

PE12-028

HONDA

1/31/2013

2005 PILOT FIELD REPORTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3372768	CHRISR	12/18/2012	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA APPLIES BRAKES BY SELF	MOD?; VFY WH SENSORS OK, REPLACE PER KB 16816	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 127,128
		Remarks / Requestor:	FE Status:

Dealer #: 208240	TZ: EST	VIN: 5FNYF18655B [REDACTED]	Err:
Dlr Cont: ROBERT TAYLOR	Training %:	Year: 2005	Model: PILOT
Serv Ph: (410) 822-7717	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: DALE HURT		Doors: 5DR	WD:
Parts Mgr: DALE HURT		Fact: LINCOLN	Country: USA
Dlr Name: DAVID WHEELER HONDA 6546 OCEAN GATEWAY EASTON MD 21601		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (410) 822-7717	Fax #: (410) 770-4627	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BILL	Zone/Dist: 06E	Engine #: J35A61400813	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 108991	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/18/2012 12:22:48 PM CHRISR

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DRIVE CAR AND MONITOR WHEEL SENSORS ARE IRREGULARITIES, IF OK THEN REPLACE MOD (KB 16816)

Information from Dealer

HAVE THIS PILOT CUSTOMER STATES BRAKE APPLY BY THEM SELF MY MANAGER SAID HONDA CALLED HIM AND TOLD ME TO CALL TECHLINE AND YOU WOULD TELL ME WHAT TO DO

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: BRAKES]

N
N
N
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3377859	JERRYA	01/03/2013	RUDYG	3

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA 25-1	SENSOR; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 98,308
		Remarks / Requestor:	FE Status:

Dealer #: 207400	TZ: EST	VIN: 5FNYF18585B [REDACTED]	Err:
Dir Cont: NELSON NAULS	Training %:	Year: 2005	Model: PILOT
Serv Ph: (703) 522-8808	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: SUFIAN ABUEL-HAWA		Doors: 5DR	WD:
Parts Mgr: SEAN BRESLIN		Fact: LINCOLN	Country: USA
Dir Name: BROWNS ARLINGTON HONDA/AMALGAMATED LEASI 3920 LEE HIGHWAY ARLINGTON VA 22207		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3 5 L	
Phone: (703) 522-8808	Fax #: 7035223689	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: J35A61415425	Trans #: BVGA7052728
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 829349	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/3/2013 8:15:42 AM JERRYA

CUSTOMER REPORT VSA LIGHT COMES ON AND BRAKES ENGAGES ON ITS OWN

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 01/03/13 11:15:52 JERRYA (CALL FRM DEALER)
- 7 CODES
- 8 BRAKE APPLY TO A STOP OR ONLY A MOMENTARY APPLICATION OF THE BRAKES
- 9 AND THE CODE SET WHEN THIS OCCURES
- 10 VERIFY CONNECTION AND PIN FITS AT THE SENSOR, IF ALL OK SWAP A K/G SENSOR ASSY AND SEE IF IT REPETES
- 11 SEND THE F/F DATA FOR REVIEW MAY NOT BE AND DEFINATIVE INFO IN THE DATA BUT WE'LL LOOK SEE

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: BRAKES]

NO
NO
NO
NELSON;TECH
25-1 YAW RATE SENSOR
JUST FOR A SEC THE BRAKES APPLIED

YES
OK

OK

1/3/2013 9:58:31 AM LINDSEYA

NELSON - QUESTION - HE ASKED ME TO SEND FREEZE DATA...
(TECH HUNG UP)

1/3/2013 10:09:25 AM RUDYG

(NELSON)

- 14 01/3/2013 10:10:37 AM RUDYG
- 15 HAS YAW SENSOR BEEN REPLACED
- 16 HOW OFTEN DOES IT CODE
- 17 WHAT IS READING

NO
PRETTY CONSISTENT, SOMETIMES WON'T RESET
246.1 % WHEN IT WON'T RESET WHEN I CAN RESET IT IT'S
0
OK

- 18 REPLACE YAW SENSOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3339299	DAVIDK	10/03/2012	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA PACTIVATION. 25-1	MODULATOR?; CK CONNECTIONS REPALCE MODULATOR		
		Resln Source: None		Date:
		Status: N/A		Mileage: 129,952
		Remarks / Requestor:		FE Status:

Dealer #: 207906	TZ: EST	VIN: 5FNYP18595B [REDACTED]	Err:
Dir Cont: LAVAR LEWIS	Training %:	Year: 2005	Model: PILOT
Serv Ph: (804) 559-4000	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: WILLIAM MURPHY		Doors: 5DR	WD:
Parts Mgr: TIM SOUNG		Fact: LINCOLN	Country: USA
Dir Name: MECHANICSVILLE HONDA 6530 MECHANICSVILLE TP MECHANICSVILLE VA 23111		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
Phone: (804) 559-4000	Fax #: 8045594102	Engine #: J35A61428400	Trans #: BVGA7085397
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 332355	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/3/2012 11:12:49 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 HAVE A 68-1 CODE
 - 8 WATCH DATA LIST FOR YAW V. WIGGLE TEST CONNECTIONS AT SENSOR TO MODULATOR, CK GROUND. IF OK AND V DID NOT CHANGE TRY MODULATOR

Information from Dealer

CUSTOMER STATES VSA LIGHT CAME BACK ON AND CAR JERKING STEERING OUT OF HANDS. ADVISE, REPLACED YAW RATE SENSOR. SEP 27 2012 CAME BACK ON. [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:] [KEYWORD: 25-1]

NO. NO SIGN OF CRASH

WE CAN NOT REPRODUCE.
NO. JUST 25-1 CODE. CODE CLEARES IT WAS IN HISTORY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3354748	LINDSEYA	11/08/2012	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution	
P 4210	ABS ACTIVATES WHILE DRIVING	WHEEL SENSOR?; MONITOR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 67,414
		Remarks / Requestor:	FE Status:

Dealer #: 206863	TZ: CST	VIN: 5FNYF185X5B [REDACTED]	Err:
Dir Cont: BART WALKUSH	Training %:	Year: 2005	Model: PILOT
Serv Ph: (262) 542-9300	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: DEAN KATZ		Doors: 5DR	WD:
Parts Mgr: DAVID LYBEK		Fact: LINCOLN	Country: USA
Dir Name: WILDE HONDA		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
1603 EAST MORELAND BLV		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
WAUKESHA WI 53186		Engine #: J35A61430922	Trans #: BVGA7089817
Phone: (262) 542-9300	Fax #: (262) 548-8999	Em Type: KA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	RO #: 606586	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/8/2012 11:21:30 AM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 OK. DID T/S FOR THE CODE?
 - 8 MONITOR WHEEL SPEED SENSORS, AND IF OK, MIGHT BE THE MODULATOR. BEST TO MONITOR.
 - 9 HAVE YOU TRIED KG YAW SENSOR?
 - 10 THOSE ARE OUR THREE MOST LIKELY POSSIBILITIES.

Information from Dealer

DRIVEING CAR DOWN ROAD ABS PUMP RUNS APPLYS LEFT FRONT BRAKE FOR SEC AND CAUSES CAR TO GO LEFT AND VSA LIGHT ON WITH 25-1 STORED YAW RATE SENSOR FAILER

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: 25-1]

Y
N
N

WHEN GOING DOWN THE ROAD, YOU CAN HEAR THE PUMP KICK ON, AND RIGHT AFTER THAT, IT SEEMS TO APPLY THE LEFT FRONT BRAKE, AND THE STEERING WHEEL JERKS LEFT MOMENTARILY. THEN THE PUMP STARTS RUNING, VSA KICKS OFF AND THEN THE LIGHT COMES ON. YES. WIRING IS GOOD. SAS SEEMS TO BE DOING WHAT IT'S SUPPOSED TO.

OK

NO, NOT YET.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3370775	CHRISV	12/13/2012	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA 68-1, APPLIES BRAKES	VSA MOD; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 96,478
		Remarks / Requestor:	FE Status:

Dealer #: 206682	TZ: EST	VIN: 5FNYF18505B [REDACTED]	Err:
Dir Cont: TRAVIS	Training %:	Year: 2005	Model: PILOT
Serv Ph: (717) 394-0711	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: HAROLD MUSSER		Doors: 5DR	WD:
Parts Mgr: SCOTT BRENEMAN		Fact: LINCOLN	Country: USA
Dir Name: JONES HONDA 1335 MANHEIM PIKE LANCASTER PA 17601		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
Phone: (717) 394-0711	Fax #: (717) 394-7884	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: WALTER	Zone/Dist: 05L	Engine #: J35A61437242	Trans #: BVGA7100000
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 043677	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/13/2012 12:59:24 PM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 CAN YOU DUP

7 DOES THE CODE CLEAR

8 REPLACE THE VSA MOD

Information from Dealer

CUSTOMER STATES VEHICLE FEELS LIKE SOMETHING WAS CATCHING AND CAUSING THE VEHICLE TO SLOW DOWN ON ITS OWN, VSA LIGHT COMES ON WHEN ACTING UP, 68-1 CODE

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: 68-1]

NO

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3368202	MARKP	12/08/2012	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA PROBLEM 66-1,BRKS ON OWN	VSA MOD;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 114,352
		Remarks / Requestor:	FE Status:

Dealer #: 208376	TZ: EST	VIN: 5FNYF18545B [REDACTED]	Err:
Dir Cont: RONALD HARRIS	Training %:	Year: 2005	Model: PILOT
Serv Ph: (678) 318-3150	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: THOMAS HOUSER		Doors: 5DR	WD:
Parts Mgr: THOMAS DUNLAP		Fact: LINCOLN	Country: USA
Dir Name: HONDA MALL OF GEORGIA		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
3699 GEORGIA HWY #20		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
BUFORD GA 30519		Engine #: J35A61440671	Trans #: BVGA7105548
Phone: (678) 318-3150	Fax #: (678) 318-3109	Em Type: KA	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	RO #: 452458	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/8/2012 9:36:30 AM MARKP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 REPLACE THE VSA MOD

Information from Dealer

THE BRAKES WILL INGUAGE INTERMITTENLY WITH OUT TOUCHING THE BRAKE PEDAL.
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD:]
 N
 N
 N
 VSA 66-1
 OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3364735	LINDSEYA	11/30/2012	LINDSEYA	1

Code **Original Complaint**
P 4230 VSA ACTIVATES ON OWN

Probable Cause/Solution
 MODULATOR; REPLACE

Resin Source: None
Status: N/A

Date:
Mileage: 120,000

Remarks / Requestor:

FE Status:

Dealer #: 208172	TZ: CST	VIN: 5FNYF18585B [REDACTED]	Err:
Dir Cont: ROBERT BUDDY	Training %:	Year: 2005	Model: PILOT
Serv Ph: (713) 948-1900	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ROBERT BUDDY BENSON		Doors: 5DR	WD:
Parts Mgr:		Fact: LINCOLN	Country: USA
Dir Name: MCDAVID HONDA		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
11200 GULF FREEWAY		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
HOUSTON TX 77034		Engine #: J35A61447906	Trans #: BVGA7118231
Phone: (713) 948-1900	Fax #: (713) 948-1949	Em Type: KA	
DPSM: VERNON SAGE	Zone/Dist: 03C	RO #: 550118	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/30/2012 1:02:07 PM LINDSEYA

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 EVER HAD ANY CODE?

8 MONITOR WHEEL SPEED DATA, IF ALL OK, REPLACE MODULATOR.

Information from Dealer

THIS CAR HAS BEEN IN AND OUT OF OUR DEALERSHIP ON SEVERAL OCCASIONS FOR AN ODD ISSUE. THE CALLED BACK WITH MORE DETAIL OF THE PROBLEM WHICH WE HAVE NOT BEEN ABLE TO DUPLICATE. THE VSA-ABS COMES ON BY ITSELF WHILE DRIVING DOWN THE ROAD AT 60 MPH, AND HAS GOTTEN MORE FREQUENT AND IS MORE LIKELY TO HAPPEN BETWEEN 10-25 MPH NOT TURNING. THANKS IN ADVANCE

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: ABS]

N

N

N

CAR IS NOT HERE, BUT CUSTOMER HAD BEEN IN SEVERAL TIMES. CUSTOMER ASKED ABOUT A VSA UPDATE ON THEIR FIRST VISIT, BECAUSE THEY KNEW OF SOMEONE WHO GOT ONE.

NO, CUSTOMER SAYS THAT THE BRAKES APPLY, USED TO BE ONLY HIGHWAY SPEEDS, NOW LOWER SPEEDS AS WELL.

OK, THANK YOU.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3303404	TROYS	07/02/2012	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA CODE 25-1	G302; INSPECT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 124,040
		Remarks / Requestor:	FE Status:

Dealer #: 206917	TZ: CST	VIN: 5FNYF18555B [REDACTED]	Err:
Dir Cont: DEREK BELLES	Training %:	Year: 2005	Model: PILOT
Serv Ph: (414) 328-3500	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: LEN HARTNELL		Doors: 5DR	WD:
Parts Mgr:		Fact: LINCOLN	Country: USA
Dir Name: SCHLOSSMANN'S HONDA CITY 3450 SO. 108TH STREET MILWAUKEE WI 53227		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
Phone: (414) 328-3500	Fax #: 4143283531	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	Engine #: J35A61464660	Trans #: BVGA7144642
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 484480	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/2/2012 8:30:28 AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECK G 302 THEN SENSOR

Information from Dealer

VSA LIGHT COMES ON WITH A GRINDING NOISE. DTC 25-1,
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: YAW]
 YES
 NO DID THE TS AND COMES DOWN TO SWAP A MOD
 NO

Field Quality Report *online*

[Home](#) [Create Report](#) [Search Reports](#) [Utilities](#) [Help](#) [Logout](#)

VIEW AUTO REPORT

Report Information

Report ID 24822
 Brief Description*
 Reported By Factory
 Offline Report Date
 Online Created Date 9/7/2012 11:30:02 PM
 Last Updated Date 11/27/2012 10:46:00 AM

Attached Files

- [2005 Pilot\(Fresno\) 08062012.pptx](#)
 - [MITS HCM01527.pdf](#)
VIN 2HKYF18685H
 - [Brakes Apply Autonomously 8-](#)
-

User Information

Zone HCM
 District HCM

Customer Information

City of Customer*
 State* CA
 Delivery Date (MM/DD/YYYY)

Vehicle Information

Non-US VIN
 VIN* [Check VIN](#)
 Unit Status Sold to Customer
 Date of Occurrence* (MM/DD/YYYY)
 Mileage*
 Engine No.
 Model Year Model
 Style* Body* 5 Door
 Transmission* Engine Type

Dealer Information

Dealer Number
 Phone Number Ext.
(999-999-9999)

Claim Information

Claim Number CR/Techline #
 Labor Operation* Front Brakes - 410

Labor Op Full Codes*
 Causal Code

Failed Part No. *Please provide Part No if available

- 1.
- 2.
- 3.
- 4.

Complaint / Symptom

Customer contends that the vehicles was braking on its own.

Probable Cause

1) Confirm customer's contention while driving vehicle. Modulator pressure sensor CAN signal shows noise.2) G302 was upside down, cleaned and in the incorrect location. Corrected this problem but pressure sensor noise still remains.3) Brake fluid was not an influence as pressure sensor noise still presence after the system was flushed out.4) Plugged in new modulator and the noise was gone.5) Suspect modulator corrected itself after driving on lengthy rough road (no pressure sensor noise) and re-appear with additional rough road (equivalent to light cobble stone). The vehicle performed unintended brake activation and

Corrective Action

Vehicle exhibited unintended brake activation. The vehicle did not pull during the unintended brake activation. Change out suspect modulator and problem was corrected.

Fire Report Information

Create Fire Report

[Open New Fire Document](#)

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-
-
-

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3373754	RUDYG	12/20/2012	RUDYG	1

Code **Original Complaint**
P 4230 C/S MODULATOR ACTIVATES

Probable Cause/Solution
CAN'T DUPLICATE?; MODULATOR?

ResIn Source: None

Date:

Status: N/A

Mileage: 143,000

Remarks / Requestor:

FE Status:

Dealer #: 207337	TZ: CST	VIN: 2HKYF18645H [REDACTED]	Err:
Dir Cont: KEVIN HEBERT	Training %:	Year: 2005	Model: PILOT
Serv Ph: (337) 235-9086	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: BRIAN MOCK		Doors: 5DR	WD:
Parts Mgr: DANIEL WOOLFOLK		Fact: ALLISTON	Country: CAN
Dir Name: MOSS HONDA 1407 SURREY STREET LAFAYETTE LA 70501		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (337) 235-9086	Fax #: (337) 262-0697	Engine #: J35A61613196	Trans #: BVGA7018912
DPSM: DANIEL FYFFE	Zone/Dist: 03D	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 610326	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/20/2012 8:38:17 AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DOES CUST MENTION VSA LIGHT FLASH
- 7 MENTION THROTTLE CUT OR LOSES POWER
- 8 ANY RECENT REPAIRS? BODY SHOP WORK
- 9 NEED TO QUIZ CUST RE CONDITIONS WHEN IT DOES THIS, IF ONLY BRAKES APPLY AND NO VSA LIGHT FLASH THEN MIGHT BE WHL SPEED INPUT
- 10 IF VSA LIGHT FLASH OR HAPPENS WITH NO BRAKE INPUT, THEN SUSPECT MODULATOR

Information from Dealer

CUST STATES BRAKES LOCK UP WHILE DRIVING
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: BRAKES]
CAN'T DUPLICATE,
CHECKED FOR CODES AND CUST CLAIMS IT HAS DONE IT 4 TIMES FOR HER, CLAIMS SOME INFO REGARDING THIS OFF INTERNET
ALL STOCK
NO
NO
LOOKS OK
OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3330776	SHAWNW	09/12/2012	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA PROBLEM 25-1	MOD?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 141,515
		Remarks / Requestor:	FE Status:

Dealer #: 206689	TZ: CST	VIN: 2HKYF18795H [REDACTED]	Err:
Dir Cont: RICHARD	Training %:	Year: 2005	Model: PILOT
Serv Ph: (501) 835-8996	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: ROBERT SWEET		Doors: 5DR	WD:
Parts Mgr: MICHAEL STIVERS		Fact: ALLISTON	Country: CAN
Dir Name: RUSSELL HONDA 6100 LANDERS ROAD SHERWOOD AR 72117		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (501) 835-8996	Fax #: (501) 992-0084	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: AMY CLAWSON	Zone/Dist: 03F	Engine #: J35A61642406	Trans #: BVGA7059427
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 86901	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/12/2012 12:29:14 PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 STEERING WHEEL OFF CENTER?
- 8 ALIGHT GOOD?
- 9 REPLACE THE MOD

Information from Dealer

CUSTOMER STATES THAT VSA LIGHT COMES THEN CAR PULLS TO THE RIGHT AND IT FEELS LIKE THE BRAKES ARE BEING APPLIED.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: 25-1]

Y

YAW SENSOR

N

REPLACED THE YAW SENSOR ANS N/C, T/S SAYS THE NEXT TO REPLACE THE MOD, ANYTHING ELSE I SHOULD CHECK

NO

YES

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3341191	LINDSEYA	10/08/2012	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA APPLIES ON OWN, 68-1	10/9: BRAKE SWITCH REPLACED		
		ResIn Source:	Spoke w/ Dealer	Date: 10/09/2012
		Status:	N/A	Mileage: 77,501
		Remarks / Requestor:		FE Status:

Dealer #: 207262	TZ: CST	VIN: 2HKYF18735H [REDACTED]	Err:
Dir Cont: JOSEPH	Training %:	Year: 2005	Model: PILOT
Serv Ph: (630) 852-7201	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: RAYMOND UNDERWOOD		Doors: 5DR	WD:
Parts Mgr: PAUL CHRT		Fact: ALLISTON	Country: CAN
Dir Name: HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (630) 852-7201	Fax #: 6302419115	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: GEORGE MARIS	Zone/Dist: 08F	Engine #: J35A61646052	Trans #: BVGA7064137
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 546034	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/8/2012 3:17:50 PM LINDSEYA
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 IS THE CUSTOMER OLDER?
 - 8 YES.
 - 9 MONITOR WHEEL SPEEDS, SEE IF THERE IS A DISCREPANCY. IF NO, MODULATOR.
- 10/9/2012 6:09:52 AM SHAWNW
- 10
 - 11 TRY DOING A NEUTRAL MEM?
 - 12 UNLESS YOU CAN VERIFY THE PROBLEM, NO, JUST PUT SOME MILES ON IT

Information from Dealer

CUST STATES THAT VEHICAL FALSE ABS CYCLES WHILE BRAKING, UNABLE TO VERIFY COMPLAINT, DID FIND CODE 68-1 IN ABS.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: VSA]

Y
N
N

I AM UNABLE TO VERIFY, BUT I DO HAVE A 68-1. I PUT A BRAKE SWITCH IN.

NO, HAS CHILD SEATS. THINKING TWO FOOTED DRIVER? I WOULD HAVE TO CHECK. IT DOES FEEL AT TIMES WHEN I AM TAKING OFF, LIKE THERE IS VSA ACTIVATION. I CAN HEAR IT A LITTLE, ON TURNS, TRYING TO ACTIVATE.

OK

I REPLACED THE BRAKE SWITCH AND THE CODE CLEARS, BUT I FELT A LITTLE ACTIVATION ON ACCEL YES AND SINCE THEN IT HAS BEEN GOOD ANYTHING ELSE I SHOULD CHECK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3311181	CHRISR	07/23/2012	JOHNB	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 25-1	SENSOR?; CH VOLTAGE ON DATALIST
	ResIn Source: None	Date:
	Status: N/A	Mileage: 167,468
	Remarks / Requestor:	FE Status:

Dealer #: 207471	TZ: PST	VIN: 2HKYF18515H [REDACTED]	Err:
Dir Cont: VALENTINO	Training %:	Year: 2005	Model: PILOT
Serv Ph: (951) 734-8400	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: STEVE QUINTERO		Doors: 5DR	WD:
Parts Mgr: BRETZ ALEXIS		Fact: ALLISTON	Country: CAN
Dir Name: HONDA CARS OF CORONA 1080 POMONA ROAD CORONA CA 92882		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
Phone: (951) 734-8400	Fax #: 9517375235	Engine #: J35A61646479	Trans #: BVGA7064925
DPSM: TIMOTHY CRAIN	Zone/Dist: 01F	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 465378	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/23/2012 1:44:26 PM CHRISR	
1 ORIGINAL COMPLAINT	YAW SENSOR
2 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
	[KEYWORD: 25-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 DTC?	25-1 NOT HARD
7 CHECK DATALSIT YAW & LAT SENSORS SHOULD BE ABOUT 2.5V SITTING STILL ON LEVEL GROUND	OK
8 IF NOT THEN REPLACE SENSOR	OK
8/27/2012 9:22:36 AM JOHNB	
9	YAW SENSOR,25-1
10 WAS THE SENSR REPLACED	NO, CUSTOMER LAST TIME DECLINED
11 HOW MAY I HELP YOU	SO HOW DO I TELL IT IS THE YAW SENSOR
12 DID YOU CHECK THE DATALIST YAW & LAT SENSORS SHOULD BE ABOUT 2.5V SITTING STILL ON LEVEL GROUND	YES AND THEY WERE SHOWING IMPROPER VOLTAGE
13 CHK CIRCUITS;IF OK,THEN SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3355572	MARKP	11/10/2012	PAULI	12

Code **Original Complaint**
P 4230 VSA PROBLEM, BRKS ON OWN

Probable Cause/Solution
YAW?; SWAP AND MON

ResIn Source: None

Date:

Status: P RCVD

Mileage: 94,815

Remarks / Requestor:

FE Status:

Dealer #: 208100	TZ: PST	VIN: 2HKYF18785H [REDACTED]	Err:
Dlr Cont: BRANDON PHO	Training %:	Year: 2005	Model: PILOT
Serv Ph: (510) 582-1300	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: MARK GILLEM		Doors: 5DR	WD:
Parts Mgr: GREGORY KEMP		Fact: ALLISTON	Country: CAN
Dlr Name: HONDA OF HAYWARD 24919 MISSION BLVD. HAYWARD CA 94544		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (510) 582-1300	Fax #: 5105820779	Engine #: J35A61661444	Trans #: BVGA7096933
DPSM: RON HALEM	Zone/Dist: 12F	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 710099	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

11/10/2012 9:19:12 AM MARKP

1 ORIGINAL COMPLAINT

VEHICLE BRAKES LOCK UP INTEMRITTENTLY WHILE DRIVING. NO DTCS SET IN VSA/ABS SYSTEM. WHEN VEHICLE ORIGNALLY CAME UP VEHICLE WAS DRIVEABLE. ONLY LOCKED UP AFTER PERFORMING EMERGENCY STOP. REPLACED MASTER CYLINDER & BRAKE BOOSTER.
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: VSA]

2 ISIS SEARCH CRITERIA

Y

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

Y MASTER CYL, BRK BOOSTER

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

N

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

AFTER DOING EMERGENCY STOP DRIVE A FEW FEET AND IT LOCKS UP

6

7 IS IT THE ABS ACTIVATING

YES IT IS. THE PEDAL PULSES

8 HAVE YOU MONITERED THE SPD SENS WHILE DRIVING

THEY ALL MATCH EACH OTHER

9 MAKE SURE G302 IS SECURE

OK

10 MONITER WSS'S WHEN THIS HAPPENS

OK

11 MAKE SURE WHLS SPIN FREELY

OK

11/13/2012 7:44:37 AM RICKT

24 MARK PLEASE FOLLOW UP WITH THIS DEALER TO SEE WHAT THEY FOUND. THIS VEHICLE HAS VSA NOT ABS AND MAY HAVE A BAD MODULATOR. PLEASE SEE KB 16186. ALSO PLEASE CODE UNDER 4230. THANKS

11/13/2012 7:34:06 AM JERRYA

12 11/13/12 10:34:20 JERRYA: (CALL FROM DEALER)

BRANDON;TECH REPLACED THE BOOSTER AND M/C

16 STILL OCCURS SINCE REPAIR

YES

17 GRDS OK

YES

18 CODES ?

DID HAVE AND 68-1 ONCE

19 I WOULD DEFINATE CK THE BRAKE LIGHT SW

OK

OP,ADJUSTMENT AND BULBS

20 LIKE TO SEE A S/S OF IT IF POSSIBLE, AT WHAT SPEED DOES THIS OCCUR.

AT LOS SPEEDS IN APRKING LOT IT WILL ACTUALY BRING THE VEHICLE TO A STOP

21 TO A COMPLETE STOP

YES

22 AND DRIVING ?

25 MPH OR SO TH WEFEELS LIKE YOUR HITTING ANF RELEASING THE BRAKE

23 THAT SOUND LIKE THE VSA SIDFE DOING THAT. LET

GET A S/S MAYBE A MIN OR SO TO GIVE YOU TIME TO

TRIGGER AND SEND IT, LETS SEE WHAT GOING ON

11/13/2012 7:52:28 AM MARKP

13 MARKP:---(CALL BACK)--->

BRANDON;TECH

14 WHERE ARE YOU WITH THIS??

I HAVE NOT FOUND ANYTHING ON THIS. NO IRREGULARITIES IN WHL SPD SENSORS. I CAN NOT GET THIS TO HAPPEN AGAIN THOUGH

15 REPLACE THE VSA MOD

OK THANKS

11/13/2012 11:58:30 AM DAVEM

25

GOT IT TO DO IT AND TOOK A SNAP. I HAPPNED AT 15SEC MARK

26 CAN SEE A YAW SPIKE @ SAME TIME. REPLACE YAW SNSR AND MON

OK

11/14/2012 8:08:34 AM CHRISR

27

DO YOU GUYS HAVE A KG SENSOR

28 LET ME LOOK AT SNAP AGAIN

OK

29 AT THE POINT IOF EVENT (-16 sec) INTO SNAP I SEE NO REAL SENSOR JUMP AT THAT POINT. LET ME REVIEW WITH M.E.

OK

30 **REVIEWED WITH RICK T. AND AGREED THAT
MODULATOR IS ISSUE, THE BRAKE SENSOR
PRESSURE WAS ERRATIC WITH NO BRAKE SW ON
(.5-.9V) RICK SUGGESTED TO HAVE DPSM GOODWILL
THE MOD. CALLED DPSM RON HALEM WHO SAID YES, I
CALLED TECH BACK AND TOLD TO REPLACE MOD AND
WE WILL COLLECT PARTS. DOSM WILL CAL SVC
MGR***

11/14/2012 10:42:10 AM RICKT

31 PAULI, PLEASE PICK UP MODULATOR FOR RICKT. HCM
HAS PARTS ON CALL IN SO WILL NEED TO GET
BEFORE CLAIM IS FILED.

11/14/2012 10:58:49 AM PAULI

32 FAXED SHIP REQ

33 (sas)

11/19/2012 3:02:18 PM PAULI

34 VSA MOD RCVD--FFWD>RT

11/28/2012 5:40:55 PM PAULI

35 CLM 710099 UPDATED 11/19/12

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3320694	LINDSEYA	08/16/2012	PAULI	10

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA STOPS CAR, 68-1	MODULATOR, REPLACE	
		ResIn Source: None	Date:
		Status: P HMA	Mileage: 191,155
		Remarks / Requestor:	FE Status:

Dealer #: 207442	TZ: PST	VIN: 2HKYF18705H [REDACTED]	Err:
Dir Cont: RODNEY RIVERA	Training %:	Year: 2005	Model: PILOT
Serv Ph: (925) 934-0530	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: TOM QUINLAN		Doors: 5DR	WD:
Parts Mgr: TOM ERVIN		Fact: ALLISTON	Country: CAN
Dir Name: WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		Desc: PILOT 5DR EX-L NAVI 6CYL 255,0 HP	
Phone: (925) 934-0530	Fax #: 9254764248	Engine #: J35A61661863	Trans #: BVGA7098125
DPSM: STEVE ROSTOMILY	Zone/Dist: 12C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 225923	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/16/2012 9:35:40 AM	LINDSEYA	
1 ORIGINAL COMPLAINT		CUSTOMER STATES VEHICLE JERKED AND SLOWED DOWN ON ITS OWN AT FREEWAY SPEED. VSA LIGHT CAME ON AT TIME OF SYMPTOM. DTC 68-1, CLEAR AND DTC RETURN 68-1, BRAKE SYSTEM FEELS NORMAL AT THIS TIME, ALSO SENT SNAPSHOT WHEN DTC TRIGGERED.
2 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: VSA]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		N
		CUSTOMER STATES THAT THE CAR STOPPED ON IT'S OWN, I DON'T SEE ANYTHING GOING ON HERE. IT DOES HAVE SOME DTCS IN VSA CONTROL UNIT, BATTERY VOLTAGE, BRAKES SWITCH AND INTERNAL POWER SOURCE FAILURE CODES. IT RECODED FOR THE BRAKE SWITCH FAILURE, 68-1, WITHIN A COUPLE OF MILES.
7 WHEEL SPEED SENSORS LOOK OK?		YES, I DIDN'T NOTICE ANYTHING OFF WITH THEM.
8 IF THE WHEEL SPEED IS GOOD, LET'S REPLACE THE MODULATOR. LOOKS LIKE THERE IS A KB HERE ON THAT.		OK. THANK YOU.
8/17/2012 9:18:45 AM	RICKT	
9 HAD FRANKM CONTACT DEALER ON 8/16 AND REQUEST THAT CAR BE HELD FOR POSSIBLE TRANSPORT TO AHM. FRANK SPOKE TO TOM QUINLAN AND VEHICLE IS BEING HELD.		
8/22/2012 10:57:41 AM	RICKT	
10 VEHICLE ARRIVED ON TUESDAY 8/21 WITH 191161 MILES ON ODOMETER. VSA AND VSA ACTIVATION LIGHT ON. DTCS 68-1 AND 84-1 STORED. BRAKE PRESSURE IS STEADY AT 0.488V WITH PEDAL RELEASED.		
8/27/2012 11:16:05 AM	PAULI	
11		FBF (TOM Q.)
12 HOW DID YOU REPAIR?		CAR NOT REPAIR HERE.
13 COMMENTS:		VEHICLE TAKEN BY TL MANAGER FRANK F. TO TORR.
14		(PLEASE LET US KNOW WHAT YOU FIND!)
8/29/2012 10:57:04 AM	RICKT	
15 CALL TO DEALER		TOM QUINLAN
16 VEHICLE IS READY TO RETURN TO YOU. WE WERE NOT ABLE TO DUPLICATE. PLEASE REPLACE THE VSA MODULATOR 57110-S9V-A61. I HAVE SPOKEN TO YOUR DPSM STEVEN ROSOMILY. HE WILL GOODWILL THE MODULATOR REPLACEMENT AND THE RENTAL CAR.		OK
17 NOTE: MILEAGE NOW 191337. VEHICLE ARRIVED WITH JUST UNDER A FULL TANK. ADDED 14.69 GALLONS TO FILL TANK.		
9/25/2012 11:22:35 AM	RICKT	
18 PAULI, THE DEALER REPLACED THE VSA MODULATOR AT OUR DIRECTION TO FIX. WARRANTY CLAIM IS HELD UP PENDING AUTHORIZATIONS. PLEASE PICK UP THE VSA MODULATOR (57110-S9V-A61) AND SHIP TO BRADLEY BUCHANAN AT HMA. PARTS CONTACT IS REGGIE. THANKS		
9/25/2012 11:39:56 AM	PAULI	
19 FAXED SHIP REQ.		
20 (sas)		
9/26/2012 12:46:39 PM	PAULI	
21		FAX
22		SENT PER A/B 7990 5604 1410

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3302018	RUDYG	06/27/2012	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA CODE 68-1	WHL SPD CODES?; SEE IF THEY COME BACK	
		Resin Source: None	Date:
		Status: N/A	Mileage: 155,512
		Remarks / Requestor:	FE Status:

Dealer #: 206914	TZ: EST	VIN: 2HKYF18765H [REDACTED]	Err:
Dlr Cont: WILLIAM	Training %:	Year: 2005	Model: PILOT
Serv Ph: (302) 734-1000	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: STEVE GERKENS		Doors: 5DR	WD:
Parts Mgr: ANGELA WHITE		Fact: ALLISTON	Country: CAN
Dlr Name: PRICE HONDA 4567 S. DUPONT HIGHWAY DOVER DE 19901		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (302) 734-1000	Fax #: (302) 697-1078	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TIM SOUDER	Zone/Dist: 05J	Engine #: J35A61661854	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 46128	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/27/2012 7:46:58 AM RUDYG

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 NEED TO FIND OUT ABOUT WHL SPEED CODES. IF YOU GET 68 OR 66 CODE AND NO WHL SPEED CODES, REPL MODULATOR
- 7 IF WHL SPEED CODES KEEP POPPING UP WILL NEED TO DIAG/REPAIR THOSE FIRST

Information from Dealer

GOOD MORNING. I HAVE AN INTERMITTANT ISSUE WITH THE BRAKES LOCKING UP WHILE COMING TO A STOP. THIS HAPPENS EVEN IF THE BRAKE PEDAL IS RELEASED. DTC FOR WHEEL SENSORS HAVE SET AND AFTER CLEARING HAVE NOT RESET. A 68-1 BRAKE SWITCH DTC HAS ALSO COME ON ONCE ON RESTALL AFTER SITTING FOR A FEW DAYS. LOO KING FOR ADVICE ON WHAT DATA TO FOLLOW VIA SNAP SHOT WHEN HAPPENS

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: VSA]

I AM SECOND TECH WORKING ON IT. I DON'T KNOW WHAT OTHER CODES IT HAD BESIDES 68-1. I THINK IT SHOWED FOR LF AND RR

NOTHING AT OUR DLR. CAR WAS TRADED IN TO OUR DLR ON FRIDAY

ALL STOCK, NO ACCIDENT DAMAGE THAT I CAN SEE

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3345203	TROYS	10/17/2012	TROYS	6

Code	Original Complaint	Probable Cause/Solution		
P 4210	ABS SELF APPLY	BRAKES?;HOLD CAR		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 78,762
		Remarks / Requestor:		FE Status:

Dealer #: 206682	TZ: EST	VIN: 2HKYF18755H [REDACTED]	Err:
Dlr Cont: NATHAN SIDES	Training %:	Year: 2005	Model: PILOT
Serv Ph: (717) 394-0711	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: HAROLD MUSSER		Doors: 5DR	WD:
Parts Mgr: SCOTT BRENEMAN		Fact: ALLISTON	Country: CAN
Dlr Name: JONES HONDA 1335 MANHEIM PIKE LANCASTER PA 17601		Desc: PILOT 5DR EX-L NAVI 6CYL 255,0 HP	
Phone: (717) 394-0711	Fax #: 7173947884	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: WALTER	Zone/Dist: 05L	Engine #: J35A61661913	Trans #: BVGA7098209
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 039649	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/17/2012 10:33:16 AM TROYS

1 ORIGINAL COMPLAINT

BRAKES LOCK UP AND MAKE RUMBLING NOISE LIKE ABS ISACTIVATING. TEST DROVE AND CONFIRMED COMPLAINT. T OOK SNAP SHOT OF EVENT, NOTHING ON SNAP SHOT LOOKSOUT OF ORDINARY. SENT IN SNAP SHOT [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:] [KEYWORD: 68-1]

2 ISIS SEARCH CRITERIA

YES

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

NO JUST THE SNAP SHOT

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

AM FLIP KEY

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

NOT THAT I SEE

6 NO ELECTRONICS

YES

7 YOU CAN DUPLICATE THE COND

YES A COUPLE TIMES

8 DID YOU DUPLICATE W/O STEPPING ON THE BRAKE

THE CUSTOMER HAS PULLED SOME NHTSA REPORT OFF THE INTERNET

9

NOT SURE

10 DID THEY HAVE THE ISSUE BEFORE THEY GOT THE INFO OFF THE WEB

11 I AM HAVING AN ISSUE WITH PULLING UP SNAP SHOT

12 I WILL RESET COMP AND RETRY HOLD CAR AS WE MAY WANT TO COME SEE

OK

10/18/2012 9:42:49 AM JIMH

13 10/18/2012 09:43:04 AM JIMH TROYS, AS REQUESTED, PLEASE FOLLOW UP WITH THE DEALER. PERFORM BASIC BRAKE INSECTION AND DOCUMENT BRAKE HOSES CONDITION, BRAKE ROTOR CONDITION, PAD CONDITION INCLUDING THICKNESS AND IF OEM. CHECK FOR BRAKE DRAG, THEN REMOVE AND INSTALL BRAKE SWITCH. GET THE SNAP SHOT. HONDA WILL NOT VISIT THIS VEHICLE AT THIS TIME. PLEASE DOCUMENT ALL FINDINGS AND THEN LETS TALK AGAIN

10/18/2012 10:23:44 AM TROYS

14

THIS IS NAT

15 WE NEED A COMPLETE BRAKE INSPECTION

DID

16 PAD THICKNESS

NEW

17 OEM

NO AM

18 BRAKE DRAG

NONE

19 SEND SNAP SHOT

JUST DID

20 CHECK ALL HOSES BRAKE FLUID CONDITION

OK

21 REMOVE AND REINSTALL BRAKE SWITCH

OK IT HAD A BRAKE SWITCH CODE IN IT

22 WHAT CODE

68-1 AND A BATTERY LOW CODE 61-1

23 DID YOU CLEAR

YES THEY DID NOT RECODE WHEN FAILURE HAPPENED

24 OK WILL LOOK AT SS AND CB

10/18/2012 1:12:55 PM TROYS

25

HOSES OK SWITCH WAS OK

26

DID FIND THAT SOME ONE SPLICED INTO THE THE WHT /BLK BS WIRE AND THE OTHER B WAS CHAFFED

27 OK WILL TRY TO PULL UP

OK

28 CB DEALER WE LOOKED AT THE SS AND IT LOOKES LIKE THERE IS SOME WS ISSUES

OK

29 DC THE LEFT REAR SENSOR SEE IF IT CODES FOR LEFT IF NOT WE HAVE WIRES SWAPPED

I DID ALREADY

30 ALSO FIX THOSE CHAFFED WIRES ALSO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3355573	MARKP	11/10/2012	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 4230	VSA PROBLEM 66-1	WSS'S?;ABS MOD?; MONITER WSS INPUTS	
		Resin Source: None	Date:
		Status: N/A	Mileage: 93,034
		Remarks / Requestor:	FE Status:

Dealer #: 207343	TZ: PST	VIN: 2HKYF18715H [REDACTED]	Err:
Dir Cont: EVAN BATE	Training %:	Year: 2005	Model: PILOT
Serv Ph: (425) 643-3770	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: JOHN SCURLOCK		Doors: 5DR	WD:
Parts Mgr: RUSS ROBERTS		Fact: ALLISTON	Country: CAN
Dir Name: HONDA AUTO CENTER OF BELLEVUE 13291 S.E. 36TH STREET BELLEVUE WA 98006		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (425) 643-3770	Fax #: (425) 641-0795	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J35A61669409	Trans #: BVGA7116395
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 91811	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/10/2012 9:24:18 AM MARKP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 SEE IF YOU CAN DUP THE PROBLEM. IF SO MONITER WSS INPUT
- 7 IF NO IRREGULARITIES THEN REPLACE THE ABS MOD

Information from Dealer

CUSTOMER STATES THAT WHEN DRIVING AND FOOT ON THE GAS PEDAL SUDDENLY THE BRAKES WOULD LOCK UP, CODES IN THE VSA 66-1 (BRAKE PRESSURE SENSOR) 68-1 (BRAKE SWTICH). BRAKE SWITCH HAS BEEN REPLACED PREVIOUSLY.

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: BRAKES]

Y
Y BRK SW
N
OK
OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3359359	TROYS	11/19/2012	RAYD	2

Code	Original Complaint	Probable Cause/Solution		
P 4230	VSA PROBLEM	MODULATOR?;VERIFY COMPLAINT;REPLACE MODULATOR		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 57,096
		Remarks / Requestor:		FE Status:

Dealer #: 208372	TZ: EST	VIN: 2HKYF18755H [REDACTED]	Err:
Dir Cont: ROBERT LEPCH	Training %:	Year: 2005	Model: PILOT
Serv Ph: (412) 683-3800	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: BARRY BELBACK		Doors: 5DR	WD:
Parts Mgr: REGIS BAKER		Fact: ALLISTON	Country: CAN
Dir Name: SHADYSIDE HONDA 5121 LIBERTY AVENUE PITTSBURGH PA 15224		Desc: PILOT 5DR EX-L NAVI 6CYL 255.0 HP	
Phone: (412) 683-3800	Fax #: 4126228669	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BRUCE WILSON	Zone/Dist: 05K	Engine #: J35A61673818	Trans #: BVGA7127703
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 201936	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/19/2012 10:27:55 AM TROYS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 11/19/2012 10:33:54 AM RAYD
- 6
 - 7 DID YOU CHECK FOR DTC'S?
 - 8 DID YOU DO AN ALL SYSTEM CHECK?
 - 9 GOOD ENOUGH, YOU WILL NEED TO DRIVE THE CAR AND VERIFY THE COMPLAINT

Information from Dealer

VSA LIGHT ON CAR JERKING AS IF HOLDING CAR
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: 22-1]

*NOT AS FAR AS I KNOW

I DROVE THE CAR, AND COULD NOT DUPLICATE ANYTHING
 YES, THERE ARE NONE
 NO, PGMFI AND VSA

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3302825	RAYD	06/28/2012	STEVET	8

Code
P 4230

Original Complaint
VSA 25 26 84

Probable Cause/Solution
VSA CONNECTOR?; FLEX

Resln Source: None
Status: N/A

Date:
Mileage: 172,978

Remarks / Requestor:

FE Status:

Dealer #: 208360	TZ: PST	VIN: 2HKYF18655H [REDACTED]	Err:
Dir Cont: MICHAEL	Training %:	Year: 2005	Model: PILOT
Serv Ph: (415) 927-0833	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: THOMAS MCGUIRE		Doors: 5DR	WD:
Parts Mgr: KEN ST. GERMAIN		Fact: ALLISTON	Country: CAN
Dir Name: MARIN HONDA 2 SHORELINE PKWY SAN RAFAEL CA 94901		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (415) 927-0833	Fax #: 4159242301	Engine #: J35A61676138	Trans #: BVGA7134263
DPSM: LARRY O'BRIEN	Zone/Dist: 12A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 208630	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

6/28/2012 4:14:08 PM	RAYD	
1 ORIGINAL COMPLAINT		OWNER REPORTS VSA LIGHT IS ON, CUSTOMER STATES AT TIMES IT FEELS LIKE THE LEFT FRONT BRAKE IS ACTIVATING BY ITSELF
2 ISIS SEARCH CRITERIA		[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: 25-1]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6 WHICH DTC'S COME BACK?		25-1 26-1 84-1 61-1 77-1 DO NOT COME BACK
7 COULD YOU DUPLICATE THE ACTIVATION?		NO BUT THE LIGHTS ARE ON
8 VERIFY G302 IS GOOD, IF SO, DO THE T/S FOR 25-1, POSSIBLE MODULATOR		
6/30/2012 10:24:28 AM	MARKP	
9		I REPLACE THE SENS BUT IT DIDN'T FIX THE CODE
10 REPLACE THE VSA MOD		OK THANKS
7/2/2012 2:13:15 PM	CHRISV	
11		SWAPPED THE VSA MOD FROM A USED CAR BUT NC,
12 TAKE A SNAP SHOT		
7/2/2012 2:55:31 PM	PHILM	
13 HAVE YOU TRIED A NEUTRAL MEM ON THIS?		I HAVE TRIED BUT IT WOULDN'T DO IT,
14 CAUSE YOU HAD THE DTC?		YES
15 DOES THIS HAPPEN ALL THE TIME?		YES
16 LETS SUPPLY PIN 4 A GOOD GROUND, SEE IF IT FLUCTUATES.		
17 CHECK PIN FITS AT C305 IF THE GROUND DOESN'T DO ANYTHING.		OK
18 IF ALL THAT CHECKS OUT WE NEED TO GO AFTER THE YAW RATE SENSOR AGAIN.		OK
7/3/2012 1:47:07 PM	SHAWNW	
19		STEVE: REPLACED YAW SENSOR, SWAPPED MOD
20 CODES RIGHT NOW?		25: Yaw Rate Sensor
21 CHECK G302, REMOVE THE BOLT SCUFF SURFACE AND RETORQUE		OK
22 IF N/C CHECK WIRES BETWEEN MOD AND YAW SENSOR FOR OPEN/SHORT TO POWER GROUND EACH OTHER		OK
7/3/2012 3:11:06 PM	DAVIDK	
23		CLEANED GROUND G302, NO CHANGE YAW IS TUNING IN THE 25 DEG PER
24 ON DATA LIST WHAT IS LAT AND LONG		LAT AND LONG ARE 2.52 2.54V VOLTS
25 SOUNDS LIKE SCVV AND GROUND ARE OK. WATCH YAW AND FLEX SENSOR CONNECTOR AND MODULATOR CONNECTOR. IF V CHANGES OR GO CORRECT YOU HAVE A BAD PIN FIT		
7/5/2012 9:44:22 AM	STEVET	
26		CALL BACK: FLEXED THE HARNESS, NO CHANGE
27 OK, ARE ALL THE WHEELS READING THE SAME SPEED?		HAVENT DRIVEN VEHICLE
28 OK, AND YOU VERIFIED THE T/S		YES, SEEMS OK
29 AND YOU REPLACED THE YAW RATE SENSOR AND MOD?		NO, ANOTHER TECH DID, BUT HE SWAPPED THE MOD WITH ANOTHER VEHICLE
30 OK, LETS MONITOR THE SPEEDS, IF OFF , REPLACE THE MOD WITH A NEW PART		OK
31 IF OK, WOULD STILL SUSPECT SOMETHING IN THE WIRING		OK, ALSO FOR SOME REASON CANT COMMUNICATE WITH THE BODY SECTION WITH HDS
32 OH?, DO YOU HAVE THE SAME YEAR CAR TO COMPARE? MAYBE A SOFTWARE GLITCH?		DON'T KNOW, WILL HAVE TO LOOK
33 OK, YES LETS DO THAT FIRST AND LET US KNOW		YEAH, I NEED TO START OVER,

PE12-028

HONDA

1/31/2013

2005 PILOT CUSTOMER
COMPLAINTS

Case Details

Case ID : N012012-10-2200483	Division : Honda - Auto	Condition : Closed	Open Date : 10/22/2012 6:56:54 AM
Case Originator : Crystal Vito (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/22/2012 7:12:56 AM
Case Owner : Crystal Vito (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - VSA LIGHT/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 : LAWRENCE, KS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 154,000
 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
N012012-10-2200483-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Spool Report

Run Date : 01/07/2013

Issue Details

Issue ID : N012012-10-2200483-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 10/22/2012 7:06:45 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 10/22/2012 7:12:56 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 01/07/2013

Case History

Case ID : N012012-10-2200483

Case Title : [REDACTED] - VSA LIGHT/CONCERN

*** CASE CREATE 10/22/2012 6:56:54 AM, cvito

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

*** SUBCASE N012012-10-2200483-1 CREATE 10/22/2012 7:06:45 AM, cvito

Created in WIP Default with Due Date 10/22/2012 7:06:45 AM.

*** CASE MODIFY 10/22/2012 7:07:06 AM, cvito

into WIP default and Status of Solving.

*** NOTES 10/22/2012 7:12:53 AM, cvito, Action Type : Call from Customer

NO VIN# when asked

Original Owner: Yes

Updated the customers information

Best Contact Number: [REDACTED]

The customers wife was operating the vehicle while on the highway and the brakes came on when applying to the accelerator. The car slowed down and the customer was able to steer to the side of the road. The customer was able to take the vehicle to an IRF. The customers VS Light was on and the customer maybe towing this vehicle to the Honda DLR. The customer verified that there is an investigation open with this exact issue with NHSTA that this is a true defect.

I verified I am sorry to hear this. I thanked the customer for taking the time in contacting our offices regarding his concern. I verified without the VIN# I am not able to verify any recalls or updates on this vehicle. I informed the customer that at this point in time, he falls outside of all warranty perimeters on years and on mileage pertaining to his brake system. I referred the customer to the Honda DLR, but the expense would be at his expense due to him being outside of the perimeters. Case Closed.

*** CASE MODIFY 10/22/2012 7:12:54 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012012-10-2200483-1 CLOSE 10/22/2012 7:12:56 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/22/2012 7:12:56 AM, cvito

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

Case Details

Case ID : N012012-11-0900819 Division : Honda - Auto Condition : Closed Open Date : 11/9/2012 10:34:20 AM
 Case Originator : Lisa Gettler (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/9/2012 10:36:10 AM
 Case Owner : Lisa Gettler (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Lisa Gettler (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ BRAKING WITHOUT TOUCHING THE PEDAL 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 : EL CERRITO, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner* :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 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
N012012-11-0900819-1 / ██████████	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-11-0900819-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 11/9/2012 10:35:54 AM
Issue Owner : Lisa Gettler	Type 2 : Operation	Queue :	Close Date : 11/9/2012 10:36:10 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to 3rdParty, Documented Concern, Provided Information
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-11-0900819

Case Title [REDACTED] - BRAKING WITHOUT TOUCHING THE PEDAL

*** CASE CREATE 11/9/2012 10:34:20 AM, lgettler

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

*** NOTES 11/9/2012 10:35:09 AM, lgettler, Action Type : Call from Customer

I updated the customer's contact information

The customer's best contact number is [REDACTED]

The customer stated that a few weeks ago he noticed that they were doing testing on this vehicle in regards to a braking issue. The customer stated that he saw the news reports, but it is not an official recall at this point. The customer stated that his braking issue has happened twice. The customer stated that he knows that there is an investigation regarding the NHTSA about the brakes going off without touching the brake pedal.

I advised the customer that NHTSA conducts testing on vehicles all the time, and AH may not be notified of the testing or the findings until the information is made public. I advised the customer that if it does come to a point where we will be issue a recall or need to have testing on vehicles, the customer will be contacted. I advised the customer that he could contact NHTSA at their website, www.nhtsa.gov to see if they have any further information on this testing, and to see if they need volunteers for the investigation. I advised the customer that I would document the information with AH.

The customer understood the information I presented, and no further assistance is needed.

*** CASE MODIFY 11/9/2012 10:35:17 AM, lgettler

into WIP default and Status of Solving.

*** NOTES 11/9/2012 10:35:33 AM, lgettler, Action Type : Call from Customer

**The customer did not have his VIN, and i was unable to find it.

*** SUBCASE N012012-11-0900819-1 CREATE 11/9/2012 10:35:54 AM, lgettler

Created in WIP Default with Due Date 11/9/2012 10:35:54 AM

*** CASE MODIFY 11/9/2012 10:36:07 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE N012012-11-0900819-1 CLOSE 11/9/2012 10:36:10 AM, lgettler

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/9/2012 10:36:10 AM, lgettler

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

Spool Report

Run Date : 01/07/2013

Case Details

Case ID : N012012-08-1400241	Division : Honda - Auto	Condition : Closed	Open Date : 8/14/2012 7:52:10 AM
Case Originator : Tieshia Pogues (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/14/2012 7:58:27 AM
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 : [REDACTED] - BRAKE 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 : SEVERN, MD [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : NGHEE WONG 416
 VIN Type / No. : US VIN / 5FNYP18455E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1845EW / A
 Miles / Hours : 48,000
 In Service Date : 08/12/2005
 Months In Use : 84
 Engine Number : J35A61402632
 Originating Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Selling Dealer No. / Name : 208213 / JIM COLEMAN 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 : 207479 / BROWNS HONDA CITY HONDA &
 Phone No. : 410-553-8014
 Address : 7160 RITCHIE HIGHWAY
 City / State / Zip : GLEN BURNIE, MD 21061
 Svc District / Sls District : 06E / B06
 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
N012012-08-1400241-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-08-1400241-1	Disposition: Complaint	Condition : Closed	Wipbin:
Issue Originator: Tieshia Pogues	Type 1: Product	Status : Subcase Close	Open Date : 8/14/2012 7:58:03 AM
Issue Owner: Tieshia Pogues	Type 2: Operation	Queue:	Close Date : 8/14/2012 7:58:27 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Braking Effort 4102
 Campaign Code / Desc: /
 Temperament Code : Please Specify
 Resolutions: Referred to Dealer, Documented Concern, Provided Information
 Component Category : 03 - Service Brakes Sys
 Previously Published: NO
 Fire Indicator: NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator: NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 01/07/2013

Case History

Case ID: N012012-08-1400241

Case Title: [REDACTED] - BRAKE CONCERN

*** CASE CREATE 8/14/2012 7:52:10 AM, tpogues

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

*** NOTES 8/14/2012 7:53:10 AM, tpogues, Action Type : Call from Customer

Verified customer contact info

Best contact # [REDACTED]

Customer stated he is having an issue with the brakes. Customer stated he took the vehicle into his local dealership at Jim Coleman Honda and was told there was nothing wrong with the brakes. Customer stated he just wanted to get a proper diagnoses so this problem can get resolved. Customer stated he has not had any warning signal from the vehicle. Customer stated he has owned allot of other Honda had never had this issue with the brake system.

ACS informed the customer that his concern has been documented and offer to send a IM over to the SM at the dealership.

*** NOTES 8/14/2012 7:57:37 AM, tpogues, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Customer stated he will be bring the vehicle in for an inspection for the brakes. Customer stated he has taken the vehicle into to another dealership and they could not find the issue.

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

Thank you for your attention to this matter.

Tieshia Pogues

Automobile Customer Service

*** SUBCASE N012012-08-1400241-1 CREATE 8/14/2012 7:58:03 AM, tpogues

Created in WIP Default with Due Date 8/14/2012 7:58:03 AM.

*** CASE MODIFY 8/14/2012 7:58:04 AM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 8/14/2012 7:58:25 AM, tpogues

into WIP default and Status of Solving.

*** CASE CLOSE 8/14/2012 7:58:27 AM, tpogues

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

*** SUBCASE N012012-08-1400241-1 CLOSE 8/14/2012 7:58:27 AM, tpogues

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012012-10-1501270 Division : Honda - Auto Condition : Closed Open Date : 10/15/2012 10:55:12
 Case Originator : Anthony Aldridge (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/15/2012 11:07:00
 Case Owner : Anthony Aldridge (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed BY : Anthony Aldridge (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ BRAKES STOP VIOLENTLY/ND 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 / 5FNYF18695E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 109,000
 In Service Date : 12/14/2004
 Months In Use : 94
 Engine Number : J35A61402873
 Originating Dealer No. / Name : 208328 / GARDEN STATE HONDA
 Selling Dealer No. / Name : 208328 / GARDEN STATE HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 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
N012012-10-1501270-1 / ██████████	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-10-1501270-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Aldridge	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2012 11:06:49
Issue Owner : Anthony Aldridge	Type 2 : Operation	Queue :	Close Date : 10/15/2012 11:07:00
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 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 : N012012-10-1501270

Case Title [REDACTED] - BRAKES STOP VIOLENTLY/ND

*** CASE CREATE 10/15/2012 10:55:12 AM, aaldrdg

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

*** NOTES 10/15/2012 11:06:02 AM, aaldrdg Action Type: Call from Customer

Customer verified information

Best contact number [REDACTED]

Customer says the brakes on the vehicle apply themselves without warning. Customer says that he has not taken the vehicle to a dealership. Customer says that the brakes slam on violently while driving. Customer says it's almost like the brakes slam on themselves. Customer is wanting to know what can be causing this to happen. Customer has owned this vehicle for about 3 months.

ACS empathized with customer about his concerns. ACS advised customer that there are no recalls for his vehicle. ACS advised customer in order for his problem he is experiencing with this vehicle to be resolved, he will need to take the vehicle to a dealership and allow them an opportunity to diagnose this problem.

ACS advised customer that he can contact his local dealer and allow them an opportunity to duplicate what he is experiencing with the vehicle. ACS provided customer with file number for his records, but advised him there will be no follow up generated from AHM on this issue.

*** CASE MODIFY 10/15/2012 11:06:12 AM, aaldrdg

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1501270-1 CREATE 10/15/2012 11:06:49 AM, aaldrdg

Created in WIP Default with Due Date 10/15/2012 11:06:49 AM.

*** CASE MODIFY 10/15/2012 11:06:56 AM, aaldrdg

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1501270-1 CLOSE 10/15/2012 11:07:00 AM, aaldrdg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/15/2012 11:07:00 AM, aaldrdg

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

Spool Report

Run Date : 01/07/2013

Case Details

Case ID : N012012-11-2800373 Division : Honda - Auto Condition : Closed Open Date : 11/28/2012 7:57:02 AM
 Case Originator : Stephanie McDaniel (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/28/2012 8:11:02 AM
 Case Owner : Stephanie McDaniel (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Stephanie McDaniel (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSA COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : ALEXANDRIA, VA ██████████
 E Mail : ██████████
 Svc District / Sls District : 7

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYF18525E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 58,000
 In Service Date : 07/17/2005
 Months In Use : 88
 Engine Number : J35A61433948
 Originating Dealer No. / Name : 207734 / ROSENTHAL FAIRFAX HONDA
 Selling Dealer No. / Name : 207504 / ROSENTHAL LANDMARK 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 : 207504 / ROSENTHAL LANDMARK HONDA
 Phone No. : 703-823-8000
 Address : 5125 DUKE STREET
 City / State / Zip : ALEXANDRIA, VA 22304
 Svc District / Sls District : 06A / 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
N012012-11-2800373-1 ██████████	PRO Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-11-2800373-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie McDaniel	Type 1 : Product	Status : Subcase Close	Open Date : 11/28/2012 8:10:43 AM
Issue Owner : Stephanie McDaniel	Type 2 : Operation	Queue :	Close Date : 11/28/2012 8:10:59 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-11-2800373

Case Title : [REDACTED] - VSA COMPLAINT

*** CASE CREATE 11/28/2012 7:57:02 AM, smcdanie

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

*** NOTES 11/28/2012 8:09:43 AM, smcdanie, Action Type: Call from Customer

Updated Customer's Info

Best Contact [REDACTED]

Customer called because he is having issues with his VSA system. He started having issues 11/22/12. When he slowed on a turn the brakes slammed bringing the vehicle to a complete stop. He continued driving and he felt the vehicle applying on it's own. They pulled over and looked in the manual. The VSA light came on the first time it happened. This happened 5-6 times. They managed to get home. They took it to Radley Acura for an oil change the next day. They diagnosed it and it showed nothing. They said worse case scenario he will have to replace manual. Customer said when he left the dlr it happened about 4 more times on the way home. They took it out yesterday and it happened once yesterday. They drove it today and it happened once today. They have not taken it to Honda yet but he said he will take it to ROSENTHAL LANDMARK HONDA on Friday 11/30/12 to have it diagnosed. Customer wants to know what to do.

ACS empathized and advised that he is on the right track taking it this coming Friday to be diagnosed. ACS advised that if he has an issues with the dlr he can call us back after the vehicle has been diagnosed.

Customer understood and required no further assistance.

*** CASE MODIFY 11/28/2012 8:10:10 AM, smcdanie

into WIP default and Status of Solving.

*** SUBCASE N012012-11-2800373-1 CREATE 11/28/2012 8:10:43 AM, smcdanie

Created in WIP Default with Due Date 11/28/2012 8:10:43 AM.

*** SUBCASE N012012-11-2800373-1 CLOSE 11/28/2012 8:10:59 AM, smcdanie

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/28/2012 8:11:00 AM, smcdanie

into WIP default and Status of Solving.

*** CASE CLOSE 11/28/2012 8:11:02 AM, smcdanie

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

Case Details

Case ID : N012012-12-0600470 Division : Honda - Auto Condition : Closed Open Date : 12/6/2012 8:51:42 AM
 Case Originator : Darlene Augustus (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/6/2012 10:00:23 AM
 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 : ██████████ - VEHICLE BRAKING WITH CUST ENGAGING THE BRAKE 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 : HOLBROOK, MA ██████████
 E Mail : ██████████
 Svc District / Sls District : ██████████ / ██████████

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYP18515E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 140,000
 In Service Date : 08/31/2005
 Months In Use : 88
 Engine Number : J35A61453816
 Originating Dealer No. / Name : 206749 / WEYMOUTH HONDA
 Selling Dealer No. / Name : 206749 / WEYMOUTH 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 : 206749 / WEYMOUTH HONDA
 Phone No. : 781-337-7400
 Address : 211 MAIN STREET
 City / State / Zip : WEYMOUTH, MA 02188
 Svc District / Sls District : 09F / F09
 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
N012012-12-0600470-1 ██████████	PRO Subcase Close	Product	Operation	410	Front Brakes

Spool Report

Run Date : 01/07/2013

Issue Details

Issue ID : N012012-12-0600470-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darlene Augustus	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2012 9:36:25 AM
Issue Owner : Darlene Augustus	Type 2 : Operation	Queue :	Close Date : 12/6/2012 10:00:23 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	PartDescription	BO Reason

Case History

Case ID: N012012-12-0600470

Case Title: [REDACTED] VEHICLE BRAKING WITH CUST ENGAGING THE BRAKE PETAL

*** CASE CREATE 12/6/2012 8:51:42 AM, daugustu

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

*** NOTES 12/6/2012 9:07:06 AM, daugustu, Action Type : Call from Customer

[REDACTED]
HOLBROOK MA [REDACTED]
Case ID: N012012-12-0600470

Updated email

Best contact number is [REDACTED]

The customer called ACS stating that while driving the vehicle came to a complete stop without applying the brake. The customer took the vehicle to an IRF and was unable to get the issue resolved. The customer took the vehicle to the dlr and was told by Jeff (SM) there is nothing they can do there is no fix for the issue. The customer advised that she has looked on line and found others having the issue. The customer is concerned due to she has a family and would like to know what she can do about getting another vehicle. The customer advised that when she took the vehicle to the dlr they were unable to duplicate the problem.

ACS empathized with the customer and advised that her concerns have been documented. ACS advised the customer that the dlr is going to have to be able to duplicate the problem to make an attempt to fix the issue. ACS advised there is no assistance AHM would offer on her getting another vehicle. The customer understood and advised that she is currently in the process of filing a complaint with the NHSTA. ACS advised the customer the case will be closed and no one from AHM will follow up on this issue.

*** CASE MODIFY 12/6/2012 9:33:31 AM, daugustu
into WIP default and Status of Solving.*** CASE MODIFY 12/6/2012 9:35:25 AM, daugustu
into WIP default and Status of Solving.*** SUBCASE N012012-12-0600470-1 CREATE 12/6/2012 9:36:25 AM, daugustu
Created in WIP Default with Due Date 12/6/2012 9:36:25 AM.*** SUBCASE N012012-12-0600470-1 CLOSE 12/6/2012 10:00:23 AM, daugustu
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 12/6/2012 10:00:23 AM, daugustu
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-10-1502575 Division : Honda - Auto Condition : Closed Open Date : 10/15/2012 3:37:11 PM
 Case Originator : Tieshia Pagues (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/15/2012 3:45:07 PM
 Case Owner : Tieshia Pagues (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Tieshia Pagues (Team HA) Point of Origin : Customer Wipbin :
 Case Title : MURRUY, CHARLES - BRAKE 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 : PARKVILLE, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYP18495E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1845EW / A
 Miles / Hours : 80,000
 In Service Date : 09/07/2005
 Months In Use : 85
 Engine Number : J35A61464709
 Originating Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Selling Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Trim : EX
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 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
N012012-10-1502575-1 [REDACTED]	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-10-1502575-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tieshia Pogues	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2012 3:44:48 PM
Issue Owner : Tieshia Pogues	Type 2 : Operation	Queue :	Close Date : 10/15/2012 3:45:07 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions: Documented Concern, Provided Information
 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: N012012-10-1502575

Case Title: [REDACTED] - BRAKE COMPLAINT

*** CASE CREATE 10/15/2012 3:37:11 PM, tpogues

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

*** CASE MODIFY 10/15/2012 3:37:11 PM, tpogues

into WIP default and Status of Solving.

*** NOTES 10/15/2012 3:41:58 PM, tpogues, Action Type: Call from Customer

Updated customer contact info

Best contact # [REDACTED]

Customer stated the brakes are applying on them own when his wife is driving the vehicle. Customer stated he heard about this issue on the web site and the local new station. Customer stated he was told to by the SA that this was a known issue with AH brakes. Customer stated he was told to call and get the concern a-documented. Customer stated he is the second owner of the vehicle and keeps up on the maintenance on a regular basis.

ACS informed the customer that his concern has been documented and at this time there were no known issue with the issue.

*** CASE MODIFY 10/15/2012 3:44:15 PM, tpogues

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1502575-1 CREATE 10/15/2012 3:44:48 PM, tpogues

Created in WIP Default with Due Date 10/15/2012 3:44 48 PM.

*** CASE MODIFY 10/15/2012 3:44:49 PM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 3:44:50 PM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 3:44:51 PM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 3:45:05 PM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 3:45:05 PM, tpogues

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1502575-1 CLOSE 10/15/2012 3:45:07 PM, tpogues

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/15/2012 3:45:07 PM, tpogues

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

Case Details

Case ID : N012012-10-3001312 Division : Honda - Auto Condition : Closed Open Date : 10/30/2012 1:44:26 PM
 Case Originator : Vanessa Alligood (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 11/9/2012 10:10:04 AM
 Case Owner : Eugene Lim (Team HD) Method : Mail Queue : Days Open : 10
 Last Closed By : Eugene Lim (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 12E - HONDA STEVENS CREEK - HAYES, LINDY - SVC DLR / WORKMANSHIP - No. of Attachments : 2

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18745H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 98,349
 In Service Date : 10/11/2004
 Months In Use : 96
 Engine Number : J35A61605644
 Originating Dealer No. / Name : 208358 / CAPITOL HONDA
 Selling Dealer No. / Name : 208358 / CAPITOL 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 : 206795 / HONDA OF STEVENS CREEK
 Phone No. : 408-247-2550
 Address : 4590 STEVENS CREEK BL.
 City / State / Zip : SAN JOSE, CA 95129
 Svc District / Sls District : 12E / B12
 Warranty Labor Rate / Date : \$138.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-3001312-1 [REDACTED] - SERVICE	Subcase Close	Service - Dealer	Workmanship	413	Master Cylinder

Issue Details

Issue ID : N012012-10-3001312-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/31/2012 9:17:41 AM
Issue Owner : Eugene Lim	Type 2 : Workmanship	Queue :	Close Date : 11/9/2012 10:10:04 AM
Issue Title : [REDACTED] - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012012-10-3001312

Case Title : I2E - HONDA STEVENS CREEK - HAYES, LINDY - SVC DLR / WORKMANSHIP - VSA LIG

*** CASE CREATE 10/30/2012 1:44:26 PM, valligoo

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

*** NOTES 10/30/2012 1:44:26 PM, valligoo, Action Type :

On 10/29/12 ACS received a 7-page letter from the customer regarding a dealership service complaint. Customer requests reimbursement.

*** CASE MODIFY 10/30/2012 1:44:43 PM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2012 1:46:22 PM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2012 1:46:22 PM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 10/30/2012 1:46:27 PM, valligoo

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 10/30/2012 1:59:43 PM, elim

from Queue Honda Team D to WIP default.

*** CASE ADD ATTACHMENT 10/30/2012 2:00:22 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-3001312_1.PDF

*** CASE MODIFY 10/31/2012 9:17:18 AM, elim

into WIP default and Status of Solving.

*** SUBCASE N012012-10-3001312-1 CREATE 10/31/2012 9:17:41 AM, elim

Created in WIP Default with Due Date 10/31/2012 9:17:41 AM.

*** COMMIT 10/31/2012 9:17:47 AM, elim, Action Type : N/A

Made to [REDACTED] due 10/31/2012 01:00:00 PM.

1st call - 24hr.

*** CASE MODIFY 10/31/2012 9:18:01 AM, elim

into WIP default and Status of Solving.

*** NOTES 10/31/2012 11:17:35 AM, elim, Action Type : Call to Customer

Dealer contact Steven, SA

R/O: 365761

Date at dealer: 10/15/12

Mileage: 98,349

Customer's complaint: Customer came in for a recall.

Dealer's diagnosis: confirmed recall applies to the vehicle.

Dealer resolution: performed lighting switch harness wear recall.

Case History

Case ID : N012012-10-3001312

Case Title : 12E - HONDA STEVENS CREEK - HAYES, LINDY - SVC DLR / WORKMANSHIP - VSA LIG

Notes:

The customer was not charged for the recall.

*** CASE MODIFY 10/31/2012 11:17:47 AM, elim
into WIP District 12E and Status of Solving.

*** NOTES 10/31/2012 11:45:47 AM, elim, Action Type : Call to Customer

Topics discussed

ACS called [REDACTED]. The customer sent a letter in regards to a repair performed at Honda of Stevens Creek. She came in for a recall and left with a vsa light on. She tried to address it with her advisor and was informed they don't see what she's talking about. She went to an IRF for a second opinion and was told they found loose connections that caused the vsa light to turn on. The customer is seeking reimbursement for the vsa repair as she feels the dealer caused the issue when addressing her recall.

Expectation:

The customer wants to be reimbursed for vsa repairs performed at the IRF.

Information provided:

The customer was informed that she has a workmanship concern that needs to be addressed via the dealership. Depending on the position of the dealer the customer may need to work with the dealer or seek out her consumer rights. The customer was advised that ACS will make a call to the dealer on her behalf to get their position. She was informed that a follow up will be made by Friday, 11/02/12 with their position. The customer was given a contact number of 800-999-1009, ext. 117755 along with office hours. The customer was also informed that in the event she seeks her consumer rights, she can refer to the warranty manual under customer satisfaction.

*** CASE FULFILL 10/31/2012 11:45:55 AM, elim

Fulfilled for LINDY HAYES due 10/31/2012 01:00:00 PM.

*** COMMIT 10/31/2012 11:45:56 AM, elim, Action Type : N/A

Made to [REDACTED] due 11/02/2012 02:00:00 PM.

2nd call - get dlr position/ update cust.

*** CASE MODIFY 10/31/2012 11:46:18 AM, elim

into WIP District 12E and Status of Solving.

*** NOTES 11/2/2012 1:39:42 PM, elim, Action Type : Call to Customer

ACS called [REDACTED]. The customer was advised that further time is needed. She advised to take until next Friday. This way, ACS will have plenty of time to get an update. ACS thanked the customer for her patience and advised that she would be given an update by next Friday, 11/09/12.

*** CASE FULFILL 11/2/2012 1:39:46 PM, elim

Fulfilled for [REDACTED] due 11/02/2012 02:00:00 PM.

*** COMMIT 11/2/2012 1:39:47 PM, elim, Action Type : N/A

Made to [REDACTED] due 11/09/2012 02:00:00 PM.

3rd call - get dlr position

*** CASE MODIFY 11/2/2012 1:40:04 PM, elim

into WIP District 12E and Status of Solving.

*** NOTES 11/6/2012 10:06:31 AM, elim, Action Type : Call to Dealer

ACS spoke with David, SM and reviewed the case. Per dealer, the customer needs to submit their invoice along with an explanation from the IRF that links

Case History

Case ID: N012012-10-3001312

Case Title: 12E - HONDA STEVENS CREEK - HAYES, LINDY - SVC DLR / WORKMANSHIP - VSA LIG

their work to the failure or that describes the failure itself.

*** CASE MODIFY 11/6/2012 10:11:38 AM, elim
into WIP District 12E and Status of Solving.

*** CASE MODIFY 11/6/2012 10:48:47 AM, elim
into WIP District 12E and Status of Solving.

*** CASE ADD ATTACHMENT 11/6/2012 12:30:19 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-3001312_2.pdf

*** NOTES 11/9/2012 10:02:53 AM, elim, Action Type: Call to Customer

Summary:

ACS called [REDACTED]. The customer was advised that her dealer is taking the position that they did not damage the vsa lights. The have an invoice that describes the vsa light being on and that she declined the diagnosis to inspect her lights. However, they are willing to review any documentation she has as long as it explains in detail what the IRF did to repair it. The customer said she knew the dealer would do that. She will contact the dealer to find out what they did to address the recall. After that, she will refer to the IRF to find out if they were anywhere near the dealer repairs. The customer was advised that in the end, if the dealer and the customer are at an impasse, she will need to seek out her consumer rights. The customer understood and had no further comments. Per customer consent, case closed.

*** NOTES 11/9/2012 10:08:47 AM, elim, Action Type: Dealer Communication

ATTN: SERVICE MANAGER

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

The customer states her vsa light came on as a result of a recall repair at your shop. She was advised that per the diagnosis, the light came on during the visit and she declined repairs. The customer was advised that at this point she will need to seek out her consumer rights. No further comments.

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

Thank you for your attention to this matter.

Gene

Automobile Customer Service, RCM

*** CASE FULFILL 11/9/2012 10:09:42 AM, elim

Fulfilled for LINDY HAYES due 11/09/2012 02:00:00 PM.

*** CASE MODIFY 11/9/2012 10:09:59 AM, elim

into WIP District 12E and Status of Solving.

*** CASE CLOSE 11/9/2012 10:10:04 AM, elim

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

*** SUBCASE N012012-10-3001312-1 CLOSE 11/9/2012 10:10:04 AM, elim

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 01/07/2013

Case Details

Case ID : N012012-12-2000352 Division : Honda - Auto Condition : Closed Open Date : 12/20/2012 8:24:47 AM
 Case Originator : Crystal Pillow (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/4/2013 3:25:35 PM
 Case Owner : David Mendoza (Team HC) Method : Phone Queue : Days Open : 15
 Last Closed By : David Mendoza (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 3D (MOSS) [REDACTED] - URGENT-SAFETY CONCERN-REPEAT REPAI 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 : EUNICE, LA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18645H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 143,000
 In Service Date : 11/01/2004
 Months In Use : 97
 Engine Number : J35A61613196
 Originating Dealer No. / Name : 207337 / MOSS HONDA
 Selling Dealer No. / Name : 207337 / MOSS HONDA
 Trim : EX-L.RES
 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 : 207337 / MOSS HONDA
 Phone No. : 337-235-9086
 Address : 1407 SURREY STREET
 City / State / Zip : LAFAYETTE, LA 70501
 Svc District / Sls District : 03D / E03
 Warranty Labor Rate / Date : \$81.00 /
 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
N012012-12-2000352-1 [REDACTED]	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-12-2000352-1	Disposition: Complaint	Condition : Closed	Wipbin:
Issue Originator: David Mendoza	Type 1: Product	Status : Subcase Close	Open Date : 12/21/2012 12:47:24
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 1/4/2013 3:24:34 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-12-2000352

Case Title : 3D (MOSS) [REDACTED] - URGENT-SAFETY CONCERN-REPEAT REPAIRS BRA

*** CASE CREATE 12/20/2012 8:24:47 AM, cpillow

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

*** CASE MODIFY 12/20/2012 8:25:04 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 12/20/2012 8:25:35 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 12/20/2012 8:34:58 AM, cpillow, Action Type : Call to Customer

Updated customer contact information. phn [REDACTED] ACS provided customer with outbound QA disclaimer.

Customer states that on 3 separate occasions her vehicle has suddenly jerked to a complete stop when the brakes are not being applied. Customer states she had taken the vehicle into MOSS HONDA last Thursday and claims the issue happened again a couple days later.

Customer states that each time it has been in the early morning when it occurred. Customer states she was assisted by SA, Sandy at MOSS HONDA. Customer states the dealership replaced a damaged sensor in the rear of the vehicle.

Customer states that only on 1 occasion prior to going to the dealership did the VSA indicator illuminated, but then went off when the vehicle was started back up. Customer states that the vehicle was also just jump started in the last couple days and claims that when the vehicle powered back up that all 4 brake component indicators illuminated continuously.

Customer states that when she turned off and restarted the vehicle that the indicators went out. Customer states she did take a picture of the indicators that illuminated. Customer states that she recently read an article from USA today dated October 18, 2012 that lists this as a symptom that the NHTSA is investigating after 205 similar complaints.

Customer states she is the original vehicle owner and has regularly serviced her vehicle through MOSS HONDA. Customer states she has some brake repairs performed last year as well, but claims she doesn't recall what repairs were done.

ACS advised customer that her case would be forwarded to a case manager for assistance, that results are not guaranteed, and that the case manager would follow up with her by end of business day tomorrow. ACS did advise customer of winter shutdown and staffing limitations during shutdown. Case dispatched and case number provided.

*** CASE MODIFY 12/20/2012 8:35:12 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 12/20/2012 8:35:13 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 12/20/2012 8:35:14 AM, cpillow

into WIP default and Status of Solving.

*** CASE DISPATCH 12/20/2012 8:35:20 AM, cpillow

from WIP default to Queue Honda Team C

*** CASE ACCEPT 12/20/2012 5:08:10 PM, dmendoza

from Queue Honda Team C to WIP default.

Case History

Case ID : N012012-12-2000352

Case Title : 3D (MOSS [REDACTED]) - URGENT-SAFETY CONCERN-REPEAT REPAIRS BRA

*** SUBCASE N012012-12-2000352-1 CREATE 12/21/2012 12:47:24 PM, dmendoza

Created in WIP Default with Due Date 12/21/2012 12:47:24 PM.

*** NOTES 12/21/2012 2:14:49 PM, dmendoza, Action Type : Call to Customer

I called the customer a [REDACTED] and left a message. I advised the customer that I'm an RCM at AHM and I've been assigned her case. I verified her contact information. The customer states that her brakes are activating on their own when she tries to accelerate. The customer states that about a month ago one of her employees was driving out of their parking lot the vehicle just applied the brakes on its own. The customer states that the same thing happened to her daughter on two separate occasions. The customer brought the vehicle to Moss Honda and they said that they had found that there seemed to be a problem where someone spliced a rear sensor. The customer states that she had that sensor replaced and she picked the vehicle up about a week ago. Her daughter was driving the vehicle last Sunday and the problem occurred again. She was coasting to a stop sign, and pressing the brake pad lightly, when the vehicle applied the brakes hard on its own. The customer called the dealership back at this point and they said that they'd need to continuously drive the vehicle to re-create the problem. The customer wasn't happy with his because she doesn't want to leave the vehicle with them for a long time. The dealership called her back yesterday and said that the issue might be the ABS module. However, there is nothing that they can do until they re-create the problem. The customer is requesting assistance with getting her vehicle fixed and with the provision of a loaner vehicle during the process. I advised the customer that I can look in to things for her. I advised her that the first step towards any repair will be re-creating the problem at her dealership, I advised her that I can look in to the possibility of a loaner vehicle but she would need to have the vehicle inspected first. I advised her that ACS won't be in a position to consider anything unless a problem is duplicated. The customer states that she doesn't have the time so she'll probably trade the vehicle in. I advised her that I would like to contact the dealership on her behalf though and see what options I can present her with. The customer understood. We agreed on a follow up date of 12/28/12. I provided my contact information. The call ended.

*** CASE MODIFY 12/21/2012 2:14:52 PM, dmendoza
into WIP default and Status of Solving.*** CASE MODIFY 12/21/2012 2:14:57 PM, dmendoza
into WIP default and Status of Solving.*** COMMIT 12/21/2012 2:15:00 PM, dmendoza, Action Type : N/A
cd moss*** CASE MODIFY 12/21/2012 2:15:11 PM, dmendoza
into WIP default and Status of Solving.*** CASE MODIFY 12/26/2012 2:54:28 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 12/28/2012 2:05:26 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and left a message with the SM, Brian. I advised the SM that I'm calling in regards to the customer. I asked the SM to give me a call and provided my contact information.

*** CASE MODIFY 12/28/2012 2:05:29 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.*** CASE MODIFY 12/28/2012 2:05:36 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 12/28/2012 2:07:07 PM, dmendoza, Action Type : Call to Customer

I called the customer a [REDACTED]. The customer advised me that this is a bad time. I advised her that I'll call again by 1/4/13. She agreed and the call ended.

Spool Report

Run Date : 01/07/2013

Case History

Case ID: N012012-12-2000352

Case Title: 3D (MOSS) [REDACTED] - URGENT-SAFETY CONCERN-REPEAT REPAIRS BRA

*** CASE MODIFY 12/28/2012 2:07:10 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE FULFILL 12/28/2012 2:07:15 PM, dmendoza
Fulfilled for [REDACTED] due 12/26/2012 08:00:00 PM.

*** COMMIT 12/28/2012 2:07:17 PM, dmendoza, Action Type : N/A
cd Moss

*** CASE MODIFY 12/28/2012 2:07:28 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 1/3/2013 10:29:21 AM, dmendoza, Action Type : Call from Dealer

I received a call from the SM, Brian. I advised the SM that I'd like to discuss the customer. The SM states that he is aware of the customer. She most recently came in on 12/12/12 and complained that her brakes were engaging as she drives the vehicle. The dealership was never able to duplicate the braking problem though. However, they did find that there was a problem with a speed sensor. The wiring seemed to have been altered by someone attempting a repair. It looked as if someone had tried to splice the wire beforehand. They addressed that problem and had hoped that the vehicle was fixed. He states that they believed the customer's complaint but they were never able to duplicate it themselves. I advised the SM that I'll recommend that the customer bring the vehicle back in. the SM asked that I refer the customer to Blake or Kim to make an appointment. He states that the customer needs to confirm that she is available for a test drive. I asked the SM to work with TVL and involve the DPSM if he hears from the customer again. The SM understood. The call ended.

*** CASE MODIFY 1/3/2013 10:29:28 AM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 1/3/2013 10:58:06 AM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE FULFILL 1/3/2013 12:56:16 PM, dmendoza
Fulfilled for [REDACTED] due 01/02/2013 08:00:00 PM.

*** COMMIT 1/3/2013 12:56:18 PM, dmendoza, Action Type : N/A
cc tb

*** CASE MODIFY 1/3/2013 12:56:31 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 1/4/2013 2:49:31 PM, dmendoza, Action Type : Field Service

I called the 3D DPSM. I advised the DPSM that the customer claims to be experiencing a problem where the vehicle's brakes are applying on their own. The dealership inspected the vehicle once and they couldn't duplicate a problem. However, they did see that there was a problem with the wiring on a speed sensor so they addressed that. The vehicle was returned to the customer but she claims that the problem is still there. I advised the DPSM that I'm going to refer the customer back to the dealership and I wanted to see if he'd be interested in inspecting the vehicle. The DPSM states that there is nothing for him to inspect if the problem hasn't been duplicated. He asked that I look in to asking the customer to leave the vehicle with the dealership so the SM can take it home at night. He states that the SM lives about 80 miles from the dealer so it could work out for both parties. I advised the DPSM that I'll look in to it. The call ended.

*** CASE MODIFY 1/4/2013 2:49:34 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 1/4/2013 2:49:43 PM, dmendoza

Case History

Case ID: N012012-12-2000352

Case Title 3D (MOSS) - [REDACTED] - URGENT-SAFETY CONCERN-REPEAT REPAIRS BRA

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 1/4/2013 3:24:05 PM, dmendoza, Action Type: Call to Customer

I called the customer at [REDACTED]. The customer states that she's traded the vehicle in. She states that she didn't want to take a chance with it given what she was experiencing so she's purchased a new vehicle. I empathized with the customer and apologized for her negative experience. The customer has no other questions. I thanked her for her time and the call ended.

*** SUBCASE N012012-12-2000352-1 CLOSE 1/4/2013 3:24:34 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** NOTES 1/4/2013 3:25:31 PM, dmendoza, Action Type: Dealer Communication

ATTN: SERVICE MANAGER

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

The customer contacted ACS to request assistance with resolving a braking issue that she was experiencing and trying to address at Moss Honda. The case was reviewed but the customer ultimately advised me that she has traded the vehicle in as she wasn't happy with it. No further action is being taken on the customer's case at this time.

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

Thank you for your attention to this matter.

David Mendoza

Automobile Customer Service

*** CASE MODIFY 1/4/2013 3:25:33 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE CLOSE 1/4/2013 3:25:35 PM, dmendoza

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

Case Details

Case ID : N032012-10-1200964 Division : Honda - Auto Condition : Closed Open Date : 10/12/2012 10:54:59
 Case Originator : Chris Martinez (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 10/12/2012 11:07:22
 Case Owner : Chris Martinez (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Chris Martinez (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] VSA 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 : EDMOND, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18705H [REDACTED]
 Model / Year : PILOT / 2005 [REDACTED]
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 104,000
 In Service Date : 11/15/2004
 Months In Use : 95
 Engine Number : J35A61616000
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 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
N032012-10-1200964-1 [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	413	Master Cylinder

Issue Details

Issue ID : N032012-10-1200964-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/12/2012 11:06:59
Issue Owner : Chris Martinez	Type 2 : Eligibility	Queue :	Close Date : 10/12/2012 11:07:22
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Updated Information, Forward to Call Ctr,
 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 : N032012-10-1200964

Case Title

VSA INQUIRY

*** CASE CREATE 10/12/2012 10:54:59 AM, cmartin2

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

*** CASE MODIFY 10/12/2012 10:55:02 AM, cmartin2

into WIP Default and Status of Solving.

*** NOTES 10/12/2012 11:06:30 AM, cmartin2, Action Type: Call from Customer

Vehicle ownership was updated.

Best contact phone # [REDACTED]

[REDACTED] contacted AHM regarding the campaign eligibility of her vehicle. She states that sometimes the VSA light would come on and the vehicle would brake on its own. She states that she heard about the issue on the radio and wants to know if AHM is recalling her Pilot.

I informed [REDACTED] that there are no open recalls on the issue she is describing. I recommended she speak to Product Relations to document her concern. I made the customer aware of the S51 safety recall. The customer was instructed to press option 7 and returned her to the queue.

This case will be closed.

*** SUBCASE N032012-10-1200964-1 CREATE 10/12/2012 11:06:59 AM, cmartin2

Created in WIP Default with Due Date 10/12/2012 11:06:59 AM.

*** CASE MODIFY 10/12/2012 11:07:20 AM, cmartin2

into WIP Default and Status of Solving.

*** SUBCASE N032012-10-1200964-1 CLOSE 10/12/2012 11:07:22 AM, cmartin2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/12/2012 11:07:22 AM, cmartin2

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

Case Details

Case ID : N012012-10-1200996 Division : Honda - Auto Condition : Closed Open Date : 10/12/2012 11:05:08
 Case Originator : Leticia Muniz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/12/2012 12:24:58
 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 : [REDACTED] VSA LIGHT 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 : EDMOND, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18705F [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 104,000
 In Service Date : 11/15/2004
 Months In Use : 95
 Engine Number : J35A61616000
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 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
N012012-10-1200996-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-10-1200996-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2012 12:24:32
Issue Owner : Leticia Muniz	Type 2 : Operation	Queue :	Close Date : 10/12/2012 12:24:58
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/YSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-10-1200996

Case Title: [REDACTED] VSA LIGHT CONCERN

*** CASE CREATE 10/12/2012 11:05:08 AM, Immuniz

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

*** CASE MODIFY 10/12/2012 11:06:28 AM, Immuniz

into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2012 11:06:40 AM, Immuniz

into WIP default and Status of Solving.

*** NOTES 10/12/2012 12:24:21 PM, Immuniz, Action Type : Call from Customer

Verified customer's information

Best contact number is [REDACTED]

Customer read online there may be a recall coming out soon in regards to the 2005 electrical shortage. Customer would like more information about this possible campaign. I informed customer for recall information she will need to speak to option #4 of our phone queue. Customer stated she just did, and no information is currently available.

Customer would like to document that for the past 4 yrs on random occasion her VSA light comes on and the vehicle loses acceleration power. She has been to Luke Riley Honda where they documented and found that the possible cause of failure was due to a short circuit on the electrical board which was replaced. Vehicle still has the same symptoms, customer has lived with it. Customer is not the original owner. Customer's intent was to document her concerns; ACS confirmed. Customer had no further questions, case closed.

*** CASE MODIFY 10/12/2012 12:24:27 PM, Immuniz

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1200996-1 CREATE 10/12/2012 12:24:32 PM, Immuniz

Created in WIP Default with Due Date 10/12/2012 12:24:32 PM.

*** CASE MODIFY 10/12/2012 12:24:56 PM, Immuniz

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1200996-1 CLOSE 10/12/2012 12:24:58 PM, Immuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/12/2012 12:24:58 PM, Immuniz

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

Case Details

Case ID : N012012-12-1101618 Division : Honda - Auto Condition : Closed Open Date : 12/11/2012 1:01:42 PM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/18/2012 8:22:41 AM
 Case Owner : Crystal Pillow (Team HA) Method : Phone Queue : Days Open : 7
 Last Closed By : Crystal Pillow (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] VSA 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 : EAST KINGSTON, NH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18545H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours :
 In Service Date : 05/05/2005
 Months In Use : 91
 Engine Number : J35A61659236
 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 : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207862 / HONDA BARN
 Phone No. : 603-772-7300
 Address : 34PORTSMOUTH AV.RT.108
 City / State / Zip : STRATHAM, NH 03885
 Svc District / Sls District : 09H / C09
 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
N012012-12-1101618-1 [REDACTED]	PROD Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID: N012012-12-1101618-1	Disposition: Complaint	Condition: Closed	Wipbin:
Issue Originator: Katrina Vibar	Type 1: Product	Status: Subcase Close	Open Date: 12/11/2012 1:09:56 PM
Issue Owner: Katrina Vibar	Type 2: Operation	Queue:	Close Date: 12/11/2012 1:10:54 PM
Issue Title: XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Resolution ID: Resolution Title:
 Solution Title:

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-12-1101618

Case Title : [REDACTED] - VSA CONCERN/ND

*** CASE CREATE 12/11/2012 1:01:42 PM, kvibar
Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 12/11/2012 1:05:05 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:05:17 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:08:40 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:08:50 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:09:15 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:09:18 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:09:29 PM, kvibar
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2012 1:09:38 PM, kvibar
into WIP default and Status of Solving.

*** SUBCASE N012012-12-1101618-1 CREATE 12/11/2012 1:09:56 PM, kvibar
Created in WIP Default with Due Date 12/11/2012 1:09:56 PM.

*** NOTES 12/11/2012 1:10:44 PM, kvibar, Action Type : Call from Customer
Updated Customer Information
Best Contact Number [REDACTED]

[REDACTED] stated that they just bought the vehicle a month from a private party. She heard about the the braking system in regards to the VSA but she didn't see any recall. She was driving down the road and it kept braking itself. She stated that the IRF didn't to it but it was doing it Sunday night and it was doing it for quite a bit. She stated that it stopped doing it but today it was intermittent. She drives the vehicle 30 miles and she was trying to find a pattern but the most current is within 40-45 miles. She contacted HONDA BARN and they cannot figure it out.

ACS informed the customer that the DLR is our trained technician who can inspect the vehicle. Base on the VIN there was only that light switch under her vehicle but nothing else indicating there is a known issue that can support the coverage for the repair. After researching on all 2005 Pilot there was no SB under the VSA and nothing under the VIN. ACS advised that she speaks with the SM at the DLR. She thanked ACS and needed no further assistance.

*** CASE MODIFY 12/11/2012 1:10:46 PM, kvibar
into WIP default and Status of Solving.

*** SUBCASE N012012-12-1101618-1 CLOSE 12/11/2012 1:10:54 PM, kvibar
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/11/2012 1:10:54 PM, kvibar
Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : N012012-12-1101618

Case Title : [REDACTED] - VSA CONCERN/ND

*** CASE REOPEN 12/18/2012 8:15:18 AM, cpillow
with Condition of Open and Status of Solving.

*** NOTES 12/18/2012 8:22:29 AM cpillow, Action Type : Call to Customer

Verified customer contact information. Called Mr. Mark Lepage @ 603-642-9711 *ACS provided customer with outbound QA disclaimer.

Mr. Mark Lepage (IRF that diagnosed customer's vehicle) called regarding the issue that he claims he believes is related to the VSA. Mr. Lepage claims that the vehicle locked up abruptly by engaging the ABS when the vehicle was in motion and the brakes were not being applied.

He has advised that the vehicle has not been to a Honda dealership and claims he has disconnected the VSA and ABS so that it operates off the brakes without the aide of these 2 systems.

ACS expressed understanding of customer's concerns and apologized for his experience. ACS advised customer that it is not recommended to modify the vehicle in the way it has been and suggested having the local Honda dealership inspected the vehicle as soon as possible.

ACS advised Mr. Lepage to have [REDACTED] the vehicle owner contact ACS as soon as she can take the vehicle into a Honda dealership so that a case manager can assist the dealership with addressing her products concerns. No further assistance required at this time pending customer's call back. Case closed.

*** CASE CLOSE 12/18/2012 8:22:41 AM cpillow

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

Case Details

Case ID : N012012-09-1002876 Division : Honda - Auto Condition : Closed Open Date : 9/10/2012 4:20:04 PM
 Case Originator : Jason Stradford (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 9/27/2012 4:51:31 PM
 Case Owner : Daniel Wentz (Team HD) Method : Email/Internet Queue : Days Open : 17
 Last Closed By : Daniel Wentz (Team HD) Point of Origin : DPSM Wipbin :
 Case Title : 12C - WALNUT CREEK - STODDARD, ALISON - REPAIRS CONCERN No. of Attachments : 2

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18705H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 191,155
 In Service Date : 05/06/2005
 Months In Use : 88
 Engine Number : J35A61661863
 Originating Dealer No. / Name : 207442 / WALNUT CREEK HONDA
 Selling Dealer No. / Name : 207442 / WALNUT CREEK 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 : 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
N012012-09-1002876-1 [REDACTED] - SER	Subcase Close	Service - Dealer	Workmanship	410	Front Brakes

Issue Details

Issue ID : N012012-09-1002876-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 9/12/2012 4:50:27 PM
Issue Owner : Daniel Wentz	Type 2 : Workmanship	Queue :	Close Date : 9/27/2012 4:51:31 PM
Issue Title : ██████████ - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist - AHM 100%
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-09-1002876

Case Title: 12C - WALNUT CREEK [REDACTED] REPAIRS CONCERN

*** CASE CREATE 9/10/2012 4:20:04 PM, jstradfo

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

*** NOTES 9/10/2012 4:20:05 PM, jstradfo, Action Type : Call from Customer

The DPSM called to discuss the customer's case.

The customer alleged the vehicle jerked and slowed down on it's own at freeway speed. The VSA light came on at the time of the symptom.

The vehicle was taken to Walnut Creek Honda.

*** CASE MODIFY 9/10/2012 4:20:21 PM, jstradfo

into WIP default and Status of Solving.

*** NOTES 9/10/2012 4:26:56 PM, jstradfo, Action Type : Field Service

The DPSM called. He said his manager asked him to contact ACS.

Apparently techline requested that the vehicle be transported to Torrance.

The DPSM said the customer wanted to speak with someone about what was done to the car while it was in Torrance. The customer refuses to pick up the car.

The DPSM did not feel comfortable speaking with the customer because he does not know what was done to the car and techline told the dealer to put a part on the car and he does not know what part and why.

I advised him I would check with techline and get some information and get back in touch with him. I asked him to have the dealer fax the repair order.

*** NOTES 9/10/2012 4:31:47 PM, jstradfo, Action Type : Note-General

I spoke with Techline.

Techline said the TRS group was looking at the case and decided to inspect the vehicle. They asked techline to have the dealer hold the car so the car could be shipped to Torrance.

The TRS group put some miles on the car but was unable to duplicate the concern. The vehicle was shipped back to the dealer and the dealer was asked to replace the VSA modulator. The TRS group spoke with the DPSM and advised him to goodwill the part and pay for a rental for the customer.

I was directed to speak with Rick T for more details.

*** NOTES 9/10/2012 4:32:06 PM, jstradfo, Action Type : Note-General

RM emailed Rick T.

*** CASE MODIFY 9/10/2012 5:00:39 PM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 9/10/2012 5:00:47 PM, jstradfo

into WIP default and Status of Solving.

*** NOTES 9/11/2012 8:45:59 AM, mmillen, Action Type : Letter/Fax

On 9/11/12 ACS received a 1-page fax cover from Dave of Walnut Creek Honda with a 4-page invoice regarding previous issue.

Case History

Case ID : N012012-09-1002876

Case Title : I2C - WALNUT CREEK [REDACTED] REPAIRS CONCERN

*** CASE ADD ATTACHMENT 9/11/2012 9:00:19 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-09-1002876_1.PDF

*** NOTES 9/11/2012 3:16:35 PM, jstradf0, Action Type : Note-General

Rick T. left a message for RM to call.

*** NOTES 9/11/2012 3:17:14 PM, jstradf0, Action Type : Note-General

Left a message for Rick T. to call.

*** NOTES 9/11/2012 3:41:57 PM, jstradf0, Action Type : Field Service

The DPSM said the customer wants to know what happened and why they wanted the car shipped to California.

The customer is concerned with driving the car now and and wants to know what was done to the car.

The customer has been speaking with the Service Manager who said he did not know what was going on and feels left in the middle.

*** NOTES 9/12/2012 11:33:31 AM, aparalej, Action Type : Letter/Fax

On 9/12/12 ACS received a 1-page fax cover from Dave of Walnut Creek Honda with a 4-page invoice regarding previous issue.

*** CASE ADD ATTACHMENT 9/12/2012 11:45:19 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-09-1002876_2.pdf

*** NOTES 9/12/2012 12:10:27 PM, jstradf0, Action Type : Call from Customer

Called Rick Thompson.

Rick said there group was scanning techline contacts and saw this complaint.

They had another vehicle with a similar complaint in Fresno, so they wanted to get this customer's vehicle to see if they could duplicate the complaint.

They asked Frank M. to call the dealer and hold the vehicle so it could be shipped to Torrance. Rick T. spoke with the service director and advised him that they wanted the vehicle in torrance. Once they received the car they drove the car for two weeks trying to duplicate the customer's complaint but was unable to duplicate the complaint. However, because the dealer was able to get a snap shot of the complaint so they knew the VSA module needed to be replaced.

They had the car shipped back to the dealer and provided the part number to the dealer for the VSA and asked that the dealer replace the modulator at no cost to the customer.

*** NOTES 9/12/2012 12:24:33 PM, jstradf0, Action Type : Field Service

I spoke with the DPSM and advised him of my conversation with Rick T. I provided the information and he said he knew why Rick's group wanted the vehicle and what they were doing. He said the customer was refusing to pick up the car and wanted to hear from AHM. I told him we would contact the customer later today.

He asked me to call the Service Director before I spoke with the customer. I advised him I would.

*** NOTES 9/12/2012 12:37:00 PM, jstradf0, Action Type : Call to Dealer

I called the Service Director Dave Trzesniewski. He said the customer is a great customer of the dealer. He said she has owned 4 Honda's and has purchased the last 3 from his dealer. He is not happy with the situation. He said they had told the customer they would need to replace the VSA Modulator and the customer was willing to pay for the repair. They were ready to do the repair and give the customer the car back before they received a call from Service Engineering asking them to ship the car to Torrance. He said the customer is now afraid to pick up the car.

Case History

Case ID: N012012-09-1002876

Case Title: 12C - WALNUT CREEK [REDACTED] - REPAIRS CONCERN

Dave is upset partly because he said he was not being communicated with properly. She services all her cars with the dealer. She is a stellar cust. She towed the car to the dealer. They sold the part to the customer. The customer authorized the repair. The customer would have had the car if they had not gotten the call from engineering.

He said during the two weeks he tried to keep the customer informed with the small amount of info he got from engineering. After 2 weeks, he spoke with Maria. She said they had not duplicated the problem and they were not going to replace the modulator. He told the customer that they were not going to replace the part. Dave said when he spoke with the customer she said she did not want the car back if the car was not going to be repaired.

He then said he was told to replace the modulator, Dave is afraid the customer is now going to be dissatisfied and purchase another manufacturer's product.

The engineer told him it would not happen again because the lowest mileage they have seen the prob was at 80k miles.

I advised Dave we would give the customer a call and he asked that we follow up with him and the DPSM. I advised him I would.

*** CASE YANKED 9/12/2012 4:48:45 PM, dwentz01

Yanked by dwentz01 into WIPbin NEW CASES.

*** CASE MODIFY 9/12/2012 4:49:16 PM, dwentz01

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 9/12/2012 4:49:25 PM, dwentz01

into WIP NEW CASES and Status of Solving.

*** NOTES 9/12/2012 4:50:00 PM, dwentz01, Action Type: Call to Customer

I attempted to contact the customer, however was only able to reach her voicemail. I left my contact information and work hours and invited the customer to call me back.

I will attempt again on 9/14/12

*** COMMIT 9/12/2012 4:50:03 PM, dwentz01, Action Type: N/A

Call customer - 2nd

*** CASE MODIFY 9/12/2012 4:50:16 PM, dwentz01

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012012-09-1002876-1 CREATE 9/12/2012 4:50:27 PM, dwentz01

Created in WIP Default with Due Date 9/12/2012 4:50:27 PM.

*** CASE MODIFY 9/12/2012 4:50:31 PM, dwentz01

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 9/12/2012 4:50:52 PM, dwentz01

into WIP NEW CASES and Status of Solving.

*** NOTES 9/13/2012 11:34:37 AM, dwentz01, Action Type: Call to Customer

I contacted the customer and provided the disclosure.

The customer was advised that the vehicle has been repaired and is ready to be picked up. The customer was also advised that AHM has taken care of the cost

Case History

Case ID: N012012-09-1002876

Case Title : 12C - WALNUT CREEK [REDACTED] - REPAIRS CONCERN

of repairs to her vehicle, which would've been over \$1500 to \$2000 for the repair.' The customer was advised as to what the dealership has done, and what AHM has done with her vehicle. The customer understood that the dealership has already performed the repairs, and that AHM has not found any further issues with this system on her vehicle, however the customer stated that she no longer feels comfortable driving her vehicle. The customer asked if there was a recall in place, or being done. I advised the customer that this occurrence is under investigation, and I do not have a definite answer as to how many vehicles have been affected, if there are any similarities, or what the root cause has been for the other vehicles. At this point in time, the information we do have is that AHM has obtained data from her vehicle when the dealership was able to duplicate her concern, and have determined that the best course of action was to replace her VSA modulator, and after that repair, neither the dealership, nor AHM was able to find further concerns with the VSA system on her vehicle. The customer understood.

I asked the customer if she had any further questions for me at this time, the customer declined.

I invited the customer to contact me back, should she have any further questions or concerns.

*** CASE FULFILL 9/13/2012 11:34:50 AM, dwentz01

Fulfilled for [REDACTED] due 09/14/2012 05:00:00 PM.

*** COMMIT 9/13/2012 11:34:52 AM, dwentz01, Action Type: N/A

Customer called back?

*** CASE MODIFY 9/13/2012 11:41:25 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE MODIFY 9/13/2012 11:41:36 AM, dwentz01

into WIP Other districts and Status of Solving.

*** NOTES 9/13/2012 12:07:19 PM, jstradfo, Action Type : Call to Dealer

I spoke with the dealer, Dave T.

I explained to him that we did speak with the customer. I explained to him that the customer said she felt uncomfortable driving the vehicle. I explained that we advised the customer that AHM felt confident the VSA would repair the car. Dave was not happy. He feels he is in the same position he was after the car was shipped to Torrance. He said that everyone at AHM that he has spoken with advised him that AHM has done the best they can, but he is in a position where he has a dissatisfied customer because of AHM. I advised him that I understood.

*** NOTES 9/13/2012 12:08:19 PM, jstradfo, Action Type : Field Service

I called the DPSM and left a message advising him of my conversation with the dealer.

I asked him to call if he had any questions or concerns.

*** NOTES 9/13/2012 1:48:25 PM, jstradfo, Action Type : Field Service

I received a call from the AZM.

We discussed the case.

He said he would call the dealer, Dave T.

*** NOTES 9/19/2012 10:53:43 AM, dwentz01, Action Type : Call to Customer

I contacted the customer and provided the disclosure.

Case History

Case ID : N012012-09-1002876

Case Title : 12C - WALNUT CREEK [REDACTED] - REPAIRS CONCERN

The customer advised me that she wanted to know exactly what was done to her vehicle.

I advised the customer that based on the information on-hand, Walnut Creek Honda replaced the VSA modulator. The customer thanked me and also inquired what service would be next to be performed on her vehicle. I advised the customer that the best thing to do is to speak with her service advisor, because they would have all the current service records on her vehicle, and have also performed a full inspection of the vehicle, and could advise her of what kind of maintenance should be performed on her vehicle at this time. The customer appreciated that and thanked me for all the assistance I have provided her.

Customer required no further assistance at this time.

*** CASE MODIFY 9/19/2012 10:53:50 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE FULFILL 9/19/2012 10:54:02 AM, dwentz01

Fulfilled for [REDACTED] due 09/21/2012 05:00:00 PM,

*** COMMIT 9/19/2012 10:54:06 AM, dwentz01, Action Type : N/A

RM review

*** CASEMODIFY 9/19/2012 10:58:40 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE FULFILL 9/27/2012 4:51:21 PM, dwentz01

Fulfilled for [REDACTED] due 09/28/2012 05:00:00 PM.

*** SUBCASE N012012-09-1002876-1 CLOSE 9/27/2012 4:51:31 PM, dwentz01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/27/2012 4:51:31 PM, dwentz01

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

Case Details

Case ID : N012012-10-1801459 Division : Honda - Auto Condition : Closed Open Date : 10/18/2012 1:40:04 PM
 Case Originator : Stephanie McDaniel (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/26/2012 10:02:06
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 8
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (JONES HONDA) 5M [REDACTED] - VSA CONCERN/LIAISON ASSISTANC No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18755H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 78,762
 In Service Date : 06/16/2005
 Months In Use : 88
 Engine Number : J35A61661913
 Originating Dealer No. / Name : 208032 / MT. KISCO HONDA
 Selling Dealer No. / Name : 208032 / MT. KISCO 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 : 206682 / JONES HONDA
 Phone No. : 717-394-0711
 Address : 1335 MANHEIM PIKE
 City / State / Zip : LANCASTER, PA 17601
 Svc District / Sls District : 05L / D05
 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 : C.R. Party 3 : Not Applicable
 Party 2 : DPSM Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-1801459-1 [REDACTED]	PROD Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-10-1801459-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2012 7:55:20 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 10/26/2012 10:02:04
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution /Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 01/07/2013

Case History

Case ID : N012012-10-1801459

Case Title (JONES HONDA) 5M [REDACTED] - VSA CONCERN/LIAISON ASSISTANCE

*** CASE CREATE 10/18/2012 1:40:04 PM, smedanie

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

*** CASE MODIFY 10/18/2012 2:01:08 PM, smedanie

into WIP default and Status of Solving.

*** NOTES 10/18/2012 2:04:04 PM, smedanie, Action Type : Call from Customer

Updated Customer's Info

Best Contact [REDACTED]

Customer called because the vehicle stops violently at all speeds. He said it happened 2 days ago for the first time 3 times in a row. He took the vehicle to JONES HONDA he was working with the SM Ed. Not safe, can't be driven. Techs felt it and thought it was strange. No codes were coming up. Dlr thinks it has to do with the VSA. Customer said Ed advised he called the techline and they said they are not doing anything about it and hung up. Customer feels he is not getting anywhere and wants help from AHM for a resolution.

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

Customer understood and required no further assistance.

*** CASE MODIFY 10/18/2012 2:04:06 PM, smedanie

into WIP default and Status of Solving.

*** CASE DISPATCH 10/18/2012 2:04:12 PM, smedanie

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/19/2012 7:04:33 AM, acaswell

N012012-10-1801459 to kkim, WIP

*** CASE RULE ACTION 10/19/2012 7:04:33 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012012-10-1801459-1 CREATE 10/19/2012 7:55:20 AM, kkim

Created in WIP Default with Due Date 10/19/2012 7:55:20 AM.

*** NOTES 10/19/2012 7:58:51 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. I advised that his RCM is out of the office today, and provided him with the RCM extension.

I advised that the RCM will follow up by 10/24, and the customer agreed to the arrangement.

*** COMMIT 10/19/2012 7:58:54 AM, kkim, Action Type : N/A

follow up with dlr/cust about VSA

*** CASE ASSIGN 10/19/2012 7:59:18 AM, kkim

N012012-10-1801459 to jmccaugh, WIP t

*** CASE RULE ACTION 10/19/2012 7:59:19 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012012-10-1801459-1 ASSIGN 10/19/2012 7:59:23 AM, kkim

Case History

Case ID: N012012-10-1801459

Case Title: (JONES HONDA) 5M [REDACTED] - VSA CONCERN/LIAISON ASSISTANCE

N012012-10-1801459-1 to jmccaugh, WIP

*** SUBCASE N012012-10-1801459-1 RULE ACTION 10/19/2012 7:59:23 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/22/2012 6:12:44 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 10/22/2012 11:56:00 AM, jmccaugh, Action Type: Call from Customer

Customer called and left a VM. He requested I call him back @ [REDACTED]

*** NOTES 10/22/2012 12:28:08 PM, jmccaugh, Action Type: Call to Dealer

I called the Service Mgr. Joe and he informed me that the customer did a night drop, not sure if he drove the vehicle here. Brakes are all locked up, intermittently. Tech Line was contacted (ref.#3345203) and they had them check all wheel speed sensors and take snap shots. They found one stored codes 68-1 relating to a brake switch failure. No able to duplicate that needed repair. Customer does need a VSA modulator and the DPSM was contacted. He offered a 75/25% split. Warranty cost on the part is \$1,020.01 and labor is \$164.00. CP is \$296.00 + tax. Customer was presented the one time GW offer and has not accepted yet. I thanked him for the update.

*** CASE FULFILL 10/22/2012 12:30:31 PM, jmccaugh

Fulfilled for [REDACTED] due 10/24/2012 12:00:00 AM.

*** NOTES 10/22/2012 12:56:43 PM, jmccaugh, Action Type: Call to Customer

I called the customer back @ [REDACTED] as requested. I provided our disclaimer. I empathized with him about the needed repair on his 2005 Pilot. He told me that there is an investigation going on with regards this part with NHTSA. I said I am not aware of this investigation. I said we have no known problem with the VSA Modulator. He told me that the wheels locked up when his family was in the vehicle. I said this sounds terrible. I informed him of my contact with the SM Joe at Jones Honda. I said I can understand that this is never a welcome needed repair. I said that we do appreciate him as a valued Honda customer. He said he is a mechanic and he is not sure about how the dealership has determined this is going to fix his problem. I informed him that our factory trained technician has been in contact with our Tech Support and our Field Rep. I asked the customer if he understood our new car warranty parameters? He said yes, he knows he is out of the warranty. I asked if he had purchased an extended warranty? He said no. He said this was never offered. I informed him that each dealership's Sales Dept. has extended warranties available for purchase, also this information can be found on line. He said he owns another Honda Accord and just never thought he needed to purchase an extended warranty. I said I do understand. Though some customer's do purchase extended warranties so they have a longer warranty. At this time AHM would like to help you. Though the vehicle is out of warranty AHM is willing to cover over \$888.00 to help. We are asking you to participate by paying \$296.00. Customer was not overly pleased that he had to pay anything. I encouraged him to speak to the SM to authorize them to order the necessary parts. Customer said he has already done this. I asked if there is anything else I could assist him with today? He said no. I said I would follow up by calling him back next Monday. He said OK. I thanked [REDACTED] for calling AHM.

*** CASE MODIFY 10/22/2012 12:57:37 PM, jmccaugh

into WIP District 5L / 5M and Status of Solving.

*** COMMIT 10/22/2012 12:57:42 PM, jmccaugh, Action Type: N/A

Call the customer / follow up.

*** NOTES 10/25/2012 7:41:45 AM, jmccaugh, Action Type: Call from Dealer

The SM Joe called and informed me that they completed the replacement of the ABS/VSA modulator assembly on [REDACTED] 2005 Pilot Tuesday 10/23. We had put 20-30 miles on it without any type of problems. I believe he picked it up that evening, I left a message, just following up with him and haven't heard anything back, so I assume all is good.

AHM \$947.46 / CP \$298.74

*** NOTES 10/25/2012 7:44:51 AM, jmccaugh, Action Type: Call to Customer

Case History

Case ID : N012012-10-1801459

Case Title : (JONES HONDA) 5M [REDACTED] - VSA CONCERN/LIAISON ASSISTANCE

I called the customer at the day time phone number and left a detailed VM. I provided my contact info. and requested [REDACTED] call me back.

*** CASE FULFILL 10/25/2012 7:47:07 AM, jmccaugh

Fulfilled for [REDACTED] due 10/29/2012 12:00:00 AM.

*** COMMIT 10/25/2012 7:48:28 AM, jmccaugh, Action Type : N/A

Call customer / close case.

*** NOTES 10/26/2012 9:59:03 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. He confirmed that the vehicle has been repaired to his satisfaction. I thanked him for being a valued Honda customer and said I appreciated the opportunity to help. He thanked me for my help. No other assistance needed at this time. I thanked [REDACTED] for calling AHM and encouraged him to call back.

*** CASE FULFILL 10/26/2012 9:59:15 AM, jmccaugh

Fulfilled for [REDACTED] due 10/26/2012 12:00:00 AM.

*** SUBCASE N012012-10-1801459-1 CLOSE 10/26/2012 10:02:04 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/26/2012 10:02:06 AM, jmccaugh

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

Case Details

Case ID: N012012-06-2601323 Division: Honda - Auto Condition: Closed Open Date: 6/26/2012 12:43:24 PM
 Case Originator: Jennifer Pacheco (Team HB) Sub Division: Customer Relations Status: Closed Close Date: 7/2/2012 3:23:52 PM
 Case Owner: Todd Yamatsuka (Team HC) Method: Phone Queue: Days Open: 6
 Last Closed By: Todd Yamatsuka (Team HC) Point of Origin: Customer Wipbin:
 Case Title: CONTINENTAL HONDA [REDACTED]-UNINTENDED BRAKING 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: ANCHORAGE, AK
 E Mail: [REDACTED]
 Svc District / Sls District: /

Product Info :

Unit Owner: [REDACTED]
 VIN Type / No.: US VIN / 2HKYF185X5H [REDACTED]
 Model / Year: PILOT / 2005
 Model ID / Product Line: YF1855JNW / A
 Miles / Hours: 53,000
 In Service Date: 07/10/2005
 Months In Use: 83
 Engine Number: J35A61664248
 Originating Dealer No. / Name: 208145 / CONTINENTAL HONDA
 Selling Dealer No. / Name: 208145 / CONTINENTAL 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: 208145 / CONTINENTAL HONDA
 Phone No.: 907-563-3633
 Address: 5001 OLD SEWARD HWY.
 City / State / Zip: ANCHORAGE, AK 99503
 Svc District / Sls District: 02A / C02
 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
N012012-06-2601323-1 [REDACTED]	PRO Subcase Close	Product	Operation	422	Anti-Lock Brake

Spool Report

Run Date : 01/07/2013

Issue Details

Issue ID : N012012-06-2601323-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Todd Yamatsuka	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2012 12:05:06 PM
Issue Owner : Todd Yamatsuka	Type 2 : Operation	Queue :	Close Date : 7/2/2012 3:23:52 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Lab or Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc : Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding.

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35251-S9V-A21	BODY, SWITCH	Not Applicable

Case History

Case ID : N012012-06-2601323

Case Title : CONTINENTAL HONDA [REDACTED] UNINTENDED BRAKING

*** CASE CREATE 6/26/2012 12:43:24 PM, jpacheco
Contact [REDACTED] Priority = N/A, Status = Solving.
*** CASE MODIFY 6/26/2012 12:47:16 PM, jpacheco
into WIP default and Status of Solving.
*** CASE MODIFY 6/26/2012 12:50:35 PM, jpacheco
into WIP default and Status of Solving.
*** CASE MODIFY 6/26/2012 12:56:37 PM, jpacheco
into WIP default and Status of Solving.
*** NOTES 6/26/2012 12:59:26 PM, jpacheco, Action Type : Call from Customer
Updated customer's info
Best contact number [REDACTED]

Customer said that the VSA system was going on by itself and the car was braking by itself. She was concerned about this and when she called the dlrship they told her that they have never heard of this or have any info about this problem This happened with warm weather and about twice. She said that once the brakes engaged 20 times within one trip. She said that the vehicle is at CONTINENTAL HONDA as they were able to duplicate the problem and they are repairing a steering sensor to the best of her knowledge. She is looking for assistance because she found info that this is a known problem . She was working with SA Keoni Heller and SM Brye Warren. They are ordering a part and are looking around \$200, 50/50 parts and labor. She said that diagnostic fee was being presented as \$103 and an extra \$20 to overnight the part. She is the original owner.

ACS advised that I understood her concern with feeling the vehicle stopping on it's on. I advised that based on her age and mileage I can forward her concern to a CM who will contact her no later than 1 business day. I advised that she is outside of warranty so assistance is not guaranteed. She understood and no further assistance was needed.

*** CASE MODIFY 6/26/2012 12:59:29 PM, jpacheco
into WIP default and Status of Solving.
*** CASE DISPATCH 6/26/2012 12:59:46 PM, jpacheco
from WIP default to Queue Honda Team C.
*** CASE ASSIGN 6/26/2012 1:20:48 PM, ksulliva
N012012-06-2601323 to tyamatsu, WIP - O: A
*** CASE RULE ACTION 6/26/2012 1:20:49 PM, sa
Action Task Assignee of rule Assign Notification fired
*** SUBCASE N012012-06-2601323-1 CREATE 6/27/2012 12:05:06 PM, tyamatsu
Created in WIP Default with Due Date 6/27/2012 12:05:06 PM.
*** CASE MODIFY 6/27/2012 12:05:30 PM, tyamatsu
into WIP Default and Status of Solving.
*** CASE MODIFY 6/27/2012 12:05:38 PM, tyamatsu
into WIP Default and Status of Solving.
*** NOTES 6/27/2012 12:15:50 PM, tyamatsu, Action Type : Call to Customer
I called [REDACTED] to discuss her case. She stated her vehicle is being repaired for a common problem. She contends that her vehicle is braking by

Case History

Case ID : N012012-06-2601323

Case Title : CONTINENTAL HONDA [REDACTED]-UNINTENDED BRAKING

itself and it is a common problem for Honda. She wanted Honda to pay for the repair because it should be a recall. I stated that if a recall or warranty extension is issued, she would be eligible for reimbursement. [REDACTED] understood and we closed our call.

*** NOTES 6/27/2012 12:16:45 PM, tyamatsu, Action Type : Call to Dealer

I left a message for Brye Warner (S.M.) to call me to share his perspective.

*** COMMIT 6/27/2012 12:17:01 PM, tyamatsu, Action Type: N/A

Continental Honda- pending S.M. review.

*** CASE MODIFY 6/27/2012 12:17:32 PM, tyamatsu

into WIP Default and Status of Solving.

*** CASE MODIFY 6/27/2012 12:17:40 PM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 6/27/2012 4:12:22 PM, tyamatsu, Action Type : Call to Dealer

I reviewed case with Brye Warner (S.M.) at Continental Honda. We agreed to extend [REDACTED] a good faith gesture and provide assistance with the pending repair. Brye will make offer to [REDACTED]

DPSM Involved: No

Customer Pay Quote: \$323.84

Warranty Rate (total repair cost): \$200

% GW Authorized: 50% rate

Total Customer Pay: \$100

Amount Authorized: \$100

*** CASE FULFILL 6/27/2012 4:12:38 PM, tyamatsu

Fulfilled for [REDACTED] due 07/03/2012 05:00:00 PM.

*** COMMIT 6/27/2012 4:12:39 PM, tyamatsu, Action Type: N/A

Continental Honda- did cust accept offer? call cust if no response.

*** NOTES 6/27/2012 4:17:43 PM, tyamatsu, Action Type : Call to Customer

I followed up with [REDACTED] I informed her that Brye Warner (S.M.) at Continental Honda reviewed her case with me and advocated on her behalf. As a result, Brye agreed to work up the new repair estimate and offer it to her. [REDACTED] agreed to discuss matter with Mr. Warner and then let me know her feedback. I thanked her and we closed our call.

*** CASE MODIFY 6/27/2012 4:18:19 PM, tyamatsu

into WIP District 2A and Status of Solving.

*** NOTES 7/2/2012 3:23:39 PM, tyamatsu, Action Type: Call to Customer

I followed up with [REDACTED] She confirmed the brake repairs were completed and she received the goodwill assistance from Honda to share the expense. [REDACTED] stated her concerns have been addressed to completion and she provided her consent to close her case file.

*** SUBCASE N012012-06-2601323-1 CLOSE 7/2/2012 3:23:52 PM, tyamatsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/2/2012 3:23:52 PM, tyamatsu

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

Case Details

Case ID : N012012-09-1900879 Division : Honda - Auto Condition : Closed Open Date : 9/19/2012 11:59:41 AM
 Case Originator : Brenda Ibarra (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/10/2012 12:27:00
 Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 21
 Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :
 Case Title : HONDA AUTO CENTER - ██████████ BRAKES LOCK UP AND ACTIV 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 : SEATTLE, WA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18715F ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 93,000
 In Service Date : 08/21/2005
 Months In Use : 85
 Engine Number : J35A61669409
 Originating Dealer No. / Name : 207343 / HONDA AUTO CENTER OF BELLEVUE
 Selling Dealer No. / Name : 207343 / HONDA AUTO CENTER OF BELLEVUE
 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 : 207343 / HONDA AUTO CENTER OF BELLEVUE
 Phone No. : 425-643-3770
 Address : 13291 S.E. 36TH STREET
 City / State / Zip : BELLEVUE, WA 98006
 Svc District / Sls District : 02A / A02
 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
N012012-09-1900879-1 ██████████ - PRO	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-09-1900879-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Todd Yamatsuka	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2012 2:11:40 PM
Issue Owner : Todd Yamatsuka	Type 2 : Operation	Queue :	Close Date : 10/10/2012 12:27:00
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-09-1900879

Case Title: HONDA AUTO CENTER [REDACTED] - BRAKES LOCK UP AND ACTIVATE ON

*** CASE CREATE 9/19/2012 11:59:41 AM, bibarra

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

*** CASE MODIFY 9/19/2012 12:21:14 PM, bibarra

into WIP default and Status of Solving.

*** NOTES 9/19/2012 12:28:15 PM, bibarra, Action Type : Call from Customer

Customer info updated.

Best contact number: [REDACTED]

Customer states that the brakes lock up and activate on their own when driving. Customer states that when his wife was driving the vehicle at 25MPH and the it came to a screeching halt on 08/06/12; states that the VSA indicator illuminated. Customer took vehicle to HONDA AUTO CENTER OF BELLEVUE on 08/08/12 and SM was unable to duplicate issue evening after keeping the vehicle overnight but advised customer that there was an error in the computer log which was corrected and brakes were replaced. Customer states that recently he was driving on the hwy at 50MPH and the vehicle stated braking and slowed to 30 MPH on 09/16/12. Customer states that he believed issue was related to VSA and disabled it however two days on 09/18/12 later the vehicle screeched to a halt when driving 30 MPH. Customer states that there are several duplicate complaints for the 2005 PILOT on NHTSA and www.edmunds.com. Customer states that this is a safety concern AHM should be involved in and he does not feel comfortable driving the vehicle because it endangers the safety of his kids. Customer purchased the vehicle at HONDA AUTO CENTER OF BELLEVUE used in 2008.

customer that the case would be dispatched to a case manager for further review. Customer was provided case number for future reference, and informed customer that assigned CM would schedule a call back by the end of the following business day.

*** CASE MODIFY 9/19/2012 12:28 48 PM, bibarra

into WIP default and Status of Solving.

*** CASE DISPATCH 9/19/2012 12:29:07 PM, bibarra

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 9/19/2012 1:16:32 PM, ksulliva

N012012-09-1900879 to tyamatsu, WIP

*** CASE RULE ACTION 9/19/2012 1:16:32 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012012-09-1900879-1 CREATE 9/20/2012 2:11:40 PM, tyamatsu

Created in WIP Default with Due Date 9/20/2012 2:11:40 PM.

*** NOTES 9/20/2012 2:12:58 PM, tyamatsu, Action Type : Field.Service

I reviewed case with DPSM 2A. DPSM 2A requested I forward the case details to him and he would review matter with Honda Auto Center of Bellevue. I thanked DPSM 2A for his assistance and will await his feedback.

*** CASE MODIFY 9/20/2012 2:15:30 PM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 9/20/2012 2:17:10 PM, tyamatsu, Action Type : Call to Customer

I left a message for [REDACTED] acknowledging his concern he shared with the Honda inbound rep yesterday. I provided my contact # for Mr. Johnson to call me if needed. I stated that I planned to follow up with him by next week Friday to discuss his case in depth after we've gathered information from Honda Auto Center of Bellevue.

Case History

Case ID : N012012-09-1900879

Case Title : HONDA AUTO CENTER [REDACTED] - BRAKES LOCK UP AND ACTIVATE ON

*** COMMIT 9/20/2012 2:17:15 PM, tyamatsu, Action Type : N/A

Honda Auto Center Bellevue- pending update from DPSM 2A / discuss case w cust

*** CASE MODIFY 9/20/2012 2:18:27 PM, tyamatsu

into WIP Default and Status of Solving.

*** CASE MODIFY 9/20/2012 2:18:37 PM, tyamatsu

into WIP Default and Status of Solving.

*** CASE MODIFY 9/20/2012 2:18:54 PM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 9/25/2012 10:20:30 AM, tyamatsu, Action Type : Call to Dealer

I called Honda Auto Center of Bellevue. John Scurlock (S.M.) was out of the office. I discussed case with Randy Eaton (Service drive mgr). Randy stated he plans to review case with John Scurlock (S.M.) today to confirm our plan of action and then he will call me to update the case. I thanked Randy for his assistance and closed our call.

*** NOTES 9/25/2012 10:56:23 AM, tyamatsu, Action Type : Call to Customer

I returned [REDACTED] call. He stated he is waiting for an update from Honda Auto Center of Bellevue. I stated I just called Honda Auto Center of Bellevue earlier today and will anticipate a follow up call from them also. I stated that we will both anticipate an update after his case is reviewed. [REDACTED] understood and will await the dealerships follow up call.

*** CASE MODIFY 9/25/2012 10:56:32 AM, tyamatsu

into WIP District 2A and Status of Solving.

*** NOTES 9/25/2012 2:53:28 PM, tyamatsu, Action Type : Call from Dealer

Randy Eaton (Service drive mgr) at Honda Auto Center of Bellevue called to update the case. He stated the customer is going to drop his car off today to allow them to inspect the vehicle for rapid deceleration when travelling 50 mph. Randy will provide an update after their inspection.

*** NOTES 9/25/2012 3:00:51 PM, tyamatsu, Action Type : Call to Customer

I left a message for [REDACTED] stating I received an update from Honda Auto Center of Bellevue. I stated that I was informed that he would drop his car off at the dealership tonight so they can diagnose his vehicle tomorrow. I stated we would discuss his case further after I receive the results of the diagnosis. I left my # to [REDACTED] to call me if he had any questions or concerns.

*** NOTES 9/28/2012 1:57:42 PM, tyamatsu, Action Type : Note-General

I sent communication to Randy Eaton @ Honda Auto Center of Bellevue to provide an update on [REDACTED] case.

*** CASE FULFILL 9/28/2012 2:02:43 PM, tyamatsu

Fulfilled for [REDACTED] due 09/27/2012 05:00:00 PM.

*** COMMIT 9/28/2012 2:03:11 PM, tyamatsu, Action Type : N/A

Honda Auto Ctr of Bellevue- pending update from cust/dealership

*** NOTES 10/1/2012 11:10:41 AM, tyamatsu, Action Type : Call from Dealer

John Scurlock (S.D.) at Honda Auto Center of Bellevue called to discuss case. He stated [REDACTED] ended up trading in his 2005 Pilot. They were unable to duplicate [REDACTED] contention that the brakes activated on it's own when they inspected the car on 9-26.

*** NOTES 10/1/2012 12:04:49 PM, tyamatsu, Action Type : Call to Customer

I left a message for [REDACTED] to call me to discuss his case. I stated I was informed by Honda Auto Center of Bellevue that he traded in his 2005 Pilot. I asked [REDACTED] to call me to discuss any concerns he wished to address.

Case History

Case ID : N012012-09-1900879

Case Title : HONDA AUTO CENTER - [REDACTED] - BRAKES LOCK UP AND ACTIVATE ON

*** CASE FULFILL 10/1/2012 12:04:58 PM, tyamatsu

Fulfilled for [REDACTED] due 10/02 2012 05:00:00 PM.

*** COMMIT 10/1/2012 12:05:05 PM, tyamatsu, Action Type : N/A

Honda Auto Center of Bellevue- pending cust response.

*** CASE MODIFY 10/1/2012 12:05:43 PM, tyamatsu

into WIP District 2A and Status of Solving.

*** NOTES 10/10/2012 12:26:32 PM, tyamatsu, Action Type: Call to Customer

I followed up with [REDACTED]. He confirmed they traded in their Pilot for a 2011 Odyssey. [REDACTED] was very pleased with the deal they received.

In conclusion [REDACTED] was satisfied with the way his case was addressed. I thanked him for his feedback and closed our call.

*** SUBCASE N012012-09-1900879-1 CLOSE 10/10/2012 12:27:00 PM, tyamatsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/10/2012 12:27:00 PM, tyamatsu

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

Case Details

Case ID : N012012-11-1202413 Division : Honda - Auto Condition : Closed Open Date : 11/12/2012 2:44:05 PM
 Case Originator : Erika Williams (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/12/2012 3:02:55 PM
 Case Owner : Erika Williams (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Erika Williams (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - FRONT BRAKES LOCKING 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 : PITTSBURGH, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18755E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 57,000
 In Service Date : 08/02/2005
 Months In Use : 87
 Engine Number : J35A61673818
 Originating Dealer No. / Name : 206754 / HERSON'S HONDA
 Selling Dealer No. / Name : / OURISMAN 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 / 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
N012012-11-1202413-1 ██████████	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID: N012012-11-1202413-1	Disposition: Complaint	Condition: Closed	Wipbin:
Issue Originator: Erika Williams	Type 1: Product	Status: Subcase Close	Open Date: 11/12/2012 2:52:37 PM
Issue Owner: Erika Williams	Type 2: Operation	Queue:	Close Date: 11/12/2012 2:55:16 PM
Issue Title: [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Braking Effort 4102
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer.
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID: N012012-11-1202413

Case Title : [REDACTED] FRONT BRAKES LOCKING

*** CASE CREATE 11/12/2012 2:44:05 PM, ewillia1

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

*** SUBCASE N012012-11-1202413-1 CREATE 11/12/2012 2:52:37 PM, ewillia1

Created in WIP Default with Due Date 11/12/2012 2:52:37 PM.

*** CASE MODIFY 11/12/2012 2:53:35 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2012 2:53:36 PM, ewillia1

into WIP default and Status of Solving.

*** SUBCASE N012012-11-1202413-1 CLOSE 11/12/2012 2:55:16 PM, ewillia1

Status = Solving, Resolution Code = Instruction Given

*** NOTES 11/12/2012 3:01:55 PM, ewillia1, Action Type : Call from Customer

I verified and updated the customer's contact information

The customer's best contact number is [REDACTED]

The customer called ACS and stated that he is the second owner as he purchased this in 2011. Mr. Matthews explained experiencing since 11/11/2012, his front brakes are locking up. He has taken this to a local IRF who diagnosed this as the Anti Brake Locking System that is engaging [REDACTED] describes the symptom as when his foot is on the accelerator, the brakes will apply themselves. He mentioned that he noticed on the Internet other owners posting their experience and concern and inquired if we are aware of if there is any known issue pertaining to his vehicle.

ACS explained that there are no known issues or recalls pertaining to the symptoms he is experiencing, however, he has made the right step to contact the DLR to schedule an appointment. He has an appointment set for 11/19 but he cannot wait that long. ACS suggested that he may call back the DLR and explain his concern and see if they are willing to make an opening for him or he can request to speak to the SM as well. ACS then explained that after he receives his diagnosis, if he would like AH to be involved at that time, he can contact us then. Customer understood.

ACS provided customer with website www.owners.honda.com <<http://www.owners.honda.com>>, and offered assistance, but customer declined. Explained that the case will be documented and closed. Customer thanked ACS and no further assistance is required at this time

*** CASE MODIFY 11/12/2012 3:01:59 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2012 3:01:59 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2012 3:02:14 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2012 3:02:15 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2012 3:02:38 PM, ewillia1

into WIP default and Status of Solving.

*** CASE CLOSE 11/12/2012 3:02:55 PM, ewillia1

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