM, codulio
into WIP 206794 (9d) MANCHESTER: and Status of Solving.

*** CASE CLOSE 5/15/2012 12:49:07 PM, codulio
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032011-11-0401427 Division : Honda - Auto Condition : Closed Open Date : 11/4/2011 1:43:14 PM
 Case Originator : Laura Aldrich (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 11/4/2011 1:49:26 PM
 Case Owner : Laura Aldrich (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Laura Aldrich (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] STEERING WHEEL ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN/2HKYF186X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 100,000
 In Service Date : 05/02/2003
 Months In Use : 102
 Engine Number : J35A42593732
 Originating Dealer No. / Name : 208072 / HONDA WINDWARD
 Selling Dealer No. / Name : 208072 / HONDA WINDWARD
 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 / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-11-0401427-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032011-11-0401427-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2011 1:49:13 PM
Issue Owner : Laura Aldrich	Type 2 : Operation	Queue :	Close Date : 11/4/2011 1:49:23 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Operates as Designed
 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 : N032011-11-0401427

Case Title : [REDACTED] STEERING WHEEL ISSUE

*** CASE CREATE 11/4/2011 1:43:14 PM, laldrich

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

*** CASE MODIFY 11/4/2011 1:44:54 PM, laldrich

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2011 1:46:10 PM, laldrich

into WIP default and Status of Solving.

*** NOTES 11/4/2011 1:48:02 PM, laldrich, Action Type : Call from Customer

The customer's information was updated . The customer is calling AHM because the steering wheel won't move and the key will not turn. He is wondering what he should do, he was taking the vehicle to the dealership for the SRS light, when this happened.

I explained to the customer it would be his responsibility to have the vehicle towed to a dealership to have it diagnosed.

*** SUBCASE N032011-11-0401427-1 CREATE 11/4/2011 1:49:13 PM, laldrich

Created in WIP Default with Due Date 11/4/2011 1:49:13 PM.

*** SUBCASE N032011-11-0401427-1 CLOSE 11/4/2011 1:49:23 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/4/2011 1:49:24 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 11/4/2011 1:49:26 PM, laldrich

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

Case Details

Case ID : N012007-10-2600404	Division : Honda - Auto	Condition : Closed	Open Date : 10/26/2007 9:22:32 AM
Case Originator : Bruce Cherney (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/9/2007 8:59:51 AM
Case Owner : Terence Tong (Team HH)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Terence Tong (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 5D ((JOYCE)) [REDACTED] IGNITION 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 : RANDOLPH, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] MA
 VIN Type / No. : US VIN / 2HKYF18733H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 55,000
 In Service Date : 04/28/2003
 Months In Use : 54
 Engine Number : J35A42596970
 Originating Dealer No. / Name : 207956 / HONDA OF ESSEX
 Selling Dealer No. / Name : 207956 / HONDA OF ESSEX
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : SAT
 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 : 207167 / JOYCE HONDA
 Phone No. : 973-361-3000
 Address : 3166 ROUTE 10
 City / State / Zip : DENVILLE, NJ 07834
 Svc District / Sls District : 05D / 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
N012007-10-2600404-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-10-2600404-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Terence Tong	Type 1 : Product	Status : Subcase Close	Open Date : 10/29/2007 6:01:53 AM
Issue Owner : Terence Tong	Type 2 : Operation	Queue :	Close Date : 11/9/2007 8:59:51 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 : Repaired/Cust. Pay
 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 : N012007-10-2600404

Case Title : 5D ((JOYCE)) [REDACTED] IGNITION SWITCH

*** CASE CREATE 10/26/2007 9:22:32 AM, bcherney

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

*** CASE MODIFY 10/26/2007 9:25:57 AM, bcherney

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 10/26/2007 9:28:46 AM, bcherney

VSC-CUC CHECK 10/26/2007 09:28:46 AM bcherney

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/26/2007 9:28:52 AM, bcherney

CAMPAIGN CHECK 10/26 2007 09:28:52 AM bcherney

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/16/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE CLAIMS LOOKUP 10/26/2007 9:28:55 AM, bcherney

CLAIM CHECK 10/26/2007 09:28:55 AM bcherney

The following Claim History information was found

0; 2004-10-06; 207167; 583041; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL

THE SRS SOFTWARE CD INTO THE TECH CART PC.. S/B

*** CASE EXTENDED WARRANTY LOOKUP 10/26/2007 9:28:57 AM, bcherney

WARRANTY CHECK 10/26/2007 09:28:57 AM bcherney

No data found for VIN.

*** NOTES 10/26/2007 9:31:04 AM, bcherney, Action Type : Call from Customer

The customer is calling about the ignition switch would not turn. The customer took the car to the dealer to get diagnosed. The dealer informed the customer he needs to replace the ignition switch \$383.00. This took the customer by surprise he has owned other Honda/Acura cars. The customer feels this should have not happened.

Customer is asking for assistance on this ignition switch. Forwarding to team G for review of assistance.

*** CASE VSC LOOKUP 10/26/2007 9:31:13 AM, bcherney

VSC-CUC CHECK 10/26/2007 09:31:13 AM bcherney

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/26/2007 9:31:18 AM, bcherney

CAMPAIGN CHECK 10/26/2007 09:31:18 AM bcherney

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/16/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE MODIFY 10/26/2007 9:31:20 AM, bcherney

Case History

Case ID : N012007-10-2600404

Case Title : 5D ((JOYCE)) [REDACTED] IGNITION SWITCH

into WIP default and Status of Solving.

*** CASE DISPATCH 10/26/2007 9:31:27 AM, bcherney
from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/26/2007 2:33:32 PM, kroyster
N012007-10-2600404 to ttong, WIP Ó

*** CASE RULE ACTION 10/26/2007 2:33:33 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2007 6:00:44 AM, ttong
WARRANTY CHECK 10/29/2007 06:00:44 AM ttong
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2007 6:00:50 AM, ttong

CLAIM CHECK 10/29/2007 06:00:50 AM ttong

The following Claim History information was found

0; 2004-10-06; 207167; 583041; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL
THE SRS SOFTWARE CD INTO THE TECH CART PC,. S/B# 0

*** CASE CAMPAIGN LOOKUP 10/29/2007 6:00:52 AM, ttong

CAMPAIGN CHECK 10/29/2007 06:00:52 AM ttong

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 12/16/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085

*** CASE VSC LOOKUP 10/29/2007 6:00:53 AM, ttong

VSC-CUC CHECK 10/29/2007 06:00:53 AM ttong

No data found for VIN.

*** SUBCASE N012007-10-2600404-1 CREATE 10/29/2007 6:01:53 AM, ttong

Created in WIP Default with Due Date 10/29/2007 6:01:53 AM.

*** CASE MODIFY 10/29/2007 6:02:14 AM, ttong

into WIP Default and Status of Solving.

*** NOTES 10/29/2007 6:10:44 AM, ttong. Action Type : Call to Customer

Spoke to customer, he advised that he couldn't start the car because the ignition switch failed. Customer is calm regarding the issue but surprise of such uncommon failure. He advised that he has an Acura TL and thinking of either a Pilot or MDX for future replacement. His son was able to get the car started and they drove to Joyce for diagnosis. They've brought all the keys to them during the diagnosis also. SA told him that the parts failed and will cost close to \$400 for repair. Explained to the customer that he is outside of the warranty and did not purchase extended warranty for his vehicle. He is outside the any parameters and there's no recall for his ignition switch. Advised that ACS is not denying assistance but needs him to understand ACS is not obligated to assist him. Customer understood. Explained that we'll have to contact the dealership to confirm his diagnosis and will let him know.

*** CASE MODIFY 10/29/2007 6:10:45 AM, ttong

into WIP Default and Status of Solving.

Case History

Case ID : N012007-10-2600404

Case Title : 5D ((JOYCE)) [REDACTED] - IGNITION SWITCH

*** COMMIT 10/29/2007 6:10:48 AM, ttong, Action Type : N/A

(joyce) dlr diag (Ignition switch)

*** NOTES 10/30/2007 12:35:55 PM, ttong, Action Type : Call from Dealer

Aron/SM called back. He advised that the customer told him that ACS is probably not going to assist. He paid for the repair and left. Confirmed the diagnosis?
Ignition switch failed due to usage. Not a good service customer. Not much merits for GW.

*** CASE MODIFY 10/30/2007 12:36:42 PM, ttong
into WIP 5D - Matthew Hatch and Status of Solving.*** CASE FULFILL 10/30/2007 12:36:45 PM, ttong
Fulfilled for [REDACTED] due 10/31/2007 12:00:00 AM.

*** COMMIT 10/30/2007 12:36:47 PM, ttong, Action Type : N/A

(joyce) last call cust (ignition switch)

*** CASE MODIFY 10/30/2007 12:37:13 PM, ttong
into WIP 5D - Matthew Hatch and Status of Solving.*** CASE MODIFY COMMITMENT 10/31/2007 12:59:23 PM, ttong
with [REDACTED] due 11/07/2007 12:00:00 AM.*** NOTES 11/8/2007 8:00:54 AM, ttong, Action Type : Call to Customer
Left voice mail with customer for call back.*** CASE MODIFY COMMITMENT 11/8/2007 8:01:14 AM, ttong
with [REDACTED] due 11/12/2007 12:00:00 AM.*** NOTES 11/9/2007 8:59:35 AM, ttong, Action Type : Call to Customer
NO call back after repair.

Case closed

*** SUBCASE N012007-10-2600404-1 CLOSE 11/9/2007 8:59:51 AM, ttong
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 11/9/2007 8:59:51 AM, ttong
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-04-0300373 Division : Honda - Auto Condition : Closed Open Date : 4/3/2007 8:47:17 AM
 Case Originator : Elizabeth Diaz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/12/2007 2:20:50 PM
 Case Owner : Ron Robbins (Team SM) Method : Phone Queue : Days Open : 9
 Last Closed By : Ron Robbins (Team SM) Point of Origin : Customer Wipbin :
 Case Title : 06[REDACTED] IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 506
 VIN Type / No. : US VIN / 2HKYF18523H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 57,000
 In Service Date : 05/08/2003
 Months In Use : 47
 Engine Number : J35A42599196
 Originating Dealer No. / Name : 206754 / HERSON'S HONDA
 Selling Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & CL
 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 : 208370 / NORRIS HONDA
 Phone No. : 410-285-0600
 Address : 925 MERRITT BOULEVARD
 City / State / Zip : DUNDALK, MD 21222
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-04-0300373-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch
N012007-04-0300373-2 / [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-04-0300373-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Elizabeth Diaz	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2007 8:51:07 AM
Issue Owner : Elizabeth Diaz	Type 2 : Operation	Queue :	Close Date : 4/3/2007 9:22:18 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 : Documented Concern, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-04-0300373-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2007 11:16:51 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 4/12/2007 2:20:47 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 : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-04-0300373

Case Title : 06E [REDACTED] - IGNITION SWITCH CONCERN

*** CASE CREATE 4/3/2007 8:47:17 AM, ediaz

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

*** CASE CLAIMS LOOKUP 4/3/2007 8:47:48 AM, ediaz

CLAIM CHECK 04/03/2007 08:47:48 AM ediaz

The following Claim History information was found

0; 2006-01-05; 207479; 299487; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION
- VEHICLES WITH MORE THAN 15,000 MILES: INSPECT A

*** CASE CAMPAIGN LOOKUP 4/3/2007 8:47:49 AM, ediaz

CAMPAIGN CHECK 04/03/2007 08:47:49 AM ediaz

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2006-01-06; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;
06-085; Q2

*** CASE VSC LOOKUP 4/3/2007 8:47:50 AM, ediaz

VSC-CUC CHECK 04/03/2007 08:47:50 AM ediaz

No data found for VIN.

*** CASE MODIFY 4/3/2007 8:47:54 AM, ediaz

into WIP default and Status of Solving.

*** NOTES 4/3/2007 8:48:12 AM, ediaz, Action Type : Call from Customer

Customer contacted ACS regarding an ignition switch concern. The customer stated that he had his vehicle in the body shop a few weeks ago and when he got his vehicle back he was having trouble turning the ignition switch. After some time of going left and right he was able to get it to work. He then took his vehicle to the dealership and the problem was diagnosed as having bad tumblers and they were removed. The ignition switch work fine. Recently he noticed the same thing was occurring.

The customer indicated that he currently had his vehicle at the dealership and was going to have the dealership inspect his ignition switch again. I informed the customer that I would document his concern and provided him with a case number. The customer thanked me and no further information needed.

*** NOTES 4/3/2007 8:48:48 AM, ediaz, Action Type : Contention

Ignition switch concern.

*** SUBCASE N012007-04-0300373-1 CREATE 4/3/2007 8:51:07 AM, ediaz

Created in WIP Default with Due Date 4/3/2007 8:51:07 AM.

*** CASE YANKED 4/3/2007 9:00:14 AM, tgreen

Yanked by tgreen into WIPbin default.

*** CASE MODIFY 4/3/2007 9:04:50 AM, tgreen

into WIP default and Status of Solving.

*** NOTES 4/3/2007 9:07:17 AM, tgreen, Action Type : Call from Customer

ACS received inbound call from customer stating the tumblers inside the ignition switch is out. Customer says the vehicle is at Ed Norris Honda the S/A Juan. Customer says not sure what the repair cost would be. Customer is requesting AH assist with the repair. ACS informed customer there are no guarantee's that AH will assist with the repair, however in the interest of customer satisfaction ACS will forward his request to a case manager for review for assistance

Case History

Case ID : N012007-04-0300373

Case Title : 06E [REDACTED] IGNITION SWITCH CONCERN

and a case manager will be in contact with customer.

*** CASE DISPATCH 4/3/2007 9:07:50 AM, tgreen
from WIP default to Queue Honda Team F.

*** SUBCASE N012007-04-0300373-1 CLOSE 4/3/2007 9:22:18 AM, ediaz
Status = Solving, Resolution Code = Instruction Given

*** CASE YANKED 4/3/2007 11:16:33 AM, mthomas
Yanked by mthomas into WIPbin default.

*** SUBCASE N012007-04-0300373-2 CREATE 4/3/2007 11:16:51 AM, mthomas
Created in WIP Default with Due Date 4/3/2007 11:16:51 AM.

*** NOTES 4/3/2007 11:18:05 AM, mthomas, Action Type : Contention

Cust is having a reoccurring problem with the ignition switch. Cust would like to seek assistance with having the vehicle repaired.

*** NOTES 4/3/2007 11:21:11 AM, mthomas, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Cust states that he's experiencing a problem with the ignition switch. Cust states that this is a pre-existing concern. Cust would like to seek assistance with having the ignition switch replaced/repaired.

Thank you for your attention to this matter.

Ron Robbins
Automobile Customer Service
(800) 999-1009 Ext. 118125

*** COMMIT 4/3/2007 11:28:49 AM, mthomas, Action Type : N/A

Made to [REDACTED] due 04/04/2007 09:29:07 AM.

Ignition switch

*** SUBCASE N012007-04-0300373-2 ASSIGN 4/3/2007 1:34:24 PM, mthomas
N012007-04-0300373-2 to robbins, WIP , CSD!B

*** SUBCASE N012007-04-0300373-2 RULE ACTION 4/3/2007 1:34:26 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 4/3/2007 1:34:30 PM, mthomas
N012007-04-0300373 to robbins, WIP □

*** CASE RULE ACTION 4/3/2007 1:34:31 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 4/4/2007 8:05:36 AM, robbins, Action Type : Call to Customer

Cust is having a reoccurring problem with the ignition switch. Cust would like to seek assistance with having the vehicle repaired.

*** CASE MODIFY 4/4/2007 8:05:41 AM, robbins

Case History

Case ID : N012007-04-0300373

Case Title : 06E- [REDACTED] IGNITION SWITCH CONCERN

into WIP Default and Status of Solving.

*** CASE MODIFY COMMITMENT 4/4/2007 8:16:18 AM, rrobbins
with [REDACTED] due 04/09/2007 09:29:07 AM.

*** CASE MODIFY 4/4/2007 8:16:25 AM, rrobbins
into WIP Dist 6F and Status of Solving.

*** CASE MODIFY 4/12/2007 2:11:56 PM, rrobbins
into WIP Dist 6F and Status of Solving.

*** NOTES 4/12/2007 2:14:18 PM, rrobbins, Action Type : Call to Dealer
Juan SA advised that customer has a key ring with too many keys and it was weighing down the ignition.
They had to replace some of the tumblers that were damaged
Customer wants a whole new ignition from AHM

I thanked Juan for info.

*** CASE MODIFY 4/12/2007 2:14:24 PM, rrobbins
into WIP Dist 6F and Status of Solving.

*** NOTES 4/12/2007 2:20:26 PM, rrobbins, Action Type : Call to Customer
Called and spoke w/ customer
Declined assistance, as the vehicle is out of warranty, and, subsequently, the failure diagnosed by the dealer appears to be due more to wear than internal defect.
Customer disappointed but understood our position.
Customer said goodbye.

*** SUBCASE N012007-04-0300373-2 CLOSE 4/12/2007 2:20:47 PM, rrobbins
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2007 2:20:50 PM, rrobbins
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-08-1201163 Division : Honda - Auto Condition : Closed Open Date : 8/12/2010 11:57:28 AM
 Case Originator : Ernest Henderson (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2010 12:09:23 PM
 Case Owner : Ernest Henderson (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Ernest Henderson (Team HD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY IGNITION SWITCH No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ P O
 VIN Type / No. : US VIN / 2HKYF18633H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 80,000
 In Service Date : 05/02/2003
 Months In Use : 87
 Engine Number : J35A42600732
 Originating Dealer No. / Name : 208120 / MIKE PIAZZA HONDA
 Selling Dealer No. / Name : 208120 / MIKE PIAZZA 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 / 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
N012010-08-1201163-1 / ██████████ - CAMPA	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012010-08-1201163-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/12/2010 12:01:58 PM
Issue Owner : Ernest Henderson	Type 2 : Eligibility	Queue :	Close Date : 8/12/2010 12:09:23 PM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Website
 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 : N012010-08-1201163

Case Title : [REDACTED] - RECALL INQUIRY IGNITION SWITCH

*** CASE CREATE 8/12/2010 11:57:28 AM, ehenders

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

*** CASE EXTENDED WARRANTY LOOKUP 8/12/2010 11:57:31 AM, ehenders

WARRANTY CHECK 08/12/2010 11:57:30 AM ehenders

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/12/2010 11:57:33 AM, ehenders

CLAIM HISTORY CHECK 08/12/2010 11:57:33 AM ehenders

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/12/2010 11:57:40 AM, ehenders

CAMPAIGN CHECK 08/12/2010 11:57:39 AM ehenders

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE VSC LOOKUP 8/12/2010 11:57:41 AM, ehenders

VSC-CUC CHECK 08/12/2010 11:57:41 AM ehenders

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/12/2010 11:59:11 AM, ehenders

CAMPAIGN CHECK 08/12/2010 11:59:11 AM ehenders

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** SUBCASE N012010-08-1201163-1 CREATE 8/12/2010 12:01:58 PM, ehenders

Created in WIP Default with Due Date 8/12/2010 12:01:58 PM.

*** NOTES 8/12/2010 12:03:36 PM, ehenders, Action Type : Call from Customer

Updated customer s contact information.

Best contact number: [REDACTED]

Probing Questions: The customer advised the keys would not turn in the vehicle like it normally would. The customer went to a local gas station and advised the concern was related to the ignition that needed to be replaced. The customer read in the paper and thought there was a recall related to the ignition switch. The customer wanted to know if the vehicle was involved in any campaigns.

Inbound Customer Summary: I advised the customer the vehicle was not involved in any campaigns related to the ignition and difficulty in turning the key. I advised the customer if the customer should be involved in any campaigns she would be notified by mail. ACS referred the customer to the website for future vehicle information.

Case History

Case ID : N012010-08-1201163

Case Title : ██████████ - RECALL INQUIRY IGNITION SWITCH

Case closed. Customer required no further assistance.

*** CASE CAMPAIGN LOOKUP 8/12/2010 12:03:43 PM, ehenders

CAMPAIGN CHECK 08/12/2010 12:03:43 PM ehenders

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE CAMPAIGN LOOKUP 8/12/2010 12:03:47 PM, ehenders

CAMPAIGN CHECK 08/12/2010 12:03:47 PM ehenders

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE MODIFY 8/12/2010 12:09:13 PM, ehenders

into WIP default and Status of Solving.

*** SUBCASE N012010-08-1201163-1 CLOSE 8/12/2010 12:09:23 PM, ehenders

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2010 12:09:23 PM, ehenders

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

Case Details

Case ID : N012010-01-0801164	Division : Honda - Auto	Condition : Closed	Open Date : 1/8/2010 11:55:16 AM
Case Originator : RaShaun Logan (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/8/2010 12:01:22 PM
Case Owner : RaShaun Logan (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : RaShaun Logan (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION ISSUES	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 39 H
 VIN Type / No. : US VIN / 2HKYF18753H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 132,000
 In Service Date : 05/23/2003
 Months In Use : 80
 Engine Number : J35A42605387
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Selling Dealer No. / Name : 207896 / BREWSTER HONDA
 Trim : EX-LNAV
 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 : 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.
207145	OPEN ROAD 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
N012010-01-0801164-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-01-0801164-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : RaShaun Logan	Type 1 : Product	Status : Subcase Close	Open Date : 1/8/2010 11:58:22 AM
Issue Owner : RaShaun Logan	Type 2 : Operation	Queue :	Close Date : 1/8/2010 11:58:39 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 : Documented Concern, 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

Case History

Case ID : N012010-01-0801164

Case Title : [REDACTED] IGNITION ISSUES

*** CASE CREATE 1/8/2010 11:55:16 AM, rlogan

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

*** CASE EXTENDED WARRANTY LOOKUP 1/8/2010 11:56:02 AM, rlogan

WARRANTY CHECK 01/08/2010 11:56:02 AM rlogan

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/8/2010 11:56:05 AM, rlogan

CLAIM HISTORY CHECK 01/08/2010 11:56:05 AM rlogan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/8/2010 11:56:13 AM, rlogan

CAMPAIGN CHECK 01/08/2010 11:56:13 AM rlogan

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/26/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NU;

06-

*** CASE VSC LOOKUP 1/8/2010 11:56:26 AM, rlogan

VSC CHECK 01/08/2010 11:56:26 AM rlogan

The following VSC information was found

;;;;;;;0;0;0.0

*** CASE CUC LOOKUP 1/8/2010 11:56:26 AM, rlogan

CUC CHECK 01/08/2010 11:56:26 AM rlogan

The following CUC information was found

CESAR;MIRABAL;ACTIVE;100000;60810;72810;2006-11-14;2010-05-23;;2006-11-14;2006-11-14;207200;;0;2006-11-30;2006-11-14

*** SUBCASE N012010-01-0801164-1 CREATE 1/8/2010 11:58:22 AM, rlogan

Created in WIP Default with Due Date 1/8/2010 11:58:22 AM.

*** SUBCASE N012010-01-0801164-1 CLOSE 1/8/2010 11:58:39 AM, rlogan

Status = Solving, Resolution Code = Instruction Given

*** NOTES 1/8/2010 12:00:51 PM, rlogan, Action Type : Call from Customer

Updated customer information

Best contact number [REDACTED]

Situation Customer stated that he is having an issue with the ignition.

Request Customer would like to know If this is a known issue

Probing questions Customer stated that he is having an issue with the ignition. Customer stated that he cannot turn the car on. Customer stated that the key will go in but it is hard to get it out. Customer stated that this happened today. Customer stated that the key does not turn. Customer stated that he had a similar issue with the ignition yesterday.

Case History

Case ID : N012010-01-0801164

Case Title : [REDACTED] - IGNITION ISSUES

Inbound conclusion ACS explained to customer that there are no current campaigns that apply to this situation. ACS advised customer to take his vehicle into his local Honda dealership. ACS provided information to Open Road Honda- 7329850290. Customer thanked ACS and we ended the call. Case coded and closed.

*** CASE CLOSE 1/8/2010 12:01:22 PM, rlogan

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

Case Details

Case ID : N012010-06-1700862 Division : Honda - Auto Condition : Closed Open Date : 6/17/2010 10:57:02 AM
 Case Originator : Crystal Vito (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/17/2010 11:07:47 AM
 Case Owner : Crystal Vito (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - KEY WILL NOT 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 : CROFTON, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 309
 VIN Type / No. : US VIN / 2HKYF18453H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 150,000
 In Service Date : 05/24/2003
 Months In Use : 85
 Engine Number : J35A42606940
 Originating Dealer No. / Name : 208308 / HONDA OF BOWIE
 Selling Dealer No. / Name : 208308 / HONDA OF BOWIE
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-1700862-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-06-1700862-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2010 11:03:54 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 6/17/2010 11:07:46 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, 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

Case History

Case ID : N012010-06-1700862

Case Title : [REDACTED] KEY WILL NOT TURN IN THE IGNITION

*** CASE CREATE 6/17/2010 10:57:02 AM, cvito

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

*** CASE EXTENDED WARRANTY LOOKUP 6/17/2010 10:57:05 AM, cvito

WARRANTY CHECK 06/17/2010 10:57:05 AM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/17/2010 10:57:09 AM, cvito

CLAIM HISTORY CHECK 06/17/2010 10:57:08 AM cvito

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/17/2010 10:57:17 AM, cvito

CAMPAIGN CHECK 06/17/2010 10:57:17 AM cvito

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/01/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085

*** CASE VSC LOOKUP 6/17/2010 10:57:20 AM, cvito

VSC CHECK 06/17/2010 10:57:19 AM cvito

The following VSC information was found

FLORENCE;THOMPSON;V001637159;B50;(NEW) PREMIUM 5YR 100K 0 DED;CANCELLED;2003-05-24;2003-05-24;2008-05-23;10000
0;38;208308;0.00

*** CASE CUC LOOKUP 6/17/2010 10:57:20 AM, cvito

CUC CHECK 06/17/2010 10:57:20 AM cvito

The following CUC information was found

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

*** CASE MODIFY 6/17/2010 10:57:21 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2010 10:58:08 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012010-06-1700862-1 CREATE 6/17/2010 11:03:54 AM, cvito

Created in WIP Default with Due Date 6/17/2010 11:03:54 AM.

*** CASE MODIFY 6/17/2010 11:04:10 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2010 11:04:24 AM, cvito

into WIP default and Status of Solving.

*** NOTES 6/17/2010 11:07:36 AM, cvito, Action Type : Call from Customer

Updates customer's contact information

Best Contact Number: 4104142144

Case History

Case ID : N012010-06-1700862

Case Title : [REDACTED] KEY WILL NOT TURN IN THE IGNITION

Probing Questions:

Customer advised that when he puts his key in his ignition the wheel locks up. The key will not turn while in the ignition.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I verified the following:

If the front wheels are turned, the anti-theft lock may sometimes make it difficult to turn the key from LOCK to ACCESSORY. Firmly turn the steering wheel to the left or to the right as you turn the key. You can insert or when you remove the key, remove the key only in this position. To switch from ACCESSORY to LOCK, you must push the key in slightly as you turn it. The shift lever must also be in Park. The anti-theft lock will lock the steering column

This was not working out for the customer. I advised the customer to contact a Honda dealership for further assistance. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 6/17/2010 11:07:40 AM, cvito
into WIP default and Status of Solving.

*** SUBCASE N012010-06-1700862-1 CLOSE 6/17/2010 11:07:46 AM, cvito
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2010 11:07:47 AM, cvito
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-09-1601614 Division : Honda - Auto Condition : Closed Open Date : 9/16/2011 1:01:11 PM
 Case Originator : Daniel Wentz (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 9/19/2011 12:22:10 PM
 Case Owner : Fenton Hulse (Team HD) Method : Phone Queue : Days Open : 3
 Last Closed By : Fenton Hulse (Team HD) Point of Origin : Customer Wipbin :
 Case Title : IF - [REDACTED] URGENT- VEH AT DLR, IGNITION LOCK CYL 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 : BREA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 755
 VIN Type / No. : US VIN / 2HKYF18723H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 75,000
 In Service Date : 05/31/2003
 Months In Use : 100
 Engine Number : J35A42608495
 Originating Dealer No. / Name : 208263 / WEIR CANYON HONDA
 Selling Dealer No. / Name : 208263 / WEIR CANYON 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 : 208263 / WEIR CANYON HONDA
 Phone No. : 714-777-4100
 Address : 8323 EAST LA PALMA AVE
 City / State / Zip : ANAHEIM, CA 92807
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$121.00 /
 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
N012011-09-1601614-1 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-09-1601614-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2011 3:05:49 PM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 9/19/2011 12:22:09 PM
Issue Title : XXXXXXXXXX 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
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 : N012011-09-1601614

Case Title : 1F - WEIR CANYON [REDACTED] URGENT- VEH AT DLR, IGNITION LOCK CYLINDER

*** CASE CREATE 9/16/2011 1:01:11 PM, dwentz01

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

*** CASE MODIFY 9/16/2011 1:02:50 PM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2011 1:02:51 PM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2011 1:07:58 PM, dwentz01

into WIP default and Status of Solving.

*** NOTES 9/16/2011 1:08:48 PM, dwentz01, Action Type : Call from Customer

Updated customer information

Best contact phone number is: [REDACTED]

Customer contacted AHM to state that his lock cylinder on the ignition switch is no longer allowing him to turn the key, and was quoted over \$600 for the repair at Weir Canyon Honda. Customer advised that he cannot afford that repair at that price, and would like to see if AHM could assist. Customer was advised that an RCM would review the case and contact him ASAP since the weekend is coming, and he feels he may be stuck on the road if he is not able to turn the key at any point in time.

Original owner/extensive service history / first Honda, but is planning on purchasing another.

Customer thanked ACS and required no further assistance at this time.

*** CASE MODIFY 9/16/2011 1:09:48 PM, dwentz01

into WIP default and Status of Solving.

*** CASE DISPATCH 9/16/2011 1:12:07 PM, dwentz01

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 9/16/2011 2:59:40 PM, fhulse

from Queue Honda Team D to WIP default.

*** CASE MODIFY 9/16/2011 3:05:24 PM, fhulse

into WIP default and Status of Solving.

*** SUBCASE N012011-09-1601614-1 CREATE 9/16/2011 3:05:49 PM, fhulse

Created in WIP Default with Due Date 9/16/2011 3:05:49 PM.

*** CASE MODIFY 9/16/2011 3:05:55 PM, fhulse

into WIP default and Status of Solving.

*** COMMIT 9/16/2011 3:05:56 PM, fhulse, Action Type :

Made to [REDACTED] due 09/19/2011 03:06:01 PM.

DCS Follow-Up

*** NOTES 9/16/2011 3:06:36 PM, fhulse, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/19/2011

Case History

Case ID : N012011-09-1601614

Case Title : IF - WEIR CANYON - [REDACTED] - URGENT- VEH AT DLR, IGNITION LOCK CYLINDER

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

Customer contacted our facility regarding ignition lock cylinder 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 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
Automobile Customer Service
800-999-1009 x117760

*** CASE MODIFY 9/16/2011 3:06:40 PM. fhulse
into WIP default and Status of Solving.

*** NOTES 9/16/2011 3:19:44 PM, fhulse, Action Type : Note-General
Per Airbase, service history:

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER DLRID MAKE MODEL						
225638183		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	12/12/2003 12:00:00
AM 45	4732	208263	HOND PILOT			
225638184		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	07/08/2004 12:00:00
AM 69	12255	208263	HOND PILOT			
225638186		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	09/22/2004 12:00:00
AM 83	14238	208263	HOND PILOT			
225638192		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	12/08/2004 12:00:00
AM 128	16457	208263	HOND PILOT			
225638185		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	05/02/2005 12:00:00
AM 69	22572	208263	HOND PILOT			
225638178		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	06/21/2005 12:00:00
AM 200	24657	207767	HOND PILOT			
225638179		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	08/02/2005 12:00:00
AM 0	25874	208263	HOND PILOT			
225638189		A24389781	[REDACTED]	2HKYF18723H	[REDACTED]	08/10/2005 12:00:00
AM 109	26191	208263	HOND PILOT			

Spool Report

Run Date : 10/10/2012

Case History

Case ID : N012011-09-1601614

Case Title : 1F - WEIR CANYON [REDACTED] - URGENT- VEH AT DLR, IGNITION LOCK CYLINDER

225638194	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/26/2006 12:00:00
AM 238.58	37317 208263 HOND PILOT		
225638182	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/16/2006 12:00:00
AM 34.95	43621 208263 HOND PILOT		
225638180	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/15/2007 12:00:00
AM 0	46438 208263 HOND PILOT		
225638190	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/05/2007 12:00:00
AM 116.04	46965 208263 HOND PILOT		
225638197	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/25/2007 12:00:00
AM 766.18	51351 208263 HOND PILOT		
225638196	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/30/2008 12:00:00
AM 594.64	58384 208263 HOND PILOT		
225638181	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/30/2008 12:00:00
AM 0	59761 208263 HOND PILOT		
225638187	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/10/2009 12:00:00
AM 99.01	62580 208263 HOND PILOT		
225638195	A24389781 [REDACTED]	2HKYF18723H [REDACTED]	/24/2009 12:00:00
AM 367.19	65685 208263 HOND PILOT		
289112965	A49146191 [REDACTED]	2HKYF1872 [REDACTED]	06/15/2011 12:00:00
AM 4.86	83536 208263 HOND PILOT		
282885841	A49146191 [REDACTED]	2HKYF1872 [REDACTED]	03/31/2011 12:00:00
AM 358.52	81986 208263 HOND PILOT		

*** NOTES 9/16/2011 3:25:43 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SA Chris

SA Chris confirmed that lock cylinder failure and ignition switch assembly needs to be replaced.

cust quoted \$602

warranty rate \$266.73 (part \$195.93, labor 0.6 hrs \$70.80)

SA Chris confirmed extensive service history. Vehicle is currently at dealer.

RCM will contact customer to further discuss

*** CASE MODIFY 9/16/2011 3:25:46 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 9/16/2011 3:27:10 PM, fhulse, Action Type : Call to Customer

RCM contacted 7144043725. Left message

Provided x117760 for call back

*** NOTES 9/16/2011 4:09:13 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED] Spoke with Mr. Roe

Mr. [REDACTED] stated that he has experienced lock cylinder failure and cannot turn the vehicle on. He stated that he did look online and saw numerous similar concerns with this Honda. He stated that he took the vehicle to Weir Canyon Honda today and was recommended ignition switch assembly replacement \$600. Mr. [REDACTED]

stated that he has done all maintenance and services at the dealer. He also purchased a VSC for additional coverage. Mr. [REDACTED] feels that he did everything in his power to maintain the vehicle and is seeking AHM's assistance towards the cost of the repair. He stated that he would be able to agree to a 50%

Case History

Case ID : N012011-09-1601614

Case Title : 1F - WEIR CANYON - [REDACTED] - URGENT- VEH AT DLR, IGNITION LOCK CYLINDER

discount, paying roughly \$300, or a possible parts/labor split.

RCM apologized for the concerns. RCM advised that he has exceeded the 3/36 manufacturers warranty on the ignition switch and there are currently no campaigns associated with this type of failure. RCM advised that given his extensive service history and loyalty to the dealer, AHM may be able to meet his expectation of a 50% discount, cust cost roughly \$300. Mr. [REDACTED] understood. RCM advised that the dealer will return the call later today to offer discounted rate and make necessary arrangements. Mr. Roe agreed. RCM provided contact info x117760. RCM will follow up 09/20

*** NOTES 9/16/2011 4:10:02 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SA Chris.

RCM authorized repairs at warranty rate, cust pay roughly \$266. SA Chris will contact the customer to make offer and work out necessary arrangements.

*** CASE FULFILL 9/16/2011 4:10:19 PM, fhulse

Fulfilled for [REDACTED] due 09/19/2011 03:06:01 PM.

*** COMMIT 9/16/2011 4:10:21 PM, fhulse, Action Type : N/A

1F - follow up

*** CASE MODIFY 9/16/2011 4:10:30 PM, fhulse

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2011 4:10:37 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 9/19/2011 12:18:26 PM, fhulse, Action Type : Call to Customer

RCM spoke with SA Chris

SA Chris provided

RO# 88298

completed 09/16/11

ignition switch assembly replacement and key reprogrammed

cust paid \$266

AHM covered \$143 including key reprogramming

*** CASE MODIFY 9/19/2011 12:18:37 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 9/19/2011 12:20:35 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED] Left message regarding follow up

Provided x117760 for call back

*** NOTES 9/19/2011 12:21:55 PM, fhulse, Action Type : Note-General

DPSM involved? No

Customer pay quote from Dealership: \$602.00

Total Warranty Repair Cost \$410.00

Total Amount Authorized for claim: \$143.00

Percentage of Goodwill Authorized: 35%

Total the Customer will pay \$267.00 + Applicable tax

*** CASE MODIFY 9/19/2011 12:21:59 PM, fhulse

into WIP default and Status of Solving.

Case History

Case ID : N012011-09-1601614

Case Title : 1F - WEIR CANYON - [REDACTED] - URGENT- VEH AT DLR, IGNITION LOCK CYLINDER

*** CASE MODIFY 9/19/2011 12:22:07 PM, fhulse
into WIP default and Status of Solving.

*** CASE MODIFY 9/19/2011 12:22:07 PM, fhulse
into WIP default and Status of Solving.

*** SUBCASE N012011-09-1601614-1 CLOSE 9/19/2011 12:22:09 PM, fhulse
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/19/2011 12:22:10 PM, fhulse
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-07-2401182 Division : Honda - Auto Condition : Closed Open Date : 7/24/2003 2:32:38 PM
 Case Originator : Candace Adargo (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 7/24/2003 2:38:57 PM
 Case Owner : Candace Adargo (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Candace Adargo (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION PROBLEM 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 : BURLINGTON, NC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 514
 VIN Type / No. : US VIN / 2HKYF18423H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours :
 In Service Date : 05/31/2003
 Months In Use : 2
 Engine Number : J35A42608973
 Originating Dealer No. / Name : 206981 / BURLINGTON HONDA
 Selling Dealer No. / Name : 206981 / BURLINGTON HONDA
 Trim : EX
 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 : 207987 / PARKER HONDA
 Phone No. : 252-247-2488
 Address : 5327 HIGHWAY 70 WEST
 City / State / Zip : MOREHEAD CITY, NC 28557
 Svc District / Sls District : 06M / G06
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-07-2401182-1 / ██████████ - PRO	Subcase Close	Product	Technical Assistance	725	Ignition Switch

Issue Details

Issue ID : N012003-07-2401182-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Candace Adargo	Type 1 : Product	Status : Subcase Close	Open Date : 7/24/2003 2:38:02 PM
Issue Owner : Candace Adargo	Type 2 : Technical Assistance	Queue :	Close Date : 7/24/2003 2:38:12 PM
Issue Title : [REDACTED] - PRODUCT INFORMATION - TECHNICAL			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-07-2401182

Case Title : [REDACTED] - IGNITION PROBLEM

*** CASE CREATE 7/24/2003 2:32:38 PM, cadargo

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

*** NOTES 7/24/2003 2:32:38 PM, cadargo, Action Type :

Customer said key will not turn at all in the Ignition, as though the ignition is locked.

*** CASE MODIFY 7/24/2003 2:33:13 PM, cadargo

into WIP Default and Status of Solving.

*** CASE MODIFY 7/24/2003 2:34:48 PM, cadargo

into WIP Default and Status of Solving.

*** NOTES 7/24/2003 2:37:21 PM, cadargo, Action Type : Call from Customer

Customer said the steering wheel moves, but the ignition won't turn.

He was out of town. I referred him to a local dealer. Customer thanked.

*** SUBCASE N012003-07-2401182-1 CREATE 7/24/2003 2:38:02 PM, cadargo

Created in WIP Default with Due Date 7/24/2003 2:38:02 PM.

*** SUBCASE N012003-07-2401182-1 CLOSE 7/24/2003 2:38:12 PM, cadargo

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/24/2003 2:38:16 PM, cadargo

into WIP Default and Status of Solving.

*** NOTES 7/24/2003 2:38:51 PM, cadargo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer said key will not turn at all in the Ignition, as though the ignition is locked.
Customer said the steering wheel moves, but the ignition won't turn.

He was out of town. I referred him to a local dealer. Customer thanked.

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

Thank you for your attention to this matter.

Candace Adargo
Automobile Customer Service

*** CASE CLOSE 7/24/2003 2:38:57 PM, cadargo

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

Case Details

Case ID : N012008-10-2100117 Division : Honda - Auto Condition : Closed Open Date : 10/21/2008 7:20:11 AM
 Case Originator : Stanley Fuqua (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/21/2008 7:26:17 AM
 Case Owner : Stanley Fuqua (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Stanley Fuqua (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VEHICLE COMPLAINT/IGNITION No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 337
 VIN Type / No. : US VIN / 2HKYF18663H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 71,000
 In Service Date : 08/04/2003
 Months In Use : 62
 Engine Number : J35A42613303
 Originating Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
 Selling Dealer No. / Name : 206708 / BRYAN 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2100117-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-10-2100117-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stanley Fuqua	Type 1 : Product	Status : Subcase Close	Open Date : 10/21/2008 7:25:45 AM
Issue Owner : Stanley Fuqua	Type 2 : Operation	Queue :	Close Date : 10/21/2008 7:26:13 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 : 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 : N012008-10-2100117

Case Title : [REDACTED] - VEHICLE COMPLAINT/IGNITION

*** CASE CREATE 10/21/2008 7:20:11 AM, sfuqua

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

*** CASE EXTENDED WARRANTY LOOKUP 10/21/2008 7:20:14 AM, sfuqua

WARRANTY CHECK 10/21/2008 07:20:14 AM sfuqua

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/21/2008 7:20:17 AM, sfuqua

CLAIM HISTORY CHECK 10/21/2008 07:20:16 AM sfuqua

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/21/2008 7:20:20 AM, sfuqua

CAMPAIGN CHECK 10/21/2008 07:20:20 AM sfuqua

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 02/25/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-08

*** CASE VSC LOOKUP 10/21/2008 7:20:22 AM, sfuqua

VSC-CUC CHECK 10/21/2008 07:20:21 AM sfuqua

No data found for VIN.

*** CASE MODIFY 10/21/2008 7:20:24 AM, sfuqua

into WIP default and Status of Solving.

*** NOTES 10/21/2008 7:25:23 AM, sfuqua, Action Type : Call from Customer

Updated Contact Information:

Vehicle Complaint:

Ignition:

Customer calling because she was trying to start her vehicle but she noticed that the key wouldn't fit or turn inside the ignition. Customer said she used both keys and they wouldn't fit but she used the panic button and the car started. Customer also said that when she puts the key inside its really hard to the point that if she was to turn the key it would break. Customer said this issues just started last night. Customer hasn't called a dealership or had it inspected.

Customer 2nd Honda.

Customer wanted her complaint saved and filed.

Advised the customer to contact her local dealership to see if they would offer a tow so she can have the ignition inspected and if she needed more help to call back.

Case History

Case ID : N012008-10-2100117

Case Title : ██████████ - VEHICLE COMPLAINT/IGNITION

*** CASE MODIFY 10/21/2008 7:25:38 AM, sfuqua
into WIP default and Status of Solving.

*** SUBCASE N012008-10-2100117-1 CREATE 10/21/2008 7:25:45 AM, sfuqua
Created in WIP Default with Due Date 10/21/2008 7:25:45 AM.

*** SUBCASE N012008-10-2100117-1 CLOSE 10/21/2008 7:26:13 AM, sfuqua
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/21/2008 7:26:17 AM, sfuqua
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-06-0100257 Division : Honda - Auto Condition : Closed Open Date : 6/1/2012 7:45:36 AM
 Case Originator : Leticia Muniz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/1/2012 8:43:10 AM
 Case Owner : Leticia Muniz (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Leticia Muniz (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 08C [REDACTED] DLR COMPLIANT / IGNITION SWITCH CONCER No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 0
 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 : MADISON, WI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5610
 VIN Type / No. : US VIN / 2HKYF18603H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 143,000
 In Service Date : 06/24/2003
 Months In Use : 108
 Engine Number : J35A42614860
 Originating Dealer No. / Name : 207089 / BRAD BARKER HONDA
 Selling Dealer No. / Name : 207089 / BRAD BARKER 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 : 240001 / ZIMBRICK HONDA SERVICE CENTER
 Phone No. : 608-829-1118
 Address : 430 GRAND CANYON DRIVE
 City / State / Zip : MADISON, WI 53719
 Svc District / Sls District : 08C / D08
 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
N012012-06-0100257-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-06-0100257-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2012 8:39:46 AM
Issue Owner : Leticia Muniz	Type 2 : Operation	Queue :	Close Date : 6/1/2012 8:43:10 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 : Provided Information, Referred to Dealer, 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 : N012012-06-0100257

Case Title : 08C [REDACTED] - DLR COMPLIANT / IGNITION SWITCH CONCERN-ASSI

*** CASE CREATE 6/1/2012 7:45:36 AM, lmuniz

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

*** NOTES 6/1/2012 8:04:10 AM, lmuniz, Action Type : Call from Customer

Verified customer information

Best contact number is [REDACTED]

Mr. [REDACTED] husband of registered owner called in today and stated he and his wife purchased the vehicle 5 years ago from ZIMBRICK HONDA as a HCUC; ACS confirmed this vehicle is not a HCUC. He states 2 weeks ago he received a recall notification about the low beams. Customer stated everything was fine with the vehicles lights and everything else at the time. So to follow process as stated on his recall he drove his vehicle into ZIMBRICK HONDA on 5/25/2012 and left his vehicle there. On Tuesday 5/29/2012 he returned to get his vehicle and found the key would not turn. SA Jeff has advised that it will cost him \$450-\$700 to have his ignition switch repaired. Mr. [REDACTED] asked if there was any financial the DLR can provide but SA stated the SM will not be back till Monday and he may request assistance with him then. Customer stated he cannot afford this type of expense and as a customer you expect to be able to pick up your vehicle from a DLR with no problem. Customer stated he never had this problem prior to getting the DLR to work on his vehicle.

I thanked the customer for calling in today and giving us the opportunity to assist him with matter. I advised that we do appreciate his business and do value him as part of the Honda family. I empathized with him and advised that at this time I will have a CM review his case in the interest of customer satisfaction. I informed him that the CM will be acting as a liaison between him and the DLR. I also advised that cases are reviewed on a case by case basis and that a CM will be calling him by the end of the next business day. I provided customer with his case number for reference, Customer understood and case dispatched.

*** CASE MODIFY 6/1/2012 8:04:44 AM, lmuniz
into WIP default and Status of Solving.*** CASE MODIFY 6/1/2012 8:04:53 AM, lmuniz
into WIP default and Status of Solving.*** CASE DISPATCH 6/1/2012 8:05:47 AM, lmuniz
from WIP default to Queue Honda Team F.*** CASE ACCEPT 6/1/2012 8:13:27 AM, aperez1
from Queue Honda Team F to WIP Default.*** CASE MODIFY 6/1/2012 8:13:36 AM, aperez1
into WIP Default and Status of Solving.*** CASE DISPATCH 6/1/2012 8:14:28 AM, aperez1
from WIP Default to Queue Honda Team F.*** CASE YANKED 6/1/2012 8:26:52 AM, jmccaugh
Yanked by jmccaugh into WIPbin default.*** CASE MODIFY 6/1/2012 8:27:23 AM, jmccaugh
into WIP default and Status of Solving.*** CASE YANKED 6/1/2012 8:35:24 AM, lmuniz
Yanked by lmuniz into WIPbin default.

*** NOTES 6/1/2012 8:39:27 AM, lmuniz, Action Type : Call to Customer

Case History

Case ID : N012012-06-0100257

Case Title : 08C [REDACTED] - DLR COMPLIANT / IGNITION SWITCH CONCERN-ASSI

Case was kicked back to ACS and reviewed with TL.

I contacted the customer and advised that his case was kicked back to me in regards to his request. I advised that at this time AHM will not be able to assist him as a liaison between him and the DLR due to that he has purchased the vehicle in an "as is" status. I stated that if he felt the DLR was the responsible party he would have to address his concerns with the SM on Monday. I apologized for the inconvenience this may have caused; customer understood the information provided to him and no further assistance required. CASE CLOSED

*** SUBCASE N012012-06-0100257-1 CREATE 6/1/2012 8:39:46 AM, lmuniz

Created in WIP Default with Due Date 6/1/2012 8:39:46 AM.

*** CASE MODIFY 6/1/2012 8:40:34 AM, lmuniz

into WIP default and Status of Solving.

*** SUBCASE N012012-06-0100257-1 CLOSE 6/1/2012 8:43:10 AM, lmuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/1/2012 8:43:10 AM, lmuniz

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

Case Details

Case ID : N012011-08-0102626	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2011 11:21:47 AM
Case Originator : Crystal Pillow (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/1/2011 11:27:44 AM
Case Owner : Crystal Pillow (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Pillow (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - IGNITION SWITCH 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 : BELTSVILLE, MD ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 250
 VIN Type / No. : US VIN / 2HKYF18623H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 110,000
 In Service Date : 07/15/2003
 Months In Use : 97
 Engine Number : J35A42620730
 Originating Dealer No. / Name : 207793 / KEENAN HONDA
 Selling Dealer No. / Name : 207793 / KEENAN 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 / 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
N012011-08-0102626-1 / ██████████	Subcase Close	Product	Fit/Finish/Quality	725	Ignition Switch

Issue Details

Issue ID : N012011-08-0102626-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2011 11:27:29 AM
Issue Owner : Crystal Pillow	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 8/1/2011 11:27:43 AM
Issue Title : XXXXXXXXXX - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to 3rdParty.
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 : N012011-08-0102626

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 8/1/2011 11:21:47 AM, cpillow

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

*** CASE MODIFY 8/1/2011 11:22:35 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 11:22:40 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 8/1/2011 11:27:12 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his ignition switch had to be replaced at a cost of \$500 because he could not turn the key in the ignition. Customer states he has read numerous complaints similar to this online and wants to know if there is a recall.

ACS advised customer that at this time there does not appear to be any related recalls to his concern. ACS advised customer that all recalls are VIN specific and issued by the NHTSA for safety concerns that they feel present an immediate safety hazard to vehicle occupants.

ACS advised customer he can view recall information online with his VIN at www.owners.honda.com and he can report his experience to the NHTSA at or by calling them at 888-327-4236. No further assistance required. Case closed.

*** SUBCASE N012011-08-0102626-1 CREATE 8/1/2011 11:27:29 AM, cpillow

Created in WIP Default with Due Date 8/1/2011 11:27:29 AM.

*** SUBCASE N012011-08-0102626-1 CLOSE 8/1/2011 11:27:43 AM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2011 11:27:44 AM, cpillow

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

Case Details

Case ID : N012012-05-0400261 Division : Honda - Auto Condition : Closed Open Date : 5/4/2012 7:37:33 AM
 Case Originator : Pamela Silva (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/4/2012 7:42:48 AM
 Case Owner : Pamela Silva (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Pamela Silva (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION SWITCH 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 : DURHAM, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5910
 VIN Type / No. : US VIN / 2HKYF186X3H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 208,000
 In Service Date : 07/15/2003
 Months In Use : 106
 Engine Number : J35A42621011
 Originating Dealer No. / Name : 206824 / LEITH HONDA
 Selling Dealer No. / Name : 206824 / LEITH 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 / 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
N012012-05-0400261-1 / ██████████	P Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-0400261-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Pamela Silva	Type 1 : Product	Status : Subcase Close	Open Date : 5/4/2012 7:42:31 AM
Issue Owner : Pamela Silva	Type 2 : Operation	Queue :	Close Date : 5/4/2012 7:42:48 AM
Issue Title : XXXXXXXXXX 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, 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 : N012012-05-0400261

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 5/4/2012 7:37:33 AM, psilva

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

*** NOTES 5/4/2012 7:41:55 AM, psilva, Action Type : Call from Customer

2hkyf186x3h [REDACTED]

ACS confirmed contact info

919.383.2286 home

Original Owner

The customer is calling regarding an ignition concern. The customer advised that the key is difficult to insert and does not turn. The customer advised it takes awhile to get the key in and the customer has to wiggle it to finally get the car to turn over. The customer has not talked to a Honda dealer regarding his concerns. The customer is calling AHM to see if there is a recall or anything that would explain his concerns.

ACS empathized with the situation and appreciated the customer for allowing us the opportunity to assist in this matter. ACS advised there are no recalls, warranty extensions, or product updates on this concern. ACS advised that there is a safety recall on the Low Beam Headlights. ACS referred the customer to a Honda dealer for diagnosis on the ignition switch and to perform the safety recall.

The customer understood.

*** CASE MODIFY 5/4/2012 7:42:06 AM, psilva

into WIP default and Status of Solving.

*** SUBCASE N012012-05-0400261-1 CREATE 5/4/2012 7:42:31 AM, psilva

Created in WIP Default with Due Date 5/4/2012 7:42:31 AM.

*** CASE MODIFY 5/4/2012 7:42:44 AM, psilva

into WIP default and Status of Solving.

*** SUBCASE N012012-05-0400261-1 CLOSE 5/4/2012 7:42:48 AM, psilva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2012 7:42:48 AM, psilva

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

Case Details

Case ID : N012012-07-2301603 Division : Honda - Auto Condition : Closed Open Date : 7/23/2012 8:52:05 AM
 Case Originator : Rio Wardana (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/10/2012 7:05:32 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Mail Queue : Days Open : 18
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4J - [REDACTED] IGNITION SWITCH FAILURE N/D No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 516
 VIN Type / No. : US VIN / 2HKYF18593H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 130,000
 In Service Date : 07/27/2003
 Months In Use : 108
 Engine Number : J35A42622872
 Originating Dealer No. / Name : 206674 / SUPERIOR HONDA
 Selling Dealer No. / Name : 206674 / SUPERIOR 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
N012012-07-2301603-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-07-2301603-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2012 8:56:37 AM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 7/23/2012 9:01:46 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 : 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 : N012012-07-2301603

Case Title : 4J [REDACTED] IGNITION SWITCH FAILURE N/D

*** CASE CREATE 7/23/2012 8:52:05 AM, rwardana

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

*** SUBCASE N012012-07-2301603-1 CREATE 7/23/2012 8:56:37 AM, rwardana

Created in WIP Default with Due Date 7/23/2012 8:56:37 AM.

*** NOTES 7/23/2012 9:01:20 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Ms. [REDACTED] called ACS stating that her agency is the owner of this 2003 Pilot, and she is the executor of the agency.

Customer states this vehicle has been staling. It began with the key not being able to turn as easily. At this point, the key is not turning at all. Customer wanted to know if this vehicle is included in a recall for the ignition switch.

ACS advised that this vehicle is not included in a recall towards the ignition swith. ACS advised that according to the VIN, there has been a recall on the headlights. Customer states she purchased the vehicle in 2009, with about 70,000 miles. ACS advised I will document the concerns she has in regards to the ignition switch.

Customer needed no further assistance.

*** CASE MODIFY 7/23/2012 9:01:43 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE N012012-07-2301603-1 CLOSE 7/23/2012 9:01:46 AM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2012 9:01:46 AM, rwardana

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

*** CASE REOPEN 7/27/2012 10:04:30 AM, valligoo

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/27/2012 10:04:35 AM, valligoo

into WIP default and Status of Solving.

*** NOTES 7/27/2012 10:05:49 AM, valligoo, Action Type : Letter/Fax

On 7/27/12 ACS received a 5-page fax from the Attorney General forwarded from Mediation Dept. regarding the previous concern.

*** CASE MODIFY 7/27/2012 10:06:54 AM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 7/27/2012 10:07:25 AM, valligoo

from WIP default to Queue Honda Team H .

*** CASE ADD ATTACHMENT 7/27/2012 10:15:22 AM, crmsuser

Added attachement ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2301603_1.PDF

*** CASE ACCEPT 7/27/2012 10:45:41 AM, kogawa

from Queue Honda Team H to WIP Default.

*** COMMIT 7/27/2012 12:03:30 PM, kogawa, Action Type : N/A

initial

Case History

Case ID : N012012-07-2301603

Case Title : 4J - [REDACTED] - IGNITION SWITCH FAILURE N/D

*** NOTES 7/30/2012 7:44:01 AM, kogawa, Action Type : Call to Customer

Message left on voicemail acknowledging her recent contact to ACS, as well as a receipt of a forwarded complaint via the AG office. I welcomed a call back if any questions, ACS will be replying to the AG office.

*** CASE FULFILL 7/30/2012 7:44:07 AM, kogawa

Fulfilled for [REDACTED] due 07/30/2012 12:00:00 AM.

*** COMMIT 7/30/2012 7:44:08 AM, kogawa, Action Type : N/A

AG letter

*** NOTES 8/7/2012 2:22:53 PM, kogawa, Action Type : Note-General

Composing a repsonse.

*** CASE FULFILL 8/7/2012 2:22:58 PM, kogawa

Fulfilled for [REDACTED] due 08/01/2012 12:00:00 AM.

*** COMMIT 8/7/2012 2:22:59 PM, kogawa, Action Type : N/A

AG

*** CASE MODIFY 8/8/2012 2:29:23 PM, kogawa

into WIP 4J and Status of Solving.

*** NOTES 8/9/2012 1:05:16 PM, kogawa, Action Type : Call to Customer

Customer advises she ended up paying \$400 + to replace the ignition. She regrets when she contacted ACS that ACS was not willing or able to assist. She claims there is ample feedback online suggesting that this issue (key will not turn in the ignition) is not uncommon. ACS appreciated the feedback, I advised that I was reaching out to her as an acknowledgement of her having contacted AG office. I advised that our own database presently does not reflect any campaigns or bulletins on these symptoms. As such we would refrain form offering relief this far outside of warranty. I thanked her for the feedback.

*** NOTES 8/10/2012 7:02:15 AM, kogawa, Action Type : Letter/Fax

Diane Silver
Consumer Protection Specialist
Consumer Protection Section
Ohio Attorney General's Office
30 East Broad Street, 14th Floor
Columbus, Ohio 43215

RE: Consumer: Candice Tubbs
Complaint # 760628

Dear Ms. Silver

In reference to the above listed consumer complaint, American Honda Motor Co. would like to respond to your inquiry.

We have reviewed Ms. [REDACTED] concerns regarding her 2003 Honda Pilot, vehicle identification number: 2HKYF18593H [REDACTED]0. Ms. [REDACTED] contacted American Honda and informed us that she is having difficulty turning the key in the ignition. She inquired on any available warranty or campaign coverage to address her ignition concern. Our records indicate that there are no campaigns pertaining to the ignition system at this time. The vehicle originally came with a New Vehicle Limited Warranty of 3 years, 36,000 miles, whichever occurs first. The warranty has expired as of July 27, 2006. The customer was advised that she would be responsible for any needed repairs to address her ignition concern.

Case History

Case ID : N012012-07-2301603

Case Title : 4J- [REDACTED] IGNITION SWITCH FAILURE N/D

Thank you very much for this opportunity to respond. Should you have any questions or require additional information, please do not hesitate to contact me.
I may be reached from 6:00 a.m. to 2:30 p.m. PST at (800) 999-1009 Ext. 117744.

Sincerely,

Kentaro Ogawa
Regional Case Manager
Automobile Customer Service
N012012-07-2301603

*** CASE CLOSE 8/10/2012 7:05:32 AM. kogawa

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

Case Details

Case ID : N012012-06-2503341 Division : Honda - Auto Condition : Closed Open Date : 6/25/2012 3:41:20 PM
 Case Originator : Chanise Gordon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/25/2012 3:51:56 PM
 Case Owner : Chanise Gordon (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Chanise Gordon (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 7
 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 : BELLMORE, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 2557
 VIN Type / No. : US VIN / 2HKYF18773H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 96,000
 In Service Date : 08/11/2003
 Months In Use : 106
 Engine Number : J35A42623336
 Originating Dealer No. / Name : 207825 / WHITE PLAINS HONDA
 Selling Dealer No. / Name : 207825 / WHITE PLAINS HONDA
 Trim : EX-LNAV
 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
N012012-06-2503341-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-06-2503341-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2012 3:51:41 PM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 6/25/2012 3:51:56 PM
Issue Title : XXXXXXXXXX - 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, 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

Case History

Case ID : N012012-06-2503341

Case Title : [REDACTED] IGNITION SWITCH COMPLAINT

*** CASE CREATE 6/25/2012 3:41:20 PM, cgordon

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

*** CASE MODIFY 6/25/2012 3:41:51 PM, cgordon

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2012 3:43:12 PM, cgordon

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2012 3:43:16 PM, cgordon

into WIP default and Status of Solving.

*** NOTES 6/25/2012 3:51:09 PM, cgordon, Action Type : Call from Customer

Updated Customer's information.

Best contact number: [REDACTED]

updated phone number

Customer called regarding his key not turning in the ignition. He said he has to play with the car for 5-10 minutes before the car will eventually start. ACS asked the customer when this problem started, he said yesterday and its worse today. Customer wanted to know if there was a recall on this part.

ACS informed the customer that there are no recalls on his car pertaining to this issue but informed him of the current safety recall. Customer said he feels this is a safety concern and he wants Honda to address it and stand behind their products.

ACS stated as of right now, it is not a safety concern. ACS stated in order for AHM to consider assisting outside of warranty, the car must be checked at a Honda dealership. Customer wanted to know if it would be a charge to get his car looked at. ACS stated it would be free for the recall but not for the diagnosis for the ignition switch. Customer said he doesn't have time for all of that and he has already gotten in contact with a local garage to get it fixed.

ACS stated they understand their time is valuable and his concern will be documented on his behalf. ACS gave the customer his case number. Customer is aware that no one will be following up with him.

Call ended.

*** SUBCASE N012012-06-2503341-1 CREATE 6/25/2012 3:51:41 PM, cgordon

Created in WIP Default with Due Date 6/25/2012 3:51:41 PM.

*** CASE MODIFY 6/25/2012 3:51:54 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE N012012-06-2503341-1 CLOSE 6/25/2012 3:51:56 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2012 3:51:56 PM, cgordon

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

Case Details

Case ID : N032011-12-3000612 Division : Honda - Auto Condition : Closed Open Date : 12/30/2011 9:51:03 AM
 Case Originator : Jean Dirks (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 1/3/2012 10:36:10 AM
 Case Owner : Ashley VanWestbroek (Team CA) Method : Phone Queue : Days Open : 4
 Last Closed By : Ashley VanWestbroek (Team CA) Point of Origin : Customer Wipbin :
 Case Title : HME - [REDACTED] IGNITION 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 : APO, AE [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18413H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 148,000
 In Service Date : 08/06/2003
 Months In Use : 100
 Engine Number : J35A42626979
 Originating Dealer No. / Name : 206981 / BURLINGTON HONDA
 Selling Dealer No. / Name : 207925 / SANFORD HONDA
 Trim : EX
 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
N032011-12-3000612-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032011-12-3000612-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 1/3/2012 10:35:58 AM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 1/3/2012 10:36:10 AM
Issue Title : XXXXXXXXXX	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Medium
 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 : N032011-12-3000612

Case Title : HME - [REDACTED] - IGNITION SWITCH

*** CASE CREATE 12/30/2011 9:51:03 AM, jdirks

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

*** CASE MODIFY 12/30/2011 9:51:12 AM, jdirks

into WIP default and Status of Solving.

*** CASE MODIFY 12/30/2011 9:51:56 AM, jdirks

into WIP default and Status of Solving.

*** NOTES 12/30/2011 10:32:05 AM, jdirks, Action Type : Call from Customer

I have updated the contact information.

The customer was calling in regards to the ignition switch failure that he is experiencing with his vehicle.

The vehicle is in Italy and he is in the military. According to the customer his ignition is failing in which the ignition switch would not turn or the key is not fitting. He state that he located on a 3rd party website that the ignition switch had a recall.

I explained to the customer that recalls are VIN number specific and according to our database there are no recalls regarding the ignition switch on his vehicle. The customer is now looking for goodwill assistance to have the ignition switch repaired in Italy at no cost to him.

I informed the customer that I would forward his request to the CM team and they will be in contact once they have reviewed the request. The customer understood and no further assistance was needed. I thanked the customer for calling AHM and call ended.

CONTACT NUMBERS:

[REDACTED]

*** CASE MODIFY 12/30/2011 10:32:12 AM, jdirks

into WIP default and Status of Solving.

*** CASE DISPATCH 12/30/2011 10:32:35 AM, jdirks

from WIP default to Queue Chino Team CA.

*** CASE RULE ACTION 12/31/2011 10:32:35 AM, sa

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

*** CASE RULE ACTION 1/1/2012 10:32:35 AM, sa

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

*** CASE YANKED 1/3/2012 7:49:36 AM, avanwest

Yanked by avanwest into WIPbin default.

*** NOTES 1/3/2012 10:34:37 AM, avanwest, Action Type : Call from Customer

I received a call from Mr. [REDACTED] transferred from Inbound. He is seeking an update. I advised him that I have reviewed the case and no assistance will be provided. I advised him that there are no recalls on his vehicle for this issue and he is well outside of the warranty. Beyond that, he has exported the vehicle and has no warranty outside of the US. He argued that this is a known issue with Honda Pilots. I advised him I understand his concerns and can document

Case History

Case ID : N032011-12-3000612

Case Title : HME - [REDACTED] - IGNITION SWITCH

that information, but currently he is more than 100,000 miles past the warranty and we cover manufacturer defects within the warranty period. Mr. [REDACTED] thanked me for the information.

*** NOTES 1/3/2012 10:35:32 AM, avanwest, Action Type : Note-Resolution

The customer contacted AHM for goodwill assistance for an ignition switch issue in Italy. The customer is not affected by a recall and has 148,000 miles on his vehicle. He has been advised that no assistance will be provided. The case will be closed.

*** SUBCASE N032011-12-3000612-1 CREATE 1/3/2012 10:35:58 AM, avanwest

Created in WIP Default with Due Date 1/3/2012 10:35:58 AM.

*** CASE MODIFY 1/3/2012 10:36:08 AM, avanwest
into WIP default and Status of Solving.

*** SUBCASE N032011-12-3000612-1 CLOSE 1/3/2012 10:36:10 AM, avanwest

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/3/2012 10:36:10 AM, avanwest

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

Case Details

Case ID : N012009-11-1300104 Division : Honda - Auto Condition : Closed Open Date : 11/13/2009 7:12:17 AM
 Case Originator : Guillermo Delgado (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/13/2009 7:24:14 AM
 Case Owner : Guillermo Delgado (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Guillermo Delgado (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - IGNITION ISSUE/RECALL INFORMATION 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 : SNELLVILLE, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 930
 VIN Type / No. : US VIN / 2HKYF18673H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 130,000
 In Service Date : 08/22/2003
 Months In Use : 75
 Engine Number : J35A42631524
 Originating Dealer No. / Name : 207787 / MILTON MARTIN HONDA
 Selling Dealer No. / Name : 207787 / MILTON MARTIN 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 : 206848 / CAREY PAUL HONDA
 Phone No. : 770-985-1444
 Address : 3430 HIGHWAY 78
 City / State / Zip : SNELLVILLE, GA 30078
 Svc District / Sls District : 07G / D07
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-11-1300104-1 / ██████████ - CA	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012009-11-1300104-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/13/2009 7:16:13 AM
Issue Owner : Guillermo Delgado	Type 2 : Eligibility	Queue :	Close Date : 11/13/2009 7:24:14 AM
Issue Title : XXXXXXXXXX - CAMPAIGN - ELIGIBILITY			

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 : N012009-11-1300104

Case Title : ██████████ - IGNITION ISSUE/RECALL INFORMATION

*** CASE CREATE 11/13/2009 7:12:17 AM, gdelgado
Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 11/13/2009 7:12:43 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:12:52 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:13:18 AM, gdelgado
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/13/2009 7:13:29 AM, gdelgado
WARRANTY CHECK 11/13/2009 07:13:29 AM gdelgado
No data found for VIN.

*** CASE CLAIMS LOOKUP 11/13/2009 7:13:32 AM, gdelgado
CLAIM HISTORY CHECK 11/13/2009 07:13:32 AM gdelgado
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/13/2009 7:13:48 AM, gdelgado
CAMPAIGN CHECK 11/13/2009 07:13:47 AM gdelgado
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/18/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE VSC LOOKUP 11/13/2009 7:13:50 AM, gdelgado
VSC-CUC CHECK 11/13/2009 07:13:50 AM gdelgado
No data found for VIN.

*** CASE MODIFY 11/13/2009 7:13:53 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:15:30 AM, gdelgado
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/13/2009 7:15:48 AM, gdelgado
CAMPAIGN CHECK 11/13/2009 07:15:47 AM gdelgado
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/18/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** SUBCASE N012009-11-1300104-1 CREATE 11/13/2009 7:16:13 AM, gdelgado
Created in WIP Default with Due Date 11/13/2009 7:16:13 AM.

*** CASE MODIFY 11/13/2009 7:17:15 AM, gdelgado

Case History

Case ID : N012009-11-1300104

Case Title : [REDACTED] IGNITION ISSUE/RECALL INFORMATION

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:17:58 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:18:09 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 7:18:19 AM, gdelgado

into WIP default and Status of Solving.

*** NOTES 11/13/2009 7:24:04 AM, gdelgado, Action Type : Call from Customer

Contact information is updated to new ownership. Ignition will not turn to start vehicle intermittently. Customer took the vehicle to Carey Paul Honda for diagnostics. Dealer diagnosed the ignition switch. Estimate price for repair \$900.00. SA: Jessie. Customer would like to know if there is any recalls for this issue or can AHM offer any assistance. After my research, I see the vehicle has no warranty and no recalls. I apologized and explained, AHM is at no position to offer assistance at this time do to no warranty. Customer understood and needs no further assistance at this time.

*** CASE MODIFY 11/13/2009 7:24:06 AM, gdelgado

into WIP default and Status of Solving.

*** SUBCASE N012009-11-1300104-1 CLOSE 11/13/2009 7:24:14 AM, gdelgado

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/13/2009 7:24:14 AM, gdelgado

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

Case Details

Case ID : N012007-06-2701310 Division : Honda - Auto Condition : Closed Open Date : 6/27/2007 2:49:37 PM
 Case Originator : Jesse Cisneros (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/24/2007 1:38:29 PM
 Case Owner : Patrick Garcia (Team HG) Method : Phone Queue : Days Open : 27
 Last Closed By : Patrick Garcia (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05C - [REDACTED] IGNITION SWITCH/DRIVER SIDE DOOR LO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 211
 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 : ELIZABETH, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 211
 VIN Type / No. : US VIN / 2HKYF18143H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 24,000
 In Service Date : 08/30/2003
 Months In Use : 46
 Engine Number : J35A42634334
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : LX
 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 : 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
N012007-06-2701310-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012007-06-2701310-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012007-06-2701310-3 / [REDACTED]	Subcase Close	Product	Operation	817	Door locks

Issue Details

Issue ID : N012007-06-2701310-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jesse Cisneros	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2007 2:53:21 PM
Issue Owner : Jesse Cisneros	Type 2 : Operation	Queue :	Close Date : 6/27/2007 2:53:38 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

Issue Details

Issue ID : N012007-06-2701310-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Patrick Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 6/29/2007 7:24:51 AM
Issue Owner : Patrick Garcia	Type 2 : Operation	Queue :	Close Date : 7/24/2007 1:38:19 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 : CR Generated Gdwill
 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
06350-S9V-A10ZB	CYL SET *NH361L*	Not Applicable

Check Req Info :

Check Requisition No. : 12138
 Primary Amount : \$363.54
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$363.54
 Approved By : aharlan
 Approval Date : 7/19/2007
 Status : PROCESSED
 Check No. : 1674630
 Check Date : 7/20/2007

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ELIZABETH, NJ [REDACTED]
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 03214
 Category : Regular
 Failed Part # : 06350-S9V-A10ZB

Issue Details

Issue ID : N012007-06-2701310-3 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Patrick Garcia Type 1 : Product Status : Subcase Close Open Date : 6/29/2007 7:26:03 AM
Issue Owner : Patrick Garcia Type 2 : Operation Queue : Close Date : 7/24/2007 1:38:29 PM
Issue Title : ██████████ - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 817 / Door locks
Condition Code Desc Lock Cylinder 8172
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : CR Generated Gdwill
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-06-2701310

Case Title : 05C [REDACTED] IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

*** CASE CREATE 6/27/2007 2:49:37 PM, jcisnero

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

*** CASE MODIFY 6/27/2007 2:51:25 PM, jcisnero

into WIP default and Status of Solving.

*** NOTES 6/27/2007 2:52:59 PM, jcisnero, Action Type : Call from Customer

Customer called and said that his ignition switch is defected and the dealership told him that it is out of the manufacture warranty. He doesn't believe he should pay for the service because he claims that he has no control of the ignition material. I advised him to take it to the dealership and get an estimate as to how much it is going to cost him and call us back after a diagnosis is done by the dealer.

*** SUBCASE N012007-06-2701310-1 CREATE 6/27/2007 2:53:21 PM, jcisnero

Created in WIP Default with Due Date 6/27/2007 2:53:21 PM.

*** SUBCASE N012007-06-2701310-1 CLOSE 6/27/2007 2:53:38 PM, jcisnero

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/27/2007 2:53:38 PM, jcisnero

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

*** CASE REOPEN 6/28/2007 12:27:14 PM, pwortman

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/28/2007 12:27:33 PM, pwortman

WARRANTY CHECK 06/28/2007 12:27:33 PM pwortman

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/28/2007 12:27:37 PM, pwortman

CLAIM CHECK 06/28/2007 12:27:37 PM pwortman

The following Claim History information was found

0; 2004-08-30; 206774; 839651; 510; 222106 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLE WITH 15,000 MILES OR LESS:

*** CASE CAMPAIGN LOOKUP 6/28/2007 12:27:39 PM, pwortman

CAMPAIGN CHECK 06/28/2007 12:27:39 PM pwortman

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-08-30; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;
06-085;

*** CASE VSC LOOKUP 6/28/2007 12:27:40 PM, pwortman

VSC-CUC CHECK 06/28/2007 12:27:40 PM pwortman

No data found for VIN.

*** CASE MODIFY 6/28/2007 12:28:03 PM, pwortman

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 6/28/2007 12:31:16 PM, pwortman

VSC-CUC CHECK 06/28/2007 12:31:16 PM pwortman

Case History

Case ID : N012007-06-2701310

Case Title : 05C - [REDACTED] - IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/28/2007 12:31:51 PM, pwortman

CAMPAIGN CHECK 06/28/2007 12:31:51 PM pwortman

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-08-30; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE VSC LOOKUP 6/28/2007 12:36:40 PM, pwortman

VSC-CUC CHECK 06/28/2007 12:36:40 PM pwortman

No data found for VIN.

*** CASE MODIFY 6/28/2007 12:38:45 PM, pwortman

into WIP default and Status of Solving.

*** NOTES 6/28/2007 12:40:04 PM, pwortman, Action Type : Call from Customer

The customer contacted AHM stating she took her vehicle into Planet Honda today. The customer stated the ignition would not turn with the key and the driver side door lock would not open with the key.

The cost for the ignition lock will be \$575 and the drivers door lock will be \$175. The customer feels this is a manufacture defect and should not be happening to her vehicle which only approximately 24,000 miles. The customer is requesting assistance with the repair cost and is aware she is out side of the new vehicle warranty. ACS informed the customer there is no guarantee AHM will/will not assist the customer. ACS informed the customer that a RCM will be contacting him. The customer had no further questions.

*** CASE MODIFY 6/28/2007 12:40:30 PM, pwortman

into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2007 12:40:39 PM, pwortman

into WIP default and Status of Solving.

*** CASE DISPATCH 6/28/2007 12:41:01 PM, pwortman

from WIP default to Queue Honda Team G.

*** NOTES 6/28/2007 1:37:38 PM, japplewh, Action Type : Call from Customer

Customer contacted ACS to follow up on his case. The customer stated that he now has another problem with the vehicle. The customer explained that a service advisor working on his vehicle, tried to open the driver side door. The key was unable to unlock the vehicle, the customer now has to pay \$1000 to get his vehicle repaired.

*** CASE ACCEPT 6/29/2007 6:30:08 AM, pgarcia

from Queue Honda Team G to WIP default.

*** CASE EXTENDED WARRANTY LOOKUP 6/29/2007 7:23:52 AM, pgarcia

WARRANTY CHECK 06/29/2007 07:23:52 AM pgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/29/2007 7:23:56 AM, pgarcia

CLAIM CHECK 06/29/2007 07:23:56 AM pgarcia

The following Claim History information was found

0; 2004-08-30; 206774; 839651; 510; 222106 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR

Case History

Case ID : N012007-06-2701310

Case Title : 05C - [REDACTED] - IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

INSPECTION - VEHICLE WITH 15,000 MILES OR LESS:

*** CASE CAMPAIGN LOOKUP 6/29/2007 7:23:58 AM, pgarcia

CAMPAIGN CHECK 06/29/2007 07:23:58 AM pgarcia

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-08-30; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE VSC LOOKUP 6/29/2007 7:23:59 AM, pgarcia

VSC-CUC CHECK 06/29/2007 07:23:59 AM pgarcia

No data found for VIN.

*** SUBCASE N012007-06-2701310-2 CREATE 6/29/2007 7:24:51 AM, pgarcia

Created in WIP Default with Due Date 6/29/2007 7:24:51 AM.

*** SUBCASE N012007-06-2701310-3 CREATE 6/29/2007 7:26:03 AM, pgarcia

Created in WIP Default with Due Date 6/29/2007 7:26:03 AM.

*** NOTES 6/29/2007 7:26:42 AM, pgarcia, Action Type : Call to Customer

LM for customer. I introduced myself as the RCM and asked for a call back. I had left my contact number, extension, and work hours.

*** COMMIT 6/29/2007 7:26:52 AM, pgarcia, Action Type : N/A

Customer call back?

*** CASE MODIFY 6/29/2007 7:27:19 AM, pgarcia

into WIP default and Status of Solving.

*** CASE MODIFY 6/29/2007 7:27:30 AM, pgarcia

into WIP default and Status of Solving.

*** SUBCASE N012007-06-2701310-3 DISPATCH 6/29/2007 8:07:44 AM, pgarcia

from WIP default to Queue Honda Team G.

*** SUBCASE N012007-06-2701310-2 DISPATCH 6/29/2007 8:07:44 AM, pgarcia

from WIP default to Queue Honda Team G.

*** SUBCASE N012007-06-2701310-2 ACCEPT 6/29/2007 9:31:40 AM, pgarcia

from Queue Honda Team G to WIP Subcases.

*** SUBCASE N012007-06-2701310-3 ACCEPT 6/29/2007 9:31:40 AM, pgarcia

from Queue Honda Team G to WIP Subcases.

*** NOTES 7/5/2007 9:21:11 AM, pgarcia, Action Type : Call from Customer

LM for customer

*** CASE FULFILL 7/5/2007 9:21:18 AM, pgarcia

Fulfilled for [REDACTED] due 07/03/2007 12:00:00 AM.

*** COMMIT 7/5/2007 9:21:22 AM, pgarcia, Action Type : N/A

Send 10 Day Letter if customer does not call.

Case History

Case ID : N012007-06-2701310

Case Title : 05C - [REDACTED] - IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

*** NOTES 7/5/2007 1:47:04 PM, gjackson, Action Type : Call from Customer

Customer called regarding his case. Customer wanted advised to speak with CM but was not available. I advised customer that I would email CM and tell him that it is urgent that he response to customer. I advised customer that CM attempted to contact customer but CM got the voice mail. Customer advised he is never available in the morning because he is at work and the best time to contact him would be 100pm pacific time. I advised customer that I would document this information and FWD to the CM via email.

*** NOTES 7/5/2007 2:29:30 PM, pgarcia, Action Type : Call to Customer

LM for customer. I had asked that he return my call at his earliest convenience.

*** NOTES 7/10/2007 1:22:35 PM, pgarcia, Action Type : Letter/Fax

Letter sent to customer:

July 10, 2007

[REDACTED]
Elizabeth, NJ [REDACTED]
[REDACTED]

Re: 2003 Honda Pilot

VIN: 2HKYF18143F [REDACTED]

Case No.: N012007-06-2701310

Dear [REDACTED]

Thank you for contacting our office regarding the vehicle's ignition switch/Door lock.

We have recently made attempts to contact you by telephone and have been unable to reach you. We would like to assist in addressing your concerns you have to your 2003 Pilot.

If the above contact number is incorrect, please contact me immediately at: (800) 999-1009 ext 118027. The automated voice system will prompt you to make a selection from a number of options. Please press option number 1. By choosing this option, you will be requested to enter the six-digit extension.

Please call within 10 days of receiving this letter. After that, we will assume that your issue has been resolved and you no longer need our assistance.

Once again, thank you for allowing us the opportunity to assist you in resolving your concerns.

Sincerely,

American Honda Motor Co., Inc.

Patrick Garcia
Regional Case Manager

Case History

Case ID : N012007-06-2701310

Case Title : 05C - [REDACTED] - IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

*** CASE FULFILL 7/10/2007 1:22:45 PM, pgarcia

Fulfilled for [REDACTED] due 07/09/2007 12:00:00 AM.

*** COMMIT 7/10/2007 1:22:48 PM, pgarcia, Action Type : N/A

Close if no response from C

*** NOTES 7/17/2007 10:19:12 AM, pgarcia, Action Type : Call from Customer

Customer called in response to the 10-day letter sent. She had already paid for the repair. She would like to know if AHM would be willing to assist her. She stated she paid \$727 to repair the vehicle. I asked that she provide me with a copy of the invoice for my review. I advised her that the vehicle is out of warranty and that assistance cannot be garenteed. She understood and stated that she would fax the invoice over.

I had verified her contact information and mailing address.

*** CASE FULFILL 7/17/2007 10:19:24 AM, pgarcia

Fulfilled for [REDACTED] due 07/20/2007 12:00:00 AM.

*** COMMIT 7/17/2007 10:19:28 AM, pgarcia, Action Type : N/A

Customer send fax?

*** NOTES 7/17/2007 11:20:48 AM, tbarnett, Action Type : Letter/Fax

On 7/17/07 ACS received a 2-page fax from customer.

*** NOTES 7/19/2007 6:24:53 AM, pgarcia, Action Type : Call to Customer

Spoke with customer. I advised her that I had reviewed her claim. The vehicle was out of warranty only by time; I advised her that it is not common for the ignition switch to need to be replaced. I offered to reimburse her half of the total cost, which comes out to \$363.54. She customer accepted the offer and thanked me for understanding.

I had once again apologized for this inconvenience and informed her that this gw gesture is being given to her in the interest of customer satisfaction and in a effort to regain her faith in Honda products.

*** SUBCASE N012007-06-2701310-3 DISPATCH 7/19/2007 6:52:27 AM, pgarcia

from WIP Subcases to Queue CkReq - Harlan.

*** CASE MODIFY 7/19/2007 6:52:41 AM, pgarcia

into WIP 05C and Status of Solving.

*** SUBCASE N012007-06-2701310-3 YANKED 7/19/2007 10:02:27 AM, aharlan

Yanked by aharlan into WIPbin default.

*** SUBCASE N012007-06-2701310-3 ASSIGN 7/19/2007 10:06:53 AM, aharlan

N012007-06-2701310-3 to pgarcia, WIP \

*** SUBCASE N012007-06-2701310-3 RULE ACTION 7/19/2007 10:06:55 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-06-2701310-2 DISPATCH 7/19/2007 10:12:56 AM, pgarcia

from WIP Subcases to Queue CkReq - Harlan.

*** SUBCASE N012007-06-2701310-2 7/19/2007 12:27:25 PM, aharlan, Action Type :

Check Requisition for 363.54 \$ submitted

Check Requisition for 363.54 \$ submitted by aharlan

Case History

Case ID : N012007-06-2701310

Case Title : 05C [REDACTED] IGNITION SWITCH/DRIVER SIDE DOOR LOCK-GW

*** SUBCASE N012007-06-2701310-2 RETURN 7/19/2007 12:27:31 PM, aharlan

from Queue CkReq - Harlan to WIP Subcases.

*** CASE FULFILL 7/20/2007 9:53:29 AM, pgarcia

Fulfilled for [REDACTED] due 07/20/2007 12:00:00 AM.

*** SUBCASE N012007-06-2701310-2 COMMIT 7/23/2007 8:04:51 AM, pgarcia, Action Type : External Commitment

Check processed for check_req_no = 12138 on 2007-07-20-00.00.000000

*** SUBCASE N012007-06-2701310-2 FULFILL 7/23/2007 12:54:25 PM, pgarcia

Fulfilled for [REDACTED] due ?/?/? :??:?.

*** NOTES 7/23/2007 4:54:41 PM, sscott, Action Type : Note-General

check mailed

*** NOTES 7/24/2007 1:38:03 PM, pgarcia, Action Type : Call to Customer

Called customer to inform her that I have received confirmation that the Check had been mailed.

*** SUBCASE N012007-06-2701310-2 CLOSE 7/24/2007 1:38:19 PM, pgarcia

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012007-06-2701310-3 CLOSE 7/24/2007 1:38:29 PM, pgarcia

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/24/2007 1:38:29 PM, pgarcia

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

PE12-026

HONDA

12/7/2012

Q4 CONSUMER
COMPLAINTS 2003 PILOT -
REMOVE KEY NOT IN
PARK

Case Details

Case ID : N012009-07-0800986 Division : Honda - Auto Condition : Closed Open Date : 7/8/2009 12:23:06 PM
 Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/8/2009 1:48:31 PM
 Case Owner : Sarah Lambert (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sarah Lambert (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ COMPLAINT-VEHICLE ROLLS 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 : LOUISVILLE, KY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 115,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Phone No. : 502-499-5040
 Address : #1 SWOPE AUTO CENTER
 City / State / Zip : LOUISVILLE, KY 40299
 Svc District / Sls District : 04L / E04
 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
N012009-07-0800986-1 / ██████████	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012009-07-0800986-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2009 1:48:05 PM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 7/8/2009 1:48:28 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Updated Information, Provided Information,
 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 : N012009-07-0800986

Case Title : ██████████-COMPLAINT-VEHICLE ROLLS

*** CASE CREATE 7/8/2009 12:23:06 PM, slambert

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

*** NOTES 7/8/2009 12:38:48 PM, slambert, Action Type : Call from Customer
ACS entered the customer's information. He was unable to provide the VIN.

Situation: Complaint-Vehicle Rolls

Request: He called in to see if there were any recalls and whether the issue he is having would be covered under warranty.

Probing Questions:

He said when the vehicle is in D position and he turns the ignition switch off, the vehicle rolls.

He has not taken the vehicle to the dealership yet. He feels it is a safety issue.

Inbound Summary:

ACS advised the customer he is no longer within the warranty parameters and there were no safety recalls regarding the issue he was describing. He was advised to have the vehicle inspected at a Honda dealership. He had no further requests and ended the call.

*** CASE MODIFY 7/8/2009 12:46:02 PM, slambert

into WIP default and Status of Solving.

*** SUBCASE N012009-07-0800986-1 CREATE 7/8/2009 1:48:05 PM, slambert

Created in WIP Default with Due Date 7/8/2009 1:48:05 PM.

*** SUBCASE N012009-07-0800986-1 CLOSE 7/8/2009 1:48:28 PM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/8/2009 1:48:31 PM, slambert

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

Case Details

Case ID : N012010-09-1400896	Division : Honda - Auto	Condition : Closed	Open Date : 9/14/2010 11:11:49 AM
Case Originator : Mycah Wimby (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/14/2010 11:32:09 AM
Case Owner : Mycah Wimby (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mycah Wimby (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION 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 : UNKNOWN
 City / State / Zip : RATON, NM [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 75,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-1400896-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-09-1400896-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mycah Wimby	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2010 11:19:26 AM
Issue Owner : Mycah Wimby	Type 2 : Operation	Queue :	Close Date : 9/14/2010 11:32:08 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 : Documented Concern, 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

Case History

Case ID : N012010-09-1400896

Case Title : [REDACTED] - IGNITION SWITCH

*** CASE CREATE 9/14/2010 11:11:49 AM, mwimby

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

*** CASE MODIFY 9/14/2010 11:18:48 AM, mwimby

into WIP default and Status of Solving.

*** SUBCASE N012010-09-1400896-1 CREATE 9/14/2010 11:19:26 AM, mwimby

Created in WIP Default with Due Date 9/14/2010 11:19:26 AM.

*** NOTES 9/14/2010 11:31:57 AM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions: Customer called ACS and stated that he got the vehicle from his sister and he is able to take the key out of the ignition while it is not in park. Customer wants this fixed and knows he will have to pay. Customer is requesting to find a dealership in Albuquerque, NM.

Inbound Summary: ACS advised customer that the closest dealership is Garcia Honda. ACS provided 8301 Lomas Blvd Ne Albuquerque, NM 87110 #(505)260-5000. ACS tried to refer customer to automobiles.honda.com, but customer disconnected. No further assistance needed.

*** CASE MODIFY 9/14/2010 11:32:02 AM, mwimby

into WIP default and Status of Solving.

*** SUBCASE N012010-09-1400896-1 CLOSE 9/14/2010 11:32:08 AM, mwimby

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/14/2010 11:32:09 AM, mwimby

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

Case Details

Case ID : N012011-09-1902833 Division : Honda - Auto Condition : Closed Open Date : 9/19/2011 12:16:58 PM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/19/2011 12:20:39 PM
 Case Owner : Marlisha Youngblood (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION 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 : DRESHER, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2003
 Model ID / Product Line : /
 Miles / Hours : 114,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-09-1902833-1 / ██████████	PRO Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-09-1902833-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 9/19/2011 12:19:00 PM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 9/19/2011 12:20:39 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 : Referred to Dealer, Provided Information, 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

Case History

Case ID : N012011-09-1902833

Case Title : [REDACTED] - IGNITION CONCERN

*** CASE CREATE 9/19/2011 12:16:58 PM, myoungbl

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

*** SUBCASE N012011-09-1902833-1 CREATE 9/19/2011 12:19:00 PM, myoungbl

Created in WIP Default with Due Date 9/19/2011 12:19:00 PM.

*** NOTES 9/19/2011 12:20:24 PM, myoungbl, Action Type : Call from Customer

Verified Customer s Info.

Best Contact : [REDACTED]

Probing questions: Customer states that her key comes out of the ignition when the car is not in park. Customer states that she would like to know if her key suppose to come out of the ignition when the car is not in park.

ACS informed customer that her concerns are documented. ACS advised customer that it is not normal for the key to come out of the ignition while the car is in drive. ACS advised customer to take her car to a Honda dealership and have it diagnosed.

Customer needed no further assistance.

*** CASE MODIFY 9/19/2011 12:20:26 PM, myoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 9/19/2011 12:20:33 PM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE N012011-09-1902833-1 CLOSE 9/19/2011 12:20:39 PM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/19/2011 12:20:39 PM, myoungbl

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

Case Details

Case ID : N032010-08-1001641 Division : Honda - Auto Condition : Closed Open Date : 8/10/2010 11:12:33 AM
 Case Originator : Kristin Tillery (Team CG) Sub Division : Satellite Center Status : Closed Close Date : 8/10/2010 11:35:00 AM
 Case Owner : Kristin Tillery (Team CG) Method : Phone Queue : Days Open : 0
 Last Closed By : Kristin Tillery (Team CG) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION INTERLOCK ASSISTANCE (NOT INCLUDED IN REC No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : TULSA, OK ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ B112
 VIN Type / No. : US VIN / 2HKYF18533H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 95,000
 In Service Date : 07/02/2002
 Months In Use : 97
 Engine Number : J35A42511319
 Originating Dealer No. / Name : 208223 / FREEMAN HONDA
 Selling Dealer No. / Name : 208223 / FREEMAN 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
N032010-08-1001641-1 / ██████████ - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032010-08-1001641-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 11:34:54 AM
Issue Owner : Kristin Tillery	Type 2 : Operation	Queue :	Close Date : 8/10/2010 11:35:00 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Forward to Call Ctr
 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 : N032010-08-1001641

Case Title : [REDACTED] IGNITION INTERLOCK ASSISTANCE (NOT INCLUDED IN RECALL)

*** CASE CREATE 8/10/2010 11:12:33 AM, ktillery

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

*** NOTES 8/10/2010 11:12:33 AM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address were verified.

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2010 11:13:40 AM, ktillery

WARRANTY CHECK 08/10/2010 11:13:40 AM ktillery

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2010 11:13:43 AM, ktillery

CLAIM HISTORY CHECK 08/10/2010 11:13:43 AM ktillery

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/10/2010 11:13:59 AM, ktillery

CAMPAIGN CHECK 08/10/2010 11:13:59 AM ktillery

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/18/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/18/04; F

*** CASE VSC LOOKUP 8/10/2010 11:14:00 AM, ktillery

VSC-CUC CHECK 08/10/2010 11:14:00 AM ktillery

No data found for VIN.

*** CASE MODIFY 8/10/2010 11:14:03 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 11:15:11 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 11:16:03 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 11:17:15 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 8/10/2010 11:24:13 AM, ktillery, Action Type : Call from Customer

The customer is calling about a problem with his ignition interlock. He knows that Honda is issuing the ignition interlock recall to certain 2003 Accords/Civics and 2003-04 Elements, but he stated that he has a [] broken interlock as well [] and would like Honda to pay for the repair. He indicated that approximately 3 years ago he had a problem with the ignition interlock mechanism that caused this vehicle to roll away and hit another vehicle. (His son was the driver at that time.) The customer stated that [] no one was hurt [] and he paid for both vehicles damages. At that time the vehicle was taken to the dealer and they quoted him \$2,800 to fix the ignition problem.

I first confirmed that AHM has an upcoming recall for certain Honda vehicles, but the Pilot is not a model included in that recall at this time. The customer asked if Honda is planning on fixing other vehicles with that same problem. I apologized but informed him that once the vehicle is outside of warranty, repairs are at the owner's expense.

The customer doesn't understand why Honda would cover the repair for some vehicles but not others. At this time he is looking for Honda to cover the cost of

Case History

Case ID : N032010-08-1001641

Case Title : [REDACTED] IGNITION INTERLOCK ASSISTANCE (NOT INCLUDED IN RECALL)

his broken interlock repair. He indicated that he is not looking for compensation for the damages caused by the incident 3 years ago, but is looking for Honda to cover the cost of the repair.

At this time the call was transferred back to the main menu for him to choose option 7.

*** SUBCASE N032010-08-1001641-1 CREATE 8/10/2010 11:34:54 AM, killery

Created in WIP Default with Due Date 8/10/2010 11:34:54 AM.

*** SUBCASE N032010-08-1001641-1 CLOSE 8/10/2010 11:35:00 AM, killery

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/10/2010 11:35:00 AM, killery

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

Case Details

Case ID : N012010-08-1001687 Division : Honda - Auto Condition : Closed Open Date : 8/10/2010 11:23:01 AM
 Case Originator : Mycah Wimby (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2010 3:31:38 PM
 Case Owner : Caroline Chow Kwan (Team SB) Method : Phone Queue : Days Open : 2
 Last Closed By : Caroline Chow Kwan (Team SB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH INTERLOCK 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 : TULSA, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] \$112
 VIN Type / No. : US VIN / 2HKYF18533E [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 100,000
 In Service Date : 07/02/2002
 Months In Use : 97
 Engine Number : J35A42511319
 Originating Dealer No. / Name : 208223 / FREEMAN HONDA
 Selling Dealer No. / Name : 208223 / FREEMAN 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
N012010-08-1001687-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012010-08-1001687-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mycah Wimby	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 11:24:52 AM
Issue Owner : Mycah Wimby	Type 2 : Operation	Queue :	Close Date : 8/10/2010 11:41:06 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 : 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

Case History

Case ID : N012010-08-1001687

Case Title : [REDACTED] IGNITION SWITCH INTERLOCK

*** CASE CREATE 8/10/2010 11:23:01 AM, mwimby

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

*** SUBCASE N012010-08-1001687-1 CREATE 8/10/2010 11:24:52 AM, mwimby

Created in WIP Default with Due Date 8/10/2010 11:24:52 AM.

*** CASE CAMPAIGN LOOKUP 8/10/2010 11:25:38 AM, mwimby

CAMPAIGN CHECK 08/10/2010 11:25:38 AM mwimby

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/18/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/18/04; FX;

*** NOTES 8/10/2010 11:32:14 AM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions: Customer called ACS and stated that he has the vehicle with the exact same problem as the ignition switch interlock that has a recall for other vehicles. Customer stated that he has been having this problem for 3 years now. Customer stated that he did have an accident where his son was driving the vehicle and took the key out the ignition without the vehicle being in park. Customer stated that he paid for the body damage and took it to the dealership for repair and they advised that he was out of warranty. Customer stated that he declined to get it fixed at that time.

Price: \$2800

Customer stated that he wanted to know if Honda is interested in looking into other vehicles that have the same problem. Customer is trying to be included in the recall for the other vehicles.

Inbound Summary: ACS advised customer that we can document his concerns and that is a form of feedback that we receive about the vehicles. ACS advised that NHTSA issues the recalls as it does for all manufacturers. ACS advised that he can report his problem to them as well. Customer requested a supervisor.

Case number provided. No further assistance needed.

*** CASE MODIFY 8/10/2010 11:40:56 AM, mwimby

into WIP default and Status of Solving.

*** CASE ASSIGN 8/10/2010 11:40:59 AM, mwimby

N012010-08-1001687 to cchow1, WIP

*** CASE RULE ACTION 8/10/2010 11:40:59 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-08-1001687-1 CLOSE 8/10/2010 11:41:06 AM, mwimby

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/10/2010 11:41:19 AM, mwimby

into WIP default and Status of Solving.

*** NOTES 8/12/2010 3:31:16 PM, cchow1, Action Type : Escalation

Called customer and left a message on best contact number regarding his ignition switch interlock concern on his 2003 Pilot. ACS empathized and advised that notices will be sent out by late September and to seek dealership assistance if needed. ACS also advised that any repair that is not a recall may be at

Case History

Case ID : N012010-08-1001687

Case Title : [REDACTED] - IGNITION SWITCH INTERLOCK

a cost to the customer. ACS welcomed a callback if customer desired to discuss this further.

*** CASE CLOSE 8/12/2010 3:31:38 PM, cchow1

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

Case Details

Case ID : N012010-08-1602588	Division : Honda - Auto	Condition : Closed	Open Date : 8/16/2010 11:24:01 AM
Case Originator : Barry Meikle (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/16/2010 11:30:59 AM
Case Owner : Barry Meikle (Team HG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Barry Meikle (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SHIFT INTERLOCK QUESTION	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 : ORANGE PARK, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2559
 VIN Type / No. : US VIN / 2HKYF18663H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 150,000
 In Service Date : 07/19/2002
 Months In Use : 97
 Engine Number : J35A42515431
 Originating Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
 Selling Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
 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 : 206599 / LUCAS HONDA OF JACKSONVILLE
 Phone No. : 904-269-2277
 Address : 7801 BLANDING BLVD.
 City / State / Zip : JACKSONVILLE, FL 32244
 Svc District / Sls District : 07H / B07
 Warranty Labor Rate / Date : \$89.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-1602588-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation - "Safety"	743	Shift Interlock

Issue Details

Issue ID : N012010-08-1602588-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2010 11:29:14 AM
Issue Owner : Barry Meikle	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/16/2010 11:30:58 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 743 / Shift Interlock
Condition Code Desc Any 7430
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-08-1602588

Case Title : ██████████ - SHIFT INTERLOCK QUESTION

*** CASE CREATE 8/16/2010 11:24:01 AM, bmeikle

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

*** CASE CAMPAIGN LOOKUP 8/16/2010 11:24:45 AM, bmeikle

CAMPAIGN CHECK 08/16/2010 11:24:44 AM bmeikle

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 10/08/02; FX;

03-081; P07; 02-03 TIMING BELT TENSIONER; 12/18/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** NOTES 8/16/2010 11:28:24 AM, bmeikle, Action Type : Call from Customer

The customer is complaining that his vehicle is not being recalled like the others that have the shift interlock not working. He can take the key out and the dealer is repairing now for \$400. He will call NHTSA as well and see if they can help him. I suggested he use his hand parking brake and save his invoice in case it is recalled.

*** CASE MODIFY 8/16/2010 11:28:56 AM, bmeikle

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

*** SUBCASE N012010-08-1602588-1 CREATE 8/16/2010 11:29:14 AM, bmeikle

Created in WIP Default with Due Date 8/16/2010 11:29:14 AM.

*** NOTES 8/16/2010 11:30:44 AM, bmeikle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

AHM ACS has declined to assist the customer with a shift interlock failing complaint. We suggested he save his invoice in case it is recalled.

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

Thank you for your attention to this matter.

Barry Meikle

Automobile Customer Service

*** SUBCASE N012010-08-1602588-1 CLOSE 8/16/2010 11:30:58 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/16/2010 11:30:59 AM, bmeikle

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

Case Details

Case ID : N012010-08-1100635 Division : Honda - Auto Condition : Closed Open Date : 8/11/2010 8:55:25 AM
 Case Originator : Bridgette Samonte (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 8/11/2010 9:06:11 AM
 Case Owner : Bridgette Samonte (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 2559
 VIN Type / No. : US VIN / 2HKYF18663H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 150,000
 In Service Date : 07/19/2002
 Months In Use : 97
 Engine Number : J35A42515431
 Originating Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
 Selling Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
 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 : 206599 / LUCAS HONDA OF JACKSONVILLE
 Phone No. : 904-269-2277
 Address : 7801 BLANDING BLVD.
 City / State / Zip : JACKSONVILLE, FL 32244
 Svc District / Sls District : 07H / B07
 Warranty Labor Rate / Date : \$89.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-1100635-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-1100635-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 8/11/2010 9:04:29 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 8/11/2010 9:05:19 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 : 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

Case History

Case ID : N012010-08-1100635

Case Title : [REDACTED] - IGNITION SWITCH COMPLAINT

*** CASE CREATE 8/11/2010 8:55:25 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 8/11/2010 8:57:02 AM, bsamonte

WARRANTY CHECK 08/11/2010 08:57:02 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/11/2010 8:57:06 AM, bsamonte

CLAIM CHECK 08/11/2010 08:57:06 AM bsamonte

The following Claim History information was found

0; 2010-05-12; 206599; 389400; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-023
REPLACEMENT BATTERY; ALSO SEE ELECTRICAL

*** CASE CAMPAIGN LOOKUP 8/11/2010 8:57:14 AM, bsamonte

CAMPAIGN CHECK 08/11/2010 08:57:14 AM bsamonte

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 10/08/02; FX;
03-081; P07; 02-03 TIMING BELT TENSIONER; 12/18/03; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** CASE VSC LOOKUP 8/11/2010 8:57:18 AM, bsamonte

VSC-CUC CHECK 08/11/2010 08:57:18 AM bsamonte

No data found for VIN.

*** NOTES 8/11/2010 9:00:47 AM, bsamonte, Action Type : Call from Customer

Contact Info Verified

Phone [REDACTED]

Customer says his vehicle has the same symptoms as the recall for the 2003 Accord, Civic and Element. ACS advised this does not pertain to the Pilot.

Customer says he thought he put the vehicle in park, closed the door and it just rolled away. There were no other vehicles around.

ACS recommended taking the vehicle in for an inspection. Customer is currently unemployed and cannot afford to spend a lot on service.

ACS referred to LUCAS HONDA OF JACKSONVILLE.

*** SUBCASE N012010-08-1100635-1 CREATE 8/11/2010 9:04:29 AM, bsamonte

Created in WIP Default with Due Date 8/11/2010 9:04:29 AM.

*** SUBCASE N012010-08-1100635-1 CLOSE 8/11/2010 9:05:19 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/11/2010 9:06:11 AM, bsamonte

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

Case Details

Case ID : N012007-12-0501099 Division : Honda - Auto Condition : Closed Open Date : 12/5/2007 1:45:39 PM
 Case Originator : Charles Villanueva (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 12/28/2007 9:29:33 AM
 Case Owner : Michael Nguyen (Team HC) Method : Phone Queue : Days Open : 23
 Last Closed By : Michael Nguyen (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 03K [REDACTED] IGNITION **PATTY PECK** 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 : JACKSON, MS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 670
 VIN Type / No. : US VIN / 2HKYF18563H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 98,373
 In Service Date : 10/14/2002
 Months In Use : 62
 Engine Number : J35A42537559
 Originating Dealer No. / Name : 206617 / PAUL MOAK HONDA
 Selling Dealer No. / Name : 206617 / PAUL MOAK 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 : 207549 / PATTY PECK HONDA
 Phone No. : 601-957-3400
 Address : 555 SUNNYBROOK ROAD
 City / State / Zip : RIDGELAND, MS 39157
 Svc District / Sls District : 03J / D03
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-12-0501099-1 [REDACTED] PRODUCT -	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-12-0501099-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2007 8:52:39 AM
Issue Owner : Michael Nguyen	Type 2 : Operation	Queue :	Close Date : 12/28/2007 9:29:30 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 : Documented Concern, Assist - AHM Partial
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-12-0501099

Case Title : 03K [REDACTED] IGNITION **PATTY PECK**

*** CASE CREATE 12/5/2007 1:45:39 PM, cvillanu

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

*** CASE MODIFY 12/5/2007 1:45:47 PM, cvillanu

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/5/2007 1:45:50 PM, cvillanu

WARRANTY CHECK 12/05/2007 01:45:50 PM cvillanu

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/5/2007 1:45:54 PM, cvillanu

CLAIM CHECK 12/05/2007 01:45:54 PM cvillanu

The following Claim History information was found

0; 2005-07-28; 207549; 011679; 510; 613102 ; REAR BLOWER MOTOR - REPLACE.

SEE LABOR OP 620020.

*** CASE VSC LOOKUP 12/5/2007 1:45:57 PM, cvillanu

VSC-CUC CHECK 12/05/2007 01:45:57 PM cvillanu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/5/2007 1:45:57 PM, cvillanu

CAMPAIGN CHECK 12/05/2007 01:45:57 PM cvillanu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

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

06

*** CASE MODIFY 12/5/2007 1:46:01 PM, cvillanu

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/5/2007 1:46:37 PM, cvillanu

CAMPAIGN CHECK 12/05/2007 01:46:37 PM cvillanu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;

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

06

*** CASE MODIFY 12/5/2007 1:46:38 PM, cvillanu

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 12/5/2007 1:46:40 PM, cvillanu

VSC-CUC CHECK 12/05/2007 01:46:40 PM cvillanu

No data found for VIN.

*** CASE MODIFY 12/5/2007 1:46:42 PM, cvillanu

into WIP default and Status of Solving.

Case History

Case ID : N012007-12-0501099

Case Title : 03K - [REDACTED] IGNITION **PATTY PECK**

*** CASE MODIFY 12/5/2007 1:50:09 PM, cvillanu
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2007 1:50:27 PM, cvillanu
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2007 1:50:35 PM, cvillanu
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/5/2007 1:53:17 PM, cvillanu
CAMPAIGN CHECK 12/05/2007 01:53:17 PM cvillanu
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/15/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ;
06

*** CASE MODIFY 12/5/2007 1:53:18 PM, cvillanu
into WIP default and Status of Solving.

*** NOTES 12/5/2007 2:00:05 PM, cvillanu, Action Type : Call from Customer

The customer called AHM in regards to his ignition. I verified the customer's contact information. The customer states when he parked his vehicle in the garage he had his vehicle in Drive and was able to pull out the key when the engine was off. He was concerned so he brought the vehicle to the dealership and the SA-Johnny Gandy states that he would need to be replacing his ignition which would cost \$399. He is requesting that AHM review his case for assistance since he feels this is a safety issue. He currently owns 2 Honda's which is serviced at the dealership.

I advised the customer that he is out of his warranty parameters. I stated that we can have an RCM review the case on a case by case basis but assistance at this time is not guaranteed. I stated that an RCM will be contacting them shortly. The customer had no other concerns, thanked AHM and the call ended.

*** CASE MODIFY 12/5/2007 2:00:07 PM, cvillanu
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2007 2:00:10 PM, cvillanu
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2007 2:00:10 PM, cvillanu
into WIP default and Status of Solving.

*** CASE DISPATCH 12/5/2007 2:00:28 PM, cvillanu
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 12/6/2007 8:43:17 AM, mnguyen
from Queue Honda Team C to WIP default.

*** CASE MODIFY 12/6/2007 8:51:37 AM, mnguyen
into WIP default and Status of Solving.

*** SUBCASE N012007-12-0501099-1 CREATE 12/6/2007 8:52:39 AM, mnguyen
Created in WIP Default with Due Date 12/6/2007 8:52:39 AM.

*** COMMIT 12/6/2007 8:52:52 AM, mnguyen, Action Type : N/A

Case History

Case ID : N012007-12-0501099

Case Title : 03K - [REDACTED] IGNITION **PATTY PECK**

Made to [REDACTED] due 12/06/2007 10:05:00 AM.

Follow up customer. **Patty Peck**

*** CASE MODIFY 12/6/2007 8:53:10 AM, mnguyen
into WIP default and Status of Solving.

*** NOTES 12/10/2007 12:21:27 PM, mnguyen, Action Type : Call to Customer
Left message with my name and number for the customer to call me back.
Will call dealer to find out more about this customer's issue.

*** CASE MODIFY COMMITMENT 12/10/2007 12:21:44 PM, mnguyen
with [REDACTED] due 12/11/2007 07:00:00 PM.

*** CASE MODIFY 12/10/2007 12:21:46 PM, mnguyen
into WIP 03K - William Kirk and Status of Solving.

*** CASE MODIFY COMMITMENT 12/11/2007 4:45:35 PM, mnguyen
with [REDACTED] due 12/12/2007 07:00:00 PM.

*** CASE MODIFY 12/11/2007 4:45:37 PM, mnguyen
into WIP 03K - William Kirk and Status of Solving.

*** CASE MODIFY COMMITMENT 12/13/2007 7:23:42 PM, mnguyen
with [REDACTED] due 12/14/2007 07:00:00 PM.

*** CASE MODIFY COMMITMENT 12/17/2007 1:47:24 PM, mnguyen
with J SIMMONS due 12/17/2007 07:00:00 PM.

*** NOTES 12/17/2007 3:40:02 PM, mnguyen, Action Type : Call to Dealer
Contacted the SM Doug.
Customer has good service history, all oil changes and 60k service.
SM and I agreed on 50/50 split.
SM will call the customer to let him know.
I will contact the customer to follow up.

*** CASE MODIFY COMMITMENT 12/17/2007 3:40:22 PM, mnguyen
with [REDACTED] due 12/18/2007 09:00:00 AM.

*** CASE MODIFY 12/17/2007 3:40:25 PM, mnguyen
into WIP 03K - William Kirk and Status of Solving.

*** CASE MODIFY 12/18/2007 6:46:46 PM, mnguyen
into WIP 03K - William Kirk and Status of Solving.

*** CASE MODIFY COMMITMENT 12/21/2007 10:56:29 AM, mnguyen
with [REDACTED] due 12/27/2007 09:00:00 AM.

*** NOTES 12/28/2007 9:29:18 AM, mnguyen, Action Type : Call to Customer
Customer and the dealer has resolved the issue.
No further assistance needed at this time.
Customer will call me if something arises.
Case close.

Case History

Case ID : N012007-12-0501099

Case Title : 03K - [REDACTED] IGNITION **PATTY PECK**

*** SUBCASE N012007-12-0501099-1 CLOSE 12/28/2007 9:29:30 AM, mnguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/28/2007 9:29:32 AM, mnguyen

into WIP 03K - William Kirk and Status of Solving.

*** CASE CLOSE 12/28/2007 9:29:33 AM, mnguyen

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

Case Details

Case ID : N012007-11-3000753 Division : Honda - Auto Condition : Closed Open Date : 11/30/2007 12:06:02
 Case Originator : Gladys Tamayo (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 12/6/2007 4:28:48 PM
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 6
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 1H - (BUENA PARK HONDA) - [REDACTED] KEY IS REMOVABLE WHILE I 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] 14
 VIN Type / No. : US VIN / 2HKYF18573H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 25,972
 In Service Date : 12/01/2002
 Months In Use : 59
 Engine Number : J35A42554567
 Originating Dealer No. / Name : 206887 / COMMUNITY HONDA
 Selling Dealer No. / Name : 206559 / HARDIN 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 : 208286 / BUENA PARK HONDA
 Phone No. : 714-690-8455
 Address : 6411 BEACH BLVD.
 City / State / Zip : BUENA PARK, CA 90621
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$112.00 /
 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
N012007-11-3000753-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-11-3000753-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2007 8:26:12 AM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 12/6/2007 4:28:42 PM
Issue Title : XXXXXXXXXX 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 100%
 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 : N012007-11-3000753

Case Title : IH - (BUENA PARK HONDA) [REDACTED] - KEY IS REMOVABLE WHILE IN PARK

*** CASE CREATE 11/30/2007 12:06:02 PM, gtamayo

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

*** CASE EXTENDED WARRANTY LOOKUP 11/30/2007 12:06:04 PM, gtamayo

WARRANTY CHECK 11/30/2007 12:06:04 PM gtamayo

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/30/2007 12:06:06 PM, gtamayo

CLAIM CHECK 11/30/2007 12:06:06 PM gtamayo

The following Claim History information was found

0; 2005-07-12; 208286; 896361; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.
S/B# 05-026

*** CASE CAMPAIGN LOOKUP 11/30/2007 12:06:08 PM, gtamayo

CAMPAIGN CHECK 11/30/2007 12:06:08 PM gtamayo

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/07/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06-

*** CASE VSC LOOKUP 11/30/2007 12:06:09 PM, gtamayo

VSC-CUC CHECK 11/30/2007 12:06:09 PM gtamayo

No data found for VIN.

*** CASE MODIFY 11/30/2007 12:06:11 PM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2007 12:07:07 PM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2007 12:11:35 PM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2007 12:11:43 PM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2007 12:12:47 PM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2007 12:16:08 PM, gtamayo

into WIP default and Status of Solving.

*** NOTES 11/30/2007 12:20:01 PM, gtamayo, Action Type : Call from Customer

Customer called ACS stating that the key is removable when the vehicle is in park or reverse. Customer took the vehicle to Buena Park Honda and was informed that they will have to replace the ignition switch. Customer does not have an exact amount for the repair cost but was told that it would be around \$400.

Customer stated that he is aware that he is not within the warranty parameters but would like for AHMC to pay for the repairs. He stated that he has owned a total of 3 Honda's. I informed customer that I have documented his concern. I told customer that I will forward the case to a RCM for further review and consideration but assistance is not guaranteed. I provided customer with the case number and he had no further questions.

Case History

Case ID : N012007-11-3000753

Case Title : IH - (BUENA PARK HONDA) - [REDACTED] - KEY IS REMOVABLE WHILE IN PARK

*** CASE DISPATCH 11/30/2007 12:20:15 PM, gtamayo
from WIP default to Queue Honda Team D.

*** CASE RULE ACTION 12/1/2007 12:20:15 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 12/2/2007 12:20:15 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 12/3/2007 8:19:15 AM, wzitter
from Queue Honda Team D to WIP Default.

*** CASE MODIFY 12/3/2007 8:25:48 AM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE N012007-11-3000753-1 CREATE 12/3/2007 8:26:12 AM, wzitter
Created in WIP Default with Due Date 12/3/2007 8:26:12 AM.

*** COMMIT 12/3/2007 8:26:24 AM, wzitter, Action Type :

Made to [REDACTED] due 12/06/2007 08:26:26 AM.

DCS Follow-Up

*** NOTES 12/3/2007 8:26:43 AM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/6/2007

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

Ignition Switch

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

Customer called ACS stating that the key is removable when the vehicle is in park or reverse. Customer took the vehicle to Buena Park Honda and was informed that they will have to replace the ignition switch. Customer does not have an exact amount for the repair cost but was told that it would be around \$400. Customer stated that he is aware that he is not within the warranty parameters but would like for AHMC to pay for the repairs. He stated that he has owned a total of 3 Honda's.

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.

Wayne Zitter

Automobile Customer Service

*** CASE MODIFY 12/3/2007 8:26:46 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 12/3/2007 8:26:50 AM, wzitter
into WIP Default and Status of Solving.

*** NOTES 12/3/2007 3:08:05 PM, wzitter, Action Type : Call to Customer

Called the customer and left a vm message in regards to the ignition switch concerns. Provided the customer with the ACS contact information.

Case History

Case ID : N012007-11-3000753

Case Title : 1H - (BUENA PARK HONDA) - [REDACTED] KEY IS REMOVABLE WHILE IN PARK

*** CASE MODIFY 12/3/2007 3:12:31 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 12/4/2007 9:59:07 AM, ediaz, Action Type : Call from Customer
Customer contacted ACS to speak to RCM. The RCM was unavailable at the time. The customer was ok to leave a voicemail. With permission, I transferred the customer to RCM's voicemail.

*** CASE CAMPAIGN LOOKUP 12/5/2007 10:29:26 AM, wzitter
CAMPAIGN CHECK 12/05/2007 10:29:26 AM wzitter
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/07/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06-

*** CASE VSC LOOKUP 12/5/2007 10:29:28 AM, wzitter
VSC-CUC CHECK 12/05/2007 10:29:28 AM wzitter
No data found for VIN.

*** CASE CLAIMS LOOKUP 12/5/2007 10:29:32 AM, wzitter
CLAIM CHECK 12/05/2007 10:29:32 AM wzitter
The following Claim History information was found
0; 2005-07-12; 208286; 896361; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.
S/B# 05-026

*** CASE EXTENDED WARRANTY LOOKUP 12/5/2007 10:29:34 AM, wzitter
WARRANTY CHECK 12/05/2007 10:29:34 AM wzitter
No data found for VIN.

*** CASE VSC LOOKUP 12/5/2007 10:30:00 AM, wzitter
VSC-CUC CHECK 12/05/2007 10:30:00 AM wzitter
No data found for VIN.

*** NOTES 12/5/2007 10:35:09 AM, wzitter, Action Type : Call from Customer
Spoke with the customer in regards to the ignition switch concerns. The customer states that he had the vehicle diagnosed at Buena Park Honda, and that they informed him that the ignition switch does need to be replaced. Customer is requesting G/W assistance from AHM. I did inform the customer that I do need an opportunity to speak with the dealer in regards to his case to gather more information. The customer understands and is satisfied.

*** CASE MODIFY 12/5/2007 10:35:14 AM, wzitter
into WIP 1H - Tim Crain and Status of Solving.

*** CASE MODIFY 12/5/2007 10:35:21 AM, wzitter
into WIP 1H - Tim Crain and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/6/2007 9:33:19 AM, wzitter
CAMPAIGN CHECK 12/06/2007 09:33:19 AM wzitter
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/07/04; FX;

Case History

Case ID : N012007-11-3000753

Case Title : IH - (BUENA PARK HONDA) - [REDACTED] - KEY IS REMOVABLE WHILE IN PARK

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ;
06-

*** CASE VSC LOOKUP 12/6/2007 9:33:20 AM, wzitter
VSC-CUC CHECK 12/06/2007 09:33:20 AM wzitter
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 12/6/2007 9:33:24 AM, wzitter
WARRANTY CHECK 12/06/2007 09:33:24 AM wzitter
No data found for VIN.

*** NOTES 12/6/2007 1:11:56 PM, wzitter, Action Type : Call to Dealer
Spoke with SM, Mike Scharbel, and he did indicate that the ignition switch needs to be replaced. SM, mike asked what would Honda like to do for the customer. I explained to him that given that the vehicle has such low mileage, AHM would like to provide 100% G/W assistance on the ignition switch. SM, Mike indicated that he would contact the customer in regards to the GW gesture.

*** CASE MODIFY 12/6/2007 1:11:59 PM, wzitter
into WIP IH - Tim Crain and Status of Solving.

*** NOTES 12/6/2007 4:28:27 PM, wzitter, Action Type : Call to Customer
Spoke with the customer in regards to the offer, and the customer has indicated that he is very appreciative and that he had the repairs already completed by Buena Park Honda. The customer states that everything is fixed and is completely satisfied. Verified the customer contact information.

*** CASE MODIFY 12/6/2007 4:28:30 PM, wzitter
into WIP IH - Tim Crain and Status of Solving.

*** SUBCASE N012007-11-3000753-1 CLOSE 12/6/2007 4:28:42 PM, wzitter
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/6/2007 4:28:43 PM, wzitter
into WIP IH - Tim Crain and Status of Solving.

*** CASE MODIFY 12/6/2007 4:28:46 PM, wzitter
into WIP IH - Tim Crain and Status of Solving.

*** CASE CLOSE 12/6/2007 4:28:48 PM, wzitter
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-10-2200758	Division : Honda - Auto	Condition : Closed	Open Date : 10/22/2010 10:15:12
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/4/2010 3:07:14 PM
Case Owner : Jessica Smith (Team SA)	Method : Phone	Queue :	Days Open : 13
Last Closed By : Jessica Smith (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 10C (FISHER)-[REDACTED]-IGNITION GW RQ		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 : LONGMONT, CO [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 20
 VIN Type / No. : US VIN / 2HKYF18523H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 107,000
 In Service Date : 12/14/2002
 Months In Use : 94
 Engine Number : J35A42557172
 Originating Dealer No. / Name : 207882 / GO HONDA 104TH
 Selling Dealer No. / Name : 207882 / GO HONDA 104TH
 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 : 207897 / FISHER HONDA, INC.
 Phone No. : 303-449-9400
 Address : 6025 ARAPAHOE AVENUE
 City / State / Zip : BOULDER, CO 80303
 Svc District / Sls District : 10C / C10
 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
N012010-10-2200758-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-10-2200758-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 10/25/2010 9:14:53 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 11/4/2010 3:07:14 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 : Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-2200758

Case Title : 10C (FISHER)- [REDACTED] - IGNITION GW RQ

*** CASE CREATE 10/22/2010 10:15:12 AM, jnajee

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

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2010 10:15:14 AM, jnajee

WARRANTY CHECK 10/22/2010 10:15:14 AM jnajee

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/22/2010 10:15:18 AM, jnajee

CLAIM HISTORY CHECK 10/22/2010 10:15:17 AM jnajee

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/22/2010 10:15:23 AM, jnajee

CAMPAIGN CHECK 10/22/2010 10:15:23 AM jnajee

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/06/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06-0

*** CASE VSC LOOKUP 10/22/2010 10:15:25 AM, jnajee

VSC-CUC CHECK 10/22/2010 10:15:24 AM jnajee

No data found for VIN.

*** NOTES 10/22/2010 10:27:55 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that she is able to take the key out of the ignition while the vehicle is in any gear. Customer stated that she is aware that there is a recall for the Honda Accord regarding this same issue. Customer informed ACS that the dealership informed her that she will not be covered under the recall. Customer stated that she will take the vehicle to FISHER HONDA for a diagnostic sometime next week. (Not sure what day) . Customer stated that she has been having this issue for a couple of months. Customer stated that the vehicle rolled down a tilted parking lot, with the key out of the ignition and her daughter had to crawl in the vehicle to put her foot on the brake.

ACS informed customer that a case was created and dispatched to a case manager on her behalf. ACS informed customer that she will be contacted in 1-2 business days by a case manager. ACS informed customer that no guarantee assistance will be given. ACS provided customer case number. Customer understood. No further assistance required.

*** CASE MODIFY 10/22/2010 10:28:41 AM, jnajee

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2010 10:28:42 AM, jnajee

into WIP default and Status of Solving.

*** CASE DISPATCH 10/22/2010 10:28:51 AM, jnajee

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 10/22/2010 2:16:03 PM, jsmith02

from Queue Honda Team C to WIP default.

Case History

Case ID : N012010-10-2200758

Case Title : 10C (FISHER)- [REDACTED] - IGNITION GW RQ

*** CASE MODIFY 10/25/2010 9:14:10 AM, jsmith02
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 10/25/2010 9:14:21 AM, jsmith02
VSC-CUC CHECK 10/25/2010 09:14:20 AM jsmith02
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/25/2010 9:14:24 AM, jsmith02
CAMPAIGN CHECK 10/25/2010 09:14:24 AM jsmith02
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/06/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;
06

*** CASE CLAIMS LOOKUP 10/25/2010 9:14:25 AM, jsmith02
CLAIM HISTORY CHECK 10/25/2010 09:14:24 AM jsmith02
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/25/2010 9:14:26 AM, jsmith02
CLAIM HISTORY CHECK 10/25/2010 09:14:26 AM jsmith02
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/25/2010 9:14:28 AM, jsmith02
WARRANTY CHECK 10/25/2010 09:14:28 AM jsmith02
No data found for VIN.

*** SUBCASE N012010-10-2200758-1 CREATE 10/25/2010 9:14:53 AM, jsmith02
Created in WIP Default with Due Date 10/25/2010 9:14:53 AM.

*** COMMIT 10/25/2010 9:14:59 AM, jsmith02, Action Type : N/A
Made to [REDACTED] due 10/25/2010 05:00:00 PM.
10C (Fisher)- Call cust for 24hr call- Ignition switch concern 10/25

*** CASE MODIFY 10/25/2010 9:15:43 AM, jsmith02
into WIP default and Status of Solving.

*** COMMIT 10/25/2010 9:15:45 AM, jsmith02, Action Type :
Made to [REDACTED] due 10/25/2010 05:15:47 PM.
DCS Follow-Up

*** NOTES 10/25/2010 9:18:07 AM, jsmith02, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/28/2010

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

This customer stated she's able to remove her key even when the vehicle is not in park. This has caused her vehicle to roll after the key is removed. She knows there was a recall on other year/model vehicles and believes AHM should replace her ignition switch under a recall. She plans to bring the vehicle into your dlr for diagnosis.

Case History

Case ID : N012010-10-2200758

Case Title : 10C (FISHER)- [REDACTED] - IGNITION GW RQ

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

I will contact you to confirm if the vehicle has been inspected or if the customer has an appt set.

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

Jessica Smith
Automobile Customer Service

*** CASE MODIFY 10/25/2010 9:22:29 AM, jsmith02

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/25/2010 10:49:28 AM, jsmith02

CAMPAIGN CHECK 10/25/2010 10:49:28 AM jsmith02

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/06/04; FX;

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

06

*** NOTES 10/25/2010 10:49:58 AM, jsmith02, Action Type : Call to Dealer

Left VM for SM-Tyler requesting a call back.

*** CASE FULFILL 10/25/2010 10:50:09 AM, jsmith02

Fulfilled for [REDACTED] due 10/25/2010 05:15:47 PM.

*** COMMIT 10/25/2010 10:50:13 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 10/26/2010 05:00:00 PM.

10C (Fisher)- Dlr call back regard Ignition switch GW 10/26

*** CASE MODIFY 10/25/2010 10:50:39 AM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

*** CASE MODIFY 10/25/2010 10:55:14 AM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

*** NOTES 10/25/2010 3:23:02 PM, jsmith02, Action Type : Call to Customer

I called the customer at 3037728190/3038172344 and left a VM.

I introduced myself as a CM with AHM. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 10/25/2010 3:23:15 PM, jsmith02

Fulfilled for [REDACTED] due 10/25/2010 05:00:00 PM.

*** NOTES 10/25/2010 3:24:03 PM, jsmith02, Action Type : Call from Dealer

SM-Tyler from Fisher Honda confirmed this customer has contacted them and plans to bring the vehicle in tomorrow. I advised him I will be contacting the customer encouraging her to bring it in and have it repaired. However, ACS will not be assisting w/the repairs.

*** CASE FULFILL 10/25/2010 3:24:19 PM, jsmith02

Fulfilled for [REDACTED] due 10/26/2010 05:00:00 PM.

Case History

Case ID : N012010-10-2200758

Case Title : 10C (FISHER)- [REDACTED] IGNITION GW RQ

*** COMMIT 10/25/2010 3:24:22 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 11/02/2010 05:00:00 PM.

10C (Fisher)- Cust call back regard ignition switch 11/2

*** NOTES 11/1/2010 10:34:02 AM, jsmith02, Action Type : Call from Dealer

I spoke with SM-Tyler and SA-Brown.

He advised the customer came in for an inspection 10/28/10. The key did come out of the ignition switch in all gears. The key was also very difficult to get into the ignition. He advised these are all results of the ignition switch failing and needing replacement. He confirmed the ignition switch needs to be replaced.

*** NOTES 11/2/2010 2:01:44 PM, jsmith02, Action Type : Field Service

Reviewed case w/the DPSM. She agreed with ACS decision to decline GW. The vehicle is not affected by any warranty extensions or recalls pertaining to this concern and the part in question is grossly out of warranty.

*** NOTES 11/2/2010 2:04:48 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and left a VM.

I introduced myself as a CM with AHM. I provided my contact info/business hrs and requested a call back.

*** CASE FULFILL 11/2/2010 2:04:58 PM, jsmith02

Fulfilled for [REDACTED] DTTI due 11/02/2010 05:00:00 PM.

*** COMMIT 11/2/2010 2:05:00 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 11/04/2010 05:00:00 PM.

10C (Fisher)- Cust call back regard ignition switch GW 11/4

*** NOTES 11/4/2010 2:52:55 PM, jsmith02, Action Type : Call from Customer

Received VM from the customer requesting a call back at 303 772 8190 or Cell-303 877 2344.

*** CASE CAMPAIGN LOOKUP 11/4/2010 2:55:40 PM, jsmith02

CAMPAIGN CHECK 11/04/2010 02:55:40 PM jsmith02

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/06/04; FX;

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

06

*** CASE VSC LOOKUP 11/4/2010 2:55:42 PM, jsmith02

VSC-CUC CHECK 11/04/2010 02:55:42 PM jsmith02

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/4/2010 2:55:44 PM, jsmith02

CLAIM HISTORY CHECK 11/04/2010 02:55:44 PM jsmith02

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/4/2010 2:55:57 PM, jsmith02

WARRANTY CHECK 11/04/2010 02:55:57 PM jsmith02

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/4/2010 2:56:10 PM, jsmith02

Case History

Case ID : N012010-10-2200758

Case Title : 10C (FISHER)- [REDACTED] - IGNITION GW RQ

CAMPAIGN CHECK 11/04/2010 02:56:10 PM jsmith02

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/06/04; FX;

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

06

*** NOTES 11/4/2010 3:01:21 PM, jsmith02, Action Type : Call to Customer

I called the customer at 3037728190 and left a VM.

I provided my contact info/business hrs and requested a call back.

I called the customer at [REDACTED]

She advised the key can be removed in any gear. She brought the vehicle to Fisher Honda and they confirmed the symptom and diagnosed the ignition switch needs replacement. She read there were recalls on other year/model vehicles for this same problem. She felt this was the same issue we were having the recall. She thought AHM would cover her repair since we've had recalls on other year/model vehicles.

I apologized and advised I will document her concern. I explained that I have followed up w/Fisher Honda and confirmed w/them the repair that needs to be performed. We've reviewed the situation within our office but at this time we're not able to offer any assistance. I am aware of the recall that affects other year/model vehicles but we can not provide her assistance based on that recall since it doesn't apply to her vehicle. I explained that her concern will be documented and the documentation is spooled by various depts within AHM. If there is a recall on this concern in the future, she will be notified and would be eligible for reimbursement the a repair is performed. She asked for a 3rd party source she could report safety concerns to. I explained she could reference her O/M but advised the NHTSA is a 3rd party where you can report safety concerns. She thanked me and declined further assistance.

*** CASE MODIFY 11/4/2010 3:07:12 PM, jsmith02

into WIP 10C- Jaleen Clark and Status of Solving.

*** CASE CLOSE 11/4/2010 3:07:14 PM, jsmith02

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

*** SUBCASE N012010-10-2200758-1 CLOSE 11/4/2010 3:07:14 PM, jsmith02

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-10-0404755	Division : Honda - Auto	Condition : Closed	Open Date : 10/4/2010 4:09:21 PM
Case Originator : Jessica Ward (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/15/2010 2:55:47 PM
Case Owner : Jessica Smith (Team SA)	Method : Phone	Queue :	Days Open : 11
Last Closed By : Jessica Smith (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 10C (RALPH SCHOMP) [REDACTED] - ALLEGED SAFETY COMPONENT F 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 :	ENGLEWOOD, CO [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 72 C
VIN Type / No. :	US VIN / 2HKYF18643H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1863ENW / A
Miles / Hours :	110,000
In Service Date :	01/06/2003
Months In Use :	93
Engine Number :	J35A42559111
Originating Dealer No. / Name :	207593 / MILE HIGH HONDA
Selling Dealer No. / Name :	207593 / MILE HIGH 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 :	206588 / RALPH SCHOMP HONDA
Phone No. :	303-798-1500
Address :	5700 S. BROADWAY
City / State / Zip :	LITTLETON, CO 80121
Svc District / Sls District :	10C / C10
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
N012010-10-0404755-1 / [REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	725	Ignition Switch

Issue Details

Issue ID : N012010-10-0404755-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 10/5/2010 8:34:14 AM
Issue Owner : Jessica Smith	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/5/2010 2:30:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to 3rd Party
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 : N012010-10-0404755

Case Title : 10C (RALPH SCHOMP) [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE

*** CASE CREATE 10/4/2010 4:09:21 PM, jward

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

*** CASE CAMPAIGN LOOKUP 10/4/2010 4:09:48 PM, jward

CAMPAIGN CHECK 10/04/2010 04:09:48 PM jward

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/17/04; FX;

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

06-00

*** CASE EXTENDED WARRANTY LOOKUP 10/4/2010 4:10:10 PM, jward

WARRANTY CHECK 10/04/2010 04:10:10 PM jward

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/4/2010 4:10:12 PM, jward

CLAIM HISTORY CHECK 10/04/2010 04:10:12 PM jward

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/4/2010 4:10:22 PM, jward

CAMPAIGN CHECK 10/04/2010 04:10:22 PM jward

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/17/04; FX;

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

06-00

*** CASE VSC LOOKUP 10/4/2010 4:10:25 PM, jward

VSC CHECK 10/04/2010 04:10:25 PM jward

The following VSC information was found

CHRIS;RIVERA;V002127623;A70;(NEW) PREMIUM 7YR 100K \$50 DED;CANCELLED;2005-03-26;2004-10-25;2010-01-05;100000;3
2977;207593;50.00

*** CASE CUC LOOKUP 10/4/2010 4:10:25 PM, jward

CUC CHECK 10/04/2010 04:10:25 PM jward

The following CUC information was found

:::0;0;0;:::0;0;0;::

*** CASE MODIFY 10/4/2010 4:10:44 PM, jward

into WIP default and Status of Solving.

*** CASE MODIFY 10/4/2010 4:20:16 PM, jward

into WIP default and Status of Solving.

*** NOTES 10/4/2010 4:28:23 PM, jward, Action Type : Call from Customer

Added contact information.

Best contact number: [REDACTED]

Case History

Case ID : N012010-10-0404755

Case Title : 10C (RALPH SCHOMP)-[REDACTED]- ALLEGED SAFETY COMPONENT FAILURE

Customer called stating with vehicle in drive, she took key out of ignition and locked the door. Customer informed her vehicle was in a driveway. Customer informed her vehicle rolled backward, down the street and ruined a neighbors brick post. Customer informed her vehicle has damages. Customer informed she has not taken vehicle to Honda dealer for diagnosis. Customer would like to know if AHM will testify to her insurance company that there was a defect in the ignition switch and the defect is the reason for the accident. Customer would AHM to cover the cost of repair.

ACS informed case will be forwarded for review. Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

Customer informed she will take vehicle to RALPH SCHOMP HONDA for diagnosis after she speaks with CM.

*** CASE MODIFY 10/4/2010 4:28:34 PM, jward
into WIP default and Status of Solving.

*** CASE DISPATCH 10/4/2010 4:28:45 PM, jward
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 10/4/2010 4:32:05 PM, jsmith02
from Queue Honda Team C to WIP default.

*** CASE MODIFY 10/4/2010 4:57:47 PM, jsmith02
into WIP default and Status of Solving.

*** COMMIT 10/4/2010 4:57:51 PM, jsmith02, Action Type :

Made to [REDACTED] due 10/07/2010 05:57:53 PM.

DCS Follow-Up

*** NOTES 10/4/2010 4:58:47 PM, jsmith02, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/7/2010

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

The customer took the keys out of the ignition while the vehicle was in drive. Her vehicle rolled back into a fence and ruined it. She wants AHM to cover the cost of repairs. She plans to bring the vehicle into your dlr for inspection.

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

I will contact you once the vehicle has been inspected.

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

Jessica Smith
Automobile Customer Service

*** COMMIT 10/5/2010 8:32:12 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 10/05/2010 05:00:00 PM.

10C (Ralph Schomp)- Call cust for 24hr call- Ign switch failure 10/5

*** SUBCASE N012010-10-0404755-1 CREATE 10/5/2010 8:34:14 AM, jsmith02

Case History

Case ID : N012010-10-0404755

Case Title : 10C (RALPH SCHOMP)-[REDACTED] ALLEGED SAFETY COMPONENT FAILURE

Created in WIP Default with Due Date 10/5/2010 8:34:14 AM.

*** CASE MODIFY 10/5/2010 8:34:20 AM, jsmith02
into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2010 2:00:44 PM, jsmith02
into WIP 24 Hr Contact and Status of Solving.

*** NOTES 10/5/2010 2:28:34 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED]

The customer stated she was able to remove her key from the ignition switch with the vehicle in drive. The vehicle rolled down the street backward. The vehicle somehow got turned around and ended up rolling forward. The driveway is on a slight incline and curved. It missed the 2 brick post and rolled down and across the street. The front of the vehicle ended up running into a neighbor's really big brick light post. This occurred yesterday afternoon. The vehicle bent the electrical post and 2/3 of the brick post is laying on the ground. She advised the owners of the brick post are in the process of finding out what the cost is to repair.

She went online and found it's a common problem with Hondas. She found a lot of other vehicles were recalled for the same concern. She called Ralph Schomp Honda to find out if this is normal and they stated it was not. The customer stated the vehicle is driveable but the front bumper and a little beyond the bumper are damaged. The customer hasn't contacted her insurance company because it would have an impact on her rate. She reiterated that a bunch of Honda were recalled for this exact problem. She's hoping Honda will just take care of it.

I apologized and advised I will document his concern. I explained that AHM highly suggest she contacts her insurance company and advise them of the incident. The insurance company would perform an investigation. If they feel a defect caused the incident they will make contact w/AHM. She thanked me for the info and stated she'll take some photos and start working with the insurance agency. I explained the case will be closed at this time and will be reopened if/when we receive contact from her insurance company.

*** NOTES 10/5/2010 2:29:37 PM, jsmith02, Action Type : HNA Law

I spoke w/Terry Draut and explained the situation to confirm if ACS needs to take further action. He advised ACS doesn't need to take any further action and advised the case can be closed.

*** CASE MODIFY 10/5/2010 2:29:49 PM, jsmith02
into WIP 24 Hr Contact and Status of Solving.

*** SUBCASE N012010-10-0404755-1 CLOSE 10/5/2010 2:30:22 PM, jsmith02
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2010 2:30:27 PM, jsmith02
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/6/2010 8:17:00 AM, elim
with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2010 8:17:11 AM, elim
WARRANTY CHECK 10/06/2010 08:17:11 AM elim
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2010 8:17:15 AM, elim
CLAIM HISTORY CHECK 10/06/2010 08:17:14 AM elim
No data found for VIN.

Case History

Case ID : N012010-10-0404755

Case Title : 10C (RALPH SCHOMP)-[REDACTED]- ALLEGED SAFETY COMPONENT FAILURE

*** CASE CAMPAIGN LOOKUP 10/6/2010 8:17:19 AM, elim

CAMPAIGN CHECK 10/06/2010 08:17:19 AM elim

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 09/17/04; FX;

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

06-009

*** CASE CUC LOOKUP 10/6/2010 8:17:22 AM, elim

CUC CHECK 10/06/2010 08:17:22 AM elim

The following CUC information was found

;;;0;0;,,,,,;0;;

*** CASE VSC LOOKUP 10/6/2010 8:17:22 AM, elim

VSC CHECK 10/06/2010 08:17:22 AM elim

The following VSC information was found

CHRIS;RIVERA;V002127623;A70;(NEW) PREMIUM 7YR 100K \$50 DED;CANCELLED;2005-03-26;2004-10-25;2010-01-05;100000;3

2977;207593;50.00

*** CASE MODIFY 10/6/2010 8:17:24 AM, elim

into WIP default and Status of Solving.

*** NOTES 10/6/2010 8:23:32 AM, elim, Action Type : Call from Customer

Issue:

Renee from Travelers Insurance is calling on behalf of the customer who is requesting compensation. She would like to know what type of support she needs to provide in order for Honda to acknowledge a defect.

Summary:

The customer was advised that the Insurance company needs to do their own investigation and if they determine that the issue is related to a defect, they would need to submit their findings in writing to AHM along with any requests. The customer was given the corporate mailing address to the office in Torrance, CA. The customer has no further questions.

* Reviewed with TL prior to providing information.

*** CASE MODIFY 10/6/2010 8:23:40 AM, elim

into WIP default and Status of Solving.

*** CASE CLOSE 10/6/2010 8:23:47 AM, elim

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

*** CASE REOPEN 10/15/2010 12:47:58 PM, csudario

with Condition of Open and Status of Solving.

*** NOTES 10/15/2010 1:05:27 PM, csudario, Action Type : Call from Customer

Re-opened case for documentation purposes only.

ACS received a call from Renee Traveller's Insurance Company, 720.963.7375, Who would like to know what AHM'S stance is on this claim, is AHM going to deem this a defect or will they consider this wear and tear? ACS advised the Insurance Adjuster that she has to go through a Insurance subrogation

Case History

Case ID : N012010-10-0404755

Case Title : 10C (RALPH SCHOMP) [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE

and documents would have to be mailed and any voluntary information regarding the incident. Caller states that they already contacted RALPH SCHOMP HONDA and the Customer already addressed the fact that the key can be taken out of park, and was told that they will not provide a document to support this. ACS provided Insurance Company with the address to submit documents:

AHMC, INC.
1919 Torrance Blvd
Torrance, CA 90501
attn: ACS Dept.

ACS advised Customer that once documents are received, they will get a call back from the RCM.
Caller understands.

*** CASE CLOSE 10/15/2010 1:05:56 PM, csudario

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

*** CASE REOPEN 10/15/2010 2:52:07 PM, jsmith02

with Condition of Open and Status of Solving.

*** NOTES 10/15/2010 2:55:41 PM, jsmith02, Action Type : Call to Dealer

I spoke w/SM-Bill @ Ralph Schomp Honda.

He advised the insurance agent-Renee at Traveler's has contacted them and he stated she's very rude. She's demanding to know the status of the situation from them and asking them to provide her something in writing. He advised they contacted the customer based on the DCS ACS sent and they verified the concern. However, there was no official diagnosis performed and no RO generated. He advised the customer even commented to them that she had experienced this ignition concern before. Therefore, the customer knew this was an issue hadn't brought it in. I advised him the insurance company needs to perform their own investigation. If they'd like the dlr to perform the diagnosis they would need to cover the diag fee or ask the customer to cover it. At that point they can generate a RO stating what the concern was and advising of what part needs replacement. I explained the insurance company needs to submit us their request and all supporting documents in writing to our mailing address and the insurance agent was advised of this several times.

*** CASE MODIFY 10/15/2010 2:55:46 PM, jsmith02

into WIP default and Status of Solving.

*** CASE CLOSE 10/15/2010 2:55:47 PM, jsmith02

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

Case Details

Case ID : N012005-08-1501835 Division : Honda - Auto Condition : Closed Open Date : 8/15/2005 4:29:02 PM
 Case Originator : Matt Caldarella (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 8/16/2005 8:10:33 AM
 Case Owner : Matt Caldarella (Team HG) Method : Phone Queue : Days Open : 1
 Last Closed By : Matt Caldarella (Team HG) Point of Origin : Customer Wipbin :
 Case Title : ██████████ IGNITION 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 : LOS ANGELES, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : ██████████

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18703H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 52,000
 In Service Date : 12/27/2002
 Months In Use : 32
 Engine Number : J35A42560432
 Originating Dealer No. / Name : 206511 / ROBERTSON HONDA
 Selling Dealer No. / Name : 206511 / ROBERTSON 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 :
 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
N012005-08-1501835-1 / ██████████	PRODU Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-08-1501835-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 8/15/2005 4:58:26 PM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 8/16/2005 8:10:12 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 : 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 : N012005-08-1501835

Case Title : [REDACTED] IGNITION CONCERN

*** CASE CREATE 8/15/2005 4:29:02 PM, mcaldare

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

*** CASE MODIFY 8/15/2005 4:29:19 PM, mcaldare

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/15/2005 4:29:31 PM, mcaldare

CAMPAIGN CHECK 08/15/2005 04:29:31 PM mcaldare

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-09-04; FX

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

*** CASE VSC LOOKUP 8/15/2005 4:29:32 PM, mcaldare

VSC-CUC CHECK 08/15/2005 04:29:32 PM mcaldare

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/15/2005 4:29:34 PM, mcaldare

WARRANTY CHECK 08/15/2005 04:29:34 PM mcaldare

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/15/2005 4:29:39 PM, mcaldare

CLAIM CHECK 08/15/2005 04:29:39 PM mcaldare

The following Claim History information was found

0; 2005-05-11; 206511; 256611; 510; 121150 ; EXHAUST GAS RECIRCULATION (EGR) VALVE - REPLACE.

S/B# 05-026

*** NOTES 8/15/2005 4:58:03 PM, mcaldare, Action Type : Call from Customer

The customer called ACS stating that on 08/13/05 the customers wife pulled into their houses driveway after she went groceries shopping with her young son who was in the vehicle with her at the time. The customer stated that the vehicles key were able to be removed without the vehicle being in park. The customer stated that he does not know how long the vehicle has been doing this.

The customer's wife/son pulled into the driveway at about 6 PM on 8/13/05. Her vehicle was facing their house with the rear bumper facing their neighbors house, directly across the street. The customer stated that his wife took the key out of the ignition without the vehicle being in park, without the parking brake on, and went to get groceries out of the rear cargo area. The rear lift gate was wide open at a 90 degree angle. The customer stated that the vehicle began to roll backwards and stopped when it hit a tree in the neighbors front lawn across the street. The vehicle was damaged but it did not affect the tree. The customer stated that the vehicle has not been diagnosed yet or inspected by his insurance company, nor was there a police report. The customer stated that the impact was square into the tailgate. The customer stated that the tailgate wrapped around the tree and also dented the fender. The customer has possession of the vehicle now.

Mercury Insurance policy number [REDACTED] I informed the customer that he should work with his insurance company in reference to the accident. I informed the customer that AHM always recommends placing the vehicle in the park position and engaging the emergency brake when parking. I provided the customer with the case number for reference and informed the customer that this has been documented. Customer understood and will work with his insurance company at this time.

*** SUBCASE N012005-08-1501835-1 CREATE 8/15/2005 4:58:26 PM, mcaldare

Created in WIP Default with Due Date 8/15/2005 4:58:26 PM.

*** SUBCASE N012005-08-1501835-1 PROPERTY DAMAGE CHANGES 8/15/2005 4:59:55 PM, mcaldare

Case History

Case ID : N012005-08-1501835

Case Title : [REDACTED] IGNITION CONCERN

Initial setting of Property Damage method to Verbal only

*** SUBCASE N012005-08-1501835-1 PROPERTY DAMAGE CHANGES 8/15/2005 5:00:22 PM, mcaldare

Changed Property Damage Reported from No to Yes

*** CASE MODIFY 8/15/2005 5:00:26 PM, mcaldare

into WIP default and Status of Solving.

*** CASE ASSIGN 8/15/2005 5:00:39 PM, mcaldare

N012005-08-1501835 to galbu, WIP 0

*** CASE RULE ACTION 8/15/2005 5:00:40 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/15/2005 5:00:42 PM, mcaldare

into WIP default and Status of Solving.

*** SUBCASE N012005-08-1501835-1 ASSIGN 8/15/2005 5:00:59 PM, mcaldare

N012005-08-1501835-1 to galbu, WIP ±□□,□d, cyÿ.F

*** SUBCASE N012005-08-1501835-1 RULE ACTION 8/15/2005 5:01:00 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/16/2005 8:05:31 AM, galbu

into WIP Default and Status of Solving.

*** CASE MODIFY 8/16/2005 8:05:35 AM, galbu

into WIP Default and Status of Solving.

*** CASE YANKED 8/16/2005 8:09:34 AM, mcaldare

Yanked by mcaldare into WIPbin default.

*** SUBCASE N012005-08-1501835-1 YANKED 8/16/2005 8:09:59 AM, mcaldare

Yanked by mcaldare into WIPbin default.

*** SUBCASE N012005-08-1501835-1 CLOSE 8/16/2005 8:10:12 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/16/2005 8:10:16 AM, mcaldare

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2005 8:10:31 AM, mcaldare

into WIP default and Status of Solving.

*** CASE CLOSE 8/16/2005 8:10:33 AM, mcaldare

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

Case Details

Case ID : N032010-08-1100755	Division : Honda - Auto	Condition : Closed	Open Date : 8/11/2010 9:24:46 AM
Case Originator : Priscilla Samaniego (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/11/2010 9:31:22 AM
Case Owner : Priscilla Samaniego (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Priscilla Samaniego (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION INTERLOCK RECALL	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 : VACAVILLE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 21
 VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours :
 In Service Date : 12/28/2002
 Months In Use : 92
 Engine Number : J35A42561324
 Originating Dealer No. / Name : 207676 / AUTOWEST HONDA OF ROSEVILLE
 Selling Dealer No. / Name : 207676 / AUTOWEST HONDA OF ROSEVILLE
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-08-1100755-1 / [REDACTED] - CORPORA	Subcase Close	Corporate	Media Exposure	725	Ignition Switch

Issue Details

Issue ID : N032010-08-1100755-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/11/2010 9:31:15 AM
Issue Owner : Priscilla Samaniego	Type 2 : Media Exposure	Queue :	Close Date : 8/11/2010 9:31:22 AM
Issue Title : ██████████ CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-08-1100755

Case Title : [REDACTED] - IGNITION INTERLOCK RECALL

*** CASE CREATE 8/11/2010 9:24:46 AM, psamanie

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

*** CASE EXTENDED WARRANTY LOOKUP 8/11/2010 9:24:47 AM, psamanie

WARRANTY CHECK 08/11/2010 09:24:47 AM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/11/2010 9:24:50 AM, psamanie

CLAIM HISTORY CHECK 08/11/2010 09:24:50 AM psamanie

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/11/2010 9:24:58 AM, psamanie

CAMPAIGN CHECK 08/11/2010 09:24:58 AM psamanie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE VSC LOOKUP 8/11/2010 9:24:59 AM, psamanie

VSC-CUC CHECK 08/11/2010 09:24:59 AM psamanie

No data found for VIN.

*** CASE MODIFY 8/11/2010 9:25:45 AM, psamanie

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/11/2010 9:25:50 AM, psamanie

CAMPAIGN CHECK 08/11/2010 09:25:50 AM psamanie

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/30/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 06/28/06

*** CASE CLAIMS LOOKUP 8/11/2010 9:25:51 AM, psamanie

CLAIM HISTORY CHECK 08/11/2010 09:25:51 AM psamanie

No data found for VIN.

*** CASE CUC LOOKUP 8/11/2010 9:25:55 AM, psamanie

CUC CHECK 08/11/2010 09:25:55 AM psamanie

The following CUC information was found

[REDACTED] EXPIRED;105000;39870;52470;2006-07-11;2009-12-28;;2006-07-11;2006-07-11;207988;;0;2006-07-31;2006-07-15

*** CASE EXTENDED WARRANTY LOOKUP 8/11/2010 9:25:55 AM, psamanie

WARRANTY CHECK 08/11/2010 09:25:55 AM psamanie

No data found for VIN.

*** CASE VSC LOOKUP 8/11/2010 9:25:55 AM, psamanie

VSC CHECK 08/11/2010 09:25:55 AM psamanie

The following VSC information was found

Case History

Case ID : N032010-08-1100755

Case Title : [REDACTED] IGNITION INTERLOCK RECALL

:0;0;0.0

*** CASE MODIFY 8/11/2010 9:26:31 AM, psamanie
into WIP default and Status of Solving.

*** NOTES 8/11/2010 9:30:58 AM, psamanie, Action Type : Call from Customer

The customer called stating that he saw on t.v that there was a recall in regards to an ignition switch interlock and would like to know if their vehicle is part of the recall. I advised that recalls are vin number specific and their vehicle is not part of a recall at this time. I advised that he will be notified with a letter in the mail in the future if the vehicle is part of a recall. The customer advised that he is able to pull his key out also and his vehicle should be recalled also. I advised that he should have his vehicle taken to a Honda dealer for repair. I offered to transfer the call to product concerns but the customer declined. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

*** SUBCASE N032010-08-1100755-1 CREATE 8/11/2010 9:31:15 AM, psamanie
Created in WIP Default with Due Date 8/11/2010 9:31:15 AM.

*** CASE MODIFY 8/11/2010 9:31:20 AM, psamanie
into WIP default and Status of Solving.

*** SUBCASE N032010-08-1100755-1 CLOSE 8/11/2010 9:31:22 AM, psamanie
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/11/2010 9:31:22 AM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032010-09-1500694	Division : Honda - Auto	Condition : Closed	Open Date : 9/15/2010 10:54:09 AM
Case Originator : Laura Aldrich (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/15/2010 10:58:59 AM
Case Owner : Laura Aldrich (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Laura Aldrich (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] INQUIRE ABOUT IGNITION SWITCH RECALL			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 :	RATON, NM [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 20
VIN Type / No. :	US VIN / 2HKYF18513H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1853ENW / A
Miles / Hours :	75,000
In Service Date :	01/18/2003
Months In Use :	92
Engine Number :	J35A42565281
Originating Dealer No. / Name :	/ FRONT RANGE HONDA
Selling Dealer No. / Name :	/ FRONT RANGE 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 :	
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
N032010-09-1500694-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032010-09-1500694-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2010 10:58:49 AM
Issue Owner : Laura Aldrich	Type 2 : Operation	Queue :	Close Date : 9/15/2010 10:58:56 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-09-1500694

Case Title : [REDACTED] INQUIRE ABOUT IGNITION SWITCH RECALL

*** CASE CREATE 9/15/2010 10:54:09 AM, laldrich

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

*** CASE MODIFY 9/15/2010 10:55:27 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 9/15/2010 10:58:26 AM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM because he became aware of the issue with the ignition interlock recall that will be coming up. He is aware his vehicle is not specifically included, but he did have the same thing happen, where he was in a hurry, took the key out, and the vehicle rolled.

Since the vehicle will not be included in the recall, I warm transferred the call back to product concern

*** SUBCASE N032010-09-1500694-1 CREATE 9/15/2010 10:58:49 AM, laldrich

Created in WIP Default with Due Date 9/15/2010 10:58:49 AM.

*** SUBCASE N032010-09-1500694-1 CLOSE 9/15/2010 10:58:56 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/15/2010 10:58:59 AM, laldrich

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

Case Details

Case ID : N012010-09-1500674 Division : Honda - Auto Condition : Closed Open Date : 9/15/2010 10:47:48 AM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/15/2010 11:12:20 AM
 Case Owner : David Mendoza (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : David Mendoza (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] ALLEGED SAFETY COMPONENT FAILURE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 120
 VIN Type / No. : US VIN / 2HKYF18513H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 75,000
 In Service Date : 01/18/2003
 Months In Use : 92
 Engine Number : J35A42565281
 Originating Dealer No. / Name : / FRONT RANGE HONDA
 Selling Dealer No. / Name : / FRONT RANGE 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 : 206959 / GARCIA HONDA
 Phone No. : 505-260-5000
 Address : 8301 LOMAS BLVD., N.E.
 City / State / Zip : ALBUQUERQUE, NM 87110
 Svc District / Sls District : 10E / C10
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206985	VIDMAR 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
N012010-09-1500674-1 [REDACTED] - PRODUCT	Subcase Close	Product	Fit/Finish/Quality	725	Ignition Switch

Issue Details

Issue ID : N012010-09-1500674-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2010 10:52:13 AM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 9/15/2010 10:52:38 AM
Issue Title : XXXXXXXXXX RODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc :725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Forward to Call Ctr, Provided
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 : N012010-09-1500674

Case Title : [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE

*** CASE CREATE 9/15/2010 10:47:48 AM, cbaldas

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

*** CASE EXTENDED WARRANTY LOOKUP 9/15/2010 10:47:51 AM, cbaldas

WARRANTY CHECK 09/15/2010 10:47:51 AM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/15/2010 10:47:53 AM, cbaldas

CLAIM HISTORY CHECK 09/15/2010 10:47:53 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/15/2010 10:48:00 AM, cbaldas

CAMPAIGN CHECK 09/15/2010 10:48:00 AM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/30/04; FX;

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

06-00

*** CASE VSC LOOKUP 9/15/2010 10:48:01 AM, cbaldas

VSC-CUC CHECK 09/15/2010 10:48:01 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/15/2010 10:48:22 AM, cbaldas

CAMPAIGN CHECK 09/15/2010 10:48:22 AM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/30/04; FX;

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

06-00

*** CASE MODIFY 9/15/2010 10:49:34 AM, cbaldas

into WIP default and Status of Solving.

*** NOTES 9/15/2010 10:51:57 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that he has the same issue with his vehicle as the ignition interlock recall for the 2003 Accords, Elements, and Civics. Customer contacted the dealership about this and was told that his vehicle is not included in the recall and that the labor alone would be over \$198. Customer is seeking assistance with this as he feels his issue is related to the recall. ACS advised customer that his vehicle is outside of the vehicle warranty and that assistance would be denied from warranty; however as he feels his vehicle is affected by a recall issue ACS forwarded customer to the recall dept for further assistance. No further assistance required. Case closed.

*** SUBCASE N012010-09-1500674-1 CREATE 9/15/2010 10:52:13 AM, cbaldas

Created in WIP Default with Due Date 9/15/2010 10:52:13 AM.

*** SUBCASE N012010-09-1500674-1 CLOSE 9/15/2010 10:52:38 AM, cbaldas

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012010-09-1500674

Case Title : [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE

*** CASE CLOSE 9/15/2010 10:52:39 AM, cbaldas

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

*** CASE REOPEN 9/15/2010 10:56:39 AM, dmendoza

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/15/2010 10:57:32 AM, dmendoza

CAMPAIGN CHECK 09/15/2010 10:57:32 AM dmendoza

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/30/04; FX;

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

06-0

*** CASE VSC LOOKUP 9/15/2010 10:57:34 AM, dmendoza

VSC-CUC CHECK 09/15/2010 10:57:34 AM dmendoza

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/15/2010 10:57:37 AM, dmendoza

CLAIM HISTORY CHECK 09/15/2010 10:57:37 AM dmendoza

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/15/2010 10:57:40 AM, dmendoza

WARRANTY CHECK 09/15/2010 10:57:39 AM dmendoza

No data found for VIN.

*** CASE MODIFY 9/15/2010 11:03:52 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 9/15/2010 11:12:05 AM, dmendoza, Action Type : Call from Customer

Verified the customer's contact information.

Customer was transferred back to ACS. The customer states that his vehicle experienced a problem similar to a recall he has read about in consumer reports. The customer states that his dealership has advised him that the labor will be approximately \$198. The customer states that he parked behind his other vehicle and forgot to put his vehicle in park. He states that he turned the vehicle off and was able to take his key out and he states that the vehicle rolled into another. He states that the incident occurred over a year ago. The customer states that he believes that this is a safety issue and he is calling to receive assistance with the cost of the repair. The customer states that he has not yet taken his vehicle to a dealer for an actual diagnosis. The customer states that he will not take the vehicle to a Honda dealership for a diagnosis.

ACS advised the customer that without a diagnosis ACS would be unable to consider any assistance for the repairs his vehicle's repairs. ACS advised the customer that if he does happen to decide that he wants to have his problem diagnosed he is more than welcome to contact ACS. The customer needed no further assistance.

*** CASE MODIFY 9/15/2010 11:12:15 AM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 9/15/2010 11:12:18 AM, dmendoza

into WIP default and Status of Solving.

*** CASE CLOSE 9/15/2010 11:12:20 AM, dmendoza

Case History

Case ID : N012010-09-1500674

Case Title : [REDACTED] ALLEGED SAFETY COMPONENT FAILURE

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-05-0801893	Division : Honda - Auto	Condition : Closed	Open Date : 5/8/2012 4:06:32 PM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/8/2012 4:12:51 PM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 4688
 VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 124,000
 In Service Date : 02/12/2003
 Months In Use : 111
 Engine Number : J35A42571600
 Originating Dealer No. / Name : 206825 / PETERSEN HONDA
 Selling Dealer No. / Name : 206825 / PETERSEN HONDA
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-0801893-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-05-0801893-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2012 4:12:36 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 5/8/2012 4:12:51 PM
Issue Title : XXXXXXXXXX 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, Updated 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 : N012012-05-0801893

Case Title : [REDACTED] IGNITION SWITCH CONCERN

*** CASE CREATE 5/8/2012 4:06:32 PM, jnajee

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

*** NOTES 5/8/2012 4:11:56 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that she's experiencing a problem with the ignition. Customer advised that she can remove her key and turn the vehicle off while the vehicle is still in park. Customer advised that she spoke with the dlr and she was informed that they can repair it. Customer advised that she wants this issue to be a recall.

ACS informed customer that she will need to speak with NHTSA regarding this issue. ACS provided customer with the phone number to NHTSA (888)327-4236. Customer understood. No further assistance required.

*** SUBCASE N012012-05-0801893-1 CREATE 5/8/2012 4:12:36 PM, jnajee

Created in WIP Default with Due Date 5/8/2012 4:12:36 PM.

*** CASE MODIFY 5/8/2012 4:12:49 PM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012012-05-0801893-1 CLOSE 5/8/2012 4:12:51 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/8/2012 4:12:51 PM, jnajee

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

Case Details

Case ID : N012011-07-1801602	Division : Honda - Auto	Condition : Closed	Open Date : 7/18/2011 6:23:45 AM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/18/2011 6:31:35 AM
Case Owner : Noell Jessie (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Noell Jessie (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 75 7
 VIN Type / No. : US VIN / 2HKYF18653H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 180,000
 In Service Date : 02/14/2003
 Months In Use : 101
 Engine Number : J35A42573401
 Originating Dealer No. / Name : 208034 / GANLEY HONDA
 Selling Dealer No. / Name : 207150 / SMAIL HONDA VILLAGE
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-07-1801602-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-1801602-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2011 6:31:18 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 7/18/2011 6:31:34 AM
Issue Title : XXXXXXXXXX - 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, 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 : N012011-07-1801602

Case Title : [REDACTED] IGNITION SWITCH COMPLAINT

*** CASE CREATE 7/18/2011 6:23:45 AM, njessie

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

*** NOTES 7/18/2011 6:30:27 AM, njessie, Action Type : Call from Customer

Updated customer contact info.

Best contact # [REDACTED]

Customer states that he would like to know if his vehicle has a recall for the ignition switch. Customer states that he is starting to have trouble with being able to pull the key out and has seen a number of complaints online regarding this problem in his model vehicle. Customer states that he would like to know if there is anything that AHM can do to help with this situation. Customer states that he has a family full of mechanics so the vehicle has been inspected by them.

ACS understood that ignition repairs in the vehicle are an unwanted expense. ACS advised the customer that there are no recalls or known issues with AHM regarding this problem in this vehicle. ACS advised the customer that given the mileage of his vehicle ACS would not be in the position to assist with the cost of repairs.

*** CASE MODIFY 7/18/2011 6:30:50 AM, njessie

into WIP default and Status of Solving.

*** SUBCASE N012011-07-1801602-1 CREATE 7/18/2011 6:31:18 AM, njessie

Created in WIP Default with Due Date 7/18/2011 6:31:18 AM.

*** SUBCASE N012011-07-1801602-1 CLOSE 7/18/2011 6:31:35 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/18/2011 6:31:35 AM, njessie

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

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N032010-08-1801267	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2010 1:09:29 PM
Case Originator : Laura Aldrich (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/18/2010 1:12:53 PM
Case Owner : Laura Aldrich (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Laura Aldrich (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION INTERLOCK		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 : JACKSONVILLE, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18533H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 125,000
 In Service Date : 02/17/2003
 Months In Use : 90
 Engine Number : J35A42575525
 Originating Dealer No. / Name : 207435 / COGGIN HONDA
 Selling Dealer No. / Name : 207435 / COGGIN 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
N032010-08-1801267-1 / [REDACTED] PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032010-08-1801267-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2010 1:12:42 PM
Issue Owner : Laura Aldrich	Type 2 : Operation	Queue :	Close Date : 8/18/2010 1:12:48 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-08-1801267

Case Title : [REDACTED] - IGNITION INTERLOCK

*** CASE CREATE 8/18/2010 1:09:29 PM, laldrich

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

*** CASE CAMPAIGN LOOKUP 8/18/2010 1:09:56 PM, laldrich

CAMPAIGN CHECK 08/18/2010 01:09:56 PM laldrich

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 11/10/04; FX;

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

06

*** CASE VSC LOOKUP 8/18/2010 1:10:05 PM, laldrich

VSC-CUC CHECK 08/18/2010 01:10:05 PM laldrich

No data found for VIN.

*** NOTES 8/18/2010 1:12:20 PM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM because she had the same problem with the ignition interlock that is being spoken about on the media. She had accidentally taken the key out before placing the vehicle in park and the car started to roll.

She had the vehicle repaired and is asking for a reimbursement.

Per CRMS, her vehicle is not included in the recall. The call was transferred to product concern.

*** SUBCASE N032010-08-1801267-1 CREATE 8/18/2010 1:12:42 PM, laldrich

Created in WIP Default with Due Date 8/18/2010 1:12:42 PM.

*** SUBCASE N032010-08-1801267-1 CLOSE 8/18/2010 1:12:48 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/18/2010 1:12:50 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 8/18/2010 1:12:53 PM, laldrich

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

Spool Report

Run Date : 10/10/2012

Case Details

Case ID : N012012-08-0901473 Division : Honda - Auto Condition : Closed Open Date : 8/9/2012 3:16:43 PM
 Case Originator : Sopana Sann (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/12/2012 4:20:44 PM
 Case Owner : Christeen Miller (Team HH) Method : Phone Queue : Days Open : 34
 Last Closed By : Christeen Miller (Team HH) Point of Origin : Customer Wipbin :
 Case Title : HONDA CITY [REDACTED] IGNITION SWITCH CON 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 : MANLIUS, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 646
 VIN Type / No. : US VIN / 2HKYF18503H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 108,800
 In Service Date : 03/19/2003
 Months In Use : 113
 Engine Number : J35A42585790
 Originating Dealer No. / Name : 206785 / LAMACCHIA HONDA
 Selling Dealer No. / Name : 206785 / LAMACCHIA 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 : 207422 / HONDA CITY
 Phone No. : 315-451-6750
 Address : 7140 HENRY CLAY BLVD.
 City / State / Zip : LIVERPOOL, NY 13088
 Svc District / Sls District : 09B / A09
 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
N012012-08-0901473-1 [REDACTED] PRO	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-08-0901473-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2012 6:51:20 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 9/12/2012 4:20:39 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 : Assist - AHM Partial, 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 : N012012-08-0901473

Case Title : HONDA CITY / LIVEPOOL - 9B [REDACTED] IGNITION SWITCH CONCERNS.

*** CASE CREATE 8/9/2012 3:16:43 PM, ssann

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

*** CASE MODIFY 8/9/2012 3:17:43 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 3:28:33 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 8/9/2012 3:30:05 PM, ssann

into WIP default and Status of Solving.

*** NOTES 8/9/2012 3:38:09 PM, ssann, Action Type : Call from Customer

VERIFIED CUSTOMER CONTACT INFORMATION.

Customer best # [REDACTED]

Customer states that recently when he was putting a boat in the vehicle the vehicle started to roll off right when his wife took the key out from the ignition switch. Customer states that the car starting to rolled backwards and he was able to ran up and put the key back in and put the vehicle into park. Customer states that somehow his wife was able to get take the key out of the ignition when the vehicle was in drive. Customer states that he took the vehicle to the dealership today and was told that he has a faulty ignition switch. SA Sean quoted the customer \$670 for the repairs. Customer feels that it is a safety concerns and wants to have the concerns repaired.

ACS stated that ACS understand it is a safety concerns and that ACS would be concern also. ACS appreciated the customer for taking the time to voice his concerns.

Customer has owned a 1990 Civic, 1998 Civic, currently owns 2003 Accord. There are several service history done at Honda city.

ACS advised the customer that the case will be dispatch to a RCM for further review. ACS advised the customer that these cases are being reviewed on a case by case basis and that there is no guaranteed of assistance. ACS advised that a RCM will contact the customer by the end of the next business day.

ACS appreciated the customer for allowing ACS the opportunity to review his concerns.

*** CASE MODIFY 8/9/2012 3:38:15 PM, ssann

into WIP default and Status of Solving.

*** CASE DISPATCH 8/9/2012 3:38:23 PM, ssann

from WIP default to Queue Honda Team H .

*** CASE MODIFY 8/9/2012 3:38:24 PM, ssann

into WIP default and Status of Solving.

*** CASE ACCEPT 8/10/2012 6:04:21 AM, cmiller

from Queue Honda Team H to WIP default.

*** CASE MODIFY 8/10/2012 6:37:22 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 8/10/2012 6:49:52 AM, cmiller, Action Type : Call to Dealer

Case History

Case ID : N012012-08-0901473

Case Title : HONDA CITY / LIVEPOOL - 9B - [REDACTED] IGNITION SWITCH CONCERNS.

He advised me that the customer has owned 3 Honda's and services with them. We agreed that based on his customer loyalty to the brand and dealer assistance will be offered. He will contact the customer with the offer. I thanked him and the call was ended.

DPSM involved? NoCustomer pay quote from Dealership: \$670.00Total Warranty Repair Cost \$601.66Total Amount Authorized for claim: \$541.66Percentage of Goodwill Authorized: 90%Total the Customer will pay \$ 60.00 + Applicable tax

*** SUBCASE N012012-08-0901473-1 CREATE 8/10/2012 6:51:20 AM, cmiller

Created in WIP Default with Due Date 8/10/2012 6:51:20 AM.

*** CASE MODIFY 8/10/2012 6:51:23 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 8/10/2012 9:50:16 AM, cmiller, Action Type : Call to Customer

I contacted the customer at [REDACTED] and reached VM. I left a message and introduced myself as the RCM reviewing their case. I requested a call back to discuss the issue with the ignition switch. I provided my contact number and extension.

800-999-1009 extension 117738

*** CASE MODIFY 8/10/2012 9:50:19 AM, cmiller

into WIP default and Status of Solving.

*** COMMIT 8/10/2012 9:50:21 AM, cmiller, Action Type : N/A

update

*** CASE MODIFY 8/10/2012 9:50:37 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2012 1:51:06 PM, cmiller

into WIP 9B-[REDACTED] and Status of Solving.

*** NOTES 8/13/2012 1:51:39 PM, cmiller, Action Type : Call from Dealer

The SM Mike left the customer a VM but has not heard from back.

*** CASE MODIFY 8/13/2012 1:51:42 PM, cmiller

into WIP 9B-[REDACTED] and Status of Solving.

*** NOTES 8/20/2012 8:03:00 AM, cmiller, Action Type : Call to Customer

I contacted the customer at [REDACTED] disclosure provided. He advised me that it has happened a few times and the incident on the boat launch could have been a you tube video. I advised him that I would be very concerned had this happened to me. I explained that there is an offer of assistance and that Honda would be covering the majority of the repair as we appreciate him as a loyal Honda customer. He stated that he will take the vehicle the 1st week of September. I asked if I could call him the 2nd week of September to confirm the repairs. He agreed and the call was ended.

*** CASE FULFILL 8/20/2012 8:03:19 AM, cmiller

Fulfilled for [REDACTED] due 08/20/2012 05:00:00 PM.

*** COMMIT 8/20/2012 8:03:20 AM, cmiller, Action Type : N/A

Case History

Case ID : N012012-08-0901473

Case Title : HONDA CITY / LIVEPOOL - 9B- [REDACTED] - IGNITION SWITCH CONCERNS.

set call back for 2nd week of Sept.

*** CASE MODIFY 8/20/2012 8:04:04 AM, cmiller
into WIP 9B- [REDACTED] and Status of Solving.

*** CASE FULFILL 9/5/2012 12:56:58 PM, cmiller
Fulfilled for [REDACTED] due 09/04/2012 05:00:00 PM.

*** COMMIT 9/5/2012 12:57:01 PM, cmiller, Action Type : N/A
repair complete

*** CASE MODIFY 9/5/2012 12:57:28 PM, cmiller
into WIP 9B- [REDACTED] and Status of Solving.

*** CASE MODIFY 9/5/2012 12:57:36 PM, cmiller
into WIP 9B- [REDACTED] and Status of Solving.

*** CASE MODIFY 9/5/2012 12:58:02 PM, cmiller
into WIP 9B- [REDACTED] and Status of Solving.

*** CASE RULE ACTION 9/6/2012 2:16:43 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 9/12/2012 4:20:05 PM, cmiller, Action Type : Call to Customer
I contacted the customer at [REDACTED] disclosure provided. He advised me that the vehicle is being picked up in the morning. He needed nothing further and the call was ended.

*** SUBCASE N012012-08-0901473-1 CLOSE 9/12/2012 4:20:39 PM, cmiller
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/12/2012 4:20:41 PM, cmiller
into WIP 9B- [REDACTED] and Status of Solving.

*** CASE CLOSE 9/12/2012 4:20:44 PM, cmiller
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-02-1501512 Division : Honda - Auto Condition : Closed Open Date : 2/15/2012 12:46:25 PM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/15/2012 12:56:32 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/ IGNITION SWITCH/KEY REMOVE OUT OF PARK 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 : BOYERTOWN, PA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF181X3H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1813EW / A
 Miles / Hours : 89,000
 In Service Date : 04/12/2003
 Months In Use : 106
 Engine Number : J35A42593630
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Trim : LX
 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 : 207440 / PIAZZA HONDA OF READING
 Phone No. : 610-777-7601
 Address : 915 LANCASTER AVENUE
 City / State / Zip : READING, PA 19607
 Svc District / Sls District : 05H / C05
 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
N012012-02-1501512-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-02-1501512-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 2/15/2012 12:56:08 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 2/15/2012 12:56:24 PM
Issue Title : XXXXXXXXXX - 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, 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

Case History

Case ID : N012012-02-1501512

Case Title : ██████████-ND/ IGNITION SWITCH/KEY REMOVE OUT OF PARK

*** CASE CREATE 2/15/2012 12:46:25 PM, kvibar

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

*** CASE MODIFY 2/15/2012 12:46:36 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 2/15/2012 12:52:36 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 2/15/2012 12:52:41 PM, kvibar

into WIP default and Status of Solving.

*** NOTES 2/15/2012 12:54:19 PM, kvibar, Action Type : Call from Customer

Verified Customer Information

Best Contact Number: ██████████

He is calling in regards to the ignition switch when it is in Park you can take the keys out. He said when he is in Park sometimes it will roll and his vehicle was not part of the recall. However he stated he is experiencing this issue which happened twice. It happened last night and the other time was a week and a half ago.

ACS informed the customer that his vehicle is still not part of the recall because it was only within the Accord, Civic and Element. Since he is having this issue it is advised that he takes his vehicle to the DLR and speak with the SM for goodwill consideration. ACS inquired which DLR will he be taking it in and he said PIAZZA HONDA OF READING. ACS inquired if he would like their number but he declined. ACS informed the customer that the case will be closed and if he would like the case number but he declined. The customer thanked ACS and needed no further assistance.

*** CASE MODIFY 2/15/2012 12:54:20 PM, kvibar

into WIP default and Status of Solving.

*** NOTES 2/15/2012 12:54:42 PM, kvibar, Action Type : Call from Customer

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
71792921		782268452	██████████	2HKYF181X3H	██████████	10/29/2003 12:00:00
AM 22	7641	207734	HOND PILOT			
71792922		782268452	██████████	2HKYF181X3H	██████████	01/17/2005 12:00:00
AM 132	25241	207734	HOND PILOT			

*** NOTES 2/15/2012 12:55:51 PM, kvibar, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Mr Good contacted AHM in regards to his ignition switch where he can take his keys out when he is out of park. He stated his vehicle rolled out a little and he is thinking of bringing his vehicle to the DLR. Please follow up with the customer at ██████████ No further assistance is needed.

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

Thank you for your attention to this matter.

Case History

Case ID : N012012-02-1501512

Case Title : [REDACTED] ND/ IGNITION SWITCH/KEY REMOVE OUT OF PARK

Katrina Vibar
Automobile Customer Service

*** CASE MODIFY 2/15/2012 12:55:52 PM, kvibar
into WIP default and Status of Solving.

*** SUBCASE N012012-02-1501512-1 CREATE 2/15/2012 12:56:08 PM, kvibar
Created in WIP Default with Due Date 2/15/2012 12:56:08 PM.

*** SUBCASE N012012-02-1501512-1 CLOSE 2/15/2012 12:56:24 PM, kvibar
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/15/2012 12:56:25 PM, kvibar
into WIP default and Status of Solving.

*** CASE CLOSE 2/15/2012 12:56:32 PM, kvibar
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-07-1301572	Division : Honda - Auto	Condition : Closed	Open Date : 7/13/2012 2:48:18 PM
Case Originator : Sean Scott (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/13/2012 3:05:19 PM
Case Owner : Sean Scott (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sean Scott (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION INTERLOCK FAIL	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 : WALNUT CREEK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18693H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 150,000
 In Service Date : 05/10/2003
 Months In Use : 110
 Engine Number : J35A42594130
 Originating Dealer No. / Name : 207676 / AUTOWEST HONDA OF ROSEVILLE
 Selling Dealer No. / Name : 206529 / CARMICHAEL 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 : 207442 / WALNUT CREEK HONDA
 Phone No. : 925-934-0530
 Address : 1707 NORTH MAIN STREET
 City / State / Zip : WALNUT CREEK, CA 94596
 Svc District / Sls District : 12C / A12
 Warranty Labor Rate / Date : \$130.00 /
 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
N012012-07-1301572-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/10/2012

Issue Details

Issue ID : N012012-07-1301572-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 7/13/2012 3:05:02 PM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 7/13/2012 3:05:16 PM
Issue Title : XXXXXXXXXX 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, Assist Denied, 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 : N012012-07-1301572

Case Title : [REDACTED] - IGNITION INTERLOCK FAIL

*** CASE CREATE 7/13/2012 2:48:18 PM, sscott2

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

*** CASE MODIFY 7/13/2012 2:56:39 PM, sscott2

into WIP default and Status of Solving.

*** NOTES 7/13/2012 3:04:44 PM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

The customer stated that he is the original owner of the vehicle. The customer that recently he is able to take the key out of the ignition without the vehicle being in park. The customer stated that he took the vehicle to the dlr to get a recall fixed and addressed the problem. The customer stated that he was informed that the ignition switch/interlock was not a recall. The customer stated that he discovered on line that the Odyssey had the same problem and they had a recall and he believes the parts for the Odyssey were the same parts used for the Pilot. After empathizing with the customer, I informed him that his vehicle did not have an ignition recall and AHM, due the year and mileage of the vehicle, would not assist with repair.

The customer understood and required no further assistance

*** SUBCASE N012012-07-1301572-1 CREATE 7/13/2012 3:05:02 PM, sscott2

Created in WIP Default with Due Date 7/13/2012 3:05:02 PM.

*** SUBCASE N012012-07-1301572-1 CLOSE 7/13/2012 3:05:16 PM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/13/2012 3:05:17 PM, sscott2

into WIP default and Status of Solving.

*** CASE CLOSE 7/13/2012 3:05:19 PM, sscott2

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

Case Details

Case ID : N012005-04-0800091 Division : Honda - Auto Condition : Closed Open Date : 4/8/2005 7:03:37 AM
 Case Originator : Patricia Evans (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/31/2005 11:01:09 AM
 Case Owner : David Kitchen (Team HF) Method : Phone Queue : Days Open : 145
 Last Closed By : David Kitchen (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 5M ((ROBERTS)) [REDACTED] - PROPERTY DAMAGE/ VEHILCE DAMAGE 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 : PKOENIXVILLE, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 509
 VIN Type / No. : US VIN / 2HKYF18533H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 49,000
 In Service Date : 04/22/2003
 Months In Use : 24
 Engine Number : J35A42594566
 Originating Dealer No. / Name : 208106 / ROBERTS HONDA
 Selling Dealer No. / Name : 208106 / ROBERTS 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 : 208106 / ROBERTS HONDA
 Phone No. : 610-269-8200
 Address : 19 PARK LANE
 City / State / Zip : DOWNINGTOWN, PA 19335
 Svc District / Sls District : 05J / C05
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-04-0800091-1 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012005-04-0800091-2 / [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : N012005-04-0800091-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2005 5:57:39 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 4/25/2005 1:31:50 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern, Forward to HNA Law
 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

Property Damage Info :

Property Damage Reported ? : YES
 Property Damage Reported On / By : 04/11/2005 / dkitchen
 Method : Verbal only
 Date Method Updated On / By : 04/11/2005 / dkitchen
 Contact Type : Notice

Issue Details

Issue ID : N012005-04-0800091-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2005 1:00:09 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 8/26/2005 1:36:11 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Assist Denied
 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 : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] - PROPERTY DAMAGE/ VEHILCE DAMAGE

*** CASE CREATE 4/8/2005 7:03:37 AM, pevans

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

*** NOTES 4/8/2005 7:03:38 AM, pevans, Action Type :

Customer son contacted our office in regards to the gear position. Customer states the keys were out of the ignition and the car rolled back about a 150 feet. Customer states someone bump the vehicle which was on a flat surface. There are no damages from where the vehicle was bump. Customer states someone backed into the car and then it began to roll. The vehicle hit a house and the gear shift was still in a park position without the keys in the ignition. Customer contacted the dealership today and was advised this was impossible. Customer states the vehicle is sitting in the garage currently and he was able to turn the wheel 45 degrees before it locked. Customer feels this is a safety defect and would like the matter resolve immediately. Customer states vehicle was taken to the dealership on yesterday and they did not check the transmission. Customer is requesting a thorough inspection of the vehicle. I advised customer to have owner contact insurance company in the mean time. Customer refused. I also advised customer that someone will be calling the owner to discuss the matter further.

*** CASE MODIFY 4/8/2005 7:04:56 AM, pevans

into WIP Default and Status of Solving.

*** NOTES 4/8/2005 7:07:02 AM, pevans, Action Type : Call from Customer

Customer states the dealer pushed the vehicle with their knee to determined there is nothing wrong with the car.

*** CASE MODIFY 4/8/2005 7:07:05 AM, pevans

into WIP Default and Status of Solving.

*** CASE DISPATCH 4/8/2005 7:07:16 AM, pevans

from WIP Default to Queue Honda Team B.

*** CASE ACCEPT 4/8/2005 2:03:00 PM, dkitchen

from Queue Honda Team B to WIP default.

*** NOTES 4/8/2005 3:23:00 PM, dkitchen, Action Type : Call to Customer

Customer said she talked with Jim (SM). Customer said the vehicle caused some damage to the neighbors green house, but didn't know the amount how much at this time. Customer said there is just a ding on her vehicle. Customer said no one was hurt. Customer said that her she contacted her Customer said it was making a clicking noise when it was going backward. Customer said when she was able to get into the vehicle to stop the vehicle, she said it was still in the park position.

Customer said that she contacted her insurance company, Traveler, but was told by them that they may not be able to cover the repair. Customer said that her deductible is \$500 and that they may not take care of this matter.

I told the customer to stay in contact with the insurance company, and in the meanwhile I am getting in touch with the dealership. Customer said she is leaving out of the country this Thursday 3/14 and return on the following Thursday 3/21. I informed her I will be having some one else review this case and I will follow up with her by Tuesday.

Customer thanked me.

*** CASE MODIFY 4/8/2005 3:24:44 PM, dkitchen

into WIP default and Status of Solving.

*** COMMIT 4/8/2005 3:24:46 PM, dkitchen, Action Type : N/A

Call dealer and customer

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] - PROPERTY DAMAGE/ VEHILCE DAMAGE

*** CASE MODIFY 4/8/2005 3:25:05 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 5:53:27 AM, dkitchen
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/11/2005 5:56:42 AM, dkitchen
CAMPAIGN CHECK 04/11/2005 05:56:41 AM dkitchen
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; PILOT-ODYSSEY TRANS RECALL; 2004-08-31; FX

*** SUBCASE N012005-04-0800091-1 CREATE 4/11/2005 5:57:39 AM, dkitchen
Created in WIP Default with Due Date 4/11/2005 5:57:39 AM.

*** CASE MODIFY 4/11/2005 5:57:42 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 5:58:27 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 5:58:48 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 5:59:12 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 5:59:26 AM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012005-04-0800091-1 PROPERTY DAMAGE CHANGES 4/11/2005 6:01:36 AM, dkitchen
Initial setting of Property Damage method to Verbal only

*** SUBCASE N012005-04-0800091-1 PROPERTY DAMAGE CHANGES 4/11/2005 6:01:59 AM, dkitchen
Changed Property Damage Reported from No to Yes

*** SUBCASE N012005-04-0800091-1 MODIFY 4/11/2005 6:01:59 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 6:46:38 AM, dkitchen
into WIP default and Status of Solving.

*** NOTES 4/11/2005 2:45:54 PM, dkitchen, Action Type : Call to Dealer

Talked with Jim (SM). He verified the customer contacted the dealership. He said the customer explained to him that another vehicle bumped into the front of her vehicle, causing customer's vehicle to roll backward, while the shifter was in the "park" position.

Jim said when the customer arrived at the dealership, he lifted up on the front of the vehicle bumper and pushed the vehicle back as much as possible, indicating that he was unable to duplicate a vehicle roll back while vehicle was in park. He said he went over the info with the customer, as outlined in the owner's manual stating the vehicle must have the emergency brake on when parked.

Jim said he did not duplicate any problems with the vehicle.

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] PROPERTY DAMAGE/ VEHILCE DAMAGE

*** CASE MODIFY 4/11/2005 2:46:02 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2005 2:46:05 PM, dkitchen
into WIP default and Status of Solving.

*** NOTES 4/13/2005 6:09:04 AM, dkitchen, Action Type : Call to Customer
Called customer and LM.

*** CASE MODIFY 4/13/2005 6:09:12 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 4/13/2005 6:24:14 AM, dkitchen
into WIP default and Status of Solving.

*** NOTES 4/13/2005 12:57:11 PM, hwebb, Action Type : Call from Customer
Transferred customer to case manager for assistance.

*** CASE CAMPAIGN LOOKUP 4/13/2005 1:22:28 PM, dkitchen
CAMPAIGN CHECK 04/13/2005 01:22:28 PM dkitchen
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; PILOT-ODYSSEY TRANS RECALL; 2004-08-31; FX

*** NOTES 4/13/2005 1:39:34 PM, dkitchen, Action Type : Call to Customer
Talked with customer, Mr [REDACTED] I explained to the customer that I have talked with the dealership.

I informed customer that we talked with Jim (SM) at the dealership. I told the customer that the dealership follow a common procedure to determine if the vehicle is operating as designed.

Customer said he has contacted his insurance company, and they are investigating this. Customer said he didn't like the manner in which Jim (SM) responded to his wife's contentions about the vehicle on the day she brought it in. He said he doesn't trust the dealership anymore. Customer said that Jim (SA) did advise him that the DPSM will be at the dealership today, and asked the customer to give him a call so customer can talk with the rep. Mr. Obara stated even if Jim schedule the visit, with the DPSM the customer said he doesn't want to bring the vehicle to the dealership because he doesn't trust them.

I informed the customer that I have documented this matter and the case will be further reviewed to determine if there is further action needing to be taken by AHM. I informed the customer he should continue to work with his insurance company.

Customer thanked me for the call. He said he will be staying in touch with his insurance company. Customer thanked me for the follow up.

*** NOTES 4/13/2005 2:03:39 PM, dkitchen, Action Type : Field/DSM

Talked with Walt (DPSM) and brought this matter to his attention. He said he will be talking with Jim at the dealership to get more info on this. I informed him that I talked with the customer, Jim at the dealership and that I will be forwarding this info to the Supervisor at AHM.

*** CASE MODIFY 4/13/2005 2:03:47 PM, dkitchen
into WIP 5M Walt Radziszew and Status of Solving.

*** NOTES 4/13/2005 2:04:26 PM, dkitchen, Action Type : Escalation
Forwarded to D. Copeland for review and possibly forward to HNA Law.

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] - PROPERTY DAMAGE/ VEHILCE DAMAGE

*** CASE MODIFY 4/13/2005 2:15:29 PM, dkitchen
into WIP 5M [REDACTED] and Status of Solving.

*** CASE FULFILL 4/13/2005 2:15:34 PM, dkitchen
Fulfilled for [REDACTED] ue 04/11/2005 12:00:00 AM.

*** CASE MODIFY 4/13/2005 2:15:41 PM, dkitchen
into WIP 5M [REDACTED] and Status of Solving.

*** CASE MODIFY 4/13/2005 2:15:43 PM, dkitchen
into WIP 5M [REDACTED] and Status of Solving.

*** CASE MODIFY 4/13/2005 2:15:47 PM, dkitchen
into WIP 5M [REDACTED] and Status of Solving.

*** CASE ASSIGN 4/13/2005 2:16:06 PM, dkitchen
N012005-04-0800091 to dcopelan, WIP

*** CASE RULE ACTION 4/13/2005 2:16:07 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 4/25/2005 1:30:44 PM, dcopelan, Action Type : Note-General
Reviewed case for coding and content. Closing case and forwarding a copy to HNA law for review.

*** SUBCASE N012005-04-0800091-1 CLOSE 4/25/2005 1:31:50 PM, dcopelan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/25/2005 1:31:51 PM, dcopelan
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/9/2005 4:33:47 PM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 8/9/2005 4:34:14 PM, pbongco, Action Type : Letter/Fax
On 8/3/05 ACS received a letter from the customer dated 7/26/05 regarding previous issue

*** CASE DISPATCH 8/9/2005 4:34:55 PM, pbongco
from WIP default to Queue Honda Team B.

*** CASE ASSIGN 8/10/2005 7:36:14 AM, jjenkins
N012005-04-0800091 to dkitchen, WIP

*** CASE RULE ACTION 8/10/2005 7:36:16 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/12/2005 12:59:38 PM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012005-04-0800091-2 CREATE 8/12/2005 1:00:09 PM, dkitchen
Created in WIP Default with Due Date 8/12/2005 1:00:09 PM.

*** CASE MODIFY 8/12/2005 1:00:10 PM, dkitchen
into WIP default and Status of Solving.

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] PROPERTY DAMAGE/ VEHILCE DAMAGE

*** NOTES 8/12/2005 1:00:22 PM, dkitchen, Action Type : Call to Customer

LM for customer

*** CASE MODIFY 8/12/2005 1:00:30 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2005 1:00:41 PM, dkitchen

into WIP default and Status of Solving.

*** COMMIT 8/12/2005 1:00:45 PM, dkitchen, Action Type : N/A

Call customer/dealer

*** CASE MODIFY 8/12/2005 1:01:03 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2005 1:01:07 PM, dkitchen

into WIP default and Status of Solving.

*** NOTES 8/15/2005 11:54:30 AM, dkitchen, Action Type : Call to Customer

LM for customer

*** NOTES 8/19/2005 10:09:32 AM, dkitchen, Action Type : Call to Customer

Contacted Traveler's and spoke with Susan. I informed Susan that AHM received letter asking for reimbursement for \$1,377.38.

I inform Susan AHM will not reimburse based on the diagnoses of the dealership (Roberts) and the Owner Manual information, which informed customer that the parking brake should be set firmly to keep the vehicle from rolling or moving when the transmission in Park position.

She asked can AHM send a letter stating this.

I informed her that AHM will send a letter.

*** CASE FULFILL 8/19/2005 10:09:51 AM, dkitchen

Fulfilled for [REDACTED] due 08/18/2005 12:00:00 AM.

*** COMMIT 8/19/2005 10:09:56 AM, dkitchen, Action Type : N/A

send letter to Traveler's

*** CASE MODIFY 8/19/2005 10:10:19 AM, dkitchen

into WIP Close and Status of Solving.

*** NOTES 8/26/2005 1:35:25 PM, dkitchen, Action Type : Letter/Fax

August 26, 2005

Travelers Property Casualty

Unit Manager

PO Box 13485

Reading, PA 19612

RE: [REDACTED]

VIN# 2HKYF18533H [REDACTED]

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] - PROPERTY DAMAGE/ VEHILCE DAMAGE

Claim # L2N8440

Dear Ms. Connie Zerbe:

We are in receipt of your letter on behalf of Ms. [REDACTED] and her concerns regarding the damage to her 2003 Honda Pilot EX -L and the contention that a defect in materials was the cause of the accident this vehicle was involved in.

Please be advised that we have given every reasonable consideration in this matter, and have reviewed Ms. [REDACTED]'s concerns. American Honda Motor Co., affirms our position that no further action will be taken, up to and including the refund of the \$1,377.38 as requested.

We apologize for any inconvenience your client may have experienced. As stipulated in the Owners Manual for the 2003 Pilot, it is recommended drivers always use the parking brake when you park your vehicle to prevent the vehicle from moving or putting pressure on the parking mechanism in the transmission.

American Honda makes every effort to do what is fair and reasonable for its customers and the company, but based off of the information provided to this office it appears that no further action is required at this time.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

David Kitchen
Automobile Customer Service
N012005-04-0800091

*** CASE MODIFY 8/26/2005 1:36:06 PM, dkitchen
into WIP Close and Status of Solving.

*** SUBCASE N012005-04-0800091-2 CLOSE 8/26/2005 1:36:11 PM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/26/2005 1:36:13 PM, dkitchen
into WIP Close and Status of Solving.

*** CASE CLOSE 8/26/2005 1:36:27 PM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/31/2005 9:14:01 AM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 8/31/2005 9:14:51 AM, pbongco, Action Type : Letter/Fax
On 8/29/05 ACS received a letter from the customer dated 8/25/05 regarding previous issue

*** CASE DISPATCH 8/31/2005 9:15:41 AM, pbongco
from WIP default to Queue Honda Team B.

*** CASE ACCEPT 8/31/2005 10:17:39 AM, dkitchen
from Queue Honda Team B to WIP default.

*** NOTES 8/31/2005 11:01:02 AM, dkitchen, Action Type : Note-General
Already responded to this issue in writing, no further action required.

Case History

Case ID : N012005-04-0800091

Case Title : 5M ((ROBERTS)) [REDACTED] PROPERTY DAMAGE/ VEHILCE DAMAGE

*** CASE MODIFY 8/31/2005 11:01:05 AM, dkitchen
into WIP default and Status of Solving.

*** CASE CLOSE 8/31/2005 11:01:09 AM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-06-3001723 Division : Honda - Auto Condition : Closed Open Date : 6/30/2010 3:18:54 PM
 Case Originator : Mycah Wimby (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/1/2010 3:27:57 PM
 Case Owner : Ray Saeini (Team HC) Method : Phone Queue : Days Open : 1
 Last Closed By : Ray Saeini (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 01A - (BARBER) [REDACTED] SERVICE DEALERSHIP COMPLAINT WORKM 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 : BAKERSFIELD, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF184X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 76,000
 In Service Date : 06/11/2003
 Months In Use : 84
 Engine Number : J35A42597261
 Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOC
 Selling Dealer No. / Name : 206857 / ED VOYLES HONDA
 Trim : EX
 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 : 206796 / BARBER HONDA
 Phone No. : 661-834-6632
 Address : 4500 WIBLE ROAD
 City / State / Zip : BAKERSFIELD, CA 93313
 Svc District / Sls District : 01A / D12
 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
N012010-06-3001723-1 / [REDACTED]	SERVICE Subcase Close	Service - Dealer	Service Transaction	725	Ignition Switch

Issue Details

Issue ID : N012010-06-3001723-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeni	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 7/1/2010 3:26:36 PM
Issue Owner : Ray Saeni	Type 2 : Service Transaction	Queue :	Close Date : 7/1/2010 3:27:49 PM
Issue Title : ██████████ - SERVICE - DEALER - SERVICE TRANSACTION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-3001723

Case Title : 01A - (BARBER) [REDACTED] - SERVICE DEALERSHIP COMPLAINT WORKMANSHIP

*** CASE CREATE 6/30/2010 3:18:54 PM, mwimby

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

*** CASE CAMPAIGN LOOKUP 6/30/2010 3:19:07 PM, mwimby

CAMPAIGN CHECK 06/30/2010 03:19:07 PM mwimby

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/01/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-08

*** CASE CLAIMS LOOKUP 6/30/2010 3:19:08 PM, mwimby

CLAIM HISTORY CHECK 06/30/2010 03:19:08 PM mwimby

No data found for VIN.

*** CASE VSC LOOKUP 6/30/2010 3:19:11 PM, mwimby

VSC-CUC CHECK 06/30/2010 03:19:11 PM mwimby

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/30/2010 3:19:14 PM, mwimby

WARRANTY CHECK 06/30/2010 03:19:14 PM mwimby

No data found for VIN.

*** CASE MODIFY 6/30/2010 3:29:09 PM, mwimby

into WIP default and Status of Solving.

*** NOTES 6/30/2010 3:37:55 PM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions: Customer called ACS and stated that on 3/26 he had problems with his ignition and the key wouldn't move. Customer stated that he took the vehicle to the dealership and they repaired it for \$312. Customer stated that on 06/10, he noticed that the key could come out of the ignition in the neutral position, which caused his vehicle to roll back on an incline and caused an accident. Customer stated that he got it repaired for \$222. Customer feels like these two issues are related and that it's a workmanship issue. Customer spoke to the dealership and they said it is not. Customer is looking for clarification to see if it was directly related or two separate issues not involving each other.

Inbound Summary: ACS advised customer that we would forward it over to an RCM to act as a liaison between him and the dealership. Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

*** CASE MODIFY 6/30/2010 3:38:18 PM, mwimby

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2010 3:38:20 PM, mwimby

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2010 3:38:21 PM, mwimby

into WIP default and Status of Solving.

Case History

Case ID : N012010-06-3001723

Case Title : 01A - (BARBER) [REDACTED] - SERVICE DEALERSHIP COMPLAINT WORKMANSHIP

*** CASE DISPATCH 6/30/2010 3:38:25 PM, mwimby
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 6/30/2010 3:44:01 PM, tspencer
N012010-06-3001723 to rsaeini, WIP

*** CASE RULE ACTION 6/30/2010 3:44:01 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 7/1/2010 3:13:17 PM, rsaeini
WARRANTY CHECK 07/01/2010 03:13:17 PM rsaeini
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/1/2010 3:13:21 PM, rsaeini
CLAIM HISTORY CHECK 07/01/2010 03:13:20 PM rsaeini
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/1/2010 3:13:29 PM, rsaeini
CAMPAIGN CHECK 07/01/2010 03:13:29 PM rsaeini
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/01/05; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-0

*** CASE VSC LOOKUP 7/1/2010 3:13:30 PM, rsaeini
VSC-CUC CHECK 07/01/2010 03:13:30 PM rsaeini
No data found for VIN.

*** CASE MODIFY 7/1/2010 3:13:33 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2010 3:13:39 PM, rsaeini
into WIP default and Status of Solving.

*** NOTES 7/1/2010 3:25:32 PM, rsaeini, Action Type : Call to Customer

Called the customer and spoke to him about the concern he has. The customer explained to me that recently the vehicle was involved in an accident. The customer advised me that once the vehicle was stopped it was not shifted to the PARK position, it was left in the NEUTRAL position and it rolled back and caused a collision.

The customer felt that the dealership's repair in March 2010 was the cause of this problem and wants AHM to inspect the repairs and make sure it was performed properly and hold the dealership accountable for causing the accident. I explained to the customer that he would need to discuss the matter further with the dealership since they are independently owned and operated. I also advised the customer that I do not see how the accident was caused by the ignition repair if the operator of the vehicle did not properly place it in park, instead leaving it neutral which caused the vehicle to roll backwards since it was on an incline. The customer will pursue the matter further with the local dealership.

Thanked the customer, ended the call.

*** SUBCASE N012010-06-3001723-1 CREATE 7/1/2010 3:26:36 PM, rsaeini
Created in WIP Default with Due Date 7/1/2010 3:26:36 PM.

Case History

Case ID : N012010-06-3001723

Case Title : 01A - (BARBER) [REDACTED] SERVICE DEALERSHIP COMPLAINT WORKMANSHIP

*** SUBCASE N012010-06-3001723-1 CLOSE 7/1/2010 3:27:49 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/1/2010 3:27:52 PM, rsaeini

into WIP default and Status of Solving.

*** CASE CLOSE 7/1/2010 3:27:57 PM, rsaeini

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

Case Details

Case ID : N012009-07-0800307 Division : Honda - Auto Condition : Closed Open Date : 7/8/2009 8:28:18 AM
 Case Originator : Amanda Rodriguez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/8/2009 8:36:47 AM
 Case Owner : Amanda Rodriguez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Amanda Rodriguez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH NEEDS TO BE REPLACED 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 : TUCSON, AZ [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5060
 VIN Type / No. : US VIN / 2HKYF18473H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 69,000
 In Service Date : 05/14/2003
 Months In Use : 74
 Engine Number : J35A42602984
 Originating Dealer No. / Name : 207648 / DOBBS HONDA
 Selling Dealer No. / Name : 207648 / DOBBS HONDA
 Trim : EX
 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 : 207648 / DOBBS HONDA
 Phone No. : 520-292-0790
 Address : 810 WEST WETMORE ROAD
 City / State / Zip : TUCSON, AZ 85705
 Svc District / Sls District : 10H / D10
 Warranty Labor Rate / Date : \$102.00 /
 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
N012009-07-0800307-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Spool Report

Run Date : 10/09/2012

Issue Details

Issue ID : N012009-07-0800307-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Rodriguez	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2009 8:32:24 AM
Issue Owner : Amanda Rodriguez	Type 2 : Operation	Queue :	Close Date : 7/8/2009 8:33:26 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 : Assist Denied, Provided Information, 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

Case History

Case ID : N012009-07-0800307

Case Title : [REDACTED] - IGNITION SWITCH NEEDS TO BE REPLACED

*** CASE CREATE 7/8/2009 8:28:18 AM, arodriqu

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

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2009 8:28:21 AM, arodriqu

WARRANTY CHECK 07/08/2009 08:28:21 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/8/2009 8:28:24 AM, arodriqu

CLAIM CHECK 07/08/2009 08:28:24 AM arodriqu

The following Claim History information was found

0; 2006-06-07; 207648; 287198; 510; 851129 ; THIRD SEAT OPENER, CONTROL CABLE OR LATCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/8/2009 8:28:49 AM, arodriqu

CAMPAIGN CHECK 07/08/2009 08:28:49 AM arodriqu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE MODIFY 7/8/2009 8:29:18 AM, arodriqu

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/8/2009 8:31:00 AM, arodriqu

CAMPAIGN CHECK 07/08/2009 08:30:59 AM arodriqu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE VSC LOOKUP 7/8/2009 8:31:02 AM, arodriqu

VSC-CUC CHECK 07/08/2009 08:31:01 AM arodriqu

No data found for VIN.

*** CASE VSC LOOKUP 7/8/2009 8:31:16 AM, arodriqu

VSC-CUC CHECK 07/08/2009 08:31:16 AM arodriqu

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2009 8:31:21 AM, arodriqu

WARRANTY CHECK 07/08/2009 08:31:21 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/8/2009 8:31:27 AM, arodriqu

CLAIM CHECK 07/08/2009 08:31:27 AM arodriqu

The following Claim History information was found

0; 2006-06-07; 207648; 287198; 510; 851129 ; THIRD SEAT OPENER, CONTROL CABLE OR LATCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/8/2009 8:31:30 AM, arodriqu

Case History

Case ID : N012009-07-0800307

Case Title : [REDACTED] - IGNITION SWITCH NEEDS TO BE REPLACED

CAMPAIGN CHECK 07/08/2009 08:31:30 AM arodriqu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE VSC LOOKUP 7/8/2009 8:31:32 AM, arodriqu

VSC-CUC CHECK 07/08/2009 08:31:31 AM arodriqu

No data found for VIN.

*** CASE MODIFY 7/8/2009 8:31:34 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 7/8/2009 8:31:49 AM, arodriqu

into WIP default and Status of Solving.

*** SUBCASE N012009-07-0800307-1 CREATE 7/8/2009 8:32:24 AM, arodriqu

Created in WIP Default with Due Date 7/8/2009 8:32:24 AM.

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2009 8:32:44 AM, arodriqu

WARRANTY CHECK 07/08/2009 08:32:44 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/8/2009 8:32:50 AM, arodriqu

CLAIM CHECK 07/08/2009 08:32:49 AM arodriqu

The following Claim History information was found

0; 2006-06-07; 207648; 287198; 510; 851129 ; THIRD SEAT OPENER, CONTROL CABLE OR LATCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/8/2009 8:33:00 AM, arodriqu

CAMPAIGN CHECK 07/08/2009 08:32:59 AM arodriqu

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/14/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-

*** CASE VSC LOOKUP 7/8/2009 8:33:01 AM, arodriqu

VSC-CUC CHECK 07/08/2009 08:33:01 AM arodriqu

No data found for VIN.

*** CASE MODIFY 7/8/2009 8:33:04 AM, arodriqu

into WIP default and Status of Solving.

*** SUBCASE N012009-07-0800307-1 CLOSE 7/8/2009 8:33:26 AM, arodriqu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/8/2009 8:33:28 AM, arodriqu

into WIP default and Status of Solving.

Case History

Case ID : N012009-07-0800307

Case Title : [REDACTED] IGNITION SWITCH NEEDS TO BE REPLACED

*** NOTES 7/8/2009 8:36:40 AM, arodriqu, Action Type : Call from Customer

Verified customer contact information.

Situation: When the engine is turned off and the shifter is in reverse and the ignition key is removable.

Request: Customer would like to know if there is a recall on this issue or if it would be covered by AHM as it is a safety concern.

Probing questions: Key is removable when shift lever is out of the Park position.

Dobbs Honda diagnosed the vehicles ignition switch needing to be replaced.

Dealer has agreed to repair the issue for \$500-customer is working with SA Jason Mumma

Customer found a recall on this issue but it is applicable to Accords and not his vehicle.

Customer is very disappointed with this failing at only 68k miles. Customer stated this is a safety concern and he feels like AHM should cover the repair cost.

Inbound summary: ACS explained the vehicle is outside of the warranty parameters. ACS explained there are no recalls on this vehicle associated with the ignition switch. ACS explained his complaint would be documented. Customer stated he was disappointed-had no further questions call ended.

*** CASE MODIFY 7/8/2009 8:36:44 AM, arodriqu
into WIP default and Status of Solving.*** CASE CLOSE 7/8/2009 8:36:47 AM, arodriqu
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-08-1800007	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2010 6:06:09 AM
Case Originator : Bridgette Samonte (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2010 6:26:04 AM
Case Owner : Bridgette Samonte (Team HC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - IGNITION 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 :	PRT. WASHINGTON, NY [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 10 T
VIN Type / No. :	US VIN / 2HKYF18553H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1853ENW / A
Miles / Hours :	132,000
In Service Date :	05/23/2003
Months In Use :	87
Engine Number :	J35A42602759
Originating Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	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 :	207255 / P. S. HONDA
Phone No. :	516-487-8900
Address :	1260 NORTHERN BLVD.
City / State / Zip :	MANHASSET, NY 11030
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$95.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-1800007-1 / [REDACTED]	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-1800007-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2010 6:24:57 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 8/18/2010 6:25:59 AM
Issue Title : XXXXXXXXXX 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, 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

Case History

Case ID : N012010-08-1800007

Case Title : [REDACTED] - IGNITION SWITCH

*** CASE CREATE 8/18/2010 6:06:09 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 8/18/2010 6:06:52 AM, bsamonte

WARRANTY CHECK 08/18/2010 06:06:52 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/18/2010 6:06:55 AM, bsamonte

CLAIM HISTORY CHECK 08/18/2010 06:06:55 AM bsamonte

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/18/2010 6:07:03 AM, bsamonte

CAMPAIGN CHECK 08/18/2010 06:07:03 AM bsamonte

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/13/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; NR;

0

*** CASE VSC LOOKUP 8/18/2010 6:07:04 AM, bsamonte

VSC-CUC CHECK 08/18/2010 06:07:04 AM bsamonte

No data found for VIN.

*** NOTES 8/18/2010 6:24:13 AM, bsamonte, Action Type : Call from Customer

Contact Info Verified

Phone [REDACTED]

Customer says he has experienced the keys coming out of the ignition four times. Customer says the last time was yesterday. Customer has not been to a Honda dealer, because he does not have a back up vehicle.

Customer wants to know if the vehicle is involved in any recalls on the ignition switch. ACS advised vehicle is not involved in recall. Customer refuses to bring the vehicle in and pay for a diagnosis. ACS recommended he bring the vehicle to be inspected. Customer has no further questions.

*** SUBCASE N012010-08-1800007-1 CREATE 8/18/2010 6:24:57 AM, bsamonte

Created in WIP Default with Due Date 8/18/2010 6:24:57 AM.

*** SUBCASE N012010-08-1800007-1 CLOSE 8/18/2010 6:25:59 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2010 6:26:04 AM, bsamonte

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

Case Details

Case ID : N012011-07-1301116 Division : Honda - Auto Condition : Closed Open Date : 7/13/2011 12:53:04 PM
 Case Originator : Bridgette Samonte (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 7/14/2011 7:49:44 AM
 Case Owner : Amanda Harlan (Team HA) Method : Phone Queue : Days Open : 1
 Last Closed By : Amanda Harlan (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - ALLEGED PROPERTY DAMAGE 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 : PLYMOUTH, MI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 082
 VIN Type / No. : US VIN / 2HKYF18663H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 160,000
 In Service Date : 05/30/2003
 Months In Use : 98
 Engine Number : J35A42603470
 Originating Dealer No. / Name : 208312 / HONDA BLOOMFIELD
 Selling Dealer No. / Name : 208256 / SUBURBAN 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 / 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
N012011-07-1301116-1 ██████████ - PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012011-07-1301116-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 7/13/2011 1:09:42 PM
Issue Owner : Amanda Harlan	Type 2 : Operation	Queue :	Close Date : 7/14/2011 7:49:43 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 : 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

Property Damage Info :

Property Damage Reported ? : YES
 Property Damage Reported On ./ By : 07/13/2011 / bsamonte
 Method : Verbal only
 Date Method Updated On / By : 07/13/2011 / bsamonte
 Contact Type : Notice

Case History

Case ID : N012011-07-1301116

Case Title : ██████████ - ALLEGED PROPERTY DAMAGE

*** CASE CREATE 7/13/2011 12:53:04 PM, bsamonte

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

*** CASE MODIFY 7/13/2011 1:02:03 PM, bsamonte

into WIP default and Status of Solving.

*** NOTES 7/13/2011 1:07:24 PM, bsamonte, Action Type : Call from Customer

Contact Info Verified/phone ██████████

Customer called to report an alleged property damage case. At around 2 PM, the vehicle was parked and locked in his driveway. Keys were taken out the ignition switch. Vehicle rolled down his driveway and hit his neighbor's house. Customer has not seen the extent of the damage to the house, but says a few bricks need replacement. There is minor damage to the vehicle. Customer will be contacting his insurance company and file a claim. Customer is not seeking compensation from AHM, just wants to verify the vehicle is safe to drive. ACS recommended he take the vehicle to a Honda dealer for a thorough inspection. ACS provided case number.

*** SUBCASE N012011-07-1301116-1 CREATE 7/13/2011 1:09:42 PM, bsamonte

Created in WIP Default with Due Date 7/13/2011 1:09:42 PM.

*** CASE MODIFY 7/13/2011 1:09:48 PM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE N012011-07-1301116-1 PROPERTY DAMAGE CHANGES 7/13/2011 1:10:25 PM, bsamonte

Initial setting of Property Damage method to Verbal only

*** SUBCASE N012011-07-1301116-1 MODIFY 7/13/2011 1:10:40 PM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE N012011-07-1301116-1 PROPERTY DAMAGE CHANGES 7/13/2011 1:10:40 PM, bsamonte

Changed Property Damage Reported from No to Yes

*** CASE MODIFY 7/13/2011 1:11:16 PM, bsamonte

into WIP default and Status of Solving.

*** CASE ASSIGN 7/13/2011 1:11:23 PM, bsamonte

N012011-07-1301116 to dharvil1, WIP eC! W

*** CASE RULE ACTION 7/13/2011 1:11:24 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 7/13/2011 1:13:35 PM, dharvil1, Action Type : Note-General

Review by TL.

*** CASE YANKED 7/13/2011 1:21:58 PM, bsamonte

Yanked by bsamonte into WIPbin default.

*** CASE ASSIGN 7/13/2011 1:22:23 PM, bsamonte

N012011-07-1301116 to aharlan, WIP

*** CASE RULE ACTION 7/13/2011 1:22:24 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-07-1301116-1 ASSIGN 7/13/2011 1:22:43 PM, bsamonte

Case History

Case ID : N012011-07-1301116

Case Title : ██████████ - ALLEGED PROPERTY DAMAGE

N012011-07-1301116-1 to aharlan, WIP

*** SUBCASE N012011-07-1301116-1 RULE ACTION 7/13/2011 1:22:44 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 7/14/2011 7:49:36 AM, aharlan, Action Type : Note-General
I reviewed and closed this case.

*** SUBCASE N012011-07-1301116-1 CLOSE 7/14/2011 7:49:43 AM, aharlan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/14/2011 7:49:44 AM, aharlan
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-05-2000274 Division : Honda - Auto Condition : Closed Open Date : 5/20/2009 8:07:58 AM
 Case Originator : NaKya Jai (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 5/20/2009 11:13:21 AM
 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 : 08G-[REDACTED] IGNITION SWITCH KEY REMOVAL CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF185X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 80,000
 In Service Date : 06/28/2003
 Months In Use : 71
 Engine Number : J35A42609286
 Originating Dealer No. / Name : 208195 / COMMUNITY HONDA
 Selling Dealer No. / Name : 207616 / COMMUNITY HONDA OF MASON CIT
 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 : 207361 / TOM KADLEC HONDA
 Phone No. : 507-281-2500
 Address : 4444 HIGHWAY 52 NORTH
 City / State / Zip : ROCHESTER, MN 55901
 Svc District / Sls District : 08A / C08
 Warranty Labor Rate / Date : \$91.00 /
 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
N012009-05-2000274-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012009-05-2000274-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2009 8:20:05 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 5/20/2009 8:20:26 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 : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-2000274

Case Title : 08G- [REDACTED] - IGNITION SWITCH KEY REMOVAL CONCERN

*** CASE CREATE 5/20/2009 8:07:58 AM, jnakya

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

*** CASE MODIFY 5/20/2009 8:08:00 AM, jnakya

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/20/2009 8:10:47 AM, jnakya

CAMPAIGN CHECK 05/20/2009 08:10:47 AM jnakya

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/27/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-08

*** CASE VSC LOOKUP 5/20/2009 8:10:48 AM, jnakya

VSC-CUC CHECK 05/20/2009 08:10:48 AM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/20/2009 8:10:51 AM, jnakya

CLAIM HISTORY CHECK 05/20/2009 08:10:51 AM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/20/2009 8:10:54 AM, jnakya

WARRANTY CHECK 05/20/2009 08:10:53 AM jnakya

No data found for VIN.

*** CASE MODIFY 5/20/2009 8:11:48 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/20/2009 8:19:23 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The customer name is Sonny Riddle

Situation:

The customer called regarding ignition switch

Request:

The customer is asking is it normal to remove the ignition switch when the vehicle isn't in park.

Probing Questions

 Detailed Description

The customer indicated that the key could be removed from the ignition switch when the vehicle isn't in park and wanted to know is that normal.

Inbound Summary

ACS apologized to the customer for the inconvenience within the operation of the vehicle but there isn't any recall on the vehicle within a concern on the ignition switch.

ACS informed the customer to better address the ignition switch concern he would need to take the vehicle to the dealership and have the concern diagnosis.

I informed the customer that their concerns are documented.

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

*** SUBCASE N012009-05-2000274-1 CREATE 5/20/2009 8:20:05 AM, jnakya

Case History

Case ID : N012009-05-2000274

Case Title : 08G- [REDACTED] - IGNITION SWITCH KEY REMOVAL CONCERN

Created in WIP Default with Due Date 5/20/2009 8:20:05 AM.

*** SUBCASE N012009-05-2000274-1 CLOSE 5/20/2009 8:20:26 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/20/2009 8:20:29 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/20/2009 8:20:33 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/20/2009 8:20:55 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/20/2009 11:13:19 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 5/20/2009 11:13:21 AM, jnakya

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

Case Details

Case ID : N032010-12-2901590 Division : Honda - Auto Condition : Closed Open Date : 12/29/2010 2:45:05 PM
 Case Originator : Lisa Orosco (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 12/29/2010 3:08:44 PM
 Case Owner : Lisa Orosco (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Lisa Orosco (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION INTERLOCK No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] B
 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 : ORINDA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18643H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 91,000
 In Service Date : 06/20/2003
 Months In Use : 90
 Engine Number : J35A42610161
 Originating Dealer No. / Name : 206590 / JIM DOTENS BERKELEY HONDA
 Selling Dealer No. / Name : 206590 / JIM DOTENS BERKELEY 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 / 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
N032010-12-2901590-1 / [REDACTED]	CAMPAI Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032010-12-2901590-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lisa Orosco	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/29/2010 3:08:38 PM
Issue Owner : Lisa Orosco	Type 2 : Eligibility	Queue :	Close Date : 12/29/2010 3:08:44 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
 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 : N032010-12-2901590

Case Title : [REDACTED] IGNITION INTERLOCK

*** CASE CREATE 12/29/2010 2:45:05 PM, Iorosco
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 12/29/2010 2:45:22 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:45:34 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:46:34 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:46:38 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:46:39 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:50:20 PM, Iorosco
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 2:58:10 PM, Iorosco
into WIP default and Status of Solving.

*** NOTES 12/29/2010 3:06:17 PM, Iorosco, Action Type : Call from Customer

The customer called regarding the ignition interlock recall. I verified owner information. he states that the key was able to be removed when the vehicle was not in park. Vehicle rolled down and hit a tree, he states that his wife was able to remove the key. He found out information about the ignition interlock recall. I explained that recalls are VIN specific, I explained that his vehicle was not included in the recall. I provided information on the transmission recall and OPDS warranty extension. he understood. I did advised that the transmission recall was performed

*** SUBCASE N032010-12-2901590-1 CREATE 12/29/2010 3:08:38 PM, Iorosco
Created in WIP Default with Due Date 12/29/2010 3:08:38 PM.

*** SUBCASE N032010-12-2901590-1 CLOSE 12/29/2010 3:08:44 PM, Iorosco
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/29/2010 3:08:44 PM, Iorosco
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-06-1400325 Division : Honda - Auto Condition : Closed Open Date : 6/14/2007 8:45:11 AM
 Case Originator : Ryan Watkins (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 6/14/2007 9:02:45 AM
 Case Owner : Ryan Watkins (Team HI) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION NOT LOCKING 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 : RYE, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 23 F
 VIN Type / No. : US VIN / 2HKYF187X3H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 51,000
 In Service Date : 06/11/2003
 Months In Use : 48
 Engine Number : J35A42611418
 Originating Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Selling Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Trim : EX-LNAV
 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 : 206866 / HONDA AUTOMOBILES OF
 Phone No. : 203-254-1111
 Address : 1372 POST ROAD EAST
 City / State / Zip : WESTPORT, CT 06880
 Svc District / Sls District : 05F / F05
 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
N012007-06-1400325-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-06-1400325-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2007 9:02:16 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 6/14/2007 9:02:45 AM
Issue Title : XXXXXXXXXX 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 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 : N012007-06-1400325

Case Title : [REDACTED] - IGNITION NOT LOCKING

*** CASE CREATE 6/14/2007 8:45:11 AM, rwatkins

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

*** CASE VSC LOOKUP 6/14/2007 8:47:14 AM, rwatkins

VSC-CUC CHECK 06/14/2007 08:47:14 AM rwatkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/14/2007 8:47:19 AM, rwatkins

CAMPAIGN CHECK 06/14/2007 08:47:19 AM rwatkins

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2005-06-01; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE CLAIMS LOOKUP 6/14/2007 8:47:22 AM, rwatkins

CLAIM CHECK 06/14/2007 08:47:22 AM rwatkins

The following Claim History information was found

0; 2005-06-01; 206866; 095076; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** CASE EXTENDED WARRANTY LOOKUP 6/14/2007 8:47:24 AM, rwatkins

WARRANTY CHECK 06/14/2007 08:47:24 AM rwatkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/14/2007 8:48:44 AM, rwatkins

CAMPAIGN CHECK 06/14/2007 08:48:44 AM rwatkins

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2005-06-01; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

06-085;

*** CASE VSC LOOKUP 6/14/2007 8:50:28 AM, rwatkins

VSC-CUC CHECK 06/14/2007 08:50:28 AM rwatkins

No data found for VIN.

*** NOTES 6/14/2007 8:56:34 AM, rwatkins, Action Type : Call from Customer

Customer stated he can remove his key from the ignition while the vehicle is not in park. Customer stated that he noticed this six months ago. Informed customer to contact DLR for diagnostic and repair

Customer stated he will contact DLR. No further concerns.

*** CASE MODIFY 6/14/2007 8:57:14 AM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE N012007-06-1400325-1 CREATE 6/14/2007 9:02:16 AM, rwatkins

Created in WIP Default with Due Date 6/14/2007 9:02:16 AM.

*** SUBCASE N012007-06-1400325-1 CLOSE 6/14/2007 9:02:45 AM, rwatkins

Case History

Case ID : N012007-06-1400325

Case Title : [REDACTED] IGNITION NOT LOCKING

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/14/2007 9:02:45 AM, rwatkins

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

Case Details

Case ID : N012012-04-3001981 Division : Honda - Auto Condition : Closed Open Date : 4/30/2012 12:33:21 PM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/30/2012 12:42:01 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/IGNITION SWITCH INTERLOCK 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 : ALPHRETTA, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5090
 VIN Type / No. : US VIN / 2HKYF18523H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 108,000
 In Service Date : 06/30/2003
 Months In Use : 106
 Engine Number : J35A42616643
 Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 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 : 207174 / HONDA CARLAND
 Phone No. : 770-993-2805
 Address : 11085 ALPHARETTA HWY
 City / State / Zip : ROSWELL, GA 30076
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-04-3001981-1 / ██████████	PROD Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012012-04-3001981-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 4/30/2012 12:37:39 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 4/30/2012 12:42:01 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 : Documented Concern, Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-04-3001981

Case Title : [REDACTED] - COMPLAINT/IGNITION SWITCH INTERLOCK

*** CASE CREATE 4/30/2012 12:33:21 PM, jstarlin

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

*** CASE MODIFY 4/30/2012 12:34:40 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2012 12:34:56 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-04-3001981-1 CREATE 4/30/2012 12:37:39 PM, jstarlin

Created in WIP Default with Due Date 4/30/2012 12:37:39 PM.

*** CASE MODIFY 4/30/2012 12:38:09 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2012 12:38:22 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 4/30/2012 12:41:29 PM, jstarlin, Action Type : Call from Customer

Updated Information

Best Contact [REDACTED]

The customer called to file a complaint. The customer states that he is able to remove the key without the vehicle being in park. The customer feels that this is a safety component failure. The customer plans to visit a Honda DLR for an open recall. ACS informed the customer that his complaint will be documented. ACS also referred the customer to the NHTSA.gov website. Case closed

*** CASE MODIFY 4/30/2012 12:41:32 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2012 12:41:59 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012012-04-3001981-1 CLOSE 4/30/2012 12:42:01 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/30/2012 12:42:01 PM, jstarlin

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

Case Details

Case ID : N012010-08-0902907 Division : Honda - Auto Condition : Closed Open Date : 8/9/2010 1:07:36 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/9/2010 1:11:18 PM
 Case Owner : Crystal Baldassarre (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Baldassarre (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IGNITION SWITCH RECALL 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 : PLEASANT GROVE, UT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 449
 VIN Type / No. : US VIN / 2HKYF18503H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 98,000
 In Service Date : 07/10/2003
 Months In Use : 85
 Engine Number : J35A42622434
 Originating Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
 Selling Dealer No. / Name : 206562 / GOUDY 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
N012010-08-0902907-1 / [REDACTED] PRODUCT	Subcase Close	Product	Fit/Finish/Quality	725	Ignition Switch

Issue Details

Issue ID : N012010-08-0902907-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2010 1:11:06 PM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 8/9/2010 1:11:18 PM
Issue Title : XXXXXXXXXX PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Forward to Call Ctr
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 : N012010-08-0902907

Case Title : [REDACTED] IGNITION SWITCH RECALL

*** CASE CREATE 8/9/2010 1:07:36 PM, cbaldas

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

*** CASE EXTENDED WARRANTY LOOKUP 8/9/2010 1:07:42 PM, cbaldas

WARRANTY CHECK 08/09/2010 01:07:42 PM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/9/2010 1:07:45 PM, cbaldas

CLAIM HISTORY CHECK 08/09/2010 01:07:45 PM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/9/2010 1:07:56 PM, cbaldas

CAMPAIGN CHECK 08/09/2010 01:07:56 PM cbaldas

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; ; ;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085; Q26; Vau

*** CASE VSC LOOKUP 8/9/2010 1:07:58 PM, cbaldas

VSC-CUC CHECK 08/09/2010 01:07:58 PM cbaldas

No data found for VIN.

*** CASE MODIFY 8/9/2010 1:08:07 PM, cbaldas

into WIP default and Status of Solving.

*** NOTES 8/9/2010 1:10:33 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that he is able to pull his key out of ignition when vehicle isn't in park and he would like to have this covered under recall as he read about a current recall being issued for this issue, but he did see where his model vehicle was included. ACS forwarded customer to recall dept to inquire if his vehicle could or should be included in any recalls for this issue. Customer required no further assistance. Case closed.

*** SUBCASE N012010-08-0902907-1 CREATE 8/9/2010 1:11:06 PM, cbaldas

Created in WIP Default with Due Date 8/9/2010 1:11:06 PM.

*** SUBCASE N012010-08-0902907-1 CLOSE 8/9/2010 1:11:18 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/9/2010 1:11:18 PM, cbaldas

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

Case Details

Case ID : N012010-08-1200155	Division : Honda - Auto	Condition : Closed	Open Date : 8/12/2010 7:17:56 AM
Case Originator : Riano Sugito (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/12/2010 7:48:53 AM
Case Owner : Riano Sugito (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Riano Sugito (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - IGNITION ISSUE/DENIED	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 411
 VIN Type / No. : US VIN / 2HKYF18523H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 70,000
 In Service Date : 07/31/2003
 Months In Use : 85
 Engine Number : J35A42624052
 Originating Dealer No. / Name : 206617 / PAUL MOAK HONDA
 Selling Dealer No. / Name : 206617 / PAUL MOAK 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
N012010-08-1200155-1 ██████████ - PROD	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-1200155-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2010 7:48:29 AM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 8/12/2010 7:48:45 AM
Issue Title : XXXXXXXXXX - 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, Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-08-1200155

Case Title : [REDACTED] IGNITION ISSUE/DENIED

*** CASE CREATE 8/12/2010 7:17:56 AM, rsugito

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

*** CASE MODIFY 8/12/2010 7:19:28 AM, rsugito

into WIP default and Status of Solving.

*** NOTES 8/12/2010 7:47:53 AM, rsugito, Action Type : Call from Customer

Verified customer name

Customer called in regarding his ignition switch issue

Customer stated that he took the vehicle to Honda dlr and was advised that his ignition switch is doing the same thing as the ignition recall. He stated that he can remove his keys from the ignition when the gear is on "Drive." The customer was advised by the dlr that the repair is going to cost about \$500.

Customer is seeking for assistance from AHM

I advised the customer that there is no recall/campaign for his vehicle.

I advised the customer due to the mileage and the year of the vehicle, that the vehicle is out of the warranty parameter, AHM would not be able to provide any assistance.

Customer understood and ended the call.

*** CASE MODIFY 8/12/2010 7:48:06 AM, rsugito

into WIP default and Status of Solving.

*** SUBCASE N012010-08-1200155-1 CREATE 8/12/2010 7:48:29 AM, rsugito

Created in WIP Default with Due Date 8/12/2010 7:48:29 AM.

*** SUBCASE N012010-08-1200155-1 CLOSE 8/12/2010 7:48:45 AM, rsugito

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/12/2010 7:48:48 AM, rsugito

into WIP default and Status of Solving.

*** CASE CLOSE 8/12/2010 7:48:53 AM, rsugito

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

Case Details

Case ID : N012007-11-2601473 Division : Honda - Auto Condition : Closed Open Date : 11/26/2007 8:11:29 AM
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/14/2007 1:31:26 PM
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 18
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 12D - (CONCORD HONDA) - [REDACTED] IGNITION SWITCH ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 580
 VIN Type / No. : US VIN / 2HKYF18683H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 94,000
 In Service Date : 08/16/2003
 Months In Use : 51
 Engine Number : J35A42626771
 Originating Dealer No. / Name : 208160 / CONCORD HONDA
 Selling Dealer No. / Name : 208160 / CONCORD 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 : 208160 / CONCORD HONDA
 Phone No. : 925-825-8000
 Address : 1300 CONCORD AVENUE
 City / State / Zip : CONCORD, CA 94520
 Svc District / Sls District : 12C / A12
 Warranty Labor Rate / Date : \$138.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-11-2601473-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch
N012007-11-2601473-2 / [REDACTED] - SERVIC	Subcase Close	Service - Dealer	Workmanship	421	Wheels/Tires

Issue Details

Issue ID : N012007-11-2601473-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2007 2:00:24 PM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 12/14/2007 1:31:26 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, Assist - Dealer Part
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-11-2601473-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 11/26/2007 2:01:55 PM
Issue Owner : Wayne Zitter	Type 2 : Workmanship	Queue :	Close Date : 12/6/2007 1:44:35 PM
Issue Title : [REDACTED] - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc Other 421X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - Dealer100%
 Component Category : 20 - Wheels
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-11-2601473

Case Title : 12D - (CONCORD HONDA) - [REDACTED] IGNITION SWITCH ASSISTANCE

*** CASE CREATE 11/26/2007 8:11:29 AM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 11/26/2007 8:11:43 AM, mstaplet

WARRANTY CHECK 11/26/2007 08:11:43 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/26/2007 8:11:51 AM, mstaplet

CLAIM CHECK 11/26/2007 08:11:51 AM mstaplet

The following Claim History information was found

0; 2005-01-10; 208160; 022971; 510; 823099 ; BASE FOR STRAIGHT TIME (REAR COMPARTMENT)

*** CASE CAMPAIGN LOOKUP 11/26/2007 8:11:58 AM, mstaplet

CAMPAIGN CHECK 11/26/2007 08:11:58 AM mstaplet

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/07/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-

*** CASE CUC LOOKUP 11/26/2007 8:12:20 AM, mstaplet

CUC CHECK 11/26/2007 08:12:20 AM mstaplet

The following CUC information was found

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

*** CASE VSC LOOKUP 11/26/2007 8:12:20 AM, mstaplet

VSC CHECK 11/26/2007 08:12:20 AM mstaplet

The following VSC information was found

[REDACTED] V001727914;A67;(NEW) PREMIUM 6YR 75K \$50 DED;ACTIVE;;2003-08-16;2009-08-15;75000;138;208160;50.00

*** CASE MODIFY 11/26/2007 8:20:26 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 11/26/2007 8:23:34 AM, mstaplet, Action Type : Call from Customer

The customer called and I verified the owner information. The customer said she had her tires rotated and dealer-Concord Honda did not tighten the nuts on the wheels. I advised the customer to contact the dealer about the repair on the wheels. The customer said she found out that the keys will come out of the ignition in any shift lever position. The customer said she parked the vehicle and the vehicle started to roll back and she noticed the vehicle was in neutral. The customer said now she has to be sure the vehicle is in park before she takes her foot off of the brake. The customer took the vehicle to Concord Honda and was told that the ignition switch has to be changed out. The customer said she has a lot of miles but the vehicle is not that old. The customer said this represents a safety issue because if she is not careful her vehicle will roll back. The customer is asking for assistance with the cost of the repair which is \$600.00 . The customer said she has owned several Hondas.

The customer was informed in the interest of customer satisfaction, their concerns and requests have been documented. It will be forwarded to an RCM for review and consideration. The customer was informed that assistance is determined on a case by case basis and assistance is not guaranteed. They will be receiving a call back from the RCM who will be reviewing their case between 1 and 2 business days. The customer understood the terms and was provided with a case number for reference. No further assistance was requested at this time.

*** CASE MODIFY 11/26/2007 8:23:37 AM, mstaplet

into WIP default and Status of Solving.

Case History

Case ID : N012007-11-2601473

Case Title : 12D - (CONCORD HONDA) - [REDACTED] - IGNITION SWITCH ASSISTANCE

*** CASE MODIFY 11/26/2007 8:23:37 AM, mstaplet
into WIP default and Status of Solving.

*** CASE DISPATCH 11/26/2007 8:23:47 AM, mstaplet
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 11/26/2007 1:29:17 PM, dpippin
N012007-11-2601473 to wzitter, WIP □ ũL@

*** CASE RULE ACTION 11/26/2007 1:29:17 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/26/2007 2:00:09 PM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE N012007-11-2601473-1 CREATE 11/26/2007 2:00:24 PM, wzitter
Created in WIP Default with Due Date 11/26/2007 2:00:24 PM.

*** SUBCASE N012007-11-2601473-2 CREATE 11/26/2007 2:01:55 PM, wzitter
Created in WIP Default with Due Date 11/26/2007 2:01:55 PM.

*** COMMIT 11/26/2007 2:02:25 PM, wzitter, Action Type :
Made to [REDACTED] due 11/29/2007 02:02:27 PM.

DCS Follow-Up

*** NOTES 11/26/2007 2:02:45 PM, wzitter, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 11/29/2007

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

Ignition Switch

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 said she found out that the keys will come out of the ignition in any shift lever position. The customer said she parked the vehicle and the vehicle started to roll back and she noticed the vehicle was in neutral. The customer said now she has to be sure the vehicle is in park before she takes her foot off of the brake. The customer took the vehicle to Concord Honda and was told that the ignition switch has to be changed out. The customer said she has a lot of miles but the vehicle is not that old. The customer said this represents a safety issue because if she is not careful her vehicle will roll back. The customer is asking for assistance with the cost of the repair which is \$600.00 . The customer said she has owned several Hondas.

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.

Wayne Zitter
Automobile Customer Service

*** CASE MODIFY 11/26/2007 2:02:49 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 11/26/2007 2:04:51 PM, wzitter, Action Type : Call to Customer

Case History

Case ID : N012007-11-2601473

Case Title : 12D - (CONCORD HONDA) - [REDACTED] IGNITION SWITCH ASSISTANCE

Called the customer and left a vm message in regards to the concerns of the vehicle. Provided the customer with the ACS contact information.

*** CASE MODIFY 11/26/2007 2:04:56 PM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 11/26/2007 2:05:02 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 11/28/2007 8:28:29 AM, mstaplet, Action Type : Call from Customer
Customer called for the RCM. RCM was unavailable and the customer agreed to voicemail.

*** CASE CAMPAIGN LOOKUP 12/6/2007 1:14:20 PM, wzitter
CAMPAIGN CHECK 12/06/2007 01:14:20 PM wzitter
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/07/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-0

*** NOTES 12/6/2007 1:40:41 PM, wzitter, Action Type : Call to Customer
Spoke with the SM, Henry in regards to the concerns of the customer with the ignition switch. SM, Henry indicated that he has spoken with the DPSM,
and they offered the customer parts/labor split. Customer accepted the offer, and has an appointment for 12/7/2007.

*** CASE MODIFY 12/6/2007 1:40:49 PM, wzitter
into WIP Chris Cases and Status of Solving.

*** CASE VSC LOOKUP 12/6/2007 1:41:39 PM, wzitter
VSC CHECK 12/06/2007 01:41:39 PM wzitter
The following VSC information was found
[REDACTED] V001727914;A67;(NEW) PREMIUM 6YR 75K \$50 DED;ACTIVE;;2003-08-16;2009-08-15;75000;138;208160;50.00

*** CASE CUC LOOKUP 12/6/2007 1:41:39 PM, wzitter
CUC CHECK 12/06/2007 01:41:39 PM wzitter
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;0;0;0;

*** CASE MODIFY 12/6/2007 1:42:16 PM, wzitter
into WIP Chris Cases and Status of Solving.

*** NOTES 12/6/2007 1:43:55 PM, wzitter, Action Type : Call to Customer
Called the customer and left a vm message in regards to the concerns. Provided the customer with ACS contact information.

*** CASE MODIFY 12/6/2007 1:43:58 PM, wzitter
into WIP Chris Cases and Status of Solving.

*** CASE MODIFY 12/6/2007 1:44:04 PM, wzitter
into WIP Chris Cases and Status of Solving.

*** SUBCASE N012007-11-2601473-2 CLOSE 12/6/2007 1:44:35 PM, wzitter
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/6/2007 1:44:37 PM, wzitter

Case History

Case ID : N012007-11-2601473

Case Title : 12D - (CONCORD HONDA) - [REDACTED] IGNITION SWITCH ASSISTANCE

into WIP Chris Cases and Status of Solving.

*** CASE FULFILL 12/6/2007 2:02:56 PM, wzzitter

Fulfilled for [REDACTED] due 11/29/2007 02:02:27 PM.

*** COMMIT 12/6/2007 2:03:00 PM, wzzitter, Action Type : N/A

Follow-up w/Repairs and Close

*** CASE CAMPAIGN LOOKUP 12/7/2007 9:25:19 AM, wzzitter

CAMPAIGN CHECK 12/07/2007 09:25:19 AM wzzitter

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/07/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-0

*** CASE MODIFY 12/7/2007 9:27:37 AM, wzzitter

into WIP Chris Cases and Status of Solving.

*** NOTES 12/7/2007 9:34:41 AM, wzzitter, Action Type : Call from Customer

Spoke with the customer in regards to the offer that was made to the parts/labor split. The customer wanted to know if this came from AHM, or the dealer.

I explained to the customer that when a dealer makes an offer to the customer, this is coming from the dealer, and AHM. The customer understands, and is

very appreciative with the offer. Customer states that the vehicle is at the dealer today. I explained to the customer that I would follow-up with her on December

10th. This way if gives her a chance to drive the vehicle to ensure that all has been corrected. The customer is very satisfied. Verified the customer contact information.

*** CASE MODIFY 12/7/2007 9:34:44 AM, wzzitter

into WIP Chris Cases and Status of Solving.

*** CASE MODIFY COMMITMENT 12/7/2007 9:34:53 AM, wzzitter

with [REDACTED] due 12/10/2007 12:00:00 AM.

*** NOTES 12/7/2007 12:12:49 PM, csudario, Action Type : Call from Customer

ACS received an inbound call from customer. Customer states that she received a call from Concord Honda, that there was a faulty brake switch, and would like this documented. Customer states this could have caused severe injury, possibly death.

Customer states is now concerned about the service procedures at Concord Honda. ACS thanked customer for the added information and informed customer that she will be contacted within the next 1 to 2 business days. Customer understands.

ACS sending e-mail update.

*** CASE VSC LOOKUP 12/10/2007 10:25:54 AM, wzzitter

VSC CHECK 12/10/2007 10:25:54 AM wzzitter

The following VSC information was found

[REDACTED] V001727914;A67;(NEW) PREMIUM 6YR 75K \$50 DED;ACTIVE;;2003-08-16;2009-08-15;75000;138;208160;50.00

*** CASE CUC LOOKUP 12/10/2007 10:25:54 AM, wzzitter

CUC CHECK 12/10/2007 10:25:54 AM wzzitter

The following CUC information was found

Case History

Case ID : N012007-11-2601473

Case Title : 12D - (CONCORD HONDA) - [REDACTED] IGNITION SWITCH ASSISTANCE

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

*** CASE CAMPAIGN LOOKUP 12/10/2007 10:26:41 AM, wzitter

CAMPAIGN CHECK 12/10/2007 10:26:41 AM wzitter

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 05/07/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-0

*** CASE MODIFY 12/10/2007 10:32:26 AM, wzitter

into WIP Chris Cases and Status of Solving.

*** CASE FULFILL 12/10/2007 10:33:06 AM, wzitter

Fulfilled for [REDACTED] due 12/10/2007 12:00:00 AM.

*** COMMIT 12/10/2007 10:33:07 AM, wzitter, Action Type : N/A

Follow-up w/Repairs and Close

*** NOTES 12/10/2007 10:34:16 AM, wzitter, Action Type : Call to Customer

Called the customer and left a vm message to follow-up with the repairs of her vehicle. Provided the customer with the ACS contact information.

*** CASE MODIFY 12/10/2007 10:34:18 AM, wzitter

into WIP Chris Cases and Status of Solving.

*** CASE MODIFY 12/10/2007 10:34:28 AM, wzitter

into WIP Chris Cases and Status of Solving.

*** CASE MODIFY 12/10/2007 10:34:35 AM, wzitter

into WIP Chris Cases and Status of Solving.

*** NOTES 12/14/2007 1:31:01 PM, wzitter, Action Type : Call to Customer

Called the customer and left another message to follow-up with the repairs. I explained in the message that ACS has documented her concerns with the ignition switch, and that if there is anything further that she would like to discuss she is more than welcome to contact our office. Provided the customer with the ACS contact information.

*** CASE MODIFY 12/14/2007 1:31:05 PM, wzitter

into WIP Chris Cases and Status of Solving.

*** CASE FULFILL 12/14/2007 1:31:14 PM, wzitter

Fulfilled for [REDACTED] due 12/14/2007 12:00:00 AM.

*** CASE MODIFY 12/14/2007 1:31:23 PM, wzitter

into WIP Chris Cases and Status of Solving.

*** CASE CLOSE 12/14/2007 1:31:26 PM, wzitter

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

*** SUBCASE N012007-11-2601473-1 CLOSE 12/14/2007 1:31:26 PM, wzitter

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-08-3101857	Division : Honda - Auto	Condition : Closed	Open Date : 8/31/2010 4:43:53 PM
Case Originator : Crystal Vito (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/31/2010 4:48:50 PM
Case Owner : Crystal Vito (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION SWITCH SAFETY RECALL	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 :	SANTA CRUZ, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 190
VIN Type / No. :	US VIN / 2HKYF18683H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1863ENW / A
Miles / Hours :	130,000
In Service Date :	08/06/2003
Months In Use :	84
Engine Number :	J35A42627014
Originating Dealer No. / Name :	207254 / DUBLIN HONDA
Selling Dealer No. / Name :	207254 / DUBLIN 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 :	
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
N012010-08-3101857-1 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-3101857-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 8/31/2010 4:44:46 PM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 8/31/2010 4:48:50 PM
Issue Title : XXXXXXXXXX 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, 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

Case History

Case ID : N012010-08-3101857

Case Title : [REDACTED] - IGNITION SWITCH SAFETY RECALL

*** CASE CREATE 8/31/2010 4:43:53 PM, cvito

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

*** CASE EXTENDED WARRANTY LOOKUP 8/31/2010 4:44:10 PM, cvito

WARRANTY CHECK 08/31/2010 04:44:10 PM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/31/2010 4:44:13 PM, cvito

CLAIM CHECK 08/31/2010 04:44:13 PM cvito

The following Claim History information was found

0; 2008-11-01; 207442; 122791; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY. 05-ON ODYS

*** CASE CAMPAIGN LOOKUP 8/31/2010 4:44:17 PM, cvito

CAMPAIGN CHECK 08/31/2010 04:44:17 PM cvito

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 01/12/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

06-085

*** CASE VSC LOOKUP 8/31/2010 4:44:18 PM, cvito

VSC-CUC CHECK 08/31/2010 04:44:18 PM cvito

No data found for VIN.

*** CASE MODIFY 8/31/2010 4:44:21 PM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012010-08-3101857-1 CREATE 8/31/2010 4:44:46 PM, cvito

Created in WIP Default with Due Date 8/31/2010 4:44:46 PM.

*** CASE MODIFY 8/31/2010 4:46:08 PM, cvito

into WIP default and Status of Solving.

*** NOTES 8/31/2010 4:48:27 PM, cvito, Action Type : Call from Customer

Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that he is calling about a problem that he is having with his vehicle. The key comes out of the ignition while operating. The customer is asking if his vehicle was affected by this Safety recall.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I advised the customer that at this time there are no open recalls on his vehicle. If his vehicle is affected by this specific problem, a letter will be sent to the customer in mid-September. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

Case History

Case ID : N012010-08-3101857

Case Title : [REDACTED] - IGNITION SWITCH SAFETY RECALL

*** CASE MODIFY 8/31/2010 4:48:44 PM, cvito
into WIP default and Status of Solving.

*** SUBCASE N012010-08-3101857-1 CLOSE 8/31/2010 4:48:50 PM, cvito
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/31/2010 4:48:50 PM, cvito
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-01-1800666	Division : Honda - Auto	Condition : Closed	Open Date : 1/18/2011 10:25:31 AM
Case Originator : Fran Diaz (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/19/2011 3:31:15 PM
Case Owner : Jonathan Yu (Team HD)	Method : Mail	Queue :	Days Open : 1
Last Closed By : Jonathan Yu (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 1E [REDACTED] VEHICLE RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18453H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 60,000
 In Service Date : 08/08/2003
 Months In Use : 89
 Engine Number : J35A42628335
 Originating Dealer No. / Name : 206731 / NELSON HONDA
 Selling Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
 Trim : EX
 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
N012011-01-1800666-1 [REDACTED]	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N012011-01-1800666-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/19/2011 3:30:51 PM
Issue Owner : Jonathan Yu	Type 2 : Eligibility	Queue :	Close Date : 1/19/2011 3:31:11 PM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, 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 : N012011-01-1800666

Case Title : IE [REDACTED] - VEHICLE RECALL INQUIRY

*** CASE CREATE 1/18/2011 10:25:31 AM, fdiaz

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

*** NOTES 1/18/2011 10:25:32 AM, fdiaz, Action Type :

On 01/18/11 ACS received a 1 page letter from customer stating she had heard about a recall last year regarding vehicle turning off while vehicle is still in drive while the key is removed. Customer states this occurs with vehicle make and model vehicle.

*** CASE MODIFY 1/18/2011 10:30:07 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 1/18/2011 10:30:12 AM, fdiaz

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 1/18/2011 12:22:46 PM, tspencer

N012011-01-1800666 to jyu, WIP 0□eC!

*** CASE RULE ACTION 1/18/2011 12:22:47 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-01-1800666-1 CREATE 1/19/2011 3:30:51 PM, jyu

Created in WIP Default with Due Date 1/19/2011 3:30:51 PM.

*** NOTES 1/19/2011 3:30:54 PM, jyu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 Case Manager. The customer wrote a letter because she has been having an issue with her vehicle having issue where the vehicle could be turned off while still in drive, and the key removed. The customer was wondering if her vehicle could have the same repair done for free since it is the same issue even though her vehicle is not included in the recall for a different model.

I apologized but only the vehicles associated with the recall are applicable to have the repair completed. AHM will not provide assistance on this repair since the vehicle is not associated with the recall. The customer understood and thanked me. The call ended.

*** SUBCASE N012011-01-1800666-1 CLOSE 1/19/2011 3:31:11 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/19/2011 3:31:13 PM, jyu

into WIP default and Status of Solving.

*** CASE CLOSE 1/19/2011 3:31:15 PM, jyu

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

PE12-026

HONDA

12/7/2012

Q4 CONSUMER
COMPLAINTS 2003 PILOT -
ROLLAWAY - KEY
REMOVED UNKNOWN

Case Details

Case ID : N012008-08-0700458 Division : Honda - Auto Condition : Closed Open Date : 8/7/2008 9:10:37 AM
 Case Originator : Krystal Tafolla (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/7/2008 1:40:27 PM
 Case Owner : Krystal Tafolla (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Krystal Tafolla (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ PRODUCT COMPLAINT/SUGGESTION 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 : BUFFALO GROVE, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 0
 VIN Type / No. : US VIN / 2HKYF18503H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 67,000
 In Service Date : 10/24/2002
 Months In Use : 70
 Engine Number : J35A42539352
 Originating Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
 Selling Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
 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 : 206740 / PAULY HONDA
 Phone No. : 847-362-4300
 Address : 1111 S. MILWAUKEE AVE.
 City / State / Zip : LIBERTYVILLE, IL 60048
 Svc District / Sls District : 08C / A08
 Warranty Labor Rate / Date : \$119.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-08-0700458-1 / ██████████ - PRODUC	Subcase Close	Product	Design/Feature	218	Automatic Trans

Issue Details

Issue ID : N012008-08-0700458-1	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Krystal Tafolla	Type 1 : Product	Status : Subcase Close	Open Date : 8/7/2008 11:12:13 AM
Issue Owner : Krystal Tafolla	Type 2 : Design/Feature	Queue :	Close Date : 8/7/2008 11:13:02 AM
Issue Title : XXXXXXXXXX - PRODUCT - DESIGN/FEATURE			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : Other 218X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 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 : N012008-08-0700458

Case Title : [REDACTED] PRODUCT COMPLAINT/SUGGESTION

*** CASE CREATE 8/7/2008 9:10:37 AM, ktafolla

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

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2008 9:10:40 AM, ktafolla

WARRANTY CHECK 08/07/2008 09:10:40 AM ktafolla

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2008 9:10:42 AM, ktafolla

CLAIM CHECK 08/07/2008 09:10:42 AM ktafolla

The following Claim History information was found

0; 2007-12-13; 900020; 019202; 510; 121098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE CAMPAIGN LOOKUP 8/7/2008 9:10:43 AM, ktafolla

CAMPAIGN CHECK 08/07/2008 09:10:43 AM ktafolla

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/23/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 04/19/08

*** CASE VSC LOOKUP 8/7/2008 9:10:44 AM, ktafolla

VSC-CUC CHECK 08/07/2008 09:10:44 AM ktafolla

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2008 9:18:23 AM, ktafolla

CAMPAIGN CHECK 08/07/2008 09:18:23 AM ktafolla

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/23/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 04/19/08

*** SUBCASE N012008-08-0700458-1 CREATE 8/7/2008 11:12:13 AM, ktafolla

Created in WIP Default with Due Date 8/7/2008 11:12:13 AM.

*** SUBCASE N012008-08-0700458-1 CLOSE 8/7/2008 11:13:02 AM, ktafolla

Status = Solving, Resolution Code = Instruction Given

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2008 11:13:04 AM, ktafolla

WARRANTY CHECK 08/07/2008 11:13:04 AM ktafolla

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2008 11:13:07 AM, ktafolla

CLAIM CHECK 08/07/2008 11:13:07 AM ktafolla

The following Claim History information was found

0; 2007-12-13; 900020; 019202; 510; 121098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE CAMPAIGN LOOKUP 8/7/2008 11:13:08 AM, ktafolla

CAMPAIGN CHECK 08/07/2008 11:13:08 AM ktafolla

Case History

Case ID : N012008-08-0700458

Case Title : [REDACTED] - PRODUCT COMPLAINT/SUGGESTION

The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/23/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 04/19/08

*** CASE VSC LOOKUP 8/7/2008 11:13:09 AM, ktafolla

VSC-CUC CHECK 08/07/2008 11:13:09 AM ktafolla

No data found for VIN.

*** NOTES 8/7/2008 1:39:58 PM, ktafolla, Action Type : Call from Customer

Verified customers' information.

Situation:

Mrs. [REDACTED] called to file an incident she experienced with her vehicle and suggestion

Request:

Customer called AHM for assistance.

Probing Questions:

ACS asked customer to explain her incident? Customer states that on 6/28/08 she pulled into her driveway, put her gear from D (drive) to P (park), put key in the Accessory position and heard her children screaming. Customer expressed that she thought someone was abducting her children, so she ran out only to find that the vehicle was rolling back. Customer states that her children got out of vehicle, 7yr old daughter did not know what to do and 6yr old son stood behind the car trying to stop it for rolling back. However, customer states that the car door jammed into the garage which stopped the vehicle. Customer states that she went to PAULY HONDA that same day and spoke to SA (can not recall name) who informed her that the door needed to be reported and addressed through her insurance company. Customer states that she did report it to her insurance company and she paid \$1,500.00. Customer stated that she would like to make a suggestion to AHM in regards to her incident. Customer states that she contacted NHTA and the informed her that a claim can be filed, however, she would need to contact AHM for any possible further assistance.

Note:

In the beginning of the conversation Mrs. Stern stated that the gear was in P (park), however, key was in Accessory position and car rolled back. Towards the end, customer stated that she was not for sure if she put the gear shift in P (Park) or if it was left on R (reverse), however, this is a big safety concern.

Inbound Conclusion:

ACS informed Mrs. [REDACTED] that her call would be documented, however, regarding her request to have a Manager call her back would not be guaranteed. ACS informed customer that Honda vehicles' go through a safety inspection through NHTA (National Highway Transportation Association) and are intended to drive as designed. ACS informed customer that it is the customer's responsibility to make sure that gear is shift into P (park) before leaving car unattended, that can cause injury/damage.

ACS informed Mrs. Stern that regarding her suggestion for AHM, ACS instructed the customer to share her suggestions with AHM - Product Regulatory Office at 310-783-3281. ACS provided the customer her case number to reference. Customer stated that after one hour of being on the phone with ACS she's going to be given a number for her suggestion. ACS informed customer that any/all suggestions must be made through this department. No further assistance was needed.

*** CASE MODIFY 8/7/2008 1:40:25 PM, ktafolla

Case History

Case ID : N012008-08-0700458

Case Title : [REDACTED] PRODUCT COMPLAINT/SUGGESTION

into WIP default and Status of Solving.

*** CASE CLOSE 8/7/2008 1:40:27 PM, ktafolla

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

Case Details

Case ID : N012011-06-1700989 Division : Honda - Auto Condition : Closed Open Date : 6/17/2011 10:51:16 AM
 Case Originator : Daniel Wentz (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 6/17/2011 11:00:32 AM
 Case Owner : Daniel Wentz (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Daniel Wentz (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] VEHICLE ROLLING COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 9853
 VIN Type / No. : US VIN / 2HKYF18643H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 130,000
 In Service Date : 02/17/2003
 Months In Use : 100
 Engine Number : J35A42574610
 Originating Dealer No. / Name : 206800 / BILL GATTON HONDA
 Selling Dealer No. / Name : 208194 / HONDA OF CLEVELAND
 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 / 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
N012011-06-1700989-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	743	Shift Interlock

Spool Report

Run Date : 10/10/2012

Issue Details

Issue ID : N012011-06-1700989-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2011 11:00:18 AM
Issue Owner : Daniel Wentz	Type 2 : Operation	Queue :	Close Date : 6/17/2011 11:00:32 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 743 / Shift Interlock
 Condition Code Desc Any 7430
 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

Case History

Case ID : N012011-06-1700989

Case Title : [REDACTED] VEHICLE ROLLING COMPLAINT

*** CASE CREATE 6/17/2011 10:51:16 AM, dwentz01

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

*** CASE MODIFY 6/17/2011 10:56:12 AM, dwentz01

into WIP default and Status of Solving.

*** NOTES 6/17/2011 10:59:21 AM, dwentz01, Action Type : Call from Customer

Verified customer information

Best contact phone number is: [REDACTED]

Customer contacted AHM to state that his vehicle was in park, and without warning it began to roll without anyone in the vehicle and ran into his home. Customer wanted to know if this was a known issue. Customer was advised that there are currently no known issues at this point with this vehicle in regards to this, but asked him to have a dealership inspect the vehicle if he likes, but since he is out of warranty, diagnosis/repair costs would be the responsibility of the owner of the vehicle.

Customer thanked ACS and required no further assistance at this time.

*** CASE MODIFY 6/17/2011 10:59:33 AM, dwentz01

into WIP default and Status of Solving.

*** SUBCASE N012011-06-1700989-1 CREATE 6/17/2011 11:00:18 AM, dwentz01

Created in WIP Default with Due Date 6/17/2011 11:00:18 AM.

*** SUBCASE N012011-06-1700989-1 CLOSE 6/17/2011 11:00:32 AM, dwentz01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2011 11:00:32 AM, dwentz01

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