

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 3/13/2013 3:26:43 PM  
 Case Originator : Luis Cisneros (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 3/13/2013 4:49:53 PM  
 Case Owner : Luis Cisneros (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Luis Cisneros (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - PASSENGER SIDE AIRBAG DEPLOYMENT CONCERN No. of Attachments : 0

**Site / Contact Info :**

Site Name : [REDACTED] 666T  
 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 : SALT LAKE CITY, UT [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED]

**Product Info :**

Unit Owner :  
 VIN Type / No. : No VIN /  
 Model / Year : TSX / 2004  
 Model ID / Product Line : /  
 Miles / Hours :  
 In Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. Of Doors :  
 Transmission Code :  
 Exterior Color :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**3rd Party Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PR Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Luis Cisneros	Type 1 : Product	Status : Subcase Close	Open Date : 3/13/2013 4:47:47 PM
Issue Owner : Luis Cisneros	Type 2 : Operation	Queue :	Close Date : 3/13/2013 4:49:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc : Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to 3rdParty  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :  
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] PASSENGER SIDE AIRBAG DEPLOYMENT CONCERN

\*\*\* CASE CREATE 3/13/2013 3:26:43 PM, Icisnero

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

\*\*\* NOTES 3/13/2013 3:26:43 PM, Icisnero, Action Type :

\*\*\* NOTES 3/13/2013 3:47:53 PM, Icisnero, Action Type : Call from Customer

Added clients contact information, contact number [REDACTED]

Client explained she is calling on behalf of her fiancé [REDACTED] who is the owner of the vehicle.

Ms. [REDACTED] advised Mr. [REDACTED] was driving at night and hit a pothole in the freeway.

Client stated he was driving about 65mph and the front passenger side curtain airbags deployed.

I asked client if anyone was sitting in the front passenger seat and if his fiancé was wearing the seatbelt.

Client replied no passengers and he was wearing his seatbelt.

The client stated they contacted their insurance company and does not remember what insurance company.

Client explained the vehicle is being repaired at the moment and will possibly release the vehicle tomorrow.

I asked client if their insurance company is providing any information or directions in regards to their finding.

Client replied they are not being very informative.

I emphasized with the client and explained a case file was opened.

I thanked client for contacting our office and allowing us the opportunity to understand the concern.

The client explained her fiancé believes this is not standard to occur.

Client advised her fiancé is requesting financial assistance with the \$500 deductible.

I asked client if the vehicle has been inspected by an Acura dealer yet, client replied no.

I educated client and advised it is possible for airbags to deploy when bumps, dips or pot holes are struck.

Upon speaking with TL I explained the insurance company should determine if any malfunctions caused the airbag to deploy.

Client understood insurance companies have procedures in place if to follow up with the manufacturer if they believe a manufacture malfunction caused damage.

The client thanked me and call ended.

\*\*\* CASE MODIFY 3/13/2013 4:03:53 PM, Icisnero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/13/2013 4:46:44 PM, Icisnero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/13/2013 4:46:48 PM, Icisnero

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 3/13/2013 4:47:47 PM, Icisnero

Created in WIP Default with Due Date 3/13/2013 4:47:47 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 3/13/2013 4:49:51 PM, Icisnero

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 3/13/2013 4:49:52 PM, Icisnero

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 3/13/2013 4:49:53 PM, Icisnero

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

Case ID : [REDACTED]  
 Case Originator : Keith Applewhite (Team CD)  
 Case Owner : Zakiya Grady (Team CC)  
 Last Closed By : Zakiya Grady (Team CC)  
 Case Title : [REDACTED] AIRBAG RECALL

Division : Honda - Auto  
 Sub Division : Satellite Center  
 Method : Phone  
 Point of Origin : Customer

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5335  
 VIN Type / No. : US VIN / JH4CL95844C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 68,000  
 In Service Date : 05/02/2003  
 Months In Use : 58  
 Engine Number : K24A21001014  
 Originating Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Selling Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Trm : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPPVSC Coverage Start / End Date :  
 HPPVSC 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. :  
 Dealer # : Dealer Name : Agent Name : Comp Ind. :

3rd Party Info :

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

Issues :

[REDACTED]	Issue ID / Title	CAMPAL	Status	Subcase Close	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Eligibility	752	SRS	[REDACTED]

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

**Run Date : 08/09/2013**

Issue Details

Issue ID : [REDACTED]  
Issue Originator : Keith Applewhite  
Issue Owner : Keith Applewhite  
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY

Disposition: Information  
Type 1 : Campaign  
Type 2 : Eligibility

Condition : Closed  
Status : Subcase Close  
Queue :

Wipbin :  
Open Date : 3/10/2008 10:54:40 AM  
Close Date : 3/10/2008 10:54:58 AM

**Coding Info :**

Labor Code / Desc : 7527/SRS  
Condition Code Desc : Advanced SRS Sys7526  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Documented Concern  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
Solution Title :

Resolution Title :

**Parts Info :**

Part No	Part Description	BO Reason

Case History

Case ID: [REDACTED] Case Title: [REDACTED] - AIRBAG RECALL

\*\*\* CASE CREATE 3/10/2008 10:18:25 AM, kapplewh  
 Contact - [REDACTED] Priority - N/A, Status = Solving  
 \*\*\* CASE MODIFY 3/10/2008 10:18:30 AM, kapplewh  
 into WIP default and Status of Solving.  
 \*\*\* CASE MODIFY 3/10/2008 10:19:01 AM, kapplewh  
 into WIP default and Status of Solving.  
 \*\*\* CASE MODIFY 3/10/2008 10:48:05 AM, kapplewh  
 into WIP default and Status of Solving.  
 \*\*\* NOTES 3/10/2008 10:51:26 AM, kapplewh, Action Type : Call from Customer  
 Client called ACS regarding recalls. Client wants to know if his vehicle has any outstanding recalls. I verified customers contact information. Client did not know VIN at the time of call. I attempted to retrieve VIN by name, but was unsuccessful. Client states his passenger side curtain airbag deployed by itself while driving. Client states his insurance company has not been notified.  
 Client states he was traveling Westbound on the 210 freeway when this incident had taken place. I advised client that AHM will need VIN in order to access recall information as recalls are VIN specific. Client understood. Client thanked and ended call.

Clients contact number: [REDACTED]  
 \*\*\* SUBCASE [REDACTED] CREATE 3/10/2008 10:54:40 AM, kapplewh  
 Created in WIP Default with Due Date 3/10/2008 10:54:40 AM.  
 \*\*\* CASE MODIFY 3/10/2008 10:54:54 AM, kapplewh  
 into WIP default and Status of Solving  
 \*\*\* SUBCASE [REDACTED] CLOSE 3/10/2008 10:54:58 AM, kapplewh  
 Status = Solving, Resolution Code = Instruction Given  
 \*\*\* CASE CLOSE 3/10/2008 10:54:58 AM, kapplewh  
 Status = Closed, Resolution Code = Instruction Given, State = Open  
 with Condition of Open and Status of Solving.  
 \*\*\* CASE MODIFY 3/10/2008 11:32:23 AM, dguerrer  
 into WIP default and Status of Solving.  
 \*\*\* CASE MODIFY 3/10/2008 11:32:31 AM, dguerrer  
 into WIP default and Status of Solving.  
 \*\*\* CASE MODIFY 3/10/2008 11:32:49 AM, dguerrer  
 into WIP default and Status of Solving.  
 \*\*\* CASE EXTENDED WARRANTY LOOKUP 3/10/2008 11:35:08 AM, dguerrer  
 WARRANTY CHECK 03/10/2008 11:35:08 AM, dguerrer  
 No data found for VIN.  
 \*\*\* CASE CLAIMS LOOKUP 3/10/2008 11:35:31 AM, dguerrer  
 CLAIM CHECK 03/10/2008 11:35:31 AM, dguerrer

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG RECALL

Case History

The following Claim History information was found

0; 2006-05-10; 251216; 402151; 510; 7370A3 ; SAFETY RECALL; TSX REAR WIRE HARNESS - INSPECT REAR WIRE HARNESS, AND INSTALL PLASTIC TUBE S/B# 04-

\*\*\* CASE CAMPAIGN LOOKUP 3/10/2008 11:35:34 AM, dguerrer

CAMPAIGN CHECK 03/10/2008 11:35:34 AM dguerrer

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 05/10/06; FX;

06-050; Q27; Class Action Acura; ;

04-021; Q33; 03-04 RADIO DISPLAY; ; ;

07-016; Q36; 04-05 TSX HI

\*\*\* CASE VSC LOOKUP 3/10/2008 11:35:35 AM, dguerrer

VSC-CUC CHECK 03/10/2008 11:35:35 AM dguerrer

No data found for VIN.

\*\*\* NOTES 3/10/2008 11:37:25 AM, dguerrer, Action Type : Call from Customer

The client called back and provided his VIN. He stated he has brought his vehicle to Carmax where he bought it a year ago. He stated that he has not notified his insurance company and wanted to know what Acura can do for him.

I attempted to transfer the call to ACS Torrance but the customer disconnected the call while on hold.

\*\*\* CASE CLOSE 3/10/2008 11:38:38 AM, dguerrer

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

\*\*\* CASE REOPEN 3/10/2008 4:05:21 PM, zgrady

with Condition of Open and Status of Solving.

\*\*\* NOTES 3/10/2008 4:08:28 PM, zgrady, Action Type : Call from Customer

The client contacted ACS stating that he would like Acura to buy the car back from him or fix the vehicle even though he purchased it from Carmax because the airbag came out while driving. After confirming this call was non-campaign related, the Acura client was warm transferred to the Acura Queue. I verified that the client contacted ACS through the 800-382-2238 and advised the client that should the call drop, he can call 800-382-2238 and press option

#5. The client understood and the call ended

\*\*\* CASE CLOSE 3/10/2008 4:08:32 PM, zgrady

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 3/10/2008 4:07:07 PM  
 Case Originator : Julian Espinoza (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 3/12/2008 10:47:29 AM  
 Case Owner : Kevin Brown (Team SB) Method : Phone Queue : Days Open : 2  
 Last Closed By : Kevin Brown (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : 01C - SAFETY - [REDACTED] - AIR BAG DEPLOYED BY THEMSELVES - CA No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 5335  
 VIN Type / No. : US VIN / JH4CL95844C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 67,000  
 In Service Date : 05/02/2003  
 Months In Use : 58  
 Engine Number : K24A21001014  
 Originating Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Selling Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251232 / THOMAS ACURA  
 Phone No. : 626-915-1602  
 Address : 580 S. CITRUS AVENUE  
 City / State / Zip : COVINA, CA 91723  
 Svc District / Sls District : 01B / A01  
 Warranty Labor Rate / Date : \$125.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safe ty"	752	SRS
[REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	751	Side Airbag



**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Harrison	Type 1 : Product	Status : Subcase Close	Open Date : 3/11/2008 2:33:20 PM
Issue Owner : Bryan Harrison	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/11/2008 3:08:28 PM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Front-Deploy 7521  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Forward to HNA Law  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Harrison	Type 1 : Product	Status : Subcase Close	Open Date : 3/11/2008 2:35:44 PM
Issue Owner : Bryan Harrison	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/11/2008 3:08:22 PM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Forward to HNA Law  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 01C - SAFETY - [REDACTED] AIR BAG DEPLOYED BY THEMSELVES - CA

\*\*\* CASE CREATE 3/10/2008 4:07:07 PM, jespinoz

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/10/2008 4:07:08 PM, jespinoz

WARRANTY CHECK 03/10/2008 04:07:08 PM jespinoz

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/10/2008 4:07:15 PM, jespinoz

CLAIM CHECK 03/10/2008 04:07:15 PM jespinoz

The following Claim History information was found

0; 2006-05-10; 251216; 402151; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-

\*\*\* CASE CAMPAIGN LOOKUP 3/10/2008 4:07:33 PM, jespinoz

CAMPAIGN CHECK 03/10/2008 04:07:33 PM jespinoz

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 05/10/06; FX;

06-050; Q27; Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; ; ;

07-016; Q36; 04-05 TSX HI

\*\*\* NOTES 3/10/2008 4:48:36 PM, jespinoz, Action Type : Call from Customer

Verified contact info/ vehicle purchased from Car Max in 03/07 w/ 33k miles

Client has contacted ACS because his air bag's automatically deployed

Client claim's that he was driving west bound on the 210 highway it was March 9 at 5:30 am he was driving and his friend was in the passenger seat she is 5'3 and weighs 160 lbs and it was still dark while the sun was barely coming up

client stated he did not hit any pot hole's, he merely began to brake from 70 or 75 mph to exit when the passenger curtain air bag and the passenger seat air bag deployed, he did not hit anything and he began to exit the freeway after getting off the highway he stopped at a 76 gas station where he contacted the police he was ok but his freind had trouble breathing and her side began to hurt,

no police report was filed as no accident occured according to police

he or passenger did not have phone's

client has already contacted insurance they told him to contact us,

vehicle is at Car Max who also told him to contact us, Client has not taken vehicle to any Acura dealer

both passenger's wearing seat belt's

Client would like acura to make him an offer, he does not feel safe and want's something to be done

client provided if he can get a loaner vehicle, I told him we are not a dealer we don't loaner's but the issue should be reviewed by a CM

Case History

Case ID : [REDACTED]

Case Title : 01C - SAFETY - [REDACTED] AIR BAG DEPLOYED BY THEMSELVES - CA

client wanted to know if he can just contact a dealer and he will be automatically given a loaner  
he then asked if he can leave the vehicle with Carmax, I replied if they allow that then yes, Acura  
does have to look at the vehicle first, before making any decision's, client then asked what if he can't?  
I replied you can take it home, client said if he should drive I replied if that is possible yes

I provided case # and advised him that a CM will contact him by the end of the next business day.

Best # for contact [REDACTED]

\*\*\* CASE MODIFY 3/10/2008 4:50:04 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/10/2008 4:50:14 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/10/2008 4:50:14 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 3/10/2008 4:50:22 PM, jespinoz  
from WIP default to Queue Acura Team B.

\*\*\* CASE YANKED 3/11/2008 6:17:01 AM, bharriso  
Yanked by bharriso into WIPbin default.

\*\*\* NOTES 3/11/2008 8:19:17 AM, apadungy, Action Type : Call from Customer  
[REDACTED] information verified.

Client called to check on his case and was transferred to CM VM as the CM was not available

\*\*\* SUBCASE [REDACTED] CREATE 3/11/2008 2:33:20 PM, bharriso  
Created in WIP Default with Due Date 3/11/2008 2:33:20 PM.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/11/2008 2:33:23 PM, bharriso  
WARRANTY CHECK 03/11/2008 02:33:23 PM bharriso  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/11/2008 2:33:28 PM, bharriso  
CLAIM CHECK 03/11/2008 02:33:28 PM bharriso  
The following Claim History information was found  
0; 2006-05-10; 251216; 402151; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE  
HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-

\*\*\* CASE CAMPAIGN LOOKUP 3/11/2008 2:33:30 PM, bharriso  
CAMPAIGN CHECK 03/11/2008 02:33:30 PM bharriso  
The following Campaign information was found  
04-026; P45; 04 TSX TRUNK WIRE; 05/10/06; FX;  
06-050; Q27 Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016; Q36; 04-05 TSX HI

\*\*\* CASE VSC LOOKUP 3/11/2008 2:33:31 PM, bharriso

Case History

Case ID : ██████████ Case Title : 01C - SAFETY - ██████████ - AIR BAG DEPLOYED BY THEMSELVES - CA

VSC-CUC CHECK 03/11/2008 02:33:31 PM bharriso  
No data found for VIN.

\*\*\* CASE MODIFY 3/11/2008 2:35:03 PM, bharriso  
into WIP default and Status of Solving.

\*\*\* SUBCASE ██████████ CREATE 3/11/2008 2:35:44 PM, bharriso  
Created in WIP Default with Due Date 3/11/2008 2:35:44 PM.

\*\*\* CASE MODIFY 3/11/2008 2:48:10 PM, bharriso  
into WIP default and Status of Solving.

\*\*\* NOTES 3/11/2008 3:03:04 PM, bharriso, Action Type : Call to Customer

Client stated that:

- Passenger was taken to the hospital due to injuries.
- He is unsure of the extent of injuries but at a minimum has bruises on her side
- No air bag complaints previous to the incident.
- No air bag light on previous to the incident.
- Will be taking the vehicle to THOMAS ACURA for inspection.
- Bought the vehicle with 33K.

ACS stated that I would review and call him back.

\*\*\* NOTES 3/11/2008 3:03:47 PM, bharriso, Action Type : HNA Law  
ACS reviewed the case with HNA legal.

\*\*\* NOTES 3/11/2008 3:07:57 PM, bharriso, Action Type : Call to Customer

ACS left a message for the Client stating that after an initial review of his case his case is being forwarded to another department for additional review.

ACS stated that he will be contacted in the near future, however, there is no timeline for the initial contact.

ACS left my name, number, and extension in the case the Client had any questions during the interim period.

\*\*\* SUBCASE B012008-03-1002500-2 CLOSE 3/11/2008 3:08:22 PM, bharriso  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE ██████████ CLOSE 3/11/2008 3:08:28 PM, bharriso  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 3/11/2008 3:09:17 PM, bharriso  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 3/11/2008 3:10:20 PM, bharriso  
██████████ to kbrown, WIP

\*\*\* CASE RULE ACTION 3/11/2008 3:10:20 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 3/11/2008 3:28:28 PM, jespinoz, Action Type : Call from Customer  
client called inrequesting to speak with CM  
I authorized W/T from CM  
and client was W/T

Case History

Case ID : [REDACTED]

Case Title : 01C - SAFETY - [REDACTED] AIR BAG DEPLOYED BY THEMSELVES - CA

\*\*\* NOTES 3/12/2008 6:40:18 AM, kosorio, Action Type : Letter/Fax  
BBB Call record received on 3/11/2008 & forwarded from Mediation.

Client states he would like Acura to replace the vehicle or repurchase it. He states he's afraid to drive this vehicle and would like to be compensated for the car and walk away from any further financial responsibilities concerning this vehicle.

\*\*\* NOTES 3/12/2008 10:44:22 AM, kbrown, Action Type : Note-General  
The call record was forwarded to HNA.

\*\*\* CASE MODIFY 3/12/2008 10:44:29 AM, kbrown  
into WIP default and Status of Solving.

\*\*\* NOTES 3/12/2008 10:45:15 AM, kbrown, Action Type : HNA Law  
The client's information has been forwarded to HNA for follow up with the client.

\*\*\* CASE MODIFY 3/12/2008 10:45:20 AM, kbrown  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 3/12/2008 10:47:29 AM, kbrown  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 3/15/2010 6:04:28 AM  
 Case Originator : Anthony Varon (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 4/1/2010 11:16:41 AM  
 Case Owner : Scott Franklin (Team MA) Method : Phone Queue : Days Open : 17  
 Last Closed By : Scott Franklin (Team MA) Point of Origin : Customer Wipbin :  
 Case Title : 5H - [REDACTED] SIDE CURTAIN AIRBAG DEPLOY CONCERN (DENVILL No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 7 S  
 VIN Type / No. : US VIN / JH4CL96884C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 70,000  
 In Service Date : 05/28/2003  
 Months In Use : 82  
 Engine Number : K24A21005143  
 Originating Dealer No. / Name : 251298 / ACURA OF DENVILLE  
 Selling Dealer No. / Name : 251298 / ACURA OF DENVILLE  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251298 / ACURA OF DENVILLE  
 Phone No. : 973-361-2626  
 Address : 3109 ROUTE 10 EAST  
 City / State / Zip : DENVILLE, NJ 07834  
 Svc District / Sls District : 05G / D05  
 Warranty Labor Rate / Date : \$118.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PROD Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Franklin	Type 1 : Product	Status : Subcase Close	Open Date : 3/15/2010 12:28:48 PM
Issue Owner : Scott Franklin	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/1/2010 11:16:37 AM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to Dealer, Documented Concern, Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :            Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : SH - [REDACTED] - SIDE CURTAIN AIRBAG DEPLOY CONCERN (DENVER)

\*\*\* CASE CREATE 3/15/2010 6:04:28 AM, avaron

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/15/2010 6:04:33 AM, avaron

WARRANTY CHECK 03/15/2010 06:04:32 AM avaron

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/15/2010 6:04:37 AM, avaron

CLAIM CHECK 03/15/2010 06:04:37 AM avaron

The following Claim History information was found

0; 2007-09-20; 251298; 107390; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 3/15/2010 6:04:42 AM, avaron

CAMPAIGN CHECK 03/15/2010 06:04:41 AM avaron

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 05/03/05; FX;

06-050; Q27; Class Action Acura; ;

04-021; Q33; 03-04 RADIO DISPLAY; ; ;

07-016; Q36; 04-05 TSX HID

\*\*\* CASE VSC LOOKUP 3/15/2010 6:04:44 AM, avaron

VSC-CUC CHECK 03/15/2010 06:04:44 AM avaron

No data found for VIN.

\*\*\* CASE MODIFY 3/15/2010 6:05:52 AM, avaron

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/15/2010 6:12:47 AM, avaron

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/15/2010 6:13:02 AM, avaron

into WIP default and Status of Solving.

\*\*\* NOTES 3/15/2010 6:14:08 AM, avaron, Action Type : Call from Customer

Updated Client Information

Client is calling because he was driving on the HWY on Friday however he noticed that his side curtain air bags deployed without actually being in an accident.

Client is seeking to know what could be the cause of the side curtain airbags just going off on it's own & who will pay for it since he's out of warranty & it's not his fault.

Client states he contacted Acura who advised him to contact ACS to see what the issue could be. Client states he contacted his insurance company & they advised him they would look into the issue. Client states he was driving around 8-9PM on Friday on a local HWY & he is not sure if he hit a large bump. Client states he didn't see any type of airbag warning light on. Client states he hasn't been to an Acura dealer yet for a diagnosis. Client states the side curtain airbag went off on the passenger side & no injuries were sustained. Client states the vehicle was not in an accident when the airbag went off nor has it been in any accident previously.

ACS a ppo gized & advised the client that the case can be forwarded to a RCM for review to determine what his o ptions are. ACS advised the client that



Case History

Case ID : [REDACTED] Case Title : 5H - [REDACTED] SIDE CURTAIN AIRBAG DEPLOY CONCERN (DENVER)

he should receive a call back by end of next business day. Client was provided a case number & seeks no further assistance.

\*\*\* CASE DISPATCH 3/15/2010 6:14:32 AM, avaron  
from WIP default to Queue Acura Team B.

\*\*\* CASE ACCEPT 3/15/2010 8:39:42 AM, sfrankli  
from Queue Acura Team B to WIP default.

\*\*\* SUBCASE [REDACTED] CREATE 3/15/2010 12:28:48 PM, sfrankli  
Created in WIP Default with Due Date 3/15/2010 12:28:48 PM.

\*\*\* COMMIT 3/15/2010 12:28:50 PM, sfrankli, Action Type : N/A  
contact cust

\*\*\* CASE MODIFY 3/15/2010 12:29:07 PM, sfrankli  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/15/2010 1:26:45 PM, sfrankli  
into WIP default and Status of Solving.

\*\*\* NOTES 3/15/2010 1:38:22 PM, sfrankli, Action Type : Call to Customer

Contacted client regarding the concern with the vehicle. Client stated that he was driving and the passenger airbag deployed while he was driving. He stated that there is nothing wrong with the vehicle. He stated that this occurred on Friday night. I understood and apologized for his concern. He stated that he called his insurance company Incompas claim [REDACTED]. He stated that they are going to inspect the car for him as well. I understood and confirmed that there were no lights on the dash on. The client currently has the vehicle. I understood and advised the client how the SRS system works. I advised him that the sensor is located in the rocker panel and detects the rate of deceleration. I advised him that the passenger airbag sensor must react much quicker and therefore is more sensitive. Client understood and stated that he drove the area again and did not see any potholes or road kill or anything. I understood and advised him that ACS would be happy to review his concern when the vehicle is inspected by the dealership. He understood and stated that he would be taking the vehicle up to the dealer in a couple days. I understood and asked him what he was seeking from Acura at this time. He stated that he would like Acura and the insurance company to work out paying for the repair. I understood and advised him that I would wait for his call. He understood and I verified his information and ended the call.

\*\*\* CASE FULFILL 3/15/2010 1:38:55 PM, sfrankli  
Fulfilled for [REDACTED] due 03/16/2010 12:00:00 AM.

\*\*\* COMMIT 3/15/2010 1:38:57 PM, sfrankli, Action Type : N/A  
waiting on inspection

\*\*\* NOTES 3/15/2010 1:56:57 PM, sfrankli, Action Type : Dealer Communication  
ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s):

Client contacted our office regarding a passenger side airbag deployment. Client is seeking assistance with repairing the vehicle. Client will be bringing the vehicle in for inspection. Please contact the DPSM about the inspection. Acura client services will follow up on the inspection. Thank you for your help.

\*\*\* CASE MODIFY COMMITMENT 3/17/2010 9:42:17 AM, sfrankli  
with [REDACTED] due 03/19/2010 12:00:00 AM.

\*\*\* CASE MODIFY 3/17/2010 1:57:56 PM, sfrankli

Case History

Case ID : [REDACTED] Case Title : 5H [REDACTED] - SIDE CURTAIN AIRBAG DEPLOY CONCERN (DENVILLE)

into WIP Safety and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 3/19/2010 11:51:20 AM, sfrankli

with [REDACTED] due 03/23/2010 12:00:00 AM.

\*\*\* NOTES 3/23/2010 9:58:40 AM, sfrankli, Action Type : Call to Customer

Contacted client regarding the vehicle. I asked if he had the vehicle inspected yet. He stated that he took the car to the dealer this morning. I understood and advised him that I would contact the dealer to discuss his vehicle. I thanked him and ended the call.

\*\*\* CASE FULFILL 3/23/2010 10:03:08 AM, sfrankli

Fulfilled for [REDACTED] due 03/23/2010 12:00:00 AM.

\*\*\* COMMIT 3/23/2010 10:03:10 AM, sfrankli, Action Type : N/A

call dlr Denville

\*\*\* NOTES 3/23/2010 1:36:11 PM, sfrankli, Action Type : Call to Dealer

Contacted SM regarding the clients vehicle. He stated that the client brought the car in this morning and they inspected the car. He stated that they found signs of an impact on the vehicle. He stated that there were no codes stored in the vehicle. He stated that he contacted the insurance company to come inspect the vehicle. The client was aware of the findings and that the insurance company was involved. I understood and advised him to document his findings. He understood and I thanked him done ended the call.

\*\*\* CASE FULFILL 3/23/2010 1:36:39 PM, sfrankli

Fulfilled for [REDACTED] due 03/24/2010 12:00:00 AM.

\*\*\* COMMIT 3/23/2010 1:36:42 PM, sfrankli, Action Type : N/A

call cust

\*\*\* CASE MODIFY COMMITMENT 3/24/2010 2:52:45 PM, sfrankli

with [REDACTED] due 03/25/2010 12:00:00 AM.

\*\*\* NOTES 3/25/2010 8:56:16 AM, sfrankli, Action Type : Call to Customer

Contacted client regarding the concern with the vehicle. I asked if he had been in contact with the dealership. He stated that he had spoken to them and was advised that they found some impacts in the under carriage. He stated that the dealership has been working with the insurance to resolve the issue. I understood and advised him that all the findings would be documented on his repair order. I advised him that if he has any questions to please contact our office. He understood and I thanked him and ended the call.

\*\*\* CASE FULFILL 3/25/2010 8:56:24 AM, sfrankli

Fulfilled for [REDACTED] due 03/25/2010 12:00:00 AM.

\*\*\* COMMIT 3/25/2010 8:56:27 AM, sfrankli, Action Type : N/A

close case

\*\*\* SUBCASE [REDACTED] CLOSE 4/1/2010 11:16:37 AM, sfrankli

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/1/2010 11:16:41 AM, sfrankli

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 8/17/2004 3:02:12 PM  
 Case Originator : Jorge Menendez (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 10/29/2004 1:17:05 PM  
 Case Owner : Ana Somoano (Team HM) Method : Phone Queue : Days Open : 73  
 Last Closed By : Ana Somoano (Team HM) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] AIR BAG DEPLOYMENT 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 : FAIRVIEW, NJ [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1  
 VIN Type / No. : US VIN / JH4CL96804C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 27,000  
 In Service Date : 06/02/2003  
 Months In Use : 14  
 Engine Number : K24A21005150  
 Originating Dealer No. / Name : 251461 / PARK AVE. ACURA  
 Selling Dealer No. / Name : 251461 / PARK AVE. ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251461 / PARK AVE. ACURA  
 Phone No. : 201-587-9000  
 Address : 247 W. PASSAIC ST.  
 City / State / Zip : MAYWOOD, NJ 07607  
 Svc District / Sls District : 05H / D05  
 Warranty Labor Rate / Date : \$120.00 /  
 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.
[REDACTED]	PROD Subcase Close	Product	Operation - "Safe ty"	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jorge Menendez	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2004 3:08:27 PM
Issue Owner : Jorge Menendez	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/17/2004 3:16:47 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Referred to Dealer  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :                      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] AIR BAG DEPLOYMENT

\*\*\* CASE CREATE 8/17/2004 3:02:12 PM, jmenende

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/17/2004 3:02:13 PM, jmenende

WARRANTY CHECK 08/17/2004 03:02:13 PM jmenende

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/17/2004 3:02:21 PM, jmenende

CLAIM CHECK 08/17/2004 03:02:21 PM jmenende

The following Claim History information was found

0; 2003-11-07; 251461; 397741; 510; 010099 ; S/T BASE RADIO, EQUALIZER AND CD PLAYER

\*\*\* CASE CAMPAIGN LOOKUP 8/17/2004 3:02:29 PM, jmenende

CAMPAIGN CHECK 08/17/2004 03:02:29 PM jmenende

No data found for VIN

\*\*\* CASE VSC LOOKUP 8/17/2004 3:02:33 PM, jmenende

VSC-CUC CHECK 08/17/2004 03:02:33 PM jmenende

No data found for VIN.

\*\*\* SUBCASE [REDACTED] CREATE 8/17/2004 3:08:27 PM, jmenende

Created in WIP Default with Due Date 8/17/2004 3:08:27 PM.

\*\*\* CASE MODIFY 8/17/2004 3:08:53 PM, jmenende

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/17/2004 3:08:58 PM, jmenende

WARRANTY CHECK 08/17/2004 03:08:58 PM jmenende

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/17/2004 3:09:02 PM, jmenende

CLAIM CHECK 08/17/2004 03:09:02 PM jmenende

The following Claim History information was found

0; 2003-11-07; 251461; 397741; 510; 010099 ; S/T BASE RADIO, EQUALIZER AND CD PLAYER

\*\*\* CASE CAMPAIGN LOOKUP 8/17/2004 3:09:03 PM, jmenende

CAMPAIGN CHECK 08/17/2004 03:09:03 PM jmenende

No data found for VIN

\*\*\* CASE VSC LOOKUP 8/17/2004 3:09:12 PM, jmenende

VSC-CUC CHECK 08/17/2004 03:09:12 PM jmenende

No data found for VIN.

\*\*\* NOTES 8/17/2004 3:16:39 PM, jmenende, Action Type : Call from Customer

Customer called & states that his passenger side airbag went off. C/S that his did not & that there was no one in the passenger seat. C/S that he ran over a piece of broken tire & the side airbag deployed. C/S that his vehicle was at the dealership & that he is in a rental car. Advised client to submit his rental car receipts for goodwill consideration but that this was not a guarantee. Client understood & stated he would send them in. C/S that the dealer told him that the DPSM would be in the dealership on Thursday. C/S will Acura goodwill the airbag. Advised client that if the DPSM & the dealership find a defect they will assist but if the product is working as designed that they will not. Client understood & thanked ACS. Closing case.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] AIR BAG DEPLOYMENT

\*\*\* SUBCASE [REDACTED] CLOSE 8/17/2004 3:16:47 PM, jmenende  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/17/2004 3:16:48 PM, jmenende  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/17/2004 3:16:49 PM, jmenende  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 10/26/2004 12:06:30 PM, jharris  
with Condition of Open and Status of Solving.

\*\*\* NOTES 10/26/2004 12:07:34 PM, jharris, Action Type : Letter/Fax  
ACS received a letter dated 9/25/04 forwarded to Lateefah Lintz.

\*\*\* CASE ASSIGN 10/26/2004 12:07:49 PM, jharris  
[REDACTED] to llintz, WIP

\*\*\* NOTES 10/26/2004 12:16:12 PM, llintz, Action Type : Note-General  
According to the customer's letter, the vehicle was taken to Park Ave. Acura and inspected by DPSM-Dustin Townsend. I am forwarding this case and letter to Man Phan, the Case Manager for Park Ave.

\*\*\* CASE MODIFY 10/26/2004 12:16:43 PM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 10/26/2004 12:16:53 PM, llintz  
[REDACTED] to mphan, WIP   eC!d»Op

\*\*\* CASE RULE ACTION 10/26/2004 1:06:45 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE RULE ACTION 10/26/2004 1:06:57 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 10/27/2004 6:40:29 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 10/27/2004 7:19:53 AM, mphan, Action Type : Field/DSM  
S/W Dustin, DPSM.

Dustin stated he inspected the vehicle with Tom McGovern, field engineer, since he was there too. Dustin stated they did not find that the air bags were functioning as design so they advised the client to go to his insurance company.

I asked if there are any RO's or notes so I can include with the file.

Dustin stated he will ask the dealer to pull it since he is there right now and will have them fax it to me.

\*\*\* CASE MODIFY 10/27/2004 7:19:57 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 7:20:03 AM, mphan

Case History

Case ID : [REDACTED]

Case Title : PARK --- [REDACTED] AIR BAG DEPLOYMENT

into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 7:21:39 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 10/27/2004 9:24:00 AM, jharris, Action Type : Letter/Fax  
ACS received a fax dated 10/27/04 forwarded to Man Phan.

\*\*\* CASE MODIFY 10/27/2004 10:30:51 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 10/27/2004 10:49:56 AM, mphan, Action Type : Call from Dealer  
Received RO from dealer and here is what it reads:

"cust states side air bag curtain deployed while driving; inspected undercarriage by Acura DSM-has impact on side of car which made side curtain deployed - not warranty ;repair - ins com. approved work"

\*\*\* CASE MODIFY 10/27/2004 10:50:03 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:51:16 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:51:28 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:51:35 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:51:49 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:51:54 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 10:54:42 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 10/27/2004 10:57:56 AM, mphan, Action Type : Call to Customer

I left a msg for client for client a [REDACTED] introducing myself and asking for a call back. I also left a msg for client at [REDACTED] introducing myself and asked for a call back.

\*\*\* CASE MODIFY 10/27/2004 10:58:00 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 10/27/2004 11:01:05 AM, mphan  
into WIP New Cases and Status of Solving.

\*\*\* COMMIT 10/27/2004 11:01:10 AM, mphan, Action Type : N/A

PARK ---try client again

\*\*\* CASE MODIFY 10/27/2004 11:01:26 AM, mphan  
into WIP New Cases and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : PARK --- [REDACTED] AIR BAG DEPLOYMENT

\*\*\* NOTES 10/28/2004 8:50:20 AM, vcross, Action Type : Call from Customer

ACS received a call from client wanting to speak to his CM. I informed the client that his CM is not available but that I would forward a message to him asking him to return the call. The client was satisfied and ended the call.

\*\*\* NOTES 10/28/2004 10:32:13 AM, mphan, Action Type : Call to Customer

I left a msg for client at [REDACTED] asking for a call back and I also tried [REDACTED] and again asked for a call back.

\*\*\* CASE MODIFY 10/28/2004 10:32:16 AM, mphan

into WIP District 2B and Status of Solving.

\*\*\* NOTES 10/28/2004 2:58:11 PM, mphan, Action Type : Call to Customer

I rtn'd client's call and empathized for his situation.

Client stated that he has tried going after his insurance company for the rest of the rental charges, but they have refused so he wants to see if Acura will contribute or else he will take Acura to small claims court because we are the bigger company. Client stated that he does not feel the airbag should have deployed and therefore he believes he will win in small claims court.

I apologized again for his situation and explained that Acura inspected the vehicle when it was at the dealer and the vehicle was operating as design. I explained further more his insurance company would be the one who would subrogate with Acura if they feel there was a defect with the vehicle causing the airbags to deploy.

Client stated he was hoping that Acura would settle but since they would not then he will have to pursue other avenues.

I advised that if he feels he needs to do that, then that is his right to protect himself as a consumer.

\*\*\* NOTES 10/28/2004 2:58:29 PM, mphan, Action Type : Call from Customer

forwarding case to supervisor for review before closing.

\*\*\* CASE MODIFY 10/28/2004 3:04:53 PM, mphan

into WIP District 2B and Status of Solving.

\*\*\* CASE YANKED 10/29/2004 1:16:51 PM, asomoano

Yanked by asomoano into WIPbin ANA-DEFAULT.

\*\*\* CASE CLOSE 10/29/2004 1:17:05 PM, asomoano

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



Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 7/6/2010 12:24:59 PM  
 Case Originator : Kyle Matsuoka (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 7/15/2010 11:56:51 AM  
 Case Owner : Katrina Coscarelli (Team AA) Method : Phone Queue : Days Open : 9  
 Last Closed By : Katrina Coscarelli (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : 01C [REDACTED] PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPL 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 : CORONA, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 865  
 VIN Type / No. : US VIN / JH4CL95854C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 84,000  
 In Service Date : 06/27/2003  
 Months In Use : 85  
 Engine Number : K24A21008132  
 Originating Dealer No. / Name : 251197 / KEYES ACURA  
 Selling Dealer No. / Name : 251197 / KEYES ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251502 / WEIR CANYON ACURA  
 Phone No. : 714-777-3300  
 Address : 8375 EAST LA PALMA AVE  
 City / State / Zip : ANAHEIM, CA 92807  
 Svc District / Sls District : 01C / B01  
 Warranty Labor Rate / Date : \$135.00 /  
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
251562	ACURA OF RIVERSIDE		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Coscarelli	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2010 11:56:05 AM
Issue Owner : Katrina Coscarelli	Type 2 : Operation - "Safety"	Queue :	Close Date : 7/15/2010 11:56:44 AM
Issue Title : ██████████	PRODUCT - OPERATION - "SAFETY"		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : PassenCurtainSRS7516  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, Referred to 3rd Party  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :            Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : 01C ██████████ - PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED O

\*\*\* CASE CREATE 7/6/2010 12:24:59 PM, kmatsuok

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

\*\*\* CASE CAMPAIGN LOOKUP 7/6/2010 12:28:45 PM, kmatsuok

CAMPAIGN CHECK 07/06/2010 12:28:45 PM kmatsuok

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 08/07/07; FX;

06-050; Q27; ██████████ Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;

07-016; Q36; 04

\*\*\* CASE VSC LOOKUP 7/6/2010 12:28:49 PM, kmatsuok

VSC CHECK 07/06/2010 12:28:49 PM kmatsuok

The following VSC information was found

;;;;;;;;;0;0;0.0

\*\*\* CASE CUC LOOKUP 7/6/2010 12:28:49 PM, kmatsuok

CUC CHECK 07/06/2010 12:28:49 PM kmatsuok

The following CUC information was found

NOE;CORTEZ;EXPIRED;100000;34483;62000;2007-06-27;2010-06-27;2003-06-27;2006-12-30;2006-12-30;251197;2009-10-03

;71179;2007-01-31;2007-01-02

\*\*\* CASE CLAIMS LOOKUP 7/6/2010 12:28:51 PM, kmatsuok

CLAIM CHECK 07/06/2010 12:28:51 PM kmatsuok

The following Claim History information was found

0; 2007-08-07; 251197; 330961; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE

HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/6/2010 12:28:52 PM, kmatsuok

WARRANTY CHECK 07/06/2010 12:28:51 PM kmatsuok

No data found for VIN.

\*\*\* CASE MODIFY 7/6/2010 12:30:52 PM, kmatsuok

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 7/6/2010 12:31:07 PM, kmatsuok

CAMPAIGN CHECK 07/06/2010 12:31:07 PM kmatsuok

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 08/07/07; FX;

06-050; Q27; ██████████ Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;

07-016; Q36; 04

\*\*\* CASE CLAIMS LOOKUP 7/6/2010 12:31:08 PM, kmatsuok

CLAIM CHECK 07/06/2010 12:31:08 PM kmatsuok

The following Claim History information was found

0; 2007-08-07; 251197; 330961; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE

HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-

Case History

Case ID : [REDACTED] Case Title : 01C [REDACTED] PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED O

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/6/2010 12:31:09 PM, kmatsuok

WARRANTY CHECK 07/06/2010 12:31:09 PM kmatsuok

No data found for VIN.

\*\*\* CASE VSC LOOKUP 7/6/2010 12:31:11 PM, kmatsuok

VSC CHECK 07/06/2010 12:31:11 PM kmatsuok

The following VSC information was found

;;;;;;0;0;0.0

\*\*\* CASE CUC LOOKUP 7/6/2010 12:31:12 PM, kmatsuok

CUC CHECK 07/06/2010 12:31:12 PM kmatsuok

The following CUC information was found

[REDACTED] EXPIRED;100000;34483,62000;2007-06-27;2010-06-27;2003-06-27;2006-12-30;2006-12-30;251197;2009-10-03  
;71179;2007-01-31;2007-01-02

\*\*\* NOTES 7/6/2010 12:38:33 PM, kmatsuok, Action Type : Call from Customer

Verified client information.

Verified home [REDACTED]

Client called in because the passenger side airbag deployed on its own. Client stated that he was driving on the highway (July 4th) going about 65 MPH, when all of a sudden the passenger side airbag deployed on its own. Client stated that it was smooth roads, no pot holes, and no sudden movements. Client brother was in the passenger seat but there was no major injury. Client took it to ACURA OF RIVERSIDE yesterday and was told that he should call his insurance company to get it covered. Client was not in an accident so he feels that Acura should cover the repairs. Client stated that he was not told why the airbag deployed on its own.

I apologized for the inconvenience.

I informed that I can understand how scary it might have been.

I informed that I would forward to RCM for further review.

I provided case number.

I informed that the RCM was not available.

I explained that the RCM has until the end of the next business day to contact him back.

Client thanked me and needed no further assistance. Call ended.

\*\*\* CASE MODIFY 7/6/2010 12:38:39 PM, kmatsuok

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/6/2010 12:38:41 PM, kmatsuok

from WIP default to Queue Acura Team B.

\*\*\* CASE RULE ACTION 7/7/2010 11:38:41 AM, sa

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

\*\*\* NOTES 7/7/2010 1:48:06 PM, jmack, Action Type : Call to Customer

I attempted to contact the client to inform them that we received his case and will be reviewing his concern.

I informed the client that he will likely need to bring the vehicle to a Acura dealership to have it inspected and informed him he will receive a call back by Friday.

I provided the case number and out contact number if he has any further questions before he is called back.

Case History

Case ID : [REDACTED]

Case Title : 01C [REDACTED] PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED O

\*\*\* CASE YANKED 7/8/2010 9:15:49 AM, kcoscare

Yanked by kcoscare into WIPbin default.

\*\*\* CASE MODIFY 7/8/2010 9:55:59 AM, kcoscare

into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2010 10:03:34 AM, kcoscare, Action Type : Field Service

\*\*\* I placed a call to DPSM Bill; I was unable to reach him so I left a msg. and asked for a return call regarding this client's contact to our office.

\*\*\* CASE MODIFY 7/8/2010 10:03:39 AM, kcoscare

into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2010 11:27:45 AM, jmack, Action Type : Call from Customer

The client called in stating that he would like to have a vehicle to drive.

The client stated that he took the vehicle to Acura of Riverside and they informed him the vehicle is outside of warranty and to contact his insurance company.

The client states that he did not hit anything and is worried another airbag may deploy for no reason.

The client requested to be contact on his cell phone [REDACTED]

I informed the client that if he requires another vehicle to drive and the dealership does not have a loaner his insurance company may have rental coverage.

I informed the client that he will receive a call back from his case manager after they have been contacted by the DPSM.

\*\*\* CASE MODIFY 7/8/2010 11:52:48 AM, kcoscare

into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2010 12:00:35 PM, kcoscare, Action Type : Call to Customer

\*\*\* I placed a call to the client at [REDACTED] I was unable to reach him so I left a msg. and asked for a return call regarding his contact to our office. I provided the 800# with my direct ext. for contact.

\*\*\* NOTES 7/8/2010 12:23:22 PM, kcoscare, Action Type : Call from Customer

\*\*\* Client returned my call. I introduced myself and verified the client's contact info. I reviewed the case notes.

I advised the client I had a few additional questions regarding the situation.

Client advised of the following info.

Client states his brother was in sitting in the front passenger seat when the side curtain air bag and front passenger seat air bag deployed. Client confirmed the vehicle is drivable, however, he does not feel safe driving the vehicle. I advised the client he should not drive the vehicle if he does not feel safe doing so.

Client advised the vehicle is currently in the garage at his home.

Client advised he had just starting to drive down interstate in broad daylight 15 at 65 mph when all of a sudden the air bags deployed. Client states he then turned the vehicle around and drove home. Client advised he did not hit any object. Client advised he then brought the vehicle to Acura of Riverside (does not know who he spoke with) and he was told they will not touch his vehicle and advised he contact ACS or his Insurance Co. I inquired if the client had contacted his Insurance Co. and the client stated no because he should not have to pay for the repair since he did nothing wrong. I advised the client he should contact his Insurance Co.

Client states the maintenance for this vehicle is performed at his Uncles Shop; A plus Nissan in Corona Ca.

Client is requesting Acura cover the cost of the repairs related to the air bag deployment.

Client is also requesting to have the vehicle inspected by Weir Canyon Acura because Acura of Riverside was not helpful. Client requested this situation be

Case History

Case ID : [REDACTED] Case Title : 01C-[REDACTED] PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED 0 resolved ASAP because he needs a car to take on his trip to Las Vegas next Thursday 7/15/10.

I apologized to the client for his experience. I advised the client I will get in contact with the DPSM to arrange an inspection of his vehicle; however I cannot guarantee this matter will be resolved by next Thursday. Client stated he understood. I verified the client had my contact info. I advised the client I will follow up with him after I speak with the DPSM. I thanked the client for his time and we ended the call.

\*\*\* CASE MODIFY 7/8/2010 12:23:27 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 2:55:25 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2010 3:02:47 PM, kcoscare, Action Type : Field Service

\*\*\* DPSM Bill returned my call. I advised DPSM of the client's concern/request. I reviewed the case notes. DPSM advised he was aware of this client's claim. DPSM advised he spoke with S/M Wally at Acura of Riverside who advised S/M met with the client and his mother and pointed out the impact point on the cross member of the vehicle. DPSM advised he would be happy to inspect the vehicle and provide his findings to ACS. DPSM requested the client meet with him on Tuesday 7/13/10 at 11:00am. I advised DPSM I will follow up with the client regarding the appt. I thanked DPSM for his assistance with this matter and we ended the call.

\*\*\* CASE MODIFY 7/8/2010 3:04:01 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2010 3:08:20 PM, kcoscare, Action Type : Call to Customer

\*\*\* I called and spoke to the client. I informed the client I was able to speak with the DPSM in regards to his concern/request. I informed the client that DPSM Bill is available to inspect his vehicle 7/13/10 @ 11:00am. Client stated that will work for him. I advised the client to ask for S/A Frank when he arrives to the Service Dept. at Weir Canyon, client stated he understood. I advised the client I will contact him later next week in regards to the DPSM's inspection. I thanked the client for his time and we ended the call.

\*\*\* CASE MODIFY 7/8/2010 3:08:26 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* COMMIT 7/8/2010 3:08:31 PM, kcoscare, Action Type : N/A  
get r.o from dealer/contact client

\*\*\* CASE MODIFY 7/8/2010 3:08:48 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 3:10:35 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 3:13:25 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 3:13:48 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 3:14:01 PM, kcoscare  
into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 7/8/2010 3:36:47 PM, kcoscare  
CAMPAIGN CHECK 07/08/2010 03:36:47 PM kcoscare

Case History

Case ID : [REDACTED]

Case Title : 01C-[REDACTED] PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED O

The following Campaign information was found  
04-026; P45; '04 TSX TRUNK WIRE; 08/07/07; FX;  
06-050; Q27; [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;  
07-016; Q36; 04

\*\*\* CASE MODIFY 7/8/2010 3:42:45 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE MODIFY 7/8/2010 3:42:49 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE MODIFY 7/12/2010 12:30:13 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE MODIFY 7/12/2010 12:30:22 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* NOTES 7/13/2010 4:18:07 PM, kcoscare, Action Type : Field Service

\*\*\* DPSM Bill contacted me regarding the inspection of this client's vehicle. DPSM advised there is no evidence of a manufacture defect in materials or factory workmanship. DPSM advised there was evidence of impact on the passenger side undercarriage of the vehicle as well as the exhaust.

\*\*\* CASE MODIFY 7/13/2010 4:18:10 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 7/13/2010 4:18:29 PM, kcoscare  
with [REDACTED] due 07/16/2010 12:00:00 PM.

\*\*\* CASE MODIFY 7/13/2010 4:18:36 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE MODIFY 7/14/2010 3:38:54 PM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* NOTES 7/15/2010 11:53:37 AM, kcoscare, Action Type : Call to Customer

\*\*\* I called and spoke to the client. I informed the client I was calling in regards to the inspection of his vehicle. I verified the client meet with DPSM Bill Tuesday 7/13/10 and was advised that there is no evidence of a manufacture defect in materials or workmanship. Client stated he understood, Client confirmed he has contacted his insurance company who will be covering the cost of the repairs to his vehicle. I thanked the client for his time and we ended the call.

\*\*\* CASE MODIFY 7/15/2010 11:53:44 AM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* CASE FULFILL 7/15/2010 11:53:48 AM, kcoscare  
Fulfilled for [REDACTED] due 07/16/2010 12:00:00 PM.

\*\*\* CASE MODIFY 7/15/2010 11:54:01 AM, kcoscare  
into WIP IC and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 7/15/2010 11:56:05 AM, kcoscare  
Created in WIP Default with Due Date 7/15/2010 11:56:05 AM.

Case History

Case ID : [REDACTED] Case Title : 01C-[REDACTED] - PASSANGER SIDE AIRBAG DEPLOYMENT CONCERN (DEPLOYED O

\*\*\* SUBCASE [REDACTED] CLOSE 7/15/2010 11:56:44 AM, kcoscare

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 7/15/2010 11:56:47 AM, kcoscare

into WIP IC and Status of Solving.

\*\*\* CASE CLOSE 7/15/2010 11:56:51 AM, kcoscare

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



**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 12/26/2003 2:40:16 PM  
 Case Originator : Jill Jackson (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 1/12/2004 9:22:20 AM  
 Case Owner : Lateefah Lintz (Team AA) Method : Phone Queue : Days Open : 17  
 Last Closed By : Lateefah Lintz (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] PASSENGER'S SIDE AIRBAG DEPLOY No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 01  
 VIN Type / No. : US VIN / JH4CL95844C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 5,000  
 In Service Date : 08/14/2003  
 Months In Use : 4  
 Engine Number : K24A21010865  
 Originating Dealer No. / Name : 251386 / ANTONINO ACURA  
 Selling Dealer No. / Name : 251061 / ACURA OF WESTCHESTER  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251061 / ACURA OF WESTCHESTER  
 Phone No. : 914-834-2222  
 Address : 2155 PALMER AVENUE  
 City / State / Zip : LARCHMONT, NY 10538  
 Svc District / Sls District : 05E / C05  
 Warranty Labor Rate / Date : \$122.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PR Subcase Close	Product	Operation - "Safety"	751	Side Airbag
[REDACTED]	PR Subcase Close	Product	Operation - "Safety"	751100	SRS CONTROL UNIT -

**Issue Details**

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lateefah Lintz	Type 1 : Product	Status : Subcase Close	Open Date : 12/29/2003 7:49:00 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/7/2004 10:45:21 AM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION -			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Repaired/Warranty  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :                      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Issue Details**

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lateefah Lintz	Type 1 : Product	Status : Subcase Close	Open Date : 1/7/2004 10:45:27 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/12/2004 9:22:20 AM
Issue Title : [REDACTED]	PRODUCT INFORMATION - OPERATION -		

**Coding Info :**

Labor Code / Desc : 751100 / SRS CONTROL UNIT - REPLACE.  
 Condition Code Desc Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Repaired/Warranty, Assist - Monthly Pmt, CR Generated Gdwill,  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
77960-SEC-C01	SRS UNIT	Warranty

**Check Req Info :**

Check Requisition No. : 101	Payee Name : [REDACTED]
Primary Amount : \$0.00	Address : [REDACTED]
Incidental Type 1 / Amount : Other / \$339.00	City / State / Zip : RYE, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$339.00	Contention Code : B0100
Approved By : cmartin	Defect Code : 03200
Approval Date : 1/8/2004 2:09:38	Category : Regular
Status : PROCESSED	Failed Part # : 77960-SEC-C01
Check No. : 1378372	
Check Date : 1/9/2004	

Case History

Case ID : [REDACTED] Case Title : [REDACTED] PASSENGER'S SIDE AIRBAG DEPLOY

\*\*\* CASE CREATE 12/26/2003 2:40:16 PM, jjackson

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

\*\*\* NOTES 12/26/2003 2:40:16 PM, jjackson, Action Type :

Customer called to have a case opened, because it wants an answer as to why his right side air bag deployed for no apparent reason. He took the car to dealership 25-1061 on 12/05/03 and spoke to Service Manager Tom. They fixed the airbag but when customer asked why it deployed they told him they didn't know why, the customer said he does not feel safe driving the car without knowing why. He is looking for a case manager to get some answers for him. He wants to know is this a normal problem or just an isolated problem. I advised customer that a case manager would call him within 2-3 business days, however due to the holidays it may take a little bit longer. I tried to explain to the customer that we couldn't really give him the assurance he's looking for because things do happen when your dealing with a man made object but the customer wants so answers, so in the interest of customer service I told him I would open a case for him to see if a case manager could find the answers he's looking for.

\*\*\* CASE MODIFY 12/26/2003 2:40:50 PM, jjackson

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 12/26/2003 2:41:04 PM, jjackson

[REDACTED] to llintz, WIP

\*\*\* CASE RULE ACTION 12/26/2003 2:41:05 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 12/26/2003 2:57:18 PM, klee, Action Type : Call from Customer

Caller, Johnny Lee, the service manager at Acura of Westchester states that they have resolve the airbag issue it was brought to the dealer for. DSM has okayed the repair and components such as the curtain airbag and passenger side airbag have been replaced. Johnny called the gentleman up and the client refused to pick up the car unless he gets a written document from the manufacturer stating that the airbags would not accidentally deploy. Advised the SM that we cannot issue him this letter guaranteeing that this will not happen. Advised the SM that he could sit down with the client and explain to him all the things they have done to the vehicle to resolve the airbag issue. Advised SM that there is no need in a written document stating that this will not happen in the future because if he wants a legal document that his issue have been resolved the repair order is just as valid because it states that the vehicle has been repaired and everything is now operating to specs. SM simply wanted to advise ACS of the current situation ending the call. It is also noteworthy to point out that the representative who opened the case and was informed that the wife of the owner of the vehicle was turning the corner or curb when the airbags suddenly deployed.

\*\*\* COMMIT 12/29/2003 7:34:06 AM, llintz, Action Type : N/A

Made to [REDACTED] due 12/29/2003 07:49:36 AM.

CHECK REQ

\*\*\* CASE MODIFY 12/29/2003 7:40:02 AM, llintz

into WIP default and Status of Solving.

\*\*\* NOTES 12/29/2003 7:48:39 AM, llintz, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 12/29/2003

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

The customer states the airbag deployed for no reason and was repaired by the dealership. He is requesting a letter from AHM stating the airbag will not accidentally deploy in the future. I will NOT send a letter of this kind, as I am unable to make ANY guarantees as to the performance of his vehicle in the future. Was there any evidence the customer might have hit a pot hole or a speed bump or anything to cause the airbag to deploy?

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

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] PASSENGER'S SIDE AIRBAG DEPLOY

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

Lateefah Lintz  
Acura Client Services  
310-781-5091

\*\*\* SUBCASE [REDACTED] CREATE 12/29/2003 7:49:00 AM, llintz

Created in WIP Default with Due Date 12/29/2003 7:49:00 AM.

\*\*\* CASE MODIFY 12/29/2003 7:49:46 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/2003 7:49:51 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/2003 7:49:58 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/2003 7:50:00 AM, llintz  
into WIP default and Status of Solving.

\*\*\* NOTES 12/29/2003 7:59:26 AM, llintz, Action Type : Call to Dealer

I called Acura of Westchester and spoke to Johnny, the Service Manager. He states the customer's wife was driving the vehicle and she reported the passenger's side curtain and side airbags deployed while turning a corner at 5mph. They called Techline and were told to check the undercarriage and exterior of the vehicle for any signs of impact. They found a small scrape approx. two inches long on the under carriage, but do not think it is related. They replaced the SRS Control Unit, Crash Sensors and Side and Curtain Air Bag. The vehicle has been done for a week, but the customer refuses to pick it up until AHM sends him something in writing guaranteeing the airbag will not accidentally deploy in the future. I advised Johnny I will be unable to send such a letter to this customer. I will however contact the customer to explain this and notify him that the rental must be picked up immediately, else he will incur rental expenses. He states the vehicle had been down for a month because the side curtain airbag was on backorder. They ended up getting parts from a loaner vehicle and are first on the CBO list to receive parts once they are released.

\*\*\* CASE MODIFY 12/29/2003 8:11:08 AM, llintz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/29/2003 1:29:24 PM, llintz  
into WIP default and Status of Solving.

\*\*\* NOTES 12/30/2003 7:51:15 AM, llintz, Action Type : Call to Customer

Note: The following conversation took place yesterday, 12/29/03

I called the customer to discuss his concerns. I told him that from my conversation with the Service Manager, I understand he is requesting a letter from Acura promising an accidental deployment of the airbags will not happen in the future. The customer told me that this is not exactly what he is looking for as he would imagine Acura would not send a letter of this type out. I told him that he is correct. His concern is with the fact that no one is able to tell him why this happened and all that is being done is replacement of the airbags. His concern is that the problem has not been found and an incident of this kind might happen again. I told him that it is impossible for someone to say what malfunctioned, as is the case with many failures that might occur with an automobile. I told him that some components aren't like an engine or tranny, whereby looking at the torn down part one can determine what went wrong. He understood this concept.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] PASSENGER'S SIDE AIRBAG DEPLOY

I told him that the dealership contacted Acura's technical division for answers and assistance with the repair. I explained that in addition to the airbags, the main control unit and crash sensors were replaced as well. I advised the vehicle is ready for pick up. I told him that the invoice will indicate what he reported to the dealership and what parts they replaced, including the part numbers. The customer told me that he is more at ease knowing they replaced the SRS control unit. He told me that he would pick the vehicle up in the next couple of days. I apologized for his experience and frustration with the matter. He asked about compensation for the vehicle being down for the past month. I advised him to send a copy of his monthly statement for review.

\*\*\* NOTES 12/30/2003 7:51:39 AM, Ilintz, Action Type : Call to Dealer

I called Johnny at Acura of Westchester and told him the vehicle will be picked up within a couple of days.

\*\*\* CASE MODIFY COMMITMENT 12/30/2003 7:52:09 AM, Ilintz

with [REDACTED] due 01/05/2004 07:49:36 AM.

\*\*\* CASE MODIFY COMMITMENT 1/6/2004 12:39:12 PM, Ilintz

with [REDACTED] due 01/07/2004 07:49:36 AM.

\*\*\* NOTES 1/7/2004 10:39:06 AM, Ilintz, Action Type : Call from Dealer

Call from dealer--Johnny states the vehicle was picked up the day after new years.

\*\*\* NOTES 1/7/2004 10:40:11 AM, Ilintz, Action Type : Letter/Fax

I received a copy of the customer's monthly lease statement dated 12/27/03, indicating an amount of \$339.00. ACS to reimburse this amount.

\*\*\* CASE MODIFY 1/7/2004 10:40:33 AM, Ilintz

into WIP Check Reqs and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 1/7/2004 10:45:21 AM, Ilintz

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CREATE 1/7/2004 10:45:27 AM, Ilintz

Created in WIP Default with Due Date 1/7/2004 10:45:27 AM.

\*\*\* CASE MODIFY 1/7/2004 10:46:32 AM, Ilintz

into WIP Check Reqs and Status of Solving.

\*\*\* CASE MODIFY 1/7/2004 10:46:32 AM, Ilintz

into WIP Check Reqs and Status of Solving.

\*\*\* NOTES 1/7/2004 10:47:53 AM, Ilintz, Action Type : Check Requisition

Check Req# 101

Amount: \$339.00

Reimbursement for one month's payment.

\*\*\* SUBCASE [REDACTED] DISPATCH 1/7/2004 10:48:21 AM, Ilintz

from WIP default to Queue Ck Req [REDACTED]

\*\*\* CASE MODIFY 1/7/2004 10:49:10 AM, Ilintz

into WIP Check Reqs and Status of Solving.

\*\*\* CASE FULFILL 1/7/2004 10:49:14 AM, Ilintz

Fulfilled for [REDACTED] due 01/07/2004 07:49:36 AM.

\*\*\* SUBCASE [REDACTED] RULE ACTION 1/8/2004 10:48:21 AM, sa

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

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] PASSENGER'S SIDE AIRBAG DEPLOY

\*\*\* SUBCASE [REDACTED] 1/8/2004 2:09:39 PM, cmartin, Action Type :

Check Requisition for 339.00 \$ submitted

Check Requisition for 339.00 \$ submitted by cmartin

\*\*\* SUBCASE [REDACTED] RETURN 1/8/2004 2:10:06 PM, cmartin

from Queue Ck Req [REDACTED] to WIP Subcases.

\*\*\* NOTES 1/12/2004 6:54:55 AM, llintz, Action Type : Letter/Fax

January 12, 2004

[REDACTED]  
Rye, NY [REDACTED]

Dear Mr. [REDACTED]

Thank you for affording American Honda Motor Co., Inc the opportunity to address your concerns regarding your 2004 Acura TSX, VIN JH4CL95844 [REDACTED]

Enclosed is check number [REDACTED] in the amount of \$339.00. This check is being issued for the purpose of reimbursing you for one month's car payment.

Thank you for allowing our office to assist you in this matter.

Sincerely,

Service Operations

AMERICAN HONDA MOTOR COMPANY, INC.

Lateefah Lintz

Acura Client Services

File No. B012003-12-2600673

\*\*\* SUBCASE [REDACTED] COMMIT 1/12/2004 8:02:25 AM, llintz, Action Type : External Commitment

Check processed for check\_req\_no = 101 on 2004-01-09-00.00.000000

\*\*\* CASE CLOSE 1/12/2004 9:22:20 AM, llintz

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

\*\*\* SUBCASE [REDACTED] CLOSE 1/12/2004 9:22:20 AM, llintz

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 9/16/2008 1:49:07 PM  
 Case Originator : Luis Cisneros (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 9/30/2008 3:35:28 PM  
 Case Owner : Vincent Manganiello (Team HM) Method : Phone Queue : Days Open : 14  
 Last Closed By : Vincent Manganiello (Team HM) Point of Origin : Customer Wipbin :  
 Case Title : 02H - SAFETY - [REDACTED] - AIR BAG DEPLOYMENT CONCERN - VA 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 : CHESTER, VA [REDACTED]  
 E Mail :  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 04  
 VIN Type / No. : US VIN / JH4CL96894C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 86,000  
 In Service Date : 08/13/2003  
 Months In Use : 61  
 Engine Number : K24A21013474  
 Originating Dealer No. / Name : 251311 / LEITH ACURA OF FAYETTEVILLE  
 Selling Dealer No. / Name : 251311 / LEITH ACURA OF FAYETTEVILLE  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251489 / CROWN ACURA  
 Phone No. : 804-273-9633  
 Address : 8704 W. BROAD ST.  
 City / State / Zip : RICHMOND, VA 23294  
 Svc District / Sls District : 02H / C02  
 Warranty Labor Rate / Date : \$110.00 /  
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODU Subcase Close	Product	Operation - "Safety"	751	Side Airbag



**Issue Details**

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Harrison	Type 1 : Product	Status : Subcase Close	Open Date : 9/17/2008 12:38:42 PM
Issue Owner : Bryan Harrison	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/29/2008 8:53:29 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :                      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 02H - SAFETY - [REDACTED] - AIR BAG DEPLOYMENT CONCERN - VA

\*\*\* CASE CREATE 9/16/2008 1:49:07 PM, lcisnero  
Contact = [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 9/16/2008 1:59:05 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/16/2008 1:59:13 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/16/2008 2:12:20 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* NOTES 9/16/2008 2:12:24 PM, lcisnero, Action Type : Call from Customer  
Client does not have the VIN and I was unable to locate it.

Ms. [REDACTED] advised on 08/16/08 while driving to school about 40 mph (highway) the front passenger SEAT-SIDE air bag and side curtain air bag deployed.  
I asked the client if there was any one sitting in the front passenger seat.  
Client advised no one was sitting on the seat, or any object.

She then took it to CROWN ACURA on 08/16/08 and talked to [REDACTED] who said they have never seen anything like that.

Client advised she does not understand why the air bag deployed, she did not hit anything, there were no pot holes, or any damage on the vehicle. need to replace SRS control unit, front passenger seat cover, the air bag seat and the front seat belt.

I asked the client if she has contacted her insurance company yet? If the vehicle has had any SRS issues in the past?  
The client advised she contacted the her insurance company who will be sending an inspector.  
Client advised she has not had any SRS issues with the light going on or OFF or anything.

Ms. [REDACTED] was given an estimate of \$4100 to replace all the above parts with labor.  
I asked the client what is she requesting from Acura about 3 times.  
Client stated she needs to know why did the air bags deployed, all she is looking for is an explanation.  
I advised the client I can certainly forward the case over for further review.

\*\*\* CASE MODIFY 9/16/2008 2:12:25 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/16/2008 2:12:26 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/16/2008 2:12:26 PM, lcisnero  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 9/16/2008 2:12:29 PM, lcisnero  
from WIP default to Queue Acura Team B.

\*\*\* NOTES 9/16/2008 2:15:16 PM, lcisnero, Action Type : Call from Customer

I advised the client I was going to be unable to forward her call over to a CM since he is not available.  
I explained to the client she will receive a call back if not by today no later by the end of the next business day.

Case History

Case ID : ██████████

Case Title : 02H - SAFETY - ██████████ AIR BAG DEPLOYMENT CONCERN - VA

Best call back number ██████████ (cell).

\*\*\* CASE YANKED 9/16/2008 4:07:17 PM, bharriso

Yanked by bharriso into WIPbin default.

\*\*\* NOTES 9/17/2008 12:37:40 PM, bharriso, Action Type : Call to Customer

ACS left a message for the Client of ██████████ with my name, number, and request for a return phone call.

\*\*\* SUBCASE ██████████ CREATE 9/17/2008 12:38:42 PM, bharriso

Created in WIP Default with Due Date 9/17/2008 12:38:42 PM.

\*\*\* CASE MODIFY 9/17/2008 12:38:55 PM, bharriso

into WIP default and Status of Solving.

\*\*\* COMMIT 9/17/2008 12:39:18 PM, bharriso, Action Type : N/A

Made to ██████████ due 09/22/2008 12:39:19 PM.

\*/ F/U with Client

\*\*\* NOTES 9/18/2008 10:18:50 AM, bharriso, Action Type : Call from Customer

ACS recieved a message from the Client requesting a return phone call.

\*\*\* NOTES 9/18/2008 10:52:36 AM, bharriso, Action Type : Call to Customer

ACS verified the Client's info and provided mine.

Client reviewed what has been noted already.

ACS explained that I am not an expert in accident analysis nor were their instruments on the vehicle and environment to register the accident to assist as to defining why in her specific case the air bags went off.

ACS stated that as a courtesy I could set up an inspection on the vehicle to verify OEM defects.

Client stated that she would like this.

Client inquired if it is okay for the insurance company to fix it.

ACS explained that she is responsible for preserving the car in its original condition.

Client stated that she would speak with her insurance company and review the options.

ACS apologized for the circumstances that we spoke under but would be happy to expend Acura's resources in an attempt to define if their is or is not OEM defects.

Client stated thank you and ended the phone call.

\*\*\* NOTES 9/18/2008 10:57:20 AM, jhong, Action Type : Call from Customer

Ms. ██████████ called regarding the issue with the CM. Client stated she was told by Bryan Acura will look at the vehicle as a courtesy. Client is upset that she was told it will be done as a courtesy. Client stated Acura should want to check the vehicle. I advised the client I apologized for the wording. I advised the client it is a safety concern because that is not a normal. Client insisted on speaking with the CM supervisor. Client insisted to be contacted. I advised the client I will document the issue and forward the concern to the CM's supervisor. Client stated the Air bags deployed while she was driving. Client stated she will go to the news and send them the photos about the issue she had. Client stated she will post the issue on YouTube and get a lawyer if needed. I advised the client I will forward her request to the CM's supervisor. I advised the client she will be contacted by the ended of next business day.

Best contact number ██████████ Cell phone

\*\*\* NOTES 9/18/2008 10:57:24 AM, bharriso, Action Type : Call from Customer

Insurance rep with USAA called and started requesting info about the situation.

ACS inquired if the Insurance Agent had permission to speak on the behalf of the Client.

Case History

Case ID : [REDACTED]

Case Title : 02H - SAFETY - [REDACTED] - AIR BAG DEPLOYMENT CONCERN - VA

Client was also on the phone and stated that the insurance can speak on her behalf.

Insurance Agent stated that the appraiser could not find any impact and he hasn't seen anything like this in 23 years.

ACS stated that as a courtesy Acura is offering an inspection to verify OEM defects,

Insurance Agent inquired as to a time frame.

ACS explained that I did not have a time frame as I am still documenting the notes and I need to get in contact with the rep whom will review his schedule and then I would be able to notify the Client.

Insurance Agent stated that the Client is in a rental car and there is no reason to hold up repair for the sake of a rep and that one must be dispatched right away unless of course Acura wants to pay for a rental.

ACS stated that it is as a courtesy that the car is being reviewed and its ultimately it is up to the insurance carrier to define whether they want to put the Client in a rent-a-car.

Insurance rep stated that its not a courtesy rather it should be Acura's job to review the car.

ACS stated that I am not going to get into a discussion of verbiage as it has no bearing on assisting the client.

ACS stated that my focus is on assisting the Client not debating on word usage.

Insurance Agent requested the name and number of my Supervisor.

ACS stated that I am speaking on the behalf of Corporate Acura.

Insurance Agent abruptly hung-up.

\*\*\* NOTES 9/18/2008 11:01:27 AM, jhong, Action Type : Call for Case Mgr

I contacted supervisor to inform him of the request from the client.

\*\*\* NOTES 9/18/2008 11:07:02 AM, bharriso, Action Type : Field/DSM

ACS reviewed the case with DPSM Bob on 310-947-2510.

DPSM can review car this Tuesday the 23.

\*\*\* NOTES 9/18/2008 11:08:36 AM, bharriso, Action Type : Call to Customer

Client was busy with a Client and would call ACS back in 1.5 hours.

\*\*\* CASE MODIFY COMMITMENT 9/18/2008 11:14:12 AM, bharriso

with [REDACTED] due 09/19/2008 12:39:19 PM.

\*\*\* NOTES 9/19/2008 12:17:47 PM, bharriso, Action Type : Call from Customer

ACS received a message from the Client stating that she was too busy yesterday to call ACS back and would like to schedule the appointment for a person to inspect the vehicle.

\*\*\* NOTES 9/19/2008 3:28:05 PM, bharriso, Action Type : Call to Customer

ACS informed the Client that a rep can inspect the car Tuesday the 23.

Client stated that the car is currently at CROWN ACURA.

Client stated that the parts are expected either today or Monday but is willing to halt the repair to allow Acura to review it by paying to stay in a rent-a-car.

Client stated that her issue is the \$500 deductible and that if it was her fault she wouldn't mind paying for it, and then she added that she doesn't have the \$500 in her account to pay for it even if she wanted to.

Client then became very emotional noting that if Acura doesn't pay her \$500 deductible "Acura can bet I will sue them so much that it will be on the news and ACS will be working for her.

ACS apologize for the circumstances that prompted her phone call.

Client stated that she looks forward to the findings.

Client has no additional questions or requests.

Case History

Case ID : [REDACTED] Case Title : 02H - SAFETY - [REDACTED] AIR BAG DEPLOYMENT CONCERN - VA

\*\*\* NOTES 9/19/2008 4:19:04 PM, bharriso, Action Type : Field/DSM

ACS left a message for DPSM Bob stating that the Client would like to prusue the inspection on the 23, provided my e-mail to which he can send the report to.

\*\*\* CASE MODIFY COMMITMENT 9/19/2008 4:21:23 PM, bharriso  
with [REDACTED] due 09/23/2008 12:39:19 PM.

\*\*\* NOTES 9/25/2008 9:34:51 AM, bharriso, Action Type : Note-General

ACS recieved pictures and inspection report.

Pictures indicate a large impact to the down pipe.

\*\*\* NOTES 9/25/2008 9:35:08 AM, bharriso, Action Type : Note-Technical

ACS reviewed the case with Engineering.

\*\*\* CASE MODIFY COMMITMENT 9/25/2008 9:40:35 AM, bharriso

with [REDACTED] due 09/26/2008 12:39:19 PM.

\*\*\* NOTES 9/25/2008 5:27:15 PM, bharriso, Action Type : Note-General

HNA legal reviewing case.

\*\*\* NOTES 9/25/2008 5:30:29 PM, bharriso, Action Type : Call to Customer

ACS left a message for the Client on [REDACTED] stating that her case is still under review and left my name, number, and extension should she have any questions.

\*\*\* CASE MODIFY 9/26/2008 12:53:46 PM, bharriso

into WIP SAFETY and Status of Solving.

\*\*\* CASE MODIFY 9/26/2008 12:53:50 PM, bharriso

into WIP SAFETY and Status of Solving.

\*\*\* NOTES 9/26/2008 1:03:10 PM, bharriso, Action Type : Field/DSM

ACS reviewed the case with DPSM Bob on 310-947-2510.

\*\*\* NOTES 9/26/2008 1:04:05 PM, bharriso, Action Type : HNA Law

ACS reviewed case with HNA.

\*\*\* NOTES 9/26/2008 1:11:11 PM, bharriso, Action Type : Note-General

Car Fax indicated no report of an accident.

\*\*\* NOTES 9/26/2008 4:50:11 PM, bharriso, Action Type : Call to Customer

ACS attempted [REDACTED] again - VM picked up. No VM left.

\*\*\* CASE MODIFY COMMITMENT 9/26/2008 4:50:29 PM, bharriso

with [REDACTED] due 09/30/2008 12:39:19 PM.

\*\*\* NOTES 9/29/2008 8:38:10 AM, bharriso, Action Type : Call to Customer

ACS left a message for the CLient on [REDACTED] with my name, number, and request for a return phone call.

\*\*\* CASE MODIFY COMMITMENT 9/29/2008 8:38:34 AM, bharriso

with [REDACTED] due 10/06/2008 12:39:19 PM.

\*\*\* NOTES 9/29/2008 8:53:11 AM, bharriso, Action Type : Call to Customer

ACS informed the Client that the ins pexction re pport was received and reviewed internally.

Case History

Case ID : ██████████

Case Title : 02H - SAFETY - ██████████ AIR BAG DEPLOYMENT CONCERN - VA

ACS added that their was signs of impacts on the vehicle and that their are no OEM defects found at this time.

Client expressed her dissatisfaction and understands what ACS is saying; however, will not pursue business with Acura.

Client stated that ACS needs compassion in these cases to understand why Acura should provide assistance regardless of the outcome of the inspection, noting that should have someone been sitting in the seats they could have gotten hurt.

ACS apologized that Acura was not able to meet her expectations.

Client stated thank you and ended the phone call.

\*\*\* SUBCASE ██████████ CLOSE 9/29/2008 8:53:29 AM, bharriso

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/29/2008 8:53:33 AM, bharriso

into WIP SAFETY and Status of Solving.

\*\*\* CASE ASSIGN 9/29/2008 8:53:38 AM, bharriso

██████████ to vmangane, WIP

\*\*\* CASE RULE ACTION 9/29/2008 8:53:39 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE CLOSE 9/30/2008 3:35:28 PM, vmangane

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 1/28/2004 1:18:19 PM  
 Case Originator : Josette Macias (Team PA) Sub Division : Customer Relations Status : Closed Close Date : 2/17/2004 7:02:57 AM  
 Case Owner : Scott Hamby (Team AA) Method : Phone Queue : Days Open : 20  
 Last Closed By : Scott Hamby (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] AIR BAGS DEPLOYED 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 : HAVERTOWN, PA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] W  
 VIN Type / No. : US VIN / JH4CL96814C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 6,778  
 In Service Date : 08/23/2003  
 Months In Use : 5  
 Engine Number : K24A21013960  
 Originating Dealer No. / Name : 251113 / PIAZZA ACURA OF READING  
 Selling Dealer No. / Name : 251113 / PIAZZA ACURA OF READING  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251113 / PIAZZA ACURA OF READING  
 Phone No. : 610-796-1900  
 Address : 1001 LANCASTER AVENUE  
 City / State / Zip : READING, PA 19607  
 Svc District / Sls District : 02D / D02  
 Warranty Labor Rate / Date : \$94.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRO	Subcase Close	Product	Accident/Injury	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Hamby	Type 1 : Product	Status : Subcase Close	Open Date : 1/29/2004 8:36:41 AM
Issue Owner : Scott Hamby	Type 2 : Accident/Injury	Queue :	Close Date : 1/29/2004 9:24:18 AM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - ACCIDENT/INJURY		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Provided Information, Documented Concern  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason



Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAGS DEPLOYED

\*\*\* CASE CREATE 1/28/2004 1:18:19 PM, jmacias

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

\*\*\* CASE CAMPAIGN LOOKUP 1/28/2004 1:24:31 PM, jmacias

CAMPAIGN CHECK 01/28/2004 01:24:31 PM jmacias

No data found for VIN

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/28/2004 1:24:36 PM, jmacias

WARRANTY CHECK 01/28/2004 01:24:36 PM jmacias

No data found for VIN.

\*\*\* CASE MODIFY 1/28/2004 1:24:53 PM, jmacias

into WIP default and Status of Solving.

\*\*\* NOTES 1/28/2004 2:10:59 PM, jmacias, Action Type : Call from Customer

Clients' father ([REDACTED]) called regarding deployment of air bags. Father stated his son told him about 4 nights ago he was coming off a turnpike and son heard loud bang noise and then the air bags deployed. Father stated he spoke with service manager Jake at Reading Acura 610-796-1900 and it was told to father something must have hit from bottom of car to cause the air bags to deploy. Father stated SM Jake has been e mailing pictures to California to rep Mike Williams and it was determined by pictures that the air bags deployed by fault of client hitting something on the road and sensors detecting no code reading. At this time dealer has provided rental car at client expense and the air bags are not covered under warranty, so out of pocket fees are occurring. Clients' father is in disagreement because the vehicle is a 2004 TSX and how can a bump on the road cause the deployment of air bags. Clients' father would like to know if someone from ACS can look into this situation. [REDACTED] would like to know if son should leave vehicle at dealer or take it home.

I advised [REDACTED] it would be his son decision.

Seeking supervisor Phigar advised, it was recommended to open case as a B01 and supervisor Phigar will look at case and let rep know what to do. I advised clients' father that I will open case and within 3-5 business days CM will contact client or clients' father.

Client cell phone number is [REDACTED]

Father name is [REDACTED] contact phone numbers: Home [REDACTED] Work [REDACTED]

\*\*\* NOTES 1/29/2004 8:20:33 AM, lleveret, Action Type : Note-Third Party

Don Aukerty a insurance rep from All State Insurance called regarding this issue. He says that All State has determined there wasn't an accident therefore the responsibility on this falls on AHM. I advised the customer a case was opened yesterday January 28,2004 and cases take about 3-5 business days to get a response from the case manager so he will need to give it some time. No further assistance needed case will remain open.

\*\*\* CASE YANKED 1/29/2004 8:32:20 AM, shamby

Yanked by shamby into WIPbin default.

\*\*\* SUBCASE [REDACTED] CREATE 1/29/2004 8:36:41 AM, shamby

Created in WIP Default with Due Date 1/29/2004 8:36:41 AM.

\*\*\* CASE MODIFY 1/29/2004 8:37:10 AM, shamby

into WIP default and Status of Solving.

\*\*\* NOTES 1/29/2004 8:54:25 AM, Kmusselm, Action Type : Call from Customer

The cusotmer called back today and stated that he received a call from [REDACTED] I do not show that there are any notes that the customer was contacted by [REDACTED]

Case History

Case ID : [REDACTED] Case Title : [REDACTED] AIR BAGS DEPLOYED

I advised the customer that I would send an e-mail to Scott to let him know to contact him back. He thanked me. Case closed.

\*\*\* NOTES 1/29/2004 9:16:14 AM, shamby, Action Type : Call from Dealer

SM from dealership called in to warn me about a customer that is going to call. I let him know the file was opened yesterday, but it was not forwarded to me yet. he state the customers side air bags deployed and he feels they should not have. The dealership rep contacted the engineering department and the DPSM. They took pictures of the undercarriage of the vehicle and sent them for inspection. I was determined that there was an impact on the Right Lower Cradle Bracket. Engineering feels this is what caused the air bag deployment and no warranty would be extended to the customer. Dealership rep states they have already put customer into a rental. This was all done under authorization of DPSM. I let him know I would contact the DPSM and then call customer and direct him to his insurance company.

\*\*\* NOTES 1/29/2004 9:18:32 AM, shamby, Action Type : Field/DSM

I spoke to the DPSM and he confirmed warranty denial. He states that the impact mark is a clear indication these bags worked correctly. I let him know that we had already started assisting this customer including a rental. DPSM was aware and feels that the issue should be forwarded to customers insurance company. I will call customer.

\*\*\* NOTES 1/29/2004 9:22:20 AM, shamby, Action Type : Call to Customer

I spoke to the customer and gave him the above diagnosis from our engineering department. Customer does not agree. I provided steps to get this issue escalated to a higher level. I directed him to his insurance company and let him know if they do find a defect in the system, they will file a claim against American Honda directly. Customer understands the process and thanked me for following up with him. Customer asked if he would call us back after inspection. I let him know the insurance company would contact our Law department directly. Customer understand now. I will now close file.

\*\*\* SUBCASE [REDACTED] CLOSE 1/29/2004 9:24:18 AM, shamby

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/29/2004 9:24:48 AM, shamby

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

\*\*\* CASE REOPEN 2/17/2004 7:02:05 AM, shamby

with Condition of Open and Status of Solving.

\*\*\* NOTES 2/17/2004 7:02:45 AM, shamby, Action Type : Letter/Fax

February 16, 2004

Allstate Insurance Company  
Market Claim Office  
Attn: Lisa J. Raneiri  
1200 Atwater Drive Suite 220  
Malvern, PA 19355

Re:

Claim #: [REDACTED]

Insured: [REDACTED]

Dear Ms. [REDACTED]

American Honda is in receipt of your subrogation claim in reference to VIN JH4CL96814C [REDACTED] Your claim references the deployment of the passenger

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIR BAGS DEPLOYED

airbags in the vehicle on January 22, 2004.

Given the necessary sensitivity of airbag systems, certain underbody impacts may create a brief rate of deceleration, which will mimic a serious collision, necessitating deployment of the airbags. According to inspections performed at Reading Acura, there is evidence of an underbody impact, which was likely sufficient to deploy the airbags. This type of deployment is not representative of a defect in the vehicle. Based on this evidence, Honda must deny your subrogation claim.

We appreciate your giving us the opportunity to review this matter. Also, we are not members of any insurance arbitration forum. Should you wish to litigate, it is your duty to protect the evidence, to guard against spoliation.

Sincerely,  
American Honda Motor Co.

Scott Hamby  
Automobile Customer Service  
B012004-01-2801027

\*\*\* CASE CLOSE 2/17/2004 7:02:57 AM, shamby

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 5/3/2010 6:26:49 AM  
 Case Originator : Jun Hong (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 5/25/2010 9:41:45 AM  
 Case Owner : Scott Franklin (Team MA) Method : Phone Queue : Days Open : 22  
 Last Closed By : Scott Franklin (Team MA) Point of Origin : Customer Wipbin :  
 Case Title : 01B - [REDACTED] - SIDE AIR BAG DEPLOYED (DRIVER) 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 : IRVINE, CA [REDACTED]  
 E Mail :  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] CO  
 VIN Type / No. : US VIN / JH4CL95834C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 100,000  
 In Service Date : 08/16/2003  
 Months In Use : 81  
 Engine Number : K24A21014272  
 Originating Dealer No. / Name : 251425 / NORM REEVES ACURA - TEMECUL  
 Selling Dealer No. / Name : 251232 / THOMAS ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251050 / ACURA OF GLENDALE  
 Phone No. : 818-502-1100  
 Address : 505 S. BRAND BLVD.  
 City / State / Zip : GLENDALE, CA 91204  
 Svc District / Sls District : 01B / A01  
 Warranty Labor Rate / Date : \$125.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	751	Side Airbag
[REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2010 6:39:37 AM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 5/3/2010 6:39:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to Dealer  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Scott Franklin	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2010 11:31:12 AM
Issue Owner : Scott Franklin	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/12/2010 10:02:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to Dealer, Documented Concern, Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason



Case History

Case ID : ██████████

Case Title : 01B - ██████████ SIDE AIR BAG DEPLOYED (DRIVER)

\*\*\* SUBCASE ██████████ CREATE 5/3/2010 6:39:37 AM, jhong  
Created in WIP Default with Due Date 5/3/2010 6:39:37 AM.

\*\*\* SUBCASE ██████████ CLOSE 5/3/2010 6:39:47 AM, jhong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 5/3/2010 6:39:49 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 5/3/2010 6:40:04 AM, jhong  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 5/3/2010 9:22:25 AM, jhong  
with Condition of Open and Status of Solving.

\*\*\* NOTES 5/3/2010 9:27:23 AM, jhong, Action Type : Note-General  
Case was reviewed with RM and was advised to dispatch.

\*\*\* CASE MODIFY 5/3/2010 9:27:33 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/3/2010 9:29:56 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/3/2010 9:30:05 AM, jhong  
from WIP default to Queue Acura Team B.

\*\*\* CASE ACCEPT 5/3/2010 10:19:00 AM, sfrankli  
from Queue Acura Team B to WIP default.

\*\*\* CASE CLAIMS LOOKUP 5/3/2010 11:30:42 AM, sfrankli  
CLAIM CHECK 05/03/2010 11:30:42 AM sfrankli  
The following Claim History information was found  
0; 2007-09-28; 251042; 255281; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL  
METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* SUBCASE ██████████ CREATE 5/3/2010 11:31:12 AM, sfrankli  
Created in WIP Default with Due Date 5/3/2010 11:31:12 AM.

\*\*\* COMMIT 5/3/2010 11:31:16 AM, sfrankli, Action Type : N/A  
contact cust

\*\*\* NOTES 5/3/2010 11:32:13 AM, sfrankli, Action Type : Dealer Communication  
ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s):

Client contacted our office regarding a side airbag deployment. Please inspect the vehicle and contact the DPSM. Acura client services will follow up on the inspection. Thank you for your help.

\*\*\* NOTES 5/3/2010 2:13:19 PM, sfrankli, Action Type : Call to Customer

Case History

Case ID : [REDACTED]

Case Title : 01B - [REDACTED] SIDE AIR BAG DEPLOYED (DRIVER)

Contacted client regarding the concern with the vehicle. I confirmed his issue with the drivers side airbag deployed. I confirmed that his son was driving the vehicle on 15 yesterday at 5pm. I asked if anyone was injured and he stated that he was not. Client stated that he was the only one in the vehicle. I asked if his seat belt was on and he stated that it was and the tensioner fired as well. I understood and confirmed that the vehicle is at Aucra of Glendale. The client did not file a police report or contact his insurance company. I understood and asked what he was seeking from Acura to try and meet his expectations. He stated that they would like the car repaired. I understood and asked if he knew if any lights were on the dash before the incident. He stated that there were not. I understood and advised him that I would be happy to review his case with the dealership and return his call. He understood and I verified his information and ended the call.

\*\*\* CASE FULFILL 5/3/2010 2:14:07 PM, sfrankli

Fulfilled for [REDACTED] due 05/04/2010 12:00:00 AM.

\*\*\* COMMIT 5/3/2010 2:14:12 PM, sfrankli, Action Type : N/A

call dlr Glendale

\*\*\* NOTES 5/4/2010 7:47:58 AM, ascott01, Action Type : Letter/Fax

Fax received on 5/4/2010.

ACS received a 2-page fax from the client. The client sent in a picture of the driver's side of his vehicle.

The client also sent a brief letter re-stating the things that he discussed with the previous Tier I Specialist as well as his Case Manger. Docs have been given to the assigned CM.

\*\*\* NOTES 5/4/2010 11:33:13 AM, sfrankli, Action Type : Call to Dealer

Contacted SM regarding the clients vehicle. He stated that he was aware of the clients vehicle. He stated that he inspected the vehicle. The side curtain air bag, side air bag, and seat belt tensioner deployed. He stated that the drivers side of the vehicle has been repainted. The trunk vin tag is missing. The passenger side body vin tags are also missing. He stated that the from rail has an epoxy repair and there is also a 6" gash near the door and also another impact near the gas tank. I understood and asked if he could provide any pictures. He stated that he would and I thanked him and ended the call.

\*\*\* CASE FULFILL 5/4/2010 11:33:34 AM, sfrankli

Fulfilled for [REDACTED] due 05/04/2010 12:00:00 AM.

\*\*\* COMMIT 5/4/2010 11:33:36 AM, sfrankli, Action Type : N/A

waiting on photos

\*\*\* CASE MODIFY 5/4/2010 2:28:04 PM, sfrankli

into WIP Safety and Status of Solving.

\*\*\* CASE FULFILL 5/4/2010 4:17:30 PM, sfrankli

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

\*\*\* COMMIT 5/4/2010 4:17:35 PM, sfrankli, Action Type : N/A

call cust

\*\*\* NOTES 5/5/2010 9:59:22 AM, sfrankli, Action Type : Call to Customer

Contacted client regarding the airbag deployment. I advised him that I spoke to the SM about his vehicle. I advised him that the dealership provided information regarding the vehicle. I advised him that it appears that the vehicle has impact damage under the vehicle in 3 different locations that could have caused an airbag deployment. I advised him that he may want to contact his insurance company about the airbag deployment. Client understood and asked who he could have inspect the vehicle. I advised him that the insurance company would send an adjuster to inspect the vehicle. He understood and I thanked him for his time and asked for a call back with any questions. He understood and I thanked him and ended the call.



Case History

Case ID : [REDACTED]

Case Title : 01B : [REDACTED] SIDE AIR BAG DEPLOYED (DRIVER)

\*\*\* CASE FULFILL 5/5/2010 10:14:21 AM, sfrankli

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

\*\*\* COMMIT 5/5/2010 10:14:26 AM, sfrankli, Action Type : N/A

close case

\*\*\* NOTES 5/6/2010 8:54:00 AM, sfrankli, Action Type : Inbound DCS

INSPECT VEHICLE, ADVISE ACURA DPSM AND ACURA CLIENT SERVICES OF FINDINGS

INSPECTED VEHICLE, REPORTED FINDINGS TO ACURA DPSM AND ACURA CLIENT SERVICES AND EMAILED PHOTOS TO ACS

\*\*\* COMMIT 5/6/2010 8:54:00 AM, sfrankli, Action Type : External Commitment

Inbound DCS received from Dealer # 251050

\*\*\* NOTES 5/7/2010 7:54:18 AM, ascott01, Action Type : Letter/Fax

Fax received: 5/7/2010 - regarding the same concern.

The client's fax is dated: 5/6/2010.

He says that he would like an investigation into why is side airbags deployed. The client says that side airbags should only deploy when there's a crash or roll over. He says that there was no impact to the sides of his vehicle, nor did his vehicle roll over.

The client also says that even if the under body damage occurred, the pictures do not show him that the air bag sensor was triggered by the same cause. He says that the damage underneath the vehicle may not be related to air bag deployment at all.

He goes on to say that he does not feel that the damage that occurred to his vehicle was severe enough to trigger the side air bags to deploy.

The client says that he would like for Acura to investigate the issue further and hopes to hear from someone soon.

Doc has been given to the assigned CM for review.

\*\*\* CASE FULFILL 5/7/2010 8:17:08 AM, sfrankli

Fulfilled for [REDACTED] due ??? ??:?.

\*\*\* NOTES 5/7/2010 9:25:30 AM, sfrankli, Action Type : Call to Customer

Attempted to contact client but was unable to reach him. I left a message and advised him that ACS received his fax. I advised him that unfortunately the inspection has been completed by ACS at this time. I advised him that unfortunately the inspection will not determine why the airbags deployed. From the visual inspection it was determined that the damage could have caused the airbag deployment. I advised him that unfortunately ACS has no further information to provide. I referred the client to his insurance company. I asked for a call back with any questions.

\*\*\* SUBCASE [REDACTED] CLOSE 5/12/2010 10:02:08 AM, sfrankli

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/12/2010 10:02:12 AM, sfrankli

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

\*\*\* CASE REOPEN 5/17/2010 2:14:29 PM, ascott01

with Condition of Open and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/17/2010 2:23:17 PM, ascott01



Case History

Case ID : [REDACTED]

Case Title : 01B - [REDACTED] - SIDE AIR BAG DEPLOYED (DRIVER)

\*\*\* COMMIT 5/18/2010 8:38:44 AM, sfrankli, Action Type : N/A  
call cust

\*\*\* NOTES 5/18/2010 4:13:48 PM, sfrankli, Action Type : Call to Customer

Attempted to contact client but was unable to reach him. I left a message and advised him that ACS received his letter. I advised him that unfortunately the position of Acura remains the same. I advised him that the impact marks documented by the dealership could have caused the airbag deployment. I advised him that unfortunately ACS cannot assist with the repair at this time. I asked for a call back with any questions.

\*\*\* CASE FULFILL 5/18/2010 4:14:05 PM, sfrankli

Fulfilled for [REDACTED] due 05/19/2010 12:00:00 AM.

\*\*\* COMMIT 5/18/2010 4:14:08 PM, sfrankli, Action Type : N/A

close case

\*\*\* CASE CLOSE 5/25/2010 9:41:45 AM, sfrankli

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 12/23/2005 9:51:48 AM  
 Case Originator : David Silva (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 12/23/2005 9:57:58 AM  
 Case Owner : David Silva (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : David Silva (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - AIRBAG DEPLOYMENT 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 : HAMILTON, NJ [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 76  
 VIN Type / No. : US VIN / JH4CL96874C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 31,911  
 In Service Date : 08/30/2003  
 Months In Use : 28  
 Engine Number : K24A21016239  
 Originating Dealer No. / Name : 251454 / PRECISION ACURA OF PRINCETON  
 Selling Dealer No. / Name : 251454 / PRECISION ACURA OF PRINCETON  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : WH  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRO Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Silva	Type 1 : Product	Status : Subcase Close	Open Date : 12/23/2005 9:57:44 AM
Issue Owner : David Silva	Type 2 : Operation	Queue :	Close Date : 12/23/2005 9:57:57 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc :751 / Side Airbag  
 Condition Code Desc Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :  
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] AIRBAG DEPLOYMENT

\*\*\* CASE CREATE 12/23/2005 9:51:48 AM, dsilva

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

\*\*\* CASE CLAIMS LOOKUP 12/23/2005 9:52:00 AM, dsilva

CLAIM CHECK 12/23/2005 09:52:00 AM dsilva

The following Claim History information was found

0; 2004-07-23; 251454; 580031; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.

INCLUDES: PAD REPLACEMENT IF NECESSARY. S/B# 0

\*\*\* CASE CAMPAIGN LOOKUP 12/23/2005 9:52:03 AM, dsilva

CAMPAIGN CHECK 12/23/2005 09:52:03 AM dsilva

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 2004-11-02; FX

\*\*\* CASE MODIFY 12/23/2005 9:52:37 AM, dsilva

into WIP default and Status of Solving.

\*\*\* NOTES 12/23/2005 9:56:21 AM, dsilva, Action Type : Call from Customer

Client states she was driving on turnpike and got a flat tire on rear right tire that caused her passenger airbag to deploy. Client is already in contact with her insurance company and just wanted to know if Acura needs to know. Informed client that when insurance adjuster view vehicle they will determine if it is a workmanship problem of vehicle or something externally that cause airbag to deploy. Client understood.

\*\*\* CASE MODIFY 12/23/2005 9:56:33 AM, dsilva

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 12/23/2005 9:57:44 AM, dsilva

Created in WIP Default with Due Date 12/23/2005 9:57:44 AM.

\*\*\* CASE MODIFY 12/23/2005 9:57:52 AM, dsilva

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 12/23/2005 9:57:57 AM, dsilva

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/23/2005 9:57:58 AM, dsilva

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/6/2009 9:43:22 AM  
 Case Originator : Jessica Smith (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 2/9/2009 8:44:07 AM  
 Case Owner : Luis Cisneros (Team AD) Method : Phone Queue : Days Open : 3  
 Last Closed By : Luis Cisneros (Team AD) Point of Origin : Third Party Wipbin :  
 Case Title : [REDACTED] - AIRBAG CONCERN (SAFETY) No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 70  
 VIN Type / No. : US VIN / JH4CL96804C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 119,017  
 In Service Date : 02/20/2004  
 Months In Use : 60  
 Engine Number : K24A21027614  
 Originating Dealer No. / Name : 251395 / ACURA OF ATHENS  
 Selling Dealer No. / Name : 251395 / ACURA OF ATHENS  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : WH  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 2/6/2009 9:46:20 AM
Issue Owner : Jessica Smith	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/6/2009 9:46:36 AM
Issue Title : [REDACTED]	BODY SHOP - PRODUCT - OPERATION -		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, Documented Concern  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :            Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason



Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG CONCERN (SAFETY)

\*\*\* CASE CREATE 2/6/2009 9:43:22 AM, jsmith02

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/6/2009 9:43:25 AM, jsmith02

WARRANTY CHECK 02/06/2009 09:43:25 AM jsmith02

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/6/2009 9:43:26 AM, jsmith02

CLAIM CHECK 02/06/2009 09:43:26 AM jsmith02

The following Claim History information was found

0; 2008-03-25; 251046; 710293; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CLAIMS LOOKUP 2/6/2009 9:43:27 AM, jsmith02

CLAIM CHECK 02/06/2009 09:43:27 AM jsmith02

The following Claim History information was found

0; 2008-03-25; 251046; 710293; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 2/6/2009 9:43:29 AM, jsmith02

CAMPAIGN CHECK 02/06/2009 09:43:29 AM jsmith02

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 04/28/08; FX;  
06-050; Q27; [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;  
07-016; Q36; 04

\*\*\* CASE VSC LOOKUP 2/6/2009 9:43:30 AM, jsmith02

VSC CHECK 02/06/2009 09:43:30 AM jsmith02

The following VSC information was found

;;;;;;;;;0;0;;0.0

\*\*\* CASE CUC LOOKUP 2/6/2009 9:43:31 AM, jsmith02

CUC CHECK 02/06/2009 09:43:30 AM jsmith02

The following CUC information was found

[REDACTED] ACTIVE;105000;40184;65100;2008-02-20;2011-02-20;;2005-07-01;2005-07-01;251041;;0;2005-07-31;2005-07-01

\*\*\* NOTES 2/6/2009 9:45:35 AM, jsmith02, Action Type : Call from Customer

[REDACTED] called in on behalf of the owner.

The owner was driving the vehicle & hit a cardboard box. This caused all of her airbags to deploy completely. The body shop stated there's no damage on the vehicle just 1 scratch. She's contacted her insurance company-State Farm. He was calling to make us aware of it in case we want to inspect it. I checked w/the TL & she stated the owner needs to contact us if they feel there's a defect. I relayed this to [REDACTED] He stated he will have the owner contact us directly.

\*\*\* SUBCASE [REDACTED] CREATE 2/6/2009 9:46:20 AM, jsmith02

Created in WIP Default with Due Date 2/6/2009 9:46:20 AM.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG CONCERN (SAFETY)

\*\*\* SUBCASE [REDACTED] CLOSE 2/6/2009 9:46:36 AM, jsmith02

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/6/2009 9:46:37 AM, jsmith02

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

\*\*\* CASE REOPEN 2/9/2009 8:03:45 AM, lcisnero

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 2/9/2009 8:06:15 AM, lcisnero

into WIP default and Status of Solving.

\*\*\* NOTES 2/9/2009 8:43:48 AM, lcisnero, Action Type : Call from Customer

Verified clients contact information, contact number [REDACTED]

Mr. [REDACTED] explained while his wife was driving a vehicle (normal rosh hour speed) the vehicle in front of her dropped a piece of metal that went under the clients vehicle. Client explained that piece of metal then made a loud sound (sounded like a shot gun) that caused all air bags to deploy.

Client explained he was just concerned since he thinks there was a malfunction on the SRS.

Client explained the body shop did find any major dents or damage.

I explained to the client how there was a cause and effect (there was an impact that cause the air bags to deploy). I advised the client if there was an impact regardless of the damage on the vehicle or impact force.

I explained to the client how there was a collusion that took place so there for his insurance company should be responsible for repairs. I explained to the client he should follow up with an Acura dealer and his insurance company for repairs.

The client thanked me and call ended.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/9/2009 8:43:56 AM, lcisnero

WARRANTY CHECK 02/09/2009 08:43:56 AM lcisnero

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/9/2009 8:43:59 AM, lcisnero

CLAIM CHECK 02/09/2009 08:43:59 AM lcisnero

The following Claim History information was found

0; 2008-03-25; 251046; 710293; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 2/9/2009 8:44:01 AM, lcisnero

CAMPAIGN CHECK 02/09/2009 08:44:01 AM lcisnero

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 04/28/08; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;

07-016; Q36; 04

\*\*\* CASE VSC LOOKUP 2/9/2009 8:44:02 AM, lcisnero

VSC CHECK 02/09/2009 08:44:02 AM lcisnero

The following VSC information was found

;;:0;0;0.0

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG CONCERN (SAFETY)

\*\*\* CASE CUC LOOKUP 2/9/2009 8:44:02 AM, lclisnero

CUC CHECK 02/09/2009 08:44:02 AM lclisnero

The following CUC information was found

[REDACTED];ACTIVE;105000;40184;65100;2008-02-20;2011-02-20;;2005-07-01;2005-07-01;251041;;0;2005-07-31;2005-07-01

\*\*\* CASE MODIFY 2/9/2009 8:44:05 AM, lclisnero

into WIP default and Status of Solving .

\*\*\* CASE CLOSE 2/9/2009 8:44:07 AM, lclisnero

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 9/12/2005 6:43:22 AM  
 Case Originator : Leon Jones (Team CA) Sub Division : Customer Relations Status : Closed Close Date : 10/6/2005 10:34:51 AM  
 Case Owner : Aaron Goldberg (Team CA) Method : Phone Queue : Days Open : 24  
 Last Closed By : Aaron Goldberg (Team CA) Point of Origin : Customer Wipbin :  
 Case Title : 6B-416- [REDACTED] SIDE AIR BAG DEPLOYED 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 : FRISCO, TX [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / SIs District : /

**Product Info :**

Unit Owner : [REDACTED] 49  
 VIN Type / No. : US VIN / JH4CL96994C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 6,000  
 In Service Date : 03/30/2005  
 Months In Use : 6  
 Engine Number : K24A21029619  
 Originating Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Selling Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : WH  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251416 / MAC CHURCHILL ACURA  
 Phone No. : 817-232-2872  
 Address : 3125NORTHEAST LOOP 820  
 City / State / Zip : FORT WORTH, TX 76137  
 Svc District / SIs District : 06B / A06  
 Warranty Labor Rate / Date : \$120.00 /  
 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
[REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Jones	Type 1 : Product	Status : Subcase Close	Open Date : 9/12/2005 1:55:40 PM
Issue Owner : Bryan Jones	Type 2 : Operation	Queue :	Close Date : 9/23/2005 10:45:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist Denied  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :            Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 6B-416-[REDACTED] - SIDE AIR BAG DEPLOYED

\*\*\* CASE CREATE 9/12/2005 6:43:22 AM, ljones

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/12/2005 6:43:33 AM, ljones

WARRANTY CHECK 09/12/2005 06:43:32 AM ljones

No data found for VIN.

\*\*\* CASE VSC LOOKUP 9/12/2005 6:43:37 AM, ljones

VSC-CUC CHECK 09/12/2005 06:43:37 AM ljones

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/12/2005 6:43:42 AM, ljones

CAMPAIGN CHECK 09/12/2005 06:43:42 AM ljones

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 2005-03-21; FX

\*\*\* CASE CLAIMS LOOKUP 9/12/2005 6:43:47 AM, ljones

CLAIM CHECK 09/12/2005 06:43:47 AM ljones

The following Claim History information was found

0; 2005-03-21; 251155; 368341; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-02

\*\*\* NOTES 9/12/2005 7:00:03 AM, ljones, Action Type : Call from Customer

Client states that while driving down the road on Saturday, the side curtain airbag deployed. He is trying to figure out what to do, and has contacted his insurance company over the weekend. The vehicle was purchased at a Toyota dlr, and it only had 20 miles on it. Mr. [REDACTED] wanted to know what he should do, and wanted to contact Acura to address his concerns. Inquired if he had the vehicle inspected at the dlr. Mr. [REDACTED] stated that he plans to have the vehicle towed to MacChurchill Acura. Mr. [REDACTED] wanted to know if Acura is going to pay for a rental, towing and the repairs. He stated that he knows that this is not his fault. He stated that a vibration is what caused the deployment, and inquired if this is a widespread issue. Explained that the vehicle would need to be diagnosed before any action will be taken. Advised the client that if the dlr does find that the issue was caused by a defect in material or workmanship, then they will take the proper steps in addressing the issue. Mr. [REDACTED] stated that his insurance company will then charge Acura for the expenses incurred in this matter, because he feels that Acura is at fault. He stated that the airbags may have deployed from vibration. Advised that if the insurance company does feel that Acura is at fault, they will escalate. Informed the client that the airbags do not deploy from only a vibration, so further inspection will need to take place. Provided a case number, and the phone number to MacChurchill Acura. No further assistance was needed. Case closed.

Offered to provide the phone number to TLC, but client declined.

\*\*\* CASE MODIFY 9/12/2005 7:00:18 AM, ljones

into WIP default and Status of Solving.

\*\*\* CASE YANKED 9/12/2005 8:47:53 AM, bprice

Yanked by bprice into WIPbin default.

\*\*\* CASE MODIFY 9/12/2005 8:48:24 AM, bprice

into WIP default and Status of Solving.

\*\*\* NOTES 9/12/2005 8:56:41 AM, bprice, Action Type : Call from Customer

Call from client wanting to discuss the matter he had previously addressed. He states that his insurance called back and they are not going to provide him any

Case History

Case ID : [REDACTED] Case Title : 6B-416- [REDACTED] SIDE AIR BAG DEPLOYED

assistance. The client is looking for a rental car or loaner vehicle. He states that his insurance company and advised that they would help on Sunday but contacted him today and stated that they would not. The client states that this is clearly a manufactures problem and wants to know who he can talk to. The client states that he could have been seriously injured in this instance and fears for his family's safety.

The client states that the side curtain and side airbag deployed in the vehicle while he was driving. The client states that he was not struck and they seemed to just deploy. The client states that he has previously owned a 98 CL and is a repeat and loyal client. He states that he does not feel safe in this vehicle any longer. The vehicle was purchased as a used car from the Toyota dealership right next to the Acura dealer. The vehicle had 20 miles on it at the time of purchase. The client states that the seat had a slight discoloration which he feels is suspect. The Toyota dealership told him at the time of purchase that it was used due to some minor imperfections but could not tell him what these were.

The vehicle is being towed to the Acura dealership by roadside assistance. The client states he is a repeat customer and needs to be satisfied. He states that he no longer wants the vehicle and wants out from underneath it. I advised the client that there would be no guarantees with this request. I advised that it would be forwarded on for review. I advised that the RCM would need to follow up with the dealership on this matter when it arrives. The client understood and gave a cell o [REDACTED] to be contacted.

\*\*\* CASE DISPATCH 9/12/2005 8:57:00 AM, bprice  
from WIP default to Queue Acura Team C.

\*\*\* NOTES 9/12/2005 1:32:25 PM, doutten, Action Type : Call from Customer

Customer called again and wanted to know the status of his case. I explained that the case manager will need 24-48 hours to review and contact him. Customer states that he will need a rental vehicle by the end of the day tomorrow. I explained that most likely ACS will not have enough information to authorize a rental vehicle for him. Customer stated several times that this is NOT what he wants to hear. I explained that his vehicle will need to be diagnosed thoroughly, and possibly more investigation may be needed. I explained that it is his option to rent a vehicle on his own, but could NOT guarantee that Acura would cover the charges. Customer states that this is ridiculous and not what he wants to hear. I apologized several times for this, and explained again that this situation will DEFINITELY need more time for investigation and recommended that he contact his insurance company. Customer states that he has, and that they have told him that this is a warranty issue. I asked if they had sent an adjuster out to inspect his vehicle, and I was told no. I recommended again to contact his insurance company for further inspection of the vehicle.

\*\*\*I advised the customer that he can rent a vehicle on his own, but that he needs to be aware that he may have to take full responsibility for the rental. Customer understood.\*\*\*

\*\*\* CASE YANKED 9/12/2005 1:44:32 PM, bjones  
Yanked by bjones into WIPbin DEFAULT.

\*\*\* CASE MODIFY 9/12/2005 1:55:25 PM, bjones  
into WIP DEFAULT and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 9/12/2005 1:55:40 PM, bjones  
Created in WIP Default with Due Date 9/12/2005 1:55:40 PM.

\*\*\* CASE MODIFY 9/12/2005 1:56:23 PM, bjones  
into WIP DEFAULT and Status of Solving.

\*\*\* COMMIT 9/12/2005 2:00:42 PM, bjones, Action Type : N/A  
contact the dealership on the issue

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/12/2005 2:21:16 PM, bjones  
WARRANTY CHECK 09/12/2005 02:21:16 PM bjones

Case History

Case ID : [REDACTED]

Case Title : 6B-416-[REDACTED] SIDE AIR BAG DEPLOYED

No data found for VIN.

\*\*\* CASE MODIFY 9/12/2005 2:21:27 PM, bjones  
into WIP DEFAULT and Status of Solving.

\*\*\* CASE FULFILL 9/13/2005 9:31:06 AM, bjones  
Fulfilled for [REDACTED] due 09/13/2005 12:00:00 AM.

\*\*\* COMMIT 9/13/2005 9:31:16 AM, bjones, Action Type : N/A  
contact the customer

\*\*\* NOTES 9/13/2005 9:31:43 AM, bjones, Action Type : Call from Customer

Contacted the customer on follow up on the issue they have with the side air bag deployment that had occurred in the vehicle. The customer had called for the first time yesterday and followed up three times in the same day for the status on their case. I stated to the customer that the cases usually take approximately 24 to 48 hours before they are worked and receive diagnostic information from the dealership. I informed the customer that I have been in contact with the dealership SM and stated to them that they are going to receive a vehicle in to dealership with the describe problems with a side air bag deployment. I stated that the customer insurance is involved in the situation and they will be sending an adjustor out to view the vehicle. The customer stated that their insurance company stated that they would look at the vehicle but they are no way going to pay for anything and that this particular issue is Acura fault and we are responsible.

\*\*\* Note: I stated to the customer over and over that the issue has not been looked at nor diagnosis so I am not a technician and I cannot tell you what caused the issue. I explained to the customer the functions of our airbags and how they operate

The customer stated that they do not care what is wrong or what caused the deployment they do not want the vehicle back and he will not put his kids in the vehicle. I stated that I understand his feelings but no decision can be made on anything with out having the vehicle looked at first. I stated that my dealership is going to need approximately 2 days to diagnosis the vehicle to check for damages. I informed the customer that I understand that his main concern right now is transportation while the vehicle is being looked at. I stated that I would offer a 2-day goodwill gesture on a reimbursement on a rental. The customer was satisfied with that and stated that he wanted to make sure his feelings have been documented and he will let Acura service review the issue. I stated for the customer to give to the end of Wednesday or Thursday morning for an update. Customer agreed.

\*\*\* CASE FULFILL 9/13/2005 9:31:53 AM, bjones  
Fulfilled for [REDACTED] due 09/14/2005 12:00:00 AM.

\*\*\* COMMIT 9/13/2005 9:31:57 AM, bjones, Action Type : N/A  
awaiting dealer follow up

\*\*\* CASE MODIFY 9/13/2005 9:33:38 AM, bjones  
into WIP DEFAULT and Status of Solving.

\*\*\* NOTES 9/16/2005 2:21:44 PM, bjones, Action Type : Call to Customer

Customer called in to find out the status of their vehicle and if we have received any information from the dealership on the issue. I stated to the customer that currently the vehicle is schedule to be looked at by the dpsm on Friday to verify the actual issue that has occurred in the vehicle and the customer will have the opportunity to speak with the dpsm after we have evaluated the vehicle. I explain to the customer that the dpsm informed me to keep the customer in the vehicle until the diagnosis has been made. The customer was satisfied with the current status of the case and they stated that they would await the contact.

\*\*\* CASE MODIFY COMMITMENT 9/16/2005 2:21:58 PM, bjones  
with [REDACTED] due 09/19/2005 12:00:00 AM.

\*\*\* NOTES 9/19/2005 3:50:29 PM, bjones, Action Type : Field/DSM

The dpsm contacted ACS regarding the vehicle and provide me with an update on the vehicle servicing status. The dpsm stated that they have finalized the inspection on the vehicle and they have found under body damage o the vehicle. The dpsm stated that the dealership seen that the bottom of the vehicle was smashed by the left rear lift support and dented on the driver side of the vehicle. The dpsm stated that the damage that was on the vehicle was approximately 18 inches



Case History

Case ID : [REDACTED] Case Title : 6B-416-[REDACTED] SIDE AIR BAG DEPLOYED

away from the sensor on the side moldings of the vehicle. The dpsm stated that the vehicle was inspected on sat and the customer came to the dealership on in the afternoon on Saturday and the dealership pointed out the nature of the damages they found. The dpsm stated that he would contact the customer on the issue, and follow up.

\*\*\* CASE FULFILL 9/19/2005 3:51:51 PM, bjones

Fulfilled for [REDACTED] due 09/19/2005 12:00:00 AM.

\*\*\* COMMIT 9/19/2005 3:52:00 PM, bjones, Action Type : N/A

follow up after contact from dpsm to the customer

\*\*\* NOTES 9/20/2005 9:35:13 AM, bjones, Action Type : Field/DSM

Spoke with the dpsm regarding the issue the customer had with their srs system in their vehicle. The dpsm stated that they made a determination that the air bags due to damage and the explained it to the customer. The dpsm stated that the customer started to argue the issue that they didn't cause the damages to the bottom of the vehicle and do not remember hitting anything. The dpsm stated that the insurance is now going to have to become involved in the situation that the customer has with the vehicle. The dpsm stated that they vehicle was sold to the customer and he admitted that he signed a disclosure that the vehicle is going to be sold as is. The dpsm stated that with the disclosure signed the issue of this purchase is going to need to be taken up with the Toyota dealership. The dpsm stated that he wanted to inform me on his standpoint on the issue and that the decision has been made. The dpsm stated that he understood that I offered the customer two days of rental until the vehicle was diagnosis and the customer needed to keep the vehicle. The dpsm stated that he would be willing to handle the whole rental bill form the day he rented it up until the today the 20th. I stated that I would contact the customer on the closing of this case.

\*\*\* CASE FULFILL 9/20/2005 9:35:24 AM, bjones

Fulfilled for [REDACTED] due 09/20/2005 12:00:00 AM.

\*\*\* COMMIT 9/20/2005 9:35:27 AM, bjones, Action Type : N/A

contact the customer on the issue

\*\*\* NOTES 9/20/2005 10:07:17 AM, bjones, Action Type : Call to Customer

Spoke with the customer regarding the issue they have with the airbag on the vehicle and the standpoint Acura is going to be taking on the issue. The customer stated that they understood our standpoint and that it doesn't have to be explained to him again. The customer stated that his insurance adjuster is going to be coming out to view the vehicle in attempt to handle the issue on a different ave. one question the customer did have is if I spoke with the dpsm regarding his request for the documentation on what happen to the vehicle before it was sold to Toyota. I stated that I would follow up with the case on the issue to find out if we can release this type of information. The customer stated that they would like a follow up call on the issue if it is or not possible to get the documentation.

\*\*\* CASE FULFILL 9/20/2005 10:07:27 AM, bjones

Fulfilled for [REDACTED] due 09/21/2005 12:00:00 AM.

\*\*\* COMMIT 9/20/2005 10:07:31 AM, bjones, Action Type : N/A

follow up with the customer

\*\*\* NOTES 9/20/2005 12:04:33 PM, alilly, Action Type : Call from Customer

Client contacted ACS asking asking to speak with his CM. The CM Bryan Jones was not available. I provided the client with his voicemail. Client was satisfied.

\*\*\* NOTES 9/22/2005 9:10:14 AM, jharris, Action Type : Letter/Fax

ACS received a fax dated 9/21/05 forwarded to Bryan Jones.

\*\*\* NOTES 9/22/2005 12:04:29 PM, bjones, Action Type : Call to Customer

Contacted the customer and informed them that I was unable to retrieve and provide the information to the customer. The customer stated that they appreciate my attempts on resolving the issue but they were able to get their hands on what they needed and the faxed me a copy and a copy of the rental bill paid. The

Case History

Case ID : [REDACTED]

Case Title : 6B-416- [REDACTED] SIDE AIR BAG DEPLOYED

customer stated that they felt that the dpsm Steve made a decision with out having the information they were able to receive. I explained to the customer that the decision of no buyback assistance has already been made by the dpsm and his standpoint is set. I stated to the customer that before a decision is made by the dpsm to make a standpoint of no further assisted it means that all has been noted in reference to the customer case and if they feel that they have an issue they can pursue legal action. The customer stated that he feels that the dpsm should want to resolve the issue before it goes that route and he wanted me to inform him on the new information provided and follow up with him if he would like to speak or not on the issue.

\*\*\* CASE FULFILL 9/22/2005 12:04:39 PM, bjones

Fulfilled for [REDACTED] due 09/21/2005 12:00:00 AM.

\*\*\* COMMIT 9/22/2005 12:04:44 PM, bjones, Action Type : N/A

contact the dpsm on the rental and new info

\*\*\* NOTES 9/23/2005 10:44:12 AM, bjones, Action Type : Field/DSM

Spoke with the dpsm regarding on the final issue the customer would like from him to be aware of. The customer stated that he received the information on what happen to the vehicle upon transport and the damages that where fixed. The customer faxed over the information and also the rental bill we stated that we reimburse him for. The customer wanted to get the information over dpsm to review to see if his decision is going to change. I faxed over the information to the dpsm and he stated that this doesn't change his decision. He has reviewed the information that the customer had received for the Toyota dealership but after close review and the necessary contacts made the fax works against the customer. The documentation stated that the damages was not body damage and it occurred on the opposite side of where the damages to the under body was. The dpsm stated that he has since contacted the customer and provided him with his standpoint and he is not offering any assistance.

The dpsm stated that the customer insurance has been involved in the issue and they are going to assist in the repairs. And the dpsm stated that he would be crediting the customer for the rental fees. Dpsm decision made and stated to the customer [REDACTED] case closed.

\*\*\* CASE MODIFY 9/23/2005 10:44:52 AM, bjones

into WIP 6B- [REDACTED] and Status of Solving.

\*\*\* CASE MODIFY 9/23/2005 10:44:59 AM, bjones

into WIP 6B- [REDACTED] and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 9/23/2005 10:45:03 AM, bjones

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/23/2005 10:45:04 AM, bjones

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

\*\*\* CASE REOPEN 10/6/2005 10:32:12 AM, agoldber

with Condition of Open and Status of Solving.

\*\*\* NOTES 10/6/2005 10:34:47 AM, agoldber, Action Type : Call from Customer

Customer called ACURA requesting status update on rental assistance. I advised customer I'd contact the last CM to work on case and inquire on status. After calling Bryan Jones x15297, Bryan said the DPSM should be contacting customer back regarding the rental assistance. Customer could be reached at [REDACTED]

Customer was satisfied and call concluded.

I am re closing case.

\*\*\* CASE CLOSE 10/6/2005 10:34:51 AM, agoldber

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 4/20/2011 8:07:39 AM  
 Case Originator : Edward Lopez (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2011 2:39:37 PM  
 Case Owner : Sergio Suarez (Team AB) Method : Phone Queue : Days Open : 9  
 Last Closed By : Sergio Suarez (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : 1A (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND) No. of Attachments : 1

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 8  
 VIN Type / No. : US VIN / JH4CL96934C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 86,000  
 In Service Date : 03/23/2004  
 Months In Use : 85  
 Engine Number : K24A21031713  
 Originating Dealer No. / Name : 251471 / VALENCIA ACURA  
 Selling Dealer No. / Name : 251471 / VALENCIA ACURA  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : SL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251059 / CERRITOS ACURA  
 Phone No. : 562-402-5281  
 Address : 18827 STUDEBAKER RD.  
 City / State / Zip : CERRITOS, CA 90703  
 Svc District / Sls District : 01A / A01  
 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 : DPSM Party 3 : Not Applicable  
 Party 2 : Not Applicable Party 4 : Not Applicable

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODU Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Suarez	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2011 2:39:11 PM
Issue Owner : Sergio Suarez	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/29/2011 2:39:27 PM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to 3rd Party  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :                      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : IA (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND)

\*\*\* CASE CREATE 4/20/2011 8:07:39 AM, elopez01

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

\*\*\* CASE MODIFY 4/20/2011 8:08:31 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:08:39 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:09:00 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:09:01 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:09:23 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:14:33 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:21:29 AM, elopez01

into WIP default and Status of Solving.

\*\*\* NOTES 4/20/2011 8:28:40 AM, elopez01, Action Type : Call from Customer

Client called in and I updated her address information.

Client said she was driving to work this morning and she was getting ready to get off the freeway and her passenger side air bag deployed(side curtain). Client said it just kind of came out and the air bag did not have any air in it when it deployed. Client said she did not hit anything and it just let pressure out of the air bag system. I apologized to client for the inconvenience. Client is not sure what to do. I advised client that she needs to get the vehicle to a Acura dealer as soon as possible. I asked client when she can get the vehicle to the dealer and she said she will take it in today. I advised client that I will forward her case to a DCM to follow up with this issue. I provided client the case number and the DCM'S name and extension. I advised client that the DCM is not in yet. I advised client that the DCM will get in contact with client within 24-48 hours. Client understood and thanked me for the information.

Clients best contact number is on her cell 310-503-8110.

\*\*\* CASE MODIFY 4/20/2011 8:28:50 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:28:57 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:29:07 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:29:14 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:31:22 AM, elopez01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/20/2011 8:31:39 AM, elopez01

Case History

Case ID : [REDACTED]

Case Title : 1A (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND)

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/20/2011 8:31:48 AM, elopez01  
from WIP default to Queue Acura Team B.

\*\*\* NOTES 4/20/2011 9:26:58 AM, elopez01, Action Type : Call from Customer  
Client said she will take her vehicle to Cerritos Acura #251059 where she purchased the vehicle.

\*\*\* CASE ACCEPT 4/20/2011 10:49:05 AM, ssuarez  
from Queue Acura Team B to WIP default.

\*\*\* NOTES 4/20/2011 4:29:51 PM, ssuarez, Action Type : Field Service  
Spoke to DPSM Todd Rutherford.

The DPSM is at Cerritos Acura, and is inspecting the vehicle. The DPSM inspected the underbody while the car was up on a lift, and could find no signs of impact damage that would have led to this airbag deployment. The dealership is currently in the process of diagnosing the electronic systems of the vehicle. The DPSM requested advisement on how to proceed.

\*\*\* NOTES 4/20/2011 4:45:45 PM, ssuarez, Action Type : Note-General  
AM advised, HNA was asked to review the case.

\*\*\* CASE MODIFY 4/20/2011 4:45:50 PM, ssuarez  
into WIP default and Status of Solving.

\*\*\* NOTES 4/21/2011 8:44:41 AM, ssuarez, Action Type : Note-General  
Spoke to HNA representative.

Goodwill can be offered, however, the client must sign a release prior to repairs.

\*\*\* NOTES 4/21/2011 9:13:55 AM, ssuarez, Action Type : Note-General  
Carfax report indicates that the vehicle was involved in an accident 7/21/09

\*\*\* CASE MODIFY 4/21/2011 9:18:27 AM, ssuarez  
into WIP default and Status of Solving.

\*\*\* NOTES 4/21/2011 9:35:59 AM, ssuarez, Action Type : Note-General  
NICB report:

12/18/08 - Collision claim. No mileage or exact damage indicated  
07/21/09 - rental reimbursement claim

\*\*\* NOTES 4/21/2011 9:40:03 AM, ssuarez, Action Type : Field Service  
Spoke to DPSM Todd Rutherford.

The DPSM was advised that Acura would like for the DPSM to inspect the paint thickness on the affected side, as well as the wheels and tires, to check to see if they've recently been replaced. The DPSM will be at the dealership on Tuesday 4/26/11.

\*\*\* CASE MODIFY 4/21/2011 9:40:17 AM, ssuarez  
into WIP default and Status of Solving.

\*\*\* NOTES 4/21/2011 3:13:41 PM, ssuarez, Action Type : Call to Customer

Case History

Case ID : [REDACTED] Case Title : 1A (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND)

Called client and left VM requesting call back.

\*\*\* NOTES 4/21/2011 3:14:06 PM, ssuarez, Action Type : Call to Customer

Called client and left VM requesting call back.

\*\*\* NOTES 4/21/2011 3:15:34 PM, ssuarez, Action Type : Dealer Communication

ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s): The client contacted Acura Client Relations regarding the airbags in her vehicle. The client states that the airbags deployed while she was driving, and there wasn't any collision or accident.

\*\*\* COMMIT 4/21/2011 3:15:45 PM, ssuarez, Action Type : N/A

Made to [REDACTED] Tue 04/25/2011 03:00:00 PM.

Client

\*\*\* CASE MODIFY 4/21/2011 3:16:11 PM, ssuarez

into WIP default and Status of Solving.

\*\*\* NOTES 4/22/2011 8:52:36 AM, ssuarez, Action Type : Field Service

Spoke to DPSM Todd Rutherford.

The DPSM stated that he will have to call the DCM back.

\*\*\* NOTES 4/22/2011 8:57:12 AM, ssuarez, Action Type : Call from Customer

Received VM from Ms. [REDACTED] requesting call back to [REDACTED]

\*\*\* NOTES 4/22/2011 8:57:47 AM, ssuarez, Action Type : Call to Customer

Called client on requested line and left VM requesting call back.

\*\*\* CASE MODIFY 4/22/2011 10:20:27 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/25/2011 9:47:47 AM, ssuarez, Action Type : Call to Customer

Spoke to Ms [REDACTED]

The client had the airbag deploy for no reason. She indicated she was going normal speed with no cars around her. The client stated that she pulled over, but could find no impact damage. Passenger side curtain airbag went off, nobody else was in the car, and she was uninjured. The client was travelling about 60 on the freeway. Car is at Cerritos. The sensor went off. The client was in an accident previously, there was a side impact on the passenger side about 5 years ago. Then again 3 or 4 years ago, she was in a front end collision. The client stated that the airbags didn't deploy either of those two times. The client stated that the last accident was repaired by Cerritos Acura. The client has not contacted her insurance company.

The client was advised to submit paperwork for the repairs that took place 5 years ago. If the most recent repair took place at Cerritos Acura, then ACR will obtain those records directly from the dealership. The client was informed that Acura will be inspecting the vehicle tomorrow, and she can expect an update Wednesday. The client was advised that Acura will not make any decision with how to handle her case until the paperwork is received. The client understood. The client was provided the fax number 310-783-3535.

\*\*\* NOTES 4/25/2011 9:48:13 AM, ssuarez, Action Type : Field Service

Called DPSM Todd Rutherford and left VM requesting call back.

\*\*\* CASE MODIFY 4/25/2011 9:48:46 AM, ssuarez

Case History

Case ID : [REDACTED]

Case Title : 1A (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND)

into WIP 1A and Status of Solving.

\*\*\* CASE MODIFY 4/25/2011 9:48:57 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 4/25/2011 10:13:20 AM, ssuarez

with [REDACTED] due 04/26/2011 03:00:00 PM.

\*\*\* CASE MODIFY 4/25/2011 10:13:23 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/25/2011 11:52:59 AM, ssuarez, Action Type : Call to Dealer

Called SM Mark and left VM requesting call back.

\*\*\* CASE MODIFY 4/25/2011 11:53:06 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/25/2011 3:58:03 PM, ssuarez, Action Type : Call to Dealer

Spoke to SM Mark.

The SM was asked to provide the DPSM and the DSM with the records of the front bumper repair. The SM was advised that given how long it's been since repairs, they will likely be archived.

\*\*\* CASE MODIFY 4/25/2011 3:58:15 PM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/25/2011 4:02:43 PM, mjones, Action Type : Letter/Fax

Fax received 4/25-11

Pages 3

Document scanned (see attachment).

\*\*\* CASE ADD ATTACHMENT 4/25/2011 4:15:14 PM, crmsuser

Added attachment ScanDoc 1 with path [REDACTED]

\*\*\* CASE MODIFY 4/26/2011 10:20:50 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/26/2011 3:09:13 PM, ssuarez, Action Type : Field Service

Spoke to DPSM Todd Rutherford.

The DPSM indicated that there is significant impact damage to the underside of the vehicle, on the passenger side. Pictures have been submitted to ACR. This damage may have led to the airbag deployment. Due to the inspection, the client will be referred to her insurance company.

\*\*\* NOTES 4/26/2011 3:12:13 PM, ssuarez, Action Type : Call to Customer

Called client and left VM requesting call back.

\*\*\* CASE MODIFY COMMITMENT 4/26/2011 3:28:05 PM, ssuarez

with [REDACTED] due 04/29/2011 03:00:00 PM.

\*\*\* CASE MODIFY 4/26/2011 3:28:08 PM, ssuarez

into WIP 1A and Status of Solving.



Case History

Case ID : [REDACTED] Case Title : 1A (CERRITOS) [REDACTED] AIR BAG DEPLOYED WHILE DRIVING. (ND)

\*\*\* NOTES 4/28/2011 10:54:55 AM, ssuarez, Action Type : Call to Customer

Called client and left VM requesting call back.

\*\*\* CASE MODIFY COMMITMENT 4/28/2011 10:56:13 AM, ssuarez

with [REDACTED] due 05/02/2011 03:00:00 PM.

\*\*\* CASE MODIFY 4/28/2011 10:56:29 AM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* NOTES 4/29/2011 2:38:19 PM, ssuarez, Action Type : Call to Customer

Spoke to Ms. [REDACTED]

The client was advised that Acura has inspected the vehicle, and found significant impact damage. The client was very upset, and feels that Acura and the DCM thinks that she is lying about there not being an impact on the underside of the vehicle. The client was advised that Acura is not calling her a liar. The client was advised that Acura has simply determined that it has found damage on the underside of the vehicle that may have led to the airbag deployment. The client was notified that the correct way to address the concern now would be for her to work with her insurance company. The client was advised that should their investigators determine that the vehicle failed due to a defect, they will get in contact with Acura accordingly. The client understood, and had no further questions.

No further action required at this time.

\*\*\* SUBCASE [REDACTED] CREATE 4/29/2011 2:39:11 PM, ssuarez

Created in WIP Default with Due Date 4/29/2011 2:39:11 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 4/29/2011 2:39:27 PM, ssuarez

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 4/29/2011 2:39:34 PM, ssuarez

into WIP 1A and Status of Solving.

\*\*\* CASE CLOSE 4/29/2011 2:39:37 PM, ssuarez

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

\*\*\* NOTES 6/7/2011 12:17:29 PM, ssuarez, Action Type : Inbound DCS

VEHICLE DID HAVE DAMAGE THAT CAUSED THE DEPLOYMENT AND HER INSURANCE COMPANY AGREED TO PAY FOR THE REPAIR.  
ALL IS RESOLVED

\*\*\* COMMIT 6/7/2011 12:17:29 PM, ssuarez, Action Type : External Commitment

Inbound DCS received from Dealer # 251059

\*\*\* CASE FULFILL 6/8/2011 8:39:13 AM, ssuarez

Fulfilled for [REDACTED] due ?/?/? ??:??.

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 3/2/2007 10:41:53 AM  
 Case Originator : Elaine Holton (Team CD) Sub Division : Customer Relations Status : Closed Close Date : 3/2/2007 1:25:19 PM  
 Case Owner : Claudia Chao (Team PA) Method : Phone Queue : Days Open : 0  
 Last Closed By : Claudia Chao (Team PA) Point of Origin : Customer Wipbin :  
 Case Title : 05 [REDACTED] ACCIDENT CASE/NO INJURY/AIRBAG DEPLOYMENT 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 : ELIZABETH, NJ  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : XXXXXX XXXXXX SOLD  
 VIN Type / No. : US VIN / JH4CL96804C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 35,000  
 In Service Date : 05/31/2004  
 Months In Use : 34  
 Engine Number : K24A21032517  
 Originating Dealer No. / Name : 251373 / SPRINGFIELD ACURA  
 Selling Dealer No. / Name : 251373 / SPRINGFIELD ACURA  
 Trm : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : GC  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251373 / SPRINGFIELD ACURA  
 Phone No. : 973-912-9000  
 Address : 243 ROUTE 22 EAST  
 City / State / Zip : SPRINGFIELD, NJ 07081  
 Svc District / Sls District : 05H / D05  
 Warranty Labor Rate / Date : \$120.00 /  
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

ISSUES :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODU	Subcase Close	Product	Operation - "Safety"	752 SRS

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Issue ID : [REDACTED]  
Issue Originator : Claudia Chao  
Issue Owner : Claudia Chao  
Issue Title : [REDACTED]

Disposition: Complaint  
Type 1 : Product  
Type 2 : Operation - "Safety"  
PRODUCT - OPERATION - "SAFETY"

Condition : Closed  
Status : Subcase Close  
Queue :

Wipbin  
Open Date : 3/2/2007 1:18:05 PM  
Close Date : 3/2/2007 1:18:25 PM

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Single Deploy 7525  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information, Documented Concern  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**AMERICAN HONDA****CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

Case ID :

Case Title :

Case History

ACCIDENT CASE/NO INJURY/AIRBAG DEPLOYMENT

\*\*\* CASE CREATE 3/2/2007 10:41:53 AM, eholtan

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

\*\*\* CASE CUC LOOKUP 3/2/2007 10:50:34 AM, eholtan

CUC CHECK 03/02/2007 10:50:34 AM, eholtan

The following CUC information was found

ALLISON,QUINN;ACTIVE;100000;13313;62000;2008-05-31;2011-05-31;2005-07-19;2005-07-19;251373;0;2005-07-31;2005-07-22

\*\*\* CASE VSC LOOKUP 3/2/2007 10:50:34 AM, eholtan

VSC CHECK 03/02/2007 10:50:34 AM, eholtan

The following VSC information was found

\*\*\*\*\*0;0;-0;0

\*\*\* CASE CAMPAIGN LOOKUP 3/2/2007 10:50:45 AM, eholtan

CAMPAIGN CHECK 03/02/2007 10:50:45 AM, eholtan

The following Campaign information was found

04-026; P45; 04-TSY TRUNK WIRE; ;

06-050; Q27; [REDACTED] Class Action Acura; ;

04-021; Q33; 03-04 RADIO DISPLAY; ;

\*\*\* CASE CLAIMS LOOKUP 3/2/2007 10:50:47 AM, eholtan

CLAIM CHECK 03/02/2007 10:50:47 AM, eholtan

The following Claim History information was found

0; 2006-06-27; 251373; 326491; 510; 713103; HEADLIGHT LENS, RIGHT - REPLACE, INCLUDES, AIM HEADLIGHTS, S/B# 04-041

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/2/2007 10:50:48 AM, eholtan

WARRANTY CHECK 03/02/2007 10:50:48 AM, eholtan

No data found for VIN.

\*\*\* CASE MODIFY 3/2/2007 11:27:44 AM, eholtan

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/2/2007 11:28:05 AM, eholtan

into WIP default and Status of Solving.

\*\*\* NOTES 3/2/2007 11:52:49 AM, eholtan, Action Type Call from Customer

The client contacted ACS on his daughter's behalf. The client stated that his daughter hit a pothole/dip in the road at approximately 25/30 mph causing the vehicle to swerve and the passenger side airbags were deployed. The client took her vehicle into Springfield Acura to have it inspected and was informed by S/A Laura that the repairs would not be covered under warranty. The client was informed that the estimated cost of repairs is about \$2400 this includes the cost of replacing the SRS unit, impact sensor, seat back cover, battery for airbags, and labor. The client stated that the dealership informed her that hitting a pothole is an accident, and that she would need to contact her insurance company. The client stated that he doesn't believe it is an accident, but a manufactures defect. The client stated that there was no exterior damage. I advised the client that if he feels this accident was caused by defect or abnormality, then he would need to have his insurance investigate. I advised the client that I would be asking him a series of questions to document the accident. The client had his daughter [REDACTED] on the call midway through the conversation. The client stated that her front passenger side airbag deployed on February 22, 2007 at approximately 10:00 p.m. The weather and road were dry. There was only 1 vehicle involved. The airbags deployed in Manhattan, NY on [REDACTED]. The client stated that she drove over a pothole/dip in the road and her side passenger airbag deployed starting her.

Case ID: [REDACTED]

Case Title: 05H-[REDACTED]

ACCIDENT CASE/NO INJURY/AIRBAG DEPLOYMENT

There was one passenger in the vehicle who was sitting in the front passenger side. All passengers were wearing their seatbelts. There was no need for medical attention at the time of the accident. The insurance company has not yet been contacted. The client has High Point Insurance. The client is unsure who her agent is at this time. The client's main concern at this time is that he feels the damage should be covered under warranty because of the nature of the accident. The client is worried about an increase in insurance rates, due to what he thinks is a manufacturer's defect. Per team lead Claudia Chao, I asked the client: On a scale from 1-10 how hard did she hit the pothole? The client replied "about 7". The client feels that the airbag should not have deployed and the manufacturer should stand up behind its product by repairing it under warranty. I advised the client that I would document his concerns. The client was very frustrated and requested the contact information of our legal department. I provided the customer with HNA Legal @ 1919 Torrance Blvd. I provided the client with the case number. The client insisted on speaking with a supervisor. Team lead Claudia Chao took over the call.

\*\*\* CASE MODIFY 3/2/2007 11:52:53 AM, eholtan  
into WIP default and Status of Solving

\*\*\* CASE MODIFY 3/2/2007 11:53:05 AM, eholtan  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 3/2/2007 11:53:32 AM, eholtan  
to cchao, WIP\_1Z1X1Z1-1Z1@

\*\*\* CASE RULE ACTION 3/2/2007 11:53:33 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 3/2/2007 12:00:15 PM, cchao, Action Type: Escalation

Mr. [REDACTED] requested to speak a supervisor

Mr. [REDACTED] advised me his daughter had hit a Pot hole and the Side air bag deployed. He stated he took the vehicle to Springfield Acura and had been advised the repair would cost \$2400 to repair it. Mr. [REDACTED] stated he feels there is a defect in the vehicle and would like assistances from AHM. I apologized to the customer and informed him if a wheel drops into a deep pothole or you strike a hard raised object such as a curb or speed bump a brief high rate of deceleration may cause the front airbag to deploy. I informed him if he feels there is product liability he should contact his insurance company to conduct an investigation. Mr. [REDACTED] stated his daughter is a single mother and cannot offer to pay \$2-400 for the repair. He also stated if he contact the insurance company her insurance will go up. I showed empathy and again apologized to the customer. The customer then asked why the dealership did not provide this. He stated they had charge him for a diagnoses fee. I informed the customer if he likes he may contact the dealership and explain what had happen and hopefully they can reimburse them. I offered to send an SRS booklet to the customer, which he accepted. Mr. [REDACTED] was still not satisfied and felt there is an abnormality on the vehicle. I again advise the customer he may contact his insurance company. The customer then stated the rep. had provided an address to AHM Legal department. He stated he may have his attorney contact AHM. I apologized to the customer and advised him he may do so, however the insurance company will need to conduct an investigation. I asked the customer if there was anything else I could assist him with. He stated no and thanked me. We ended the call.

\*\*\* SUBCASE [REDACTED] CREATE 3/2/2007 1:18:05 PM, cchao  
Created in WIP Default with Due Date 3/2/2007 1:18:05 PM

\*\*\* SUBCASE [REDACTED] CLOSE 3/2/2007 1:18:25 PM, cchao  
Status - Solving, Resolution Code = Instruction Given

\*\*\* NOTES 3/2/2007 1:19:09 PM, cchao, Action Type: Note-General  
Case has been reviewed per P&P. Case will not be forwarded and will be closed.  
SRS booklet will be sent out.

\*\*\* CASE CLOSE 3/2/2007 1:25:19 PM, cchao  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 1/21/2011 11:24:02 AM  
 Case Originator : Luis Cisneros (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2011 6:44:38 AM  
 Case Owner : Jun Hong (Team SB) Method : Phone Queue : Days Open : 26  
 Last Closed By : Jun Hong (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : 2H - HALL ACURA - [REDACTED] DEPLOYED AIRBAG CONCERN, NO IMP 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 : WILLIAMSBURG, VA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JH4CL96884C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 105,000  
 In Service Date : 07/06/2004  
 Months In Use : 78  
 Engine Number : K24A21040623  
 Originating Dealer No. / Name : 251339 / HALL ACURA OF VIRGINIA BEACH  
 Selling Dealer No. / Name : 251139 / HALL ACURA OF NEWPORT NEWS  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : SL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251139 / HALL ACURA OF NEWPORT NEWS  
 Phone No. : 757-886-7060  
 Address : 12501 JEFFERSON AVE.  
 City / State / Zip : NEWPORT NEWS, VA 23602  
 Svc District / Sls District : 02H / C02  
 Warranty Labor Rate / Date : \$89.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag
[REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 1/28/2011 7:58:45 AM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 1/28/2011 7:58:54 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : PassenCurtainSRS7516  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2011 6:43:57 AM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 2/16/2011 6:44:23 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : PassenCurtainSRS7516  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - AHM 100%, Documented Concern, Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA [REDACTED] DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* CASE CREATE 1/21/2011 11:24:02 AM, Icisnero

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

\*\*\* CASE MODIFY 1/21/2011 11:42:54 AM, Icisnero

into WIP default and Status of Solving.

\*\*\* NOTES 1/21/2011 11:54:24 AM, Icisnero, Action Type : Call from Customer

Verified clients contact information, contact number [REDACTED]

Mr. [REDACTED] explained on 01/17/2010 at 6:30pm two airbags deployed with out impact.  
The client informed he was stopped then made a right hand turn and then he heard a loud bang.  
Client stated the front passenger side seat and curtain airbags deployed.

Mr. [REDACTED] explained no one was sitting in the front passenger seat.  
The client advised this occurred while he was making a right hand.

Client advised he did not hit anything and there is no visible impact on the vehicle.

Mr. [REDACTED] took the vehicle to HALL ACURA OF NEWPORT NEWS today and talked to Ronald.

Client stated he was told after running a diagnostic they just determined the airbags deployed.

Ronald explained to client they found no damage on the vehicle.

The client asked what could he could do?

Client was told they can replace repair the vehicle for \$3400.

Mr. [REDACTED] was then advised to contact ACR to report issue and to see if there was anything we could do. The client has not contacted his insurance company yet.

ACR apologized for the inconvenience and experience.

I advised the concern will be forwarded to a DCM for further fact gathering.

Client understood to DCM will contact the dealer and him to understand the concern.

I advised an attempt will be made to connect his call to a DCM now.

ACR apologized since the DCM was not able to take the call at the time.

Mr. [REDACTED] understood the DCM will call back no later by the end of the next business day.

The client thanked me and call ended.

Call back # [REDACTED]

\*\*\* CASE MODIFY 1/21/2011 11:54:29 AM, Icisnero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/21/2011 11:55:07 AM, Icisnero

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/21/2011 11:55:11 AM, Icisnero

from WIP default to Queue Acura Team A.

\*\*\* CASE RULE ACTION 1/22/2011 11:55:11 AM, sa

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



Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] - DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* CASE RULE ACTION 1/23/2011 11:55:11 AM, sa

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

\*\*\* CASE ACCEPT 1/24/2011 6:04:57 AM, jbetanco

from Queue Acura Team A to WIP default.

\*\*\* CASE YANKED 1/24/2011 1:17:23 PM, jhong

Yanked by jhong into WIPbin default.

\*\*\* NOTES 1/24/2011 2:24:14 PM, jhong, Action Type : Call to Customer

I made an introductory call to Mr. [REDACTED] left a voice message to return my call at his convenience. I provided my contact number and ended the call.

\*\*\* COMMIT 1/24/2011 2:24:18 PM, jhong, Action Type : N/A

Client (2)

\*\*\* CASE MODIFY 1/24/2011 2:25:09 PM, jhong

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 6:08:29 AM, jhong

into WIP default and Status of Solving.

\*\*\* NOTES 1/25/2011 6:10:15 AM, jhong, Action Type : Dealer Communication

ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s):

Mr. [REDACTED] explained on 01/17/2010 at 6:30pm two airbags deployed with out impact.

The client informed he was stopped then made a right hand turn and then he heard a loud bang.

Client stated the front passenger side seat and curtain airbags deployed.

Mr. [REDACTED] explained no one was sitting in the front passenger seat.

The client advised this occurred while he was making a right hand.

Client advised he did not hit anything and there is no visible impact on the vehicle.

Mr. [REDACTED] took the vehicle to HALL ACURA OF NEWPORT NEWS today and talked to Ronald.

Client stated he was told after running a diagnostic they just determined the airbags deployed.

Ronald explained to client they found no damage on the vehicle.

The client asked what could he could do? Client was told they can replace repair the vehicle for \$3400.

ACR will contact you to gather more information.

\*\*\* CASE MODIFY 1/25/2011 6:10:22 AM, jhong

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 6:10:41 AM, jhong

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 6:10:44 AM, jhong

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] - DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* CASE MODIFY 1/25/2011 9:05:22 AM, jhong  
into WIP default and Status of Solving.

\*\*\* NOTES 1/25/2011 9:15:44 AM, jhong, Action Type : Call to Dealer

I called the SM Keith Bradshaw at 757-886-7060. I provided the clients information and inquired about their inspection. He stated the passenger side seat airbag and side curtain airbag deployed. He stated there are no visible damages and the client swears he did not hit anything. He stated they were not able to find any factory defects and/or workmanship. He stated he has told the client to work with his insurance company but the client's insurance company is referring him to Acura. I understood. I asked if he can fax over the RO and recommend repairs. He agreed. I provided my fax number. I thanked him and we ended the call.

\*\*\* CASE MODIFY 1/25/2011 9:15:48 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 9:15:52 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 10:08:56 AM, jhong  
into WIP default and Status of Solving.

\*\*\* NOTES 1/25/2011 10:25:15 AM, jhong, Action Type : Call from Customer

Mr. [REDACTED] called back. I thanked him for returning my call. I reviewed the case notes and they were accurate. He stated he was stopped, then made a slow right hand turn and then he heard a loud noise and he noticed his airbag had deployed. He stated no one was in the passenger seat. He stated that he feels it's a product defect. I asked if he hit any pot hoes or curbs while making the right hand turn. He said no. I understood. I asked what the dealership determined. He stated they found no impact on the vehicle and they also pulled a code for the airbag being deployed. I understood. I asked if he is the original owner. He said yes. I asked if the vehicle has been involved in an accident before the incident. He stated yes, he was rear ended about 3 weeks after he purchased the vehicle. I understood. I asked if he contacted his insurance carrier. He said no. I understood. I suggested the client to notify his insurance company. I told the client ACR will review the concern and follow up once more feedback is available. He understood and asked when he should expect a call back. I told the client ACR will follow up in two business days. He agreed. He had no other questions or concerns. I thanked him for his time and we ended the call.

Incident date: [REDACTED]

Incident time: At 6:30pm

Incident location: [REDACTED] Williamsburg, VA

Any injuries: No

Is the vehicle drivable: Yes

Any passengers: No

Current location of the vehicle: Hall Acura of New Port News

Vehicle operating condition before and during the incident: No dashboard indicators

Was a police report filed? No

Insurance carrier notified? No

Has the vehicle been seen by a dealer? Yes

\*\*\* CASE MODIFY 1/25/2011 10:25:29 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE FULFILL 1/25/2011 10:25:32 AM, jhong  
Fulfilled for [REDACTED] due 01/25/2011 12:00:00 AM.

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* COMMIT 1/25/2011 10:25:33 AM, jhong, Action Type : N/A  
DPSM

\*\*\* CASE MODIFY 1/25/2011 10:25:44 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 10:25:46 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/25/2011 11:23:53 AM, jhong  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/26/2011 11:00:06 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 1/26/2011 11:38:56 AM, jhong, Action Type : Field Service

I called the DPSM (2H). I provided the case details along with the dealership findings. He stated if there are no defects found then Acura would recommend the client work with his insurance carrier. I understood and agreed. I thanked him and we ended the call.

\*\*\* NOTES 1/26/2011 11:48:42 AM, jhong, Action Type : Call to Customer

I called Mr. [REDACTED]. I informed the client ACR has reviewed the product concern. I explained based on the dealership inspection, there were no defects found. I suggested that he contact his insurance company. He stated what if his insurance company refers him to Acura. I told the client he can advise his insurance company that there were no defects found. I explained if his insurance company disagrees, he is welcome to call ACR to discuss their findings. He understood and stated he is disappointed with the outcome. He asked if this is something he should expect. I told the client no and explained that there are no known issues or recalls related to his concern. He understood. He stated this will be his last Acura vehicle. I understood and apologized. I explained ACR will document the product complaint. I offered to provide the case number and also send out a booklet regarding the airbag system. He agreed. I provided the case number. I advised ACR will send out the booklet today and should receive it within the next 7-10 business days. He understood. He had no other questions. I thanked him for his time and we ended the call.

\*\*\* CASE MODIFY 1/26/2011 11:48:46 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE FULFILL 1/26/2011 11:48:50 AM, jhong  
Fulfilled for [REDACTED] due 01/26/2011 12:00:00 AM.

\*\*\* COMMIT 1/26/2011 11:48:51 AM, jhong, Action Type : N/A  
Close case

\*\*\* CASE MODIFY 1/26/2011 11:49:02 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 1/28/2011 7:57:57 AM, jhong, Action Type : Note-General  
ACR sent out the Airbag booklet (Understanding your vehicle's safety equipment).

\*\*\* CASE MODIFY 1/28/2011 7:58:01 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE MODIFY 1/28/2011 7:58:03 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE MODIFY 1/28/2011 7:58:09 AM, jhong

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] DEPLOYED AIRBAG CONCERN, NO IMPACT

into WIP Product Liability and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 1/28/2011 7:58:45 AM, jhong  
Created in WIP Default with Due Date 1/28/2011 7:58:45 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 1/28/2011 7:58:54 AM, jhong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/28/2011 7:58:56 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE CLOSE 1/28/2011 7:58:58 AM, jhong  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 2/3/2011 1:23:12 PM, jhong  
with Condition of Open and Status of Solving.

\*\*\* NOTES 2/3/2011 1:33:33 PM, jhong, Action Type : Field Service

DPSM (SK) called. He stated that he was notified by the SM (Keith) that the client's insurance company will not pay for the repairs and is requesting for a call from Acura. I understood. I advised ACR will review the case with HNA Law and follow up. He provided the insurance contact (see below) and we ended the call.

Devaie Vazquez  
USAA Insurance  
757-869-4153

\*\*\* CASE MODIFY 2/3/2011 1:33:40 PM, jhong  
into WIP default and Status of Solving.

\*\*\* NOTES 2/3/2011 1:41:53 PM, jhong, Action Type : HNA Law

I called HNA Law. I provided the case summary and advised that the DPSM has notified ACR that the client insurance adjuster is requested for a call back. He advised forward the case documents for review. He stated they may take the case. I understood and advised ACR will forward the documents. I thanked him and we ended the call.

\*\*\* NOTES 2/3/2011 1:43:46 PM, jhong, Action Type : Field Service

I called the DPSM (SK) and advised that the case will be reviewed by HNA Law and they may take the case. I explained ACR will follow up once more feed back is available.

\*\*\* CASE MODIFY 2/3/2011 1:43:53 PM, jhong  
into WIP default and Status of Solving.

\*\*\* NOTES 2/3/2011 1:44:49 PM, jhong, Action Type : Note-General  
Case documents were forwarded to HNA Law.

\*\*\* COMMIT 2/3/2011 1:48:02 PM, jhong, Action Type : N/A

Review

\*\*\* NOTES 2/8/2011 9:53:54 AM, jhong, Action Type : HNA Law

HNA Law called and advised that they would like the DPSM to inspect the vehicle. He requested that the DPSM contact him regarding the case. I understood. I provided the DPSM contact info (SK) and advised ACR will notify the DPSM. I thanked him and we ended the call.

\*\*\* NOTES 2/8/2011 9:57:49 AM, jhong, Action Type : Call to Dealer

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] DEPLOYED AIRBAG CONCERN, NO IMPACT

I called the SM Keith. I left a voice to return my call. I explained ACR would like to confirm that the vehicle is still at the dealership. I provided my contact number.

\*\*\* NOTES 2/8/2011 9:58:05 AM, jhong, Action Type : Field Service

I called the DPSM (RG). I provided the case status and asked if he will be able to inspect the vehicle at Hall Acura of Newport News, Per HNA laws request. He stated he is about 6 hours away from the dealership and requested that the new DPSM inspect the vehicle, since he is local. I understood. I thanked him and we ended the call.

\*\*\* CASE MODIFY 2/8/2011 9:58:15 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/8/2011 10:02:51 AM, jhong, Action Type : Field Service

I called the DPSM (SK). I provided the case update and advised that HNA Law would like a DPSM to inspect the client's vehicle. He stated he is in CA right now and he will be traveling back next on Tuesday and he believes he is scheduled to go to Hall Acura on Friday (2/18). I understood. I asked if he can contact HNA law. He said yes, but he will most likely contact the zone office to see if there is some else that can inspect the vehicle. I understood and advised ACR will email the contact information for HNA law. He understood. He stated he will follow up with HNA law and keep ACR informed. I thanked him and we ended the call.

\*\*\* NOTES 2/8/2011 10:03:44 AM, jhong, Action Type : Field Service

Emailed DPSM (SK) with HNA laws contact information  
Also cc'd HNA Law

\*\*\* CASE MODIFY 2/8/2011 10:04:27 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/8/2011 11:32:59 AM, jhong, Action Type : Manager

ACR received a call from the AZM (CG). He inquired about the product liability case at Hall Acura Newport News. I provided the case details and offered to email to case notes. He agreed. I sent the case via email, while on the phone. I explained HNA law would like a DPSM to inspect the vehicle. He understood. I explained that HNA is requesting for a call back. He understood and asked if ACR can transfer him. I offered to stay on the line, so we are all on the same page. He agreed. We conference called HNA Law.

HNA Law advised they would like a DPSM to go out and inspect the vehicle and if there are no impacts (defects found), they would like the airbag repaired and save the control unit for further review. We understood and explained we would make the arrangements and follow up. We ended the call.

\*\*\* CASE MODIFY 2/8/2011 11:33:06 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE MODIFY 2/8/2011 11:34:29 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/9/2011 9:33:02 AM, jhong, Action Type : Call to Dealer

I called the SM Keith. I left a voice to return my call. I explained ACR would like to confirm that the vehicle is still at the dealership. I provided my contact number.

\*\*\* NOTES 2/9/2011 10:50:37 AM, jhong, Action Type : Call from Dealer

The SM Keith left a voice message and advised the vehicle is currently at the dealership and client was provided with a loaner vehicle.

\*\*\* NOTES 2/9/2011 10:51:58 AM, jhong, Action Type : Field Service

Emailed AZM and cc'd DPSM (SK).

ACR advised that the vehicle is at the dealership and the client was provided with a loaner vehicle.

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] - DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* NOTES 2/9/2011 12:01:29 PM, jhong, Action Type : Field Service

Email response from AZM.

Our DPSM in DC Metro, (Mike S.) will be going to the Dealership on Friday Feb. 10 to conduct inspections. Mike has all of the case notes you provided. We will contact the Service Manager at Hall Acura to finalize the visit time very soon. Mike will contact you post inspection to share results.

\*\*\* CASE MODIFY 2/9/2011 12:01:36 PM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/11/2011 9:44:01 AM, jhong, Action Type : Field Service

The DPSM called. He stated he has completed the inspection. He stated based on his inspection he was not able to identify the cause of the deployment. He stated he did find the right rear control arm is out of spec. but he does not think its related to the deployment. I understood. He stated he has left a voice message with HNA law for further direction. I understood. He stated he will follow up once he makes contact with HNA. I understood. I thanked him for the feedback and inspecting the vehicle on such short notice. We ended the call.

\*\*\* CASE MODIFY 2/11/2011 9:44:09 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE MODIFY 2/11/2011 9:44:14 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE MODIFY 2/11/2011 9:44:15 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/11/2011 11:51:20 AM, jhong, Action Type : Field Service

The DPSM (MS) called. He stated he spoke with Carrie at HNA Law and was advised to cover the repairs and send out the control unit for review. I understood. He asked if someone will notify the client. I advised ACR will inform the client that there were no defects found but in the interest of client satisfaction, Acura will cover the repairs. He agreed. I asked if the client will keep the loaner vehicle until the vehicle repairs are completed. He said yes. I understood. I thanked him and we ended the call.

\*\*\* NOTES 2/11/2011 11:55:05 AM, jhong, Action Type : Call to Customer

I called Mr. [REDACTED] I left a voice message at both number. I requested a call back at his convenience.  
I provided my contact number and ended the call.

\*\*\* CASE MODIFY 2/11/2011 11:55:14 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE FULFILL 2/11/2011 11:57:45 AM, jhong  
Fulfilled for [REDACTED] due 02/07/2011 12:00:00 AM.

\*\*\* COMMENT 2/11/2011 11:57:53 AM, jhong, Action Type : N/A  
Follow up w/client

\*\*\* CASE MODIFY 2/11/2011 11:58:09 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/14/2011 6:46:08 AM, jhong, Action Type : Call to Customer

I called Mr. [REDACTED] I left a voice message at both number. I requested a call back at his convenience.  
I provided my contact number and ended the call.

\*\*\* CASE MODIFY 2/14/2011 6:46:15 AM, jhong

Case History

Case ID : [REDACTED] Case Title : 2H - HALL ACURA - [REDACTED] - DEPLOYED AIRBAG CONCERN, NO IMPACT

into WIP Product Liability and Status of Solving.

\*\*\* CASE FULFILL 2/14/2011 6:46:24 AM, jhong

Fulfilled for [REDACTED] due 02/14/2011 12:00:00 AM.

\*\*\* COMMIT 2/14/2011 6:46:26 AM, jhong, Action Type : N/A

Client (3)

\*\*\* CASE MODIFY 2/14/2011 6:46:40 AM, jhong

into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/14/2011 7:06:41 AM, jhong, Action Type : Call from Customer

Mr. [REDACTED] called back. I thanked him for returning my call. I asked if he was contacted by the dealership. He said yes, the SA Ron contacted and he was advised that the repairs will be covered by Acura. I informed the client that is correct. I explained that the DPSM inspected the vehicle further and verified that there were no defects. I explained that Acura is covering the repairs as a onetime goodwill gesture. I advised the client to work with the dealership regarding the repair completion date. He understood. I asked if he has any questions or concerns. He said no, but if he does he will call ACR. He thanked Acura for looking into this concern further and expressed his gratitude regarding the outcome. I thanked him for his time and we ended the call.

\*\*\* CASE MODIFY 2/14/2011 7:06:47 AM, jhong

into WIP Product Liability and Status of Solving.

\*\*\* CASE FULFILL 2/14/2011 7:06:53 AM, jhong

Fulfilled for [REDACTED] due 02/16/2011 12:00:00 AM.

\*\*\* COMMIT 2/14/2011 7:06:56 AM, jhong, Action Type : N/A

Repair status

\*\*\* CASE MODIFY 2/14/2011 7:07:07 AM, jhong

into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/16/2011 6:40:56 AM, jhong, Action Type : Field Service

Notification from DPSM.

Parts were ordered for Mr. [REDACTED] SX and were available. The repair should be done this week.

\*\*\* CASE MODIFY 2/16/2011 6:41:01 AM, jhong

into WIP Product Liability and Status of Solving.

\*\*\* NOTES 2/16/2011 6:41:54 AM, jhong, Action Type : Note-General

ACR will close the case.

\*\*\* CASE MODIFY 2/16/2011 6:42:02 AM, jhong

into WIP Product Liability and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 2/16/2011 6:43:57 AM, jhong

Created in WIP Default with Due Date 2/16/2011 6:43:57 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 2/16/2011 6:44:23 AM, jhong

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 2/16/2011 6:44:25 AM, jhong

into WIP Product Liability and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 2H - HALL ACURA - [REDACTED] - DEPLOYED AIRBAG CONCERN, NO IMPACT

\*\*\* CASE MODIFY 2/16/2011 6:44:31 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE CLOSE 2/16/2011 6:44:38 AM, jhong  
Status = Closed, Resolution Code = Instruction Given, State = Open



Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 8/18/2004 8:15:51 AM  
 Case Originator : John DiGrazia (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 12/14/2004 2:36:20 PM  
 Case Owner : Damon Hambruch (Team AA) Method : Phone Queue : Days Open : 118  
 Last Closed By : Damon Hambruch (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : 4F - [REDACTED] ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAM 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 : SIMSBURY, CT [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] LO  
 VIN Type / No. : US VIN / JH4CL95854C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 2,900  
 In Service Date : 07/22/2004  
 Months In Use : 1  
 Engine Number : K24A21040682  
 Originating Dealer No. / Name : 251185 / NORTHEAST ACURA  
 Selling Dealer No. / Name : 251400 / MORANDE ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 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
[REDACTED] PRODUC	Subcase Close	Product	Operation	751	Side Airbag
[REDACTED] PRODUC	Subcase Close	Product	Operation	752	SRS
[REDACTED] PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John DiGrazia	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2004 8:22:22 AM
Issue Owner : John DiGrazia	Type 2 : Operation	Queue :	Close Date : 8/18/2004 8:23:06 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc :751 / Side Airbag  
 Condition Code Desc Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Documented Concern  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Damon Hambruch	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2004 1:32:52 PM
Issue Owner : Damon Hambruch	Type 2 : Operation	Queue :	Close Date : 10/7/2004 6:07:51 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc :752 / SRS  
 Condition Code Desc Single Deploy 7525  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Documented Concern  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Damon Hambruch	Type 1 : Product	Status : Subcase Close	Open Date : 11/12/2004 6:25:42 AM
Issue Owner : Damon Hambruch	Type 2 : Operation	Queue :	Close Date : 12/14/2004 2:36:19 PM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc :752 / SRS  
 Condition Code Desc Front-Deploy 7521  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Provided Information, Documented Concern  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :  
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4F - [REDACTED] - ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE

\*\*\* CASE CREATE 8/18/2004 8:15:51 AM, jdigrazi

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

\*\*\* NOTES 8/18/2004 8:22:11 AM, jdigrazi, Action Type : Call from Customer

The customer said he ran over a small piece of metal and the side and rear air bag on the passenger's side deployed. His son was sitting in the seat but was not injured. The customer doesn't feel that the piece of metal he ran over should have caused the air bags to deploy. I apologized for this happening. He said road side assistance gave him a number to the closest dealership to have them assist him. The customer said he had to go because the State trooper had arrived.

\*\*\* CASE MODIFY 8/18/2004 8:22:14 AM, jdigrazi

into WIP New Cases and Status of Solving.

\*\*\* SUBCASE B012004-08-1800281-1 CREATE 8/18/2004 8:22:22 AM, jdigrazi

Created in WIP Default with Due Date 8/18/2004 8:22:22 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 8/18/2004 8:23:06 AM, jdigrazi

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/18/2004 8:23:11 AM, jdigrazi

into WIP New Cases and Status of Solving.

\*\*\* CASE CLAIMS LOOKUP 8/18/2004 8:23:44 AM, jdigrazi

CLAIM HISTORY CHECK 08/18/2004 08:23:44 AM jdigrazi  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 8/18/2004 8:23:50 AM, jdigrazi

CAMPAIGN CHECK 08/18/2004 08:23:50 AM jdigrazi  
No data found For VIN

\*\*\* CASE VSC LOOKUP 8/18/2004 8:23:53 AM, jdigrazi

VSC-CUC CHECK 08/18/2004 08:23:53 AM jdigrazi  
No data found for VIN.

\*\*\* CASE MODIFY 8/18/2004 8:24:01 AM, jdigrazi

into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 8/18/2004 8:25:25 AM, jdigrazi

into WIP New Cases and Status of Solving.

\*\*\* CASE MODIFY 8/18/2004 8:25:37 AM, jdigrazi

into WIP New Cases and Status of Solving.

\*\*\* CASE CLOSE 8/18/2004 8:25:38 AM, jdigrazi

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

\*\*\* CASE REOPEN 8/31/2004 10:25:10 AM, vcross

with Condition of Open and Status of Solving.

\*\*\* NOTES 8/31/2004 10:28:24 AM, vcross, Action Type : Call from Customer

Client contacted ACS requesting details on previous case issue. Advised client that this matter would be conducted as an investigation administered through his Insurance Rep. Advised client to contact his Claims adjuster and allow their offices to work an investigation and inspection of the vehicle to determine whether or not

Case History

Case ID : [REDACTED] Case Title : 4F - [REDACTED] ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE

the air bags malfunctioned. Client understood.

\*\*\* CASE MODIFY 8/31/2004 10:28:35 AM, vcross  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/1/2004 5:51:26 AM, vcross  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 9/22/2004 3:47:15 PM, jharris  
with Condition of Open and Status of Solving.

\*\*\* NOTES 9/22/2004 3:49:26 PM, jharris, Action Type : Letter/Fax  
ACS received a letter dated 8/3/04 forwarded to Damon Hambruc.

\*\*\* CASE ASSIGN 9/24/2004 9:13:17 AM, jharris  
[REDACTED] to dhambruc, WIP [REDACTED]

\*\*\* CASE RULE ACTION 9/24/2004 9:13:18 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 9/24/2004 1:31:55 PM, dhambruc, Action Type : Call to Customer

I left a message on the client voice mail asking him to call me back. I gave the client the number (800) 382-2238 to call me back and asked them to press option 3 and ask for me

\*\*\* SUBCASE [REDACTED] CREATE 9/24/2004 1:32:52 PM, dhambruc  
Created in WIP Default with Due Date 9/24/2004 1:32:52 PM.

\*\*\* CASE MODIFY 9/24/2004 1:32:58 PM, dhambruc  
into WIP default and Status of Solving.

\*\*\* COMMIT 9/24/2004 1:33:20 PM, dhambruc, Action Type : N/A

Call Client

\*\*\* NOTES 9/27/2004 12:21:31 PM, dhambruc, Action Type : Call to Customer

The client said his insurance company wants to charge him \$1000.00 for his deductible to have the air bags fixed. The client wants Acura to pay for the air bags to be fixed so his insurance company does not charge him the deductible. I informed the client I will talk this over with my supervisors and see what they will let me do for the client.

\*\*\* NOTES 9/30/2004 7:42:24 AM, dhambruc, Action Type : Call to Customer

I talked to the clients wife. I informed the client that I was sorry to let them know but from talking to my supervisor there is nothing we can do at this time about the side air bag. I informed the client this is a problem that there insurance company would help them with. The client said the insurance company is saying the vehicle malfunctioned and the vehicle was not in an accident. The client said they are going to the Internal General with this problem and that we would be hearing from there lawyers. The client asked form my name and my supervisors name. I gave the client our names. I informed the client that there is nothing we can do for them at this time because we do not see this as a malfunction of the air bag system.

\*\*\* CASE FULFILL 9/30/2004 7:42:31 AM, dhambruc  
Fulfilled for [REDACTED] due 09/30/2004 12:00:00 AM.

\*\*\* COMMIT 9/30/2004 7:42:32 AM, dhambruc, Action Type : N/A

close case if client has not called back

\*\*\* CASE MODIFY 10/6/2004 8:34:31 PM, dhambruc

Case History

Case ID : [REDACTED] Case Title : 4F - [REDACTED] ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE

into WIP Other districts and Status of Solving.

\*\*\* NOTES 10/7/2004 6:07:30 AM, dhambruc, Action Type : Note-General

The client did not call back so I am closing the case.

\*\*\* SUBCASE [REDACTED] CLOSE 10/7/2004 6:07:51 AM, dhambruc

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE FULFILL 10/7/2004 6:07:54 AM, dhambruc

Fulfilled for [REDACTED] due 10/07/2004 12:00:00 AM.

\*\*\* CASE MODIFY 10/7/2004 6:07:56 AM, dhambruc

into WIP Other districts and Status of Solving.

\*\*\* CASE CLOSE 10/7/2004 6:07:58 AM, dhambruc

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

\*\*\* CASE REOPEN 11/10/2004 3:15:32 PM, jharris

with Condition of Open and Status of Solving.

\*\*\* NOTES 11/10/2004 3:18:39 PM, jharris, Action Type : Letter/Fax

ACS received a letter dated 10/30/04 forwarded to Erin Hafdahl.

\*\*\* CASE ASSIGN 11/10/2004 3:19:01 PM, jharris

[REDACTED] to ehafdahl, WIP

\*\*\* CASE RULE ACTION 11/10/2004 3:19:02 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE ASSIGN 11/10/2004 3:36:56 PM, ehafdahl

[REDACTED] to dhambruc, WIP

\*\*\* CASE RULE ACTION 11/10/2004 3:36:57 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE [REDACTED] CREATE 11/12/2004 6:25:42 AM, dhambruc

Created in WIP Default with Due Date 11/12/2004 6:25:42 AM.

\*\*\* NOTES 11/12/2004 2:32:10 PM, dhambruc, Action Type : Call to Customer

I left a message on the client voice mail asking him to call me back. I gave the client the number (800) 382-2238 to call me back and asked them to press option 3 and ask for Damon.

\*\*\* COMMIT 11/12/2004 2:32:15 PM, dhambruc, Action Type : N/A

Call Client

\*\*\* NOTES 11/15/2004 8:35:21 AM, dhambruc, Action Type : Call to Customer

I left a message on the client voice mail asking him to call me back. I gave the client the number (800) 382-2238 to call me back and asked them to press option 3 and ask for Damon.

\*\*\* CASE FULFILL 11/15/2004 8:35:29 AM, dhambruc

Fulfilled for [REDACTED] due 11/15/2004 12:00:00 AM.

\*\*\* COMMIT 11/15/2004 8:35:31 AM, dhambruc, Action Type : N/A

Call Client

Case History

Case ID : [REDACTED] Case Title : 4F - [REDACTED] - ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE

\*\*\* NOTES 11/15/2004 10:49:58 AM, dhambruc, Action Type : Call from Customer

The client said no one from the dealership will look at the vehicle. The client said if we do not help him, he is going to get an attorney involved. I informed the client that I will have my supervisor look over the case and see what we can do for him.

\*\*\* NOTES 11/19/2004 2:03:35 PM, dhambruc, Action Type : Call from Customer

I called the client and got his wife. The wife started to be rude and demanding things. I informed the client that I am calling to let her husband know that the case is being reviewed and when I get some information I will get back to him. The client said they want the decision in writing.

\*\*\* CASE FULFILL 11/19/2004 2:03:42 PM, dhambruc

Fulfilled for [REDACTED] due 11/19/2004 12:00:00 AM.

\*\*\* COMMIT 11/19/2004 2:03:44 PM, dhambruc, Action Type : N/A

Call Client talk to julie

\*\*\* NOTES 11/23/2004 8:11:38 AM, dhambruc, Action Type : Call to Customer

I left a message on the client voice mail asking him to call me back. I gave the client the number (800) 382-2238 to call me back and asked them to press option 3 and ask for Damon.

\*\*\* CASE FULFILL 11/23/2004 8:11:46 AM, dhambruc

Fulfilled for [REDACTED] due 11/23/2004 12:00:00 AM.

\*\*\* COMMIT 11/23/2004 8:11:48 AM, dhambruc, Action Type : N/A

see what julie says and call client

\*\*\* NOTES 11/29/2004 1:39:59 PM, jlifosjo, Action Type : Escalation

Reviewed the case information. The client states in his letter that he noticed a piece of road debris come out from between the two right rear wheels of a truck in front of him. He was traveling on I-81 in Pennsylvania on 8/18/04. The debris, which he describes as a piece of metal, two to three inches in diameter, and an inch or two high, hit the undercarriage of the vehicle and caused the side airbags to deploy. His son, who was sitting in the passenger seat, was not injured. The client was on his way to Florida to take his son to school, and the vehicle is still in Florida. Ferman Acura inspected the vehicle and advised the client this airbag deployment was the result of a collision, and not a manufacturing defect. The client's insurance company, National Grange Mutual Insurance Company, advised the client that "the damages were caused by a design or manufacturers defect and is something that is not covered under your auto policy".

Further comments on the insurance summary sheet state the following:

"i/v inspected at field location. veh sustained minor floor impact under pass seat that caused the pass side interior airbag sensor to deploy side curtain and seat airbag systems. This should not have happened because it is clearly an engineering flaw for the model. The airbags should deploy only on a side impact...the owner of the vehicle could have sustained serious injury without cause. The owner has tried to have ACURA handle under warranty but florida and connecticut dealers have spoken to each other and will not handle."

The estimate written by this insurance company is for \$3,045.59.

\*\*\* NOTES 11/29/2004 2:34:50 PM, jlifosjo, Action Type : Field/DSM

Called and left a v/m on [REDACTED] cell phone advising him of this case. ACS is requesting a DPSM inspection of this vehicle due to the insurance companies allegations of a manufacturing defect.

\*\*\* NOTES 11/29/2004 2:42:12 PM, jlifosjo, Action Type : HNA Law

Reviewed the case information with HNA Law. They concur that a DPSM inspection should be performed on this vehicle. The DPSM should take photos of the undercarriage, and measure the displacement at the impact point. The DPSM should also measure any wheel base change of the affected side versus the non-affected

Case History

Case ID : [REDACTED] Case Title : 4F - [REDACTED] - ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE side.

At this time, Acura maintains that if the hard points on a vehicle are hit hard enough by an outside force, an airbag will deploy.

\*\*\* NOTES 11/30/2004 11:53:57 AM, dhambruc, Action Type : Call to Customer

I left a message on the client voice mail asking him to call me back. I gave the client the number (800) 382-2238 to call me back and asked them to press option 3 and ask for Damon.

\*\*\* CASE FULFILL 11/30/2004 11:54:03 AM, dhambruc

Fulfilled for [REDACTED] due 11/30/2004 12:00:00 AM.

\*\*\* COMMIT 11/30/2004 11:54:05 AM, dhambruc, Action Type : N/A

Call DPSM set up meeting and call client

\*\*\* CASE YANKED 11/30/2004 6:36:33 PM, jlifosjo

Yanked by jlifosjo into WIPbin default.

\*\*\* CASE MODIFY 11/30/2004 6:37:22 PM, jlifosjo

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/30/2004 6:37:58 PM, jlifosjo

into WIP default and Status of Solving.

\*\*\* NOTES 12/1/2004 8:28:35 AM, dhambruc, Action Type : Call to Customer

The client said his son can drop off the vehicle next week and pick it up later in the day or next day. I informed the client I will talk to the DPSM to see what time he can make it out there.

\*\*\* NOTES 12/1/2004 8:32:32 AM, jlifosjo, Action Type : Escalation

Reviewed case with Case Manager. Discussed concerns with the client's plan to leave the vehicle at the dealership for one month. Case Manager will contact the involved parties to discuss an appropriate course of action for the requested vehicle inspection.

\*\*\* CASE ASSIGN 12/1/2004 8:33:15 AM, jlifosjo

[REDACTED] to dhambruc, WIP A

\*\*\* CASE RULE ACTION 12/1/2004 8:33:16 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 12/1/2004 8:34:38 AM, dhambruc, Action Type : Field/DSM

I talked to Cory and he side he will be at Ferman on Tuesday December 7. I told Cory I will call the client to let him know when he will be there.

\*\*\* NOTES 12/1/2004 8:37:12 AM, dhambruc, Action Type : Call to Customer

I called and told the client that Cory will be at the dealership on Tuesday December 7 and if he could have the vehicle there early in the morning or drop it off the night before. The client said he will do that.

\*\*\* CASE MODIFY 12/1/2004 12:29:47 PM, dhambruc

into WIP default and Status of Solving.

\*\*\* NOTES 12/7/2004 8:35:28 AM, dhambruc, Action Type : Field/DSM

Cory called saying he looked at the client vehicle and you can see where the peace of metal hit the vehicle. Cory said there is a big dent in the bottom of the vehicle right next to the frame rail. Cory said he will send me his report and photos next week. Cory said he is staying with ACS decision that it is not a defect on the vehicle.



Case History

Case ID : [REDACTED]

Case Title : 4F - [REDACTED] - ACCIDENT / SIDE SRS DEPLOY / UNDERCARRIAGE DAMAGE

\*\*\* NOTES 12/7/2004 8:48:13 AM, dhambruc, Action Type : Call to Customer

I informed the client that Acura is staying with there position that this not a defect in the vehicle. I informed the client he needs to talk to his insurance company because this is a issue for them. The client said he is going to have his insurance agent call me to talk about this issue. I asked the client if ACS has the permission to talk to his insurance agent and he said yes.

\*\*\* CASE FULFILL 12/7/2004 8:48:20 AM, dhambruc

Fulfilled for [REDACTED] due 12/07/2004 12:00:00 AM.

\*\*\* COMMIT 12/7/2004 8:48:23 AM, dhambruc, Action Type : N/A

Waiting for insurance agent to call

\*\*\* NOTES 12/14/2004 2:35:50 PM, dhambruc, Action Type : Note-General

Case notes have been forwarded to DPSM and I informed the client that at this time ACS is not assisting with the repairs. I am closing the case unit further notice.

\*\*\* CASE FULFILL 12/14/2004 2:36:11 PM, dhambruc

Fulfilled for [REDACTED] due 12/14/2004 12:00:00 AM.

\*\*\* CASE MODIFY 12/14/2004 2:36:15 PM, dhambruc

into WIP 4F and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 12/14/2004 2:36:19 PM, dhambruc

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/14/2004 2:36:20 PM, dhambruc

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 9/20/2007 6:17:53 AM  
 Case Originator : Paul Swearingen (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 9/20/2007 10:18:59 AM  
 Case Owner : Kevin Brown (Team SB) Method : Phone Queue : Days Open : 0  
 Last Closed By : Kevin Brown (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : SAFETY - [REDACTED] INJURY - AIR BAG DEPLOYMENT 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 : CAYCE, SC [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 1821  
 VIN Type / No. : US VIN / JH4CL96864C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 56,000  
 In Service Date : 06/14/2004  
 Months In Use : 39  
 Engine Number : K24A21040980  
 Originating Dealer No. / Name : 251238 / ACURA OF AUGUSTA  
 Selling Dealer No. / Name : 251238 / ACURA OF AUGUSTA  
 Trim : BASE  
 No. Of Doors : 4  
 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 : 251270 / MCDANIELS ACURA  
 Phone No. : 803-786-6400  
 Address : 501 W. KILLIAN RD  
 City / State / Zip : COLUMBIA, SC 29203  
 Svc District / Sls District : 04A / A04  
 Warranty Labor Rate / Date : \$115.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Accident/Injury	751	Side Airbag

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joey Nassar	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2007 9:52:26 AM
Issue Owner : Kevin Brown	Type 2 : Accident/Injury	Queue :	Close Date : 9/20/2007 10:18:59 AM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Forward to HNA Law  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Deaths And Injuries Info :**

Deaths Or Injuries Reported Flag On / By : 09/20/2007 / jnassar  
 Method : Verbal only  
 Date Method Updated On / By : 09/20/2007 / jnassar  
 Incident Location : SC  
 Incident Date : 09/06/2007  
 # of Deaths : 0  
 # of Persons with Serious Injuries : 2  
 # of Persons with Non - Serious Injuries : 0

Component Category 1 :	14 - Air Bags
Component Category 2 :	NA - Please Specify
Component Category 3 :	NA -
Component Category 4 :	NA - Please Specify
Component Category 5 :	NA - Please Specify

Case History

Case ID : [REDACTED]

Case Title : SAFETY - [REDACTED] INJURY - AIR BAG DEPLOYMENT

\*\*\* CASE CREATE 9/20/2007 6:17:53 AM, pswearin

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

\*\*\* CASE CAMPAIGN LOOKUP 9/20/2007 6:17:58 AM, pswearin

CAMPAIGN CHECK 09/20/2007 06:17:58 AM pswearin

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 2004-09-14; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

07-016; Q36; 04-05 TSX HID HEADLIGHTS; 2007-05-01; FX;

\*\*\* CASE CLAIMS LOOKUP 9/20/2007 6:18:00 AM, pswearin

CLAIM CHECK 09/20/2007 06:18:00 AM pswearin

The following Claim History information was found

0; 2004-09-14; 251270; 051861; 510; 7370A3 ; SAFETY RECALL: TSX REAR WIRE HARNESS - INSPECT REAR WIRE

HARNESS, AND INSTALL PLASTIC TUBE. S/B# 04-

\*\*\* CASE VSC LOOKUP 9/20/2007 6:18:01 AM, pswearin

VSC-CUC CHECK 09/20/2007 06:18:01 AM pswearin

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/20/2007 6:18:04 AM, pswearin

WARRANTY CHECK 09/20/2007 06:18:04 AM pswearin

No data found for VIN.

\*\*\* CASE MODIFY 9/20/2007 6:26:41 AM, pswearin

into WIP default and Status of Solving.

\*\*\* NOTES 9/20/2007 6:46:21 AM, pswearin, Action Type : Call from Customer

Client was in a car with 3 other people when they drove over an item that caused their airbags to deploy.

The client claims she and her [REDACTED] old daughter were injured. Her brother in law, who is an Attorney advised her to contact Acura. The client is unsure of what she is looking for, she did have to pay a deductible for the insurance to cover repair work to the car. The following is the information provided.....

\*\* Incident occurred on [REDACTED] at 6:50 p.m.

\*\* Clients husband was driving, client was in passenger seat, child directly behind her, and 4th passenger behind the driver.

\*\* They were traveling down a clear, dry, paved 2-lane country road to meet up with relatives that were fishing.

\*\* The client claims that they drove over a metal plate of some sort, which caused the sensors to deploy the right side front and side air bags.

\*\* Client stated that it sounded like two gun shots and they thought that they were shot at.

\*\* Clients husband make a U-Turn after the incident, where they say an police car driving by, which they did not stop.

\*\* Client's husband got out of car to look for the item he ran over and was unsuccessful in locating it.

Case History

Case ID : [REDACTED]

Case Title : SAFETY - [REDACTED] INJURY - AIR BAG DEPLOYMENT

- \*\*There were no witnesses, client did notice a near by home, that they did not seek help from it's owners.
- \*\* No Smoke, Fire or Flames.
- \*\* There was powder (that appeared to be smoke like) floating in the air from the air bags deployment.
- \*\* There is a video of the car after wards. No photos.
- \*\* Insurance company is Travelers. No claim number available at time of clients call to ACS.
- \*\* No prior damage to car.
- \*\* Client did not call, Police, Fire or Ambulance, and did not seek medical attention following the incident.
- \*\* Client claims that she and her daughter were hurt.
- \*\* Client took alot of Motrin and also took a week off of work, due to headaches and soreness to her muscles. Client claims she doesn't go to the Doctor for things like aches and pains.
- \*\* Clients daughter was very scared and crying at the time. Client feels that the Air bag hit her, but the car seat protected her mostly from the deployment.
- \*\* Client is taking her daughter to the pediatrician on 09/24/07 to have the child checked out, especially her head and ears, because of this incident.
- \*\* No damage was reported to the car, except minor damage under the car from whatever the item was that they ran over.
- \*\* Car is currently at McDaniels Acura - 251270 - Point of Contact is Jody Brown.
- \*\* Car was driveable after incident and the client was made to pay Insurance company her deductible up front of \$1000.00
- \*\* Car was taken to McDaniels on 09/17/07
- \*\* Only quote so far is \$5500.00 for Air bag repair / replacement.
- \*\* More fees may apply towards repair work needed for underneath the car.
- \*\*\* CASE MODIFY 9/20/2007 6:47:07 AM, pswearin  
into WIP default and Status of Solving.
- \*\*\* NOTES 9/20/2007 6:48:23 AM, pswearin, Action Type : Call from Customer
  - \*\* Client added that the seat belt held her back that has caused her to now having breathing problems and she does have asthma.
- \*\*\* CASE MODIFY 9/20/2007 6:50:13 AM, pswearin  
into WIP default and Status of Solving.

Case History

Case ID : ██████████

Case Title : SAFETY - ██████████ INJURY - AIR BAG DEPLOYMENT

\*\*\* CASE DISPATCH 9/20/2007 6:50:47 AM, pswearin  
from WIP default to Queue Acura Team A.

\*\*\* CASE ACCEPT 9/20/2007 9:07:16 AM, jnassar  
from Queue Acura Team A to WIP Default.

\*\*\* NOTES 9/20/2007 9:47:50 AM, jnassar, Action Type : HNA Law  
Reviewed with HNA law. Case will be closed and forwarded.

\*\*\* NOTES 9/20/2007 9:50:36 AM, jnassar, Action Type : Call to Customer  
I contacted the client to advise Legal will be contact with her. Verified contact information.

She thanked me.

\*\*\* CASE MODIFY 9/20/2007 9:52:19 AM, jnassar  
into WIP Default and Status of Solving.

\*\*\* SUBCASE ██████████ CREATE 9/20/2007 9:52:26 AM, jnassar  
Created in WIP Default with Due Date 9/20/2007 9:52:26 AM.

\*\*\* SUBCASE ██████████ INJURIES/DEATH CHANGES 9/20/2007 9:53:04 AM, jnassar  
Initial setting of Injuries/Death method to Verbal only

\*\*\* SUBCASE ██████████ INJURIES/DEATH CHANGES 9/20/2007 9:53:22 AM, jnassar  
Changed Injuries/Death Reported from No to Yes

\*\*\* SUBCASE ██████████ MODIFY 9/20/2007 9:53:22 AM, jnassar  
into WIP Default and Status of Solving.

\*\*\* NOTES 9/20/2007 9:53:48 AM, jnassar, Action Type : Call to Customer  
HNA will be in contact with client.

\*\*\* CASE MODIFY 9/20/2007 9:53:50 AM, jnassar  
into WIP Default and Status of Solving.

\*\*\* CASE ASSIGN 9/20/2007 9:53:59 AM, jnassar  
██████████ to kbrown, WIP [!|D]

\*\*\* CASE RULE ACTION 9/20/2007 9:53:59 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE ██████████ ASSIGN 9/20/2007 9:54:04 AM, jnassar  
██████████ 1 to kbrown, WIP

\*\*\* SUBCASE ██████████ RULE ACTION 9/20/2007 9:54:04 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 9/20/2007 10:14:28 AM, kbrown, Action Type : HNA Law  
The case has been forwarded to HNA Law for follow up with the client.

\*\*\* CASE MODIFY 9/20/2007 10:18:54 AM, kbrown  
into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : SAFETY - [REDACTED] INJURY - AIR BAG DEPLOYMENT

\*\*\* CASE CLOSE 9/20/2007 10:18:59 AM, kbrown

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

\*\*\* SUBCASE B012007-09-2000040-1 CLOSE 9/20/2007 10:18:59 AM, kbrown

Status = Solving, Resolution Code = Instruction Given

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 9/12/2011 3:33:43 PM  
 Case Originator : Kharis Catchings (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 9/19/2011 6:41:15 AM  
 Case Owner : Jun Hong (Team SB) Method : Phone Queue : Days Open : 7  
 Last Closed By : Jun Hong (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : 2E [REDACTED] AIRBAG DEPLOYMENT/ NO ACCIDENT No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 8356  
 VIN Type / No. : US VIN / JH4CL96884C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 143,000  
 In Service Date : 07/31/2004  
 Months In Use : 86  
 Engine Number : K24A21042295  
 Originating Dealer No. / Name : 251289 / KAREN RADLEY ACURA  
 Selling Dealer No. / Name : 251289 / KAREN RADLEY ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 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
[REDACTED] PRODU	Subcase Close	Product	Operation	751	Side Airbag



Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 9/19/2011 6:40:45 AM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 9/19/2011 6:40:54 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information, No Contact  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 2E - [REDACTED] AIRBAG DEPLOYMENT/ NO ACCIDENT

\*\*\* CASE CREATE 9/12/2011 3:33:43 PM, kcatchin

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

\*\*\* CASE MODIFY 9/12/2011 3:36:36 PM, kcatchin

into WIP default and Status of Solving.

\*\*\* NOTES 9/12/2011 4:11:27 PM, kcatchin, Action Type : Call from Customer

ACR updated client contact information

Best number to contact is: [REDACTED] cell

Client states that on Saturday, 9/10, he was at his local Jiffy Lube having his vehicle serviced for an oil change. Client states that the approximately time of day was 10am, and the weather was clear and sunny. Client states that he parked his vehicle outside the service bay and he went inside the location for service. Client states that after he pulled up, he was assisted by Duane, an employee, who drove his inside the service bay. Client states that he went inside the Jiffy Lube to pay for the service, went to the restroom, and when he returned from the restroom he saw the about 3 of the Jiffy Lube staff standing around his vehicle. Client states that he walked outside to see why everyone was standing around his vehicle and was waved over by the manager, Tadarlyl Smith, to where the client's vehicle was. Client states that Tadarlyl advised him that his passenger side curtain airbag and the passenger side seat airbag had deployed right as Duane pulled the vehicle in the service bay. Client states that Duane was not injured, his ears were ringing, and there was no one else was in the vehicle. Client states that Duane, Tadarlyl, and Mike, Asst Mgr witnessed to the deployment. Client states that Duane did not hit anything, there's not property damage to the Jiffy Lube facility, and upon his own inspection, there is no damage to the vehicle. Client states that he had the oil changed completed and drove the vehicle home. Client states that he returned home at approximately 10:45a. Client states that he has not contacted his insurance company, has not had the vehicle inspected by an Acura dealership, has driven the vehicle to the store, and the vehicle is currently at his residence.

ACR expressed empathy and understanding for the client's circumstances. ACR advised the client that Acura is here to assist the client as a liaison, advised the client of his case number, advised the client to contact his insurance company and open a claim. ACR advised the client that the vehicle needs to be inspected by an Acura dealership, because airbags do not deploy for no reason. and that his case would be dispatched to a DCM to further assist. ACR advised the client that his DCM was not able to speak with him and to please allow one business for follow up. Client states that he will contact his insurance company tomorrow, thanked ACR, and the call was ended.

\*\*\* CASE MODIFY 9/12/2011 4:12:20 PM, kcatchin

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/12/2011 4:12:20 PM, kcatchin

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 9/12/2011 4:12:24 PM, kcatchin

from WIP default to Queue Acura Team A.

\*\*\* CASE YANKED 9/13/2011 6:09:07 AM, jhong

Yanked by jhong into WIPbin default.

\*\*\* NOTES 9/13/2011 6:15:25 AM, jhong, Action Type : Note-General

\*Airbase\*

Second owner, no service history, No PID number

\*\*\* NOTES 9/13/2011 6:16:31 AM, jhong, Action Type : Note-General

Last servicing dealership is 251289, by the original owner

Case History

Case ID : [REDACTED]

Case Title : 2E - [REDACTED] AIRBAG DEPLOYMENT/ NO ACCIDENT

\*\*\* NOTES 9/13/2011 6:17:17 AM, jhong, Action Type : Note-General

\*\*\*\*\*OPEN SAFETY RECALL\*\*\*\*\*

S/B 10-010 - Power steering hose - not fulfilled

\*\*\* CASE MODIFY 9/13/2011 6:29:01 AM, jhong  
into WIP default and Status of Solving.

\*\*\* NOTES 9/13/2011 6:30:17 AM, jhong, Action Type : Call to Customer

I made an introductory call to Mr. [REDACTED] I left a voice message to return my call at his convenience. I provided my contact number and ended the call.

\*\*\* COMMIT 9/13/2011 6:30:42 AM, jhong, Action Type : N/A

Client (2)

\*\*\* CASE MODIFY COMMITMENT 9/15/2011 2:12:01 PM, jhong  
with [REDACTED] due 09/16/2011 12:00:00 AM.

\*\*\* NOTES 9/19/2011 6:31:48 AM, jhong, Action Type : Call to Customer

I called Mr. [REDACTED] but the client disconnected the call.  
I made another attempt and Mr. [REDACTED] answered, I introduced myself but the client disconnected the call again.\*\*\* NOTES 9/19/2011 6:33:25 AM, jhong, Action Type : Letter/Fax  
September 19, 2011[REDACTED]  
Springfield, VA [REDACTED]

Dear Mr. [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns.

Our office attempted to contact you to discuss your concern, but we were not successful in reaching you. If you have any current issues, with your vehicle, we would like to provide assistance with resolving them. Please contact our office, at your earliest convenience, so that we may discuss your concerns in more detail.

Our office hours are Monday through Friday, from 6:00 a.m. to 2:30 p.m., PST. We look forward to hearing from you soon.

Sincerely,

SERVICE OPERATIONS  
AMERICAN HONDA MOTOR CO., INC.Jun Hong  
800-382-2238 ext 115095

Case History

Case ID : [REDACTED]

Case Title : 2E - [REDACTED] - AIRBAG DEPLOYMENT/ NO ACCIDENT

Acura Client Relations

File Number: [REDACTED]

\*\*\* SUBCASE [REDACTED] CREATE 9/19/2011 6:40:45 AM, jhong  
Created in WIP Default with Due Date 9/19/2011 6:40:45 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 9/19/2011 6:40:54 AM, jhong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/19/2011 6:41:06 AM, jhong  
into WIP Product Liability and Status of Solving.

\*\*\* CASE CLOSE 9/19/2011 6:41:15 AM, jhong  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 5/15/2012 9:36:15 AM  
 Case Originator : Robert Cruz (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2012 7:02:25 AM  
 Case Owner : John Ragan (Team AA) Method : Phone Queue : Days Open : 14  
 Last Closed By : John Ragan (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : 3F-(JOE RIZZA)-[REDACTED] PL CASE /AIRBAG DEPLOYED NO CO No. of Attachments : 9

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 : MIDLOTHIAN, IL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 482  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW /B  
 Miles / Hours : 200,000  
 In Service Date : 08/30/2004  
 Months In Use : 93  
 Engine Number : K24A21048034  
 Originating Dealer No. / Name : 251482 / JOE RIZZA ACURA  
 Selling Dealer No. / Name : 251482 / JOE RIZZA ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : SL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251482 / JOE RIZZA ACURA  
 Phone No. : 708-403-7770  
 Address : 8150 WEST 159TH STREET  
 City / State / Zip : ORLAND PARK, IL 60462  
 Svc District / Sls District : 03F / C03  
 Warranty Labor Rate / Date : \$120.00 /  
 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
[REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Ragan	Type 1 : Product	Status : Subcase Close	Open Date : 5/29/2012 6:16:52 AM
Issue Owner : John Ragan	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/29/2012 7:02:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc :751 / Side Airbag  
Condition Code Desc : Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to 3rdParty  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 3F-(JOE RIZZA)-[REDACTED] PL CASE /AIRBAG DEPLOYED NO COLLISION

\*\*\* CASE CREATE 5/15/2012 9:36:15 AM, rcruz2

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

\*\*\* NOTES 5/15/2012 9:54:54 AM, rcruz2, Action Type : Call from Customer

Verified the client's information

Best contact number is: [REDACTED]

[REDACTED]

[REDACTED]

The client is calling ACR and stated that on Saturday the side curtain airbags on the front and passenger side deployed without any impact. The client was traveling on a busy street near her home at 11:45pm with her mom. The client was traveling approximately 35-40 mph when she heard a loud noise (like a firework) when the airbags deployed on Polaski Avenue around 135th street. The client's mom was complaining about pain on her side. The client drove the vehicle home and contacted her insurance StateFarm. A StateFarm representative inspected the vehicle and did not find anything wrong with the vehicle. State Farm opened a claim and denied the client for any replacement to the side airbags since there was no collision.

Claim # [REDACTED]

Representative: Patrick

The client's mother is complaining about pain on her side and has not visited a hospital thus far.

The client sent the vehicle to Joe Rizza Acura and is speaking with Matt Fondres SA, who is currently inspecting the vehicle. The client was told that the vehicle is past the warranty and may have to pay out of pocket for the replacement of the side airbags. The client has paid \$125.00 for diagnostic test and also \$63.00 for a 1 day rental.

The client is hoping that ACR can assist in covering the cost of replacement of the side airbags and car rental. Currently State Farm is not covering any rental coverage since there is no collision damage and they have closed her case. Joe Rizza Acura stated that there are no loaner vehicles available and will notify her when one is available.

I provided the case # to the client and apologized for her ordeal. ACR will further investigate and work with the dealer and the client to further research her inquiry.

\*\*\* CASE MODIFY 5/15/2012 9:55:06 AM, rcruz2

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/15/2012 9:55:46 AM, rcruz2

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/15/2012 9:55:48 AM, rcruz2

from WIP default to Queue Acura Team B.

\*\*\* CASE MODIFY 5/15/2012 9:57:10 AM, rcruz2

into WIP default and Status of Solving.

\*\*\* CASE YANKED 5/15/2012 10:05:12 AM, rcruz2

Case History

Case ID : [REDACTED] Case Title : 3F-(JOE RIZZA)-[REDACTED] - PL CASE /AIRBAG DEPLOYED NO COLLISION

Yanked by rcruz2 into WIPbin default.

\*\*\* CASE MODIFY 5/15/2012 10:22:05 AM, rcruz2  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/15/2012 10:22:31 AM, rcruz2  
from WIP default to Queue Acura Team A.

\*\*\* CASE YANKED 5/15/2012 10:22:43 AM, rcruz2  
Yanked by rcruz2 into WIPbin default.

\*\*\* CASE MODIFY 5/15/2012 10:23:13 AM, rcruz2  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 5/15/2012 10:23:23 AM, rcruz2  
from WIP default to Queue Acura Team A.

\*\*\* NOTES 5/15/2012 10:56:55 AM, chemphil, Action Type : Call for Case Mgr

Client called in to speak to her DCM.

ACR checked to see if DCM was available.

DCM was unavailable at the moment.

ACR informed client that her DCM is unavailable, but I can transfer her to his V/M.

Client accepted and ACR completed transfer to V/M.

\*\*\* CASE YANKED 5/15/2012 2:00:53 PM, jragan  
Yanked by jragan into WIPbin default.

\*\*\* NOTES 5/16/2012 7:11:45 AM, jragan, Action Type : Call to Customer  
Pending call to client.

\*\*\* CASE MODIFY 5/16/2012 7:11:47 AM, jragan  
into WIP default and Status of Solving.

\*\*\* NOTES 5/16/2012 1:37:05 PM, kcabanat, Action Type : Call for Case Mgr  
Client's contact information was verified.

Client called requesting to speak with DCM regarding the status of the case because she has not received a call back yet.

I apologized for the inconvenience and explained the estimated call back time is the end of the next business day which is the end of today.

I explained since I have her on the line I could see if DCM is available.

\*DCM unavailable and DCM informed me to he will call her back

I informed client DCM is currently unavailable and DCM will call her back.

Best contact [REDACTED]

Client thanked me and the call was ended.

\*\*\* CASE MODIFY 5/16/2012 1:51:32 PM, jragan  
into WIP default and Status of Solving.

\*\*\* NOTES 5/17/2012 6:06:44 AM, jragan, Action Type : Note-General  
Air base:



Case History

Case ID : [REDACTED] Case Title : 3F-(JOE RIZZA)-[REDACTED] - PL CASE /AIRBAG DEPLOYED NO COLLISION

1HGES26743L [REDACTED] 2003 Civic (purchased new)  
JH4CL968X4C [REDACTED] 2004 TSX (Purchased in 2006) Some dealership service history.

\*\*\* CASE MODIFY 5/17/2012 6:08:50 AM, jragan  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/17/2012 6:08:57 AM, jragan  
into WIP default and Status of Solving.

\*\*\* NOTES 5/17/2012 7:03:33 AM, jragan, Action Type : Call to Customer

ACR called the client and provided the telephone number and extension of the DCM. The client advised that on 05/12/12 around 2345 she was traveling on Polaski Ave going about 35-40 MPH when the passenger side and curtain airbags deployed with no collision. The client advised that she was driving and the only passenger was her mother in the front passenger seat. The client advised that both of them were wearing their seat belts. The client advised that her mother's side was sore for a couple of days after the airbag deployed but she has not sought medical attention because the soreness is gradually going away. The client advised that the vehicle was operating normally before the airbags went off.

The client advised that the vehicle is drivable and is currently at Joe Rizza Acura and they have provided her with a loaner vehicle to drive. The client advised that she contacted her insurance company State Farm (claim number [REDACTED]) and they sent someone to the Acura dealership to inspect the vehicle. The client advised that Patrick from State Farm called her from an 800 number and advised that they did not find any source of impact and denied the claim. The insurance company recommended she work with Acura because the deployment may be related to a manufacturers defect since no impact damage was found. The client advised that she authorized the \$125 diagnosis fee but the dealership has not been able to come to a conclusion as to why the airbags deployed. The dealership mentioned that there is a dent near one of the front impact sensors which the client advised is from shopping cart damage.

The client advised that back on 02/26/12 she rear ended another vehicle and the front end of her vehicle was damaged. The client advised that Disser Auto Collision in Tinley, IL performed the repairs and they advised that the total for the repair was \$1,000 short of causing the vehicle to be a total loss. The client advised that none of the airbags deployed during the accident. The client's insurance company State Farm paid for the repair (claim number [REDACTED]).

The client advised that she would like Acura to pay for the diagnosis and repair of the vehicle since her insurance company denied the claim. ACR advised the client that she should continue to work with her insurance company and they will contact Acura directly if they feel a manufacturers defect caused the airbags to deploy. The client advised that she will contact her insurance again but if they do not cover the repair she will seek legal advise and take her concern to the local media. The client advised that she does not need further assistance from Acura at this time. ACR thanked the client for her time and provided her with her case number and advised that she can call the DCM directly if she needs further assistance. The client understood and ended the call.

\*\*\* COMMIT 5/17/2012 7:03:41 AM, jragan, Action Type : N/A

Follow up with the DCM.

\*\*\* CASE MODIFY 5/17/2012 7:03:56 AM, jragan  
into WIP default and Status of Solving.

\*\*\* NOTES 5/17/2012 10:20:55 AM, jragan, Action Type : Note-General  
NICB:

JH4CL968X4C [REDACTED] 12/22/11 - Collision claim. NO damage or mileage indicated.  
02/26/12 - Personal Automobile Collision claim.  
05/05/09 - Left rear corner damage. Mileage reported at 103,248

Case History

Case ID : [REDACTED] Case Title : 3F-(JOE RIZZA) [REDACTED] PL CASE /AIRBAG DEPLOYED NO COLLISION

## Carfax:

02/26/12 Accident reported involving front impact.

\*\*\* CASE MODIFY 5/17/2012 10:21:00 AM, jragan  
into WIP PL and Status of Solving.

\*\*\* CASE MODIFY 5/18/2012 2:07:25 PM, jragan  
into WIP PL and Status of Solving.

\*\*\* NOTES 5/23/2012 6:50:04 AM, jragan, Action Type : Call to Dealer

ACR spoke to Ted the SM and he advised that he spoke to the insurance adjustor and he advised that the damage to the undercarriage near the impact sensor has been there for a year now. The SM spoke to the DPSM and he requested the dealership contact tech line. The SM advised that he will take some photos of the vehicle and forward them to the DCM.

\*\*\* CASE MODIFY COMMITMENT 5/23/2012 6:50:32 AM, jragan  
with [REDACTED] due 05/24/2012 12:00:00 AM.

\*\*\* CASE MODIFY 5/23/2012 6:50:34 AM, jragan  
into WIP PL and Status of Solving.

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_1\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_2\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_3\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_4\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_5\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_6\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_7\_1.pdf

\*\*\* CASE ADD ATTACHMENT 5/23/2012 2:30:21 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-05-1500655\_8\_1.pdf

\*\*\* NOTES 5/24/2012 12:26:58 PM, jragan, Action Type : Call from Dealer

The SM called to confirm that ACR received the photos of the undercarriage impact damage. The SM advised that there are multiple points of impact on the right underside of the vehicle near the side impact sensor. The SM advised that the impact points are covered in concrete dust. The SM also provided RO# 130040. The SM advised that he will call the client and refer her to her insurance company.

Case History

Case ID : [REDACTED] Case Title : 3F-(JOE RIZZA)-[REDACTED]- PL CASE /AIRBAG DEPLOYED NO COLLISION

\*\*\* NOTES 5/24/2012 12:35:02 PM, jragan, Action Type : Field Service

The DPSM advised that he will be in the area tomorrow and will stop by the dealership and inspect the vehicle and then follow up with the DCM.

\*\*\* CASE MODIFY COMMITMENT 5/24/2012 12:35:31 PM, jragan

with [REDACTED] due 05/25/2012 12:00:00 AM.

\*\*\* CASE MODIFY 5/24/2012 12:35:34 PM, jragan

into WIP PL and Status of Solving.

\*\*\* NOTES 5/29/2012 6:16:14 AM, jragan, Action Type : Field Service

The DPSM concurred that their obvious signs of impact on the undercarriage of the vehicle. The client's insurance company will be coming back to the dealership to re-inspect the vehicle.

\*\*\* SUBCASE [REDACTED] CREATE 5/29/2012 6:16:52 AM, jragan

Created in WIP Default with Due Date 5/29/2012 6:16:52 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 5/29/2012 7:02:25 AM, jragan

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/29/2012 7:02:25 AM, jragan

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

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 10/28/2005 2:49:25 PM  
 Case Originator : Angela Garcia Sub Division : Mediation Status : Closed Close Date : 11/6/2006 6:36:24 AM  
 Case Owner : Rodney Boudreaux Method : Fax Queue : Days Open : 374  
 Point of Origin : BBB Wipbin :  
 Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED 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 : WHITTIER, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 354  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 25,000  
 In Service Date : 08/13/2004  
 Months In Use : 14  
 Engine Number : K24A21048123  
 Originating Dealer No. / Name : 251059 / CERRITOS ACURA  
 Selling Dealer No. / Name : 251059 / CERRITOS ACURA  
 Trim : BASE  
 No. of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : GR  
 Roadside Service Coverage :  
 Factory Warranty Start / End Date : /  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start/End Date : /  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date : /  
 Extended Warranty Cancellation Date

**Current Dealer Info :**

Current Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Phone No. : 714-669-9900  
 Address : 9 AUTO CENTER DRIVE  
 City / State / Zip : TUSTIN, CA 92782  
 Svc District / Sls District : 01C / B01  
 Warranty Labor Rate / Date : \$130.00 /  
 Agent Name : Comp Ind.:

**Previous Dealers Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.
251059	CERRITOS ACURA		

**Involved Party Info :**

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

**Issues :**

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	P	Subcase Close	Complaint	Product	Operation	751 Side Airbag

Mediation Details

Case ID :	██████████	Final Decision :	Reimburse	Decision Updated :	1/17/2006 8:27:31 AM
Process :	Arbitration	Customer Position :	Reimburse		
Document Ref :	SUSZANN SMITH	AHM Position :	No Assistance		
Related Case :	NO PREVIOUS CASE				
Arbitration Method :	In Person				
Arbitration Outcome :	Customer	Last Updated :	1/17/2006 8:27:31 AM	By :	ssmith1

**Mediation Expenses :**

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$250.00)	(\$250.00)	1/17/2006 8:39:00 AM	1/17/2006 8:39:32 AM	ssmith1
<b>Total Amount</b>	<b>(\$250.00)</b>	<b>(\$250.00)</b>			

**Mediation Activities :**

- \*\*\* Event Type / Status : Notify Zone of Open / Completed      Start Date : 10/28/2005 2:56:38      Notes :

Assigned To : Mediation ()      Due Date :

Last Updated / By : 10/28/2005 2:56:42 PM / agarcia      Actual Date : 10/28/2005 2:56:41
- \*\*\* Event Type / Status : Docs Received / Completed      Start Date : 10/28/2005 2:56:17      Notes :

Assigned To : Mediation ()      Due Date : 10/31/2005

Last Updated / By : 1/17/2006 8:25:54 AM / ssmith1      Actual Date : 11/8/2005 8:25:50
- \*\*\* Event Type / Status : MRF Sent / Completed      Start Date : 10/26/2005 2:56:26      Notes :

Assigned To : Mediation ()      Due Date : 11/5/2005

Last Updated / By : 1/17/2006 8:25:34 AM / ssmith1      Actual Date : 11/11/2005 8:25:29
- \*\*\* Event Type / Status : BBB Case Recd / Completed      Start Date : 10/27/2005 2:55:24      Notes : ACU0595542

Assigned To : Mediation ()      Due Date : 12/5/2005

Last Updated / By : 2/3/2006 2:57:49 PM / ssmith1      Actual Date : 2/3/2006 2:57:47
- \*\*\* Event Type / Status : Send Check / Completed      Start Date : 1/17/2006 8:41:44      Notes :

Assigned To : Mediation ()      Due Date : 1/23/2006

Last Updated / By : 2/3/2006 2:57:52 PM / ssmith1      Actual Date : 2/3/2006 2:57:51

Issue Details

Issue ID : [REDACTED]      Disposition : Complaint      Condition : Closed      Wipbin :  
 Issue Originator : Angela Garcia      Type 1 : Product      Status : Subcase Close      Open Date : 10/28/2005 2:53:50 PM  
 Issue Owner : Suszann Smith      Type 2 : Operation      Queue :      Close Date : 2/3/2006 2:58:13 PM  
 Issue Title : [REDACTED] PRODUCT - OPERATION

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Medium  
 Resolutions : Assist - AHM Partial  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
77960-SEC-C01	SRS UNIT	Not Applicable

**Check Req Info :**

Check Requisition No. : 491  
 Primary Amount : \$250.00  
 Incidental Type 1 / Amount : Not Applicable / \$0.00  
 Incidental Type 2 / Amount : Not Applicable / \$0.00  
 Total Amount : \$250.00  
 Approved By : dmontgom  
 Approval Date : 1/18/2006  
 Status : PROCESSED  
 Check No. : [REDACTED]  
 Check Date : 1/20/2006

Payee Name : [REDACTED]  
 Address : [REDACTED]  
 City / State / Zip : WHITTIER, CA [REDACTED]  
 Campaign Template # :  
 Contention Code : 03220  
 Defect Code : 03214  
 Category : Regular  
 Failed Part # : 77960-SEC-C01

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* CASE CREATE 10/28/2005 2:49:25 PM, agarcia  
 Contact = [REDACTED], Priority = N/A, Status = Solving.

\*\*\* NOTES 10/28/2005 2:49:26 PM, agarcia, Action Type :  
 Received CCF from BBB ACI0595542  
 Start Date: 10/27/05  
 Customer Contention: driver's side curtain/ seat airbags deployed  
 Resolution Sought: reimbursement for repairs and insurance deductible

\*\*No additional documents attached to the CCF. Lien holder: WFS

\*\*\* SUBCASE N042005-10-2801034-1 CREATE 10/28/2005 2:53:50 PM, agarcia  
 Created in WIP Default with Due Date 10/28/2005 2:53:50 PM.

\*\*\* CASE MEDIATION ADD/MODIFY 10/28/2005 2:55:34 PM, agarcia  
 \*\*\* MEDIATION DECISION 10/28/2005 02:55:34 PM agarcia  
 Proc: Mediation  
 Dcsn: Please Specify  
 Cust: Please Specify  
 AHM: Please Specify Rsn: Please Specify  
 Arb Mthd: Please Specify Outcome: Please Specify  
 Ref: SUSZANN SMITH  
 Rel: NO PREVIOUS CASE

\*\*\* CASE MEDIATION EVENT ADD 10/28/2005 2:56:17 PM, agarcia  
 \*\*\* MEDIATION EVENT - BBB CASE RECD 10/28/2005 02:56:17 PM agarcia  
 Status: In Progress  
 S: 10/27/2005 02:55:24 PM  
 D: 12/05/2005 12:00:00 AM  
 A: ???/??:?  
 Assgn to: Mediation ()  
 Notes: ACU0595542

\*\*\* CASE MEDIATION EVENT ADD 10/28/2005 2:56:26 PM, agarcia  
 \*\*\* MEDIATION EVENT - DOCS RECEIVED 10/28/2005 02:56:26 PM agarcia  
 Status: In Progress  
 S: 10/28/2005 02:56:17 PM  
 D: 10/31/2005 12:00:00 AM  
 A: ???/??:?  
 Assgn to: Mediation ()  
 Notes:

\*\*\* CASE MEDIATION EVENT ADD 10/28/2005 2:56:38 PM, agarcia  
 \*\*\* MEDIATION EVENT - MRF SENT 10/28/2005 02:56:37 PM agarcia  
 Status: In Progress  
 S: 10/26/2005 02:56:26 PM

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

D: 11/05/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

\*\*\* CASE MEDIATION EVENT ADD 10/28/2005 2:56:42 PM, agarcia

\*\*\* MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/28/2005 02:56:42 PM agarcia

Status: Completed

S: 10/28/2005 02:56:38 PM

D: ?/?/? ??:?

A: 10/28/2005 02:56:41 PM

Assgn to: Mediation ()

Notes:

\*\*\* COMMIT 10/28/2005 2:56:44 PM, agarcia, Action Type : N/A

New case opened. Review BBB docs. Look for ROs.

\*\*\* COMMIT 10/28/2005 2:57:07 PM, agarcia, Action Type :

Made to [REDACTED] due 10/29/2005 02:57:09 PM.

DCS Follow-Up

\*\*\* NOTES 10/28/2005 2:57:33 PM, agarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/29/2005

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

driver's side curtain /seat airbags deployed

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

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

Angela Garcia

Automobile Customer Service

\*\*\* NOTES 10/28/2005 3:01:38 PM, agarcia, Action Type : Note-General

Email sent notifying zone of case being opened. Requested for ROs from the dealer. There are no techline notes for this VIN.

\*\*\* SUBCASE [REDACTED] ASSIGN 10/28/2005 3:01:55 PM, agarcia

[REDACTED] to ssmith1, WIP

\*\*\* SUBCASE [REDACTED] RULE ACTION 10/28/2005 3:01:56 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 10/28/2005 3:02:04 PM, agarcia



Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 10/28/2005 3:02:10 PM, agarcia

[REDACTED] to ssmith1, WIP

\*\*\* CASE RULE ACTION 10/28/2005 3:02:11 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE FULFILL 11/1/2005 8:06:05 AM, ssmith1

Fulfilled for [REDACTED] due 10/29/2005 02:57:09 PM.

\*\*\* CASE MODIFY COMMITMENT 11/1/2005 8:07:07 AM, ssmith1

with [REDACTED] re 11/02/2005 12:00:00 AM.

\*\*\* NOTES 11/1/2005 3:44:49 PM, ssmith1, Action Type : Note-General

The following notice has been sent to the DPSM:

To:  Parts and Service Zone Manager, DPSM

Date:   November 1, 2005

American Honda s Mediation Group has just received a case from the BBB regarding this customer/vehicle. We are currently investigating this case and have contacted the servicing dealer for repair orders and any other necessary documentation.

Please contact the case manager if you have any information about this client or vehicle, or if you have questions, concerns or suggestions that would be pertinent in the resolution of this matter. Thank you in advance for your assistance.

Customer s Name:  [REDACTED]

VIN:  JH4CL968X4C [REDACTED]

Year/Model: 2004 TSX

Mileage:  25,000

Dealer Name and Number: DCH TUSTIN ACURA, 251064

Customer s Contention:  SIDE AIRBAGS DEPLOYED

Resolution Sought: REPAIR UNDER WARRANTY

Case Manager: Suszann Smith (310) 781-5259

\*\*\* NOTES 11/3/2005 2:03:08 PM, ssmith1, Action Type : Call to Dealer

Placed a call to the dealership to speak with the svc manager, (Eric). He was not available to take my call. I left him a voicemail message requesting the following information: copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes.

\*\*\* CASE FULFILL 11/3/2005 2:03:39 PM, ssmith1

Fulfilled for [REDACTED] due 11/02/2005 12:00:00 AM.

\*\*\* COMMIT 11/3/2005 2:03:47 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/07/2005 05:00:00 PM.

Have ro's arrive/MRF due

\*\*\* NOTES 11/3/2005 2:20:14 PM, ssmith1, Action Type : Call from Dealer

Received a call from the service manager, Eric. He advised me that the vehicle is still at the dealership as they have not finished the repairs. He advised

Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

that the customer never complained of an issue with the air bag. She brought the vehicle in after it deployed. He advised that the DPSM has inspected the vehicle and they found that there was some type of impact to the area where the air is. He advised that he had a discussion with the customer, and tried explaining this to her. However, she feels that it is a defect. The customer's insurance company is paying for the repair.

\*\*\* NOTES 11/8/2005 2:53:17 PM, ssmith1, Action Type : Call to Dealer

Placed a call to the svc manager, (Eric), to advised that I have not received the ro's for this customer, and I need to send the MRF. I received his voicemail. I left this information on his voicemail.

\*\*\* CASE FULFILL 11/8/2005 2:53:41 PM, ssmith1

Fulfilled for [REDACTED] due 11/07/2005 05:00:00 PM.

\*\*\* COMMIT 11/8/2005 2:53:45 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/09/2005 05:00:00 PM.

Have ro's arrived/need to send MRF

\*\*\* NOTES 11/8/2005 3:59:03 PM, mplant, Action Type : Letter/Fax

Received an RO from Tustin Acura. Forward to Suzann.

\*\*\* NOTES 11/11/2005 2:17:53 PM, ssmith1, Action Type : Note-General

The following MRF was sent to the BBB rep today:

## AMERICAN HONDA POSITION STATEMENT

American Honda Motor Co., INC.  
1919 Torrance Blvd.  
Torrance, CA 90501

Date: November 11th, 2006

BBB Auto Line  
4200 Wilson Blvd. Suite 800  
Arlington, VA 22203

ATTN: Linda Fernandez

Customer: [REDACTED]

VIN# JH4CL968X4C[REDACTED]

BBB Case: ACU0595542

AHM Position:

American Honda has reviewed the customer's request for a refund for the replacement of the vehicle's driver's side curtain/seat airbag. Based on the inspection performed at Tustin Acura on 11/07/05, it was found that the vehicle had signs of an external impact to the air bag area. Furthermore, the vehicle has not been down 30 days or more, nor has there been an unreasonable amount of repair attempts for the same defect or nonconformity. The customer should contact her insurance company.

Therefore American Honda is not able to honor the customer's request to refund her, and her insurance company for the cost of replacing the air bag.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* CASE FULFILL 11/11/2005 2:18:02 PM, ssmith1

Fulfilled for [REDACTED] due 11/09/2005 05:00:00 PM.

\*\*\* COMMIT 11/11/2005 2:18:16 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/16/2005 05:00:00 PM.

Waiting for response from the BBB;MRF sent 11/11/05

\*\*\* CASE MODIFY COMMITMENT 11/15/2005 3:52:46 PM, ssmith1

with [REDACTED] due 11/18/2005 05:00:00 PM.

\*\*\* CASE MODIFY 11/21/2005 10:35:42 AM, ssmith1

into WIP BBB CASES and Status of Solving.

\*\*\* CASE FULFILL 11/21/2005 10:38:52 AM, ssmith1

Fulfilled for [REDACTED] due 11/18/2005 05:00:00 PM.

\*\*\* NOTES 11/21/2005 10:40:45 AM, ssmith1, Action Type : Note-General

Received request from BBB. Customer has chosen to go to arbitration. I received the following e-mail from the BBB:

Possible hearing dates are for November 28th @ 10am, November 29th @ 1pm, or December 1st, time left open.

I have sent an e-mail over to Billie to request a hearing date.

\*\*\* COMMIT 11/21/2005 10:40:48 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/28/2005 05:00:00 PM.

Waiting for arbitration date

\*\*\* CASE RULE ACTION 11/25/2005 2:49:25 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 11/29/2005 7:53:56 AM, ssmith1, Action Type : Note-General

Package was sent out to Billie and arbitrator today.

\*\*\* CASE FULFILL 11/29/2005 7:54:07 AM, ssmith1

Fulfilled for [REDACTED] due 11/28/2005 05:00:00 PM.

\*\*\* COMMIT 11/29/2005 7:54:09 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 11/30/2005 05:00:00 PM.

Conference call today !@ 2pm

\*\*\* NOTES 11/29/2005 5:37:57 PM, rboudrea, Action Type : Note-General

Received call from Jim Worrel regarding conference call.

He has not received packet and the conference call (CC) is scheduled for 8:00 AM

I received case notes and advised Jim that the packet went out today.

Jim proposed that that CC be set back to 2:00 pm pdt. He will advise Billie of the change. This would give him the opportunity to review the case prior to the CC

Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* NOTES 11/30/2005 2:15:37 PM, ssmith1, Action Type : Note-General

Conducted conference call hearing.

Arbitrator, (Jim), asked if I could please try and get copies of the pictures that the DPSM took, and email them to him. I advised him that I will check and see if I can get that.

\*\*\* NOTES 11/30/2005 2:47:16 PM, ssmith1, Action Type : Call to Dealer

Placed a call to the svc manager, (Eric), to find out if he has record of the pictures taken showing the damage underneath the vehicle. He advised me that the DPSM is at the dealership today. He will check with him and see if he still has the pictures on file, and if he can send them to me.

\*\*\* CASE FULFILL 11/30/2005 2:47:23 PM, ssmith1

Fulfilled for [REDACTED] due 11/30/2005 05:00:00 PM.

\*\*\* COMMIT 11/30/2005 2:47:26 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/01/2005 05:00:00 PM.

Verify if DPSM has pictures/send to Jim if he does

\*\*\* COMMIT 11/30/2005 2:47:54 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/09/2005 05:00:00 PM.

Waiting from results of hearing conducted on 12/02/05

\*\*\* NOTES 12/5/2005 10:12:01 AM, ssmith1, Action Type : Note-General

Hearing had to be rescheduled for 12/13/05 at 10am. Package has already been sent out. See if DPSM still has pictures.

\*\*\* CASE FULFILL 12/5/2005 10:12:54 AM, ssmith1

Fulfilled for [REDACTED] due 12/01/2005 05:00:00 PM.

\*\*\* NOTES 12/5/2005 10:14:37 AM, ssmith1, Action Type : Call to Dealer

Placed a call to the svc manager to see if the pictures are available. I had to leave a voicemail message.

\*\*\* CASE FULFILL 12/5/2005 10:14:46 AM, ssmith1

Fulfilled for [REDACTED] due 12/09/2005 05:00:00 PM.

\*\*\* COMMIT 12/5/2005 10:14:49 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/16/2005 05:00:00 PM.

Results from hearing

\*\*\* COMMIT 12/5/2005 10:17:13 AM, ssmith1, Action Type : N/A

Waiting for pictures to arrive

\*\*\* NOTES 12/6/2005 8:19:13 AM, mplant, Action Type : Letter/Fax

Received Notice of Hearing/Inspection from BBB.

Arbitrator: Mr. Terry Fiskin

Hearing Date, Time, Place: 12/13/05 10:00 am

BBB of the Southland, Inc.-Southbay

3363 Linden Avenue, Suite A

Long Beach, CA 90807

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

Customer will be representing her/himself.  
Both customer and AHM will be appearing in person.

Hearing Site Phone Number: [REDACTED]  
Forward to Suzann.

\*\*\* NOTES 12/6/2005 8:19:32 AM, ssmith1, Action Type : Note-General

Spoke with the svc manager yesterday morning. He agreed to send me the pictures since the hearing has been rescheduled for 12/13/05. Location of hearing is Placentia.

\*\*\* CASE FULFILL 12/6/2005 8:19:40 AM, ssmith1

Fulfilled for [REDACTED] due 12/16 2005 05:00:00 PM.

\*\*\* COMMIT 12/6/2005 8:19:42 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/08/2005 05:00:00 PM.

Waiting for results of hearing

\*\*\* CASE MODIFY COMMITMENT 12/6/2005 3:46:14 PM, ssmith1

with [REDACTED] due 12/08/2005 12:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 12/6/2005 3:47:22 PM, ssmith1

with [REDACTED] due 12/08/2005 05:00:00 PM.

\*\*\* NOTES 12/7/2005 9:06:56 AM, ssmith1, Action Type : Note-General

Received the pictures from the service manager, (Eric).

I placed a call to him to let him know that I have received them.

I also called our arbitrator, Jim Worrel. I advised him that I've received the pictures, and that I will be sending them over thru Fed Ex. He thanked me for calling to let him know to expect them.

\*\*\* CASE FULFILL 12/7/2005 9:07:43 AM, ssmith1

Fulfilled for [REDACTED] due 12/08/2005 05:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 12/8/2005 2:42:17 PM, ssmith1

with [REDACTED] due 12/16/2005 05:00:00 PM.

\*\*\* NOTES 12/9/2005 1:49:49 PM, mplant, Action Type : Letter/Fax

Received a 10-day waiver form from BBB. Forward to Suzann.

\*\*\* CASE FULFILL 12/13/2005 8:22:56 AM, ssmith1

Fulfilled for [REDACTED] due 12/16/2005 05:00:00 PM.

\*\*\* COMMIT 12/13/2005 8:23:01 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/15/2005 05:00:00 PM.

Hearing has to be rescheduled

\*\*\* CASE MODIFY COMMITMENT 12/13/2005 8:23:27 AM, ssmith1

with [REDACTED] due 12/19 2005 05:00:00 PM.

\*\*\* NOTES 12/13/2005 8:23:46 AM, ssmith1, Action Type : Note-General

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

Received the following e-mail from BBB:

Hi Suszann. I need to reschedule this hearing. Consumer will not be able to make hearing. The only reason I am rescheduling is because consumer did not receive ample notice, and she would not agree to sign a waiver. Please cancel tomorrow's hearing and I will check on rescheduling.

\*\*\* CASE MODIFY COMMITMENT 12/16/2005 2:05:54 PM, ssmith1

with [REDACTED] due 12/21/2005 05:00:00 PM.

\*\*\* CASE FULFILL 12/21/2005 3:48:27 PM, ssmith1

Fulfilled for [REDACTED] due 12/21/2005 05:00:00 PM.

\*\*\* COMMIT 12/21/2005 3:48:30 PM, ssmith1, Action Type : N/A

Made to [REDACTED] due 12/28/2005 05:00:00 PM.

Waiting for Billie to confirm date of 01/03/05

\*\*\* NOTES 12/23/2005 11:28:35 AM, mplant, Action Type : Letter/Fax

Received Notice of Hearing from BBB.

Arbitrator: Mr. Gerald Moriarty

Hearing Date, Time, Place: 1/3/06 10:00 am

BBB of the Southland - Southbay

3363 Linden Avenue, Suite A

Long Beach, CA 90807

Both customer and AHM will be appearing in person.

Hearing Site Phone Number: [REDACTED]

Forward to Suszann.

\*\*\* NOTES 12/26/2005 7:38:27 AM, ssmith1, Action Type : Note-General

Received e-mail from BBB advising that they would like to have the hearing take place in Long Beach on 01/03/05 at 10AM. I sent a message to Billie to see if I can confirm that hearing date.

\*\*\* NOTES 12/28/2005 8:41:26 AM, ssmith1, Action Type : Note-General

Received e-mail from Billie advising that she will have an advocate available for the hearing on 01/03/05, in Long Beach.

\*\*\* NOTES 12/28/2005 8:43:44 AM, ssmith1, Action Type : Note-General

There is no need to send the packet for this case. It has already been sent, since this is a rescheduled hearing. There is no new information to forward.

\*\*\* CASE FULFILL 12/28/2005 8:43:50 AM, ssmith1

Fulfilled for [REDACTED] due 12/28/2005 05:00:00 PM.

\*\*\* COMMIT 12/28/2005 8:43:55 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 01/06/2006 05:00:00 PM.

Process check for cust/ \$250.00

\*\*\* CASE MODIFY COMMITMENT 1/5/2006 3:09:55 PM, ssmith1

with [REDACTED] due 01/13/2006 05:00:00 PM.

\*\*\* NOTES 1/10/2006 3:21:41 PM, rboudrea, Action Type : Note-Third Party

BBB decision received 1/06/06:

Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

Arbitrator ruled that he found both witnesses creditable. "I believe consumer did not hear anything hit the vehicle, nor did she sense a tightening of the seatbel. The nick in the metal on the bottom of teh vehicle could have been there for some time before teh incident. It is probable the sensor was defectiv. If the side airbag system is so designed that instead of protecting the driver from injury from a side collision, it endangers her life by deploying when triggered by a none threatening occurrence, it represents a failure of eh Manufacturer to perform its obligations under teh express new vehicle warranty. I find manufacturer's refusal to pay for the airbag replacement is a nonconformity because the arbitrary deployment of the side airbag impairs the use, value and safety of the vehicle to the customer. The manufactorer is ordered reimburse consumer and her insurance company whatever they actually paid for the repair of the vehicle.

Case manager submitted decision to me for further review. The case is outside the jurisdiction for arbitration, since this is an accident case that had a decision rendered by the insurance company and paid by them. This would be considered comprehensive damage and not arbitratable.

I emailed the BBB for review and consideration requesting that the rescind the decision:

"Young, Dawn" <dyoung@cbbb.bbb.org> 01/09/2006 11:56 AM □ To: <Rodney\_Boudreaux@ahm.honda.com> cc: <Suzann\_Smith@ahm.honda.com>, <Dan\_Montgomery@ahm.honda.com> Subject: RE: REQUEST FOR DECISION TO BE RESCINDED

I spoke to Richard Woods for guidance on answering your questions.

According to Rich it's too late to argue eligibility since the case has already gone to arbitration and a decision has been rendered. That should have been argued either prior to arbitration or during the hearing.

Since you are a certified manufacturer in California you can not go back to the arbitrator for correction. What you can do is tell the consumer that the arbitrator went beyond his authority in awarding a full refund and that you are going to only pay them the amount they are out of pocket. They in turn can go to the ACP for guidance. Rich believes the ACP would agree that the consumer should only get back what they paid out.

Please let me know if you have any further questions.

-----Original Message-----

From: Rodney\_Boudreaux@ahm.honda.com  
[mailto:Rodney\_Boudreaux@ahm.honda.com]  
Sent: Friday, January 06, 2006 6:51 PM  
To: [REDACTED]  
Cc: Davis, Rodney; Suzann\_Smith@ahm.honda.com;  
Dan\_Montgomery@ahm.honda.com  
Subject: REQUEST FOR DECISION TO BE RESCINDED

CUSTOMER: [REDACTED]

Case History

Case ID : N042005-10-2801034

Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

VIN: JH4CL968X4C [REDACTED]  
BBB CASE: ACU0595542

Please review case as soon as possible. This was a case where there was comprehensive damage investigated and paid by an insurance company. The insurance company investigator acknowledged the impact and arranged repair per terms of insurance policy.

I do not know how this case ended up going to arbitration??

This is clearly outside the jurisdiction of the BBB Auto Line Guidelines.

Please contact me if more details are needed. I just wanted to make sure that you were alerted immediately.

AHM will not assume responsibility for insurance settlements.

Thank you in advance for your consideration in this matter  
Rodney

On 1/09/06 I emailed a second response with additional details for further review and consideration:  
Good Afternoon:

We truly understand your request and CA certification parameters; however, the customer was advised and shown the damage that caused the airbag to deploy by the dealer. The repair order presented as evidence indicates that the repair was authorized and paid for by Progressive Insurance Company.

The insurance company, Progressive Insurance, sent an adjustor to the dealer and verified that the damage caused the airbag to deploy and the system operated as designed. The customer indicated on the CCF, in her desired outcome statement, that her insurance company covered the repair "as an at-fault collision".

With this knowledge the customer did not indicate on the CCF that the vehicle was in an accident/had body damage.

Based on this information, we do not feel that the customer provided complete/accurate information to the BBB for jurisdiction assessment.

We again understand your position ;however, this is an unusual situation and we would appreciate your reconsideration in this matter.

In addition, please provide us with the hearing for further review and use.

Thank you for your consideration in this matter.  
Respectfully,  
Rodney



Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* NOTES 1/10/2006 3:31:17 PM, rboudrea, Action Type : Note-Third Party

Received call from BBB coordinator DY;

She received our reconsideration request with their legal counsel and he advised us the the ACP does not allow manf to appeal a decision. The manufacturer has agreed to adhere to all decisions.

The BBB states that we could either decline compliance and the BBB would present our reasons to the State. It was prefaced that this would look favorable. Or we could pay customer to demonstrate good faith and provide customer with written declaration deployment and insurance coverage not with realm of BBB and BBB would work with AHM to present reason for action taken.

Reviewed with Mgr and it was determined that it would be in AHM/Customer/BBB best interest to comply with customer pay portion, since this could appear to customer that AHM is not adhering to BBB decision and BBB working contrary to decision in favor of manufacturer.

\*\*\* CASE MODIFY COMMITMENT 1/11/2006 2:11:32 PM, ssmith1

with [REDACTED] due 01/17/2006 05:00:00 PM.

\*\*\* NOTES 1/17/2006 8:24:34 AM, ssmith1, Action Type : Note-General

Customer will be reimburse for the amount she paid to have the airbag replace. This was her deductible of \$250.00.

\*\*\* CASE MEDIATION EVENT UPDATE 1/17/2006 8:25:35 AM, ssmith1

\*\*\* MEDIATION EVENT - MRF SENT 01/17/2006 08:25:35 AM ssmith1

Status: Completed

S: 10/26/2005 02:56:26 PM

D: 11/05/2005 12:00:00 AM

A: 11/11/2005 08:25:29 AM

Assgn to: Mediation ()

Notes:

\*\*\* CASE MEDIATION EVENT UPDATE 1/17/2006 8:25:54 AM, ssmith1

\*\*\* MEDIATION EVENT - DOCS RECEIVED 01/17/2006 08:25:54 AM ssmith1

Status: Completed

S: 10/28/2005 02:56:17 PM

D: 10/31/2005 12:00:00 AM

A: 11/08/2005 08:25:50 AM

Assgn to: Mediation ()

Notes:

\*\*\* CASE MEDIATION ADD/MODIFY 1/17/2006 8:27:31 AM, ssmith1

\*\*\* MEDIATION DECISION 01/17/2006 08:27:31 AM ssmith1

Proc: Arbitration

Dcsn: Reimburse

Cust: Reimburse

AHM: No Assistance Rsn: Non-Warrantable

Arb Mthd: In Person Outcome: Customer

Ref: SUSZANN SMITH

Rel: NO PREVIOUS CASE

Case History

Case ID : ██████████ Case Title : ██████████ - BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* CASE MEDIATION EVENT ADD 1/17/2006 8:42:11 AM, ssmith1

\*\*\* MEDIATION EVENT - SEND CHECK 01/17/2006 08:42:11 AM ssmith1

Status: In Progress

S: 01/17/2006 08:41:44 AM

D: 01/23/2006 12:00:00 AM

A: ??? ??:?

Assign to: Mediation ()

Notes:

\*\*\* CASE FULFILL 1/17/2006 9:16:35 AM, ssmith1

Fulfilled for ██████████ due 01/17/2006 05:00:00 PM.

\*\*\* COMMIT 1/17/2006 9:16:37 AM, ssmith1, Action Type : N/A

Made to ██████████ due 01/23/2006 05:00:00 PM.

Send check out/speak with rodney first

\*\*\* SUBCASE N042005-10-2801034-1 DISPATCH 1/18/2006 3:56:07 PM, ssmith1

from WIP Wipbin-Subcases to Queue CK Req - Mediation Mgr.

\*\*\* SUBCASE N042005-10-2801034-1 1/18/2006 4:06:46 PM, dmontgom, Action Type :

Check Requisition for 250.00 \$ submitted

Check Requisition for 250.00 \$ submitted by dmontgom

\*\*\* SUBCASE N042005-10-2801034-1 RETURN 1/18/2006 4:07:03 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP Wipbin-Subcases.

\*\*\* NOTES 1/18/2006 4:18:08 PM, mlyon, Action Type : Letter/Fax

Received customer's signed Acceptance Rejection of Decision Form from BBB. Customer accepted the arbitration decision. Forward to Suszann.

\*\*\* SUBCASE ██████████ COMMIT 1/23/2006 8:04:39 AM, ssmith1, Action Type : External Commitment

Check processed for check req no = 491 on 2006-01-20-00.00.000000

\*\*\* SUBCASE ██████████ FULFILL 1/23/2006 8:30:08 AM, ssmith1

Fulfilled for ██████████ due ??? ??:?.

\*\*\* CASE MODIFY COMMITMENT 1/23/2006 1:11:03 PM, ssmith1

with ██████████ due 01/26/2006 05:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 1/25/2006 3:41:30 PM, ssmith1

with ██████████ due 01/27/2006 05:00:00 PM.

\*\*\* CASE MODIFY COMMITMENT 1/26/2006 3:35:53 PM, ssmith1

with ██████████ due 01/31/2006 05:00:00 PM.

\*\*\* NOTES 2/3/2006 9:53:44 AM, ssmith1, Action Type : Note-General

Spoke with Rodney. He is going to obtain the letter I need to send along with the check. I will follow up with him early next week.

\*\*\* CASE FULFILL 2/3/2006 9:53:55 AM, ssmith1

Fulfilled for ██████████ due 01/31/2006 05:00:00 PM.

\*\*\* COMMIT 2/3/2006 9:53:59 AM, ssmith1, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

Made to [REDACTED] due 02/07/2006 05:00:00 PM.

Follow up with Rodney for letter

\*\*\* CASE MEDIATION EVENT UPDATE 2/3/2006 2:57:49 PM, ssmith1

\*\*\* MEDIATION EVENT - BBB CASE RECD 02/03/2006 02:57:49 PM ssmith1

Status: Completed

S: 10/27/2005 02:55:24 PM

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

A: 02/03/2006 02:57:47 PM

Assgn to: Mediation ()

Notes: ACU0595542

\*\*\* CASE MEDIATION EVENT UPDATE 2/3/2006 2:57:53 PM, ssmith1

\*\*\* MEDIATION EVENT - SEND CHECK 02/03/2006 02:57:53 PM ssmith1

Status: Completed

S: 01/17/2006 08:41:44 AM

D: 01/23/2006 12:00:00 AM

A: 02/03/2006 02:57:51 PM

Assgn to: Mediation ()

Notes:

\*\*\* SUBCASE [REDACTED] CLOSE 2/3/2006 2:58:13 PM, ssmith1

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE FULFILL 2/3/2006 2:58:22 PM, ssmith1

Fulfilled for [REDACTED] due 02/07/2006 05:00:00 PM.

\*\*\* CASE CLOSE 2/3/2006 2:58:30 PM, ssmith1

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

\*\*\* CASE REOPEN 11/3/2006 5:50:27 AM, rboudrea  
with Condition of Open and Status of Solving.\*\*\* CASE MODIFY 11/3/2006 9:45:13 AM, rboudrea  
into WIP A. New Cases and Status of Solving.

\*\*\* NOTES 11/3/2006 9:56:05 AM, rboudrea, Action Type : Note-General

Received letter/memo from progressive insurance company to subrogate claim based on decision rendered by BBB.

I contacted our counsel and advised of particulars. Insurance company inspected and ruled to cover based on evidence at the time. AHM denied assistance based on evidence of impact in area that would deploy bag.

The BBB decision was after the fact and actually out of their jurisdiction and agreed by BBB. AHM advised BBB of decision and it was agreed that AHM had no obligation to reimburse the customer since she did not pay for the repair. AHM did reimburse customer for her out of pocket expense only.

We were advised that our position would remain the same and it would appropriate to send Progressive a letter regarding the above. Ok

\*\*\* CASE MODIFY 11/3/2006 9:58:16 AM, rboudrea  
into WIP A. New Cases and Status of Solving

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

\*\*\* NOTES 11/6/2006 6:36:16 AM, rboudrea, Action Type : Letter/Fax

Case re-evaluated and response letter sent to insurance companies subrogation inquiry:

November 3, 2006

PROGRESSIVE WEST INSURANCE COMPANY  
P.O. Box 43258  
Richmond Hts., OH 44143  
Attn: William P. Kienzl

Re: [REDACTED]

Dear Mr. Kienzl:

We are in receipt of your letter dated October 5, 2006. We apologize for the delay in response. The letter was forwarded from another division of Honda.

We reviewed all the details surrounding your client's case and it was determined that the airbag deployment was the result of impact and that the airbags operated as designed.

Your company sent an agent to inspect the vehicle, and our assessment regarding the cause of deployment was corroborated.

Your client filed a claim with the Better Business Bureau. The BBB conducted an arbitration that fell outside of their jurisdiction, and area of knowledge. While this was acknowledged after the fact, a decision was rendered by them with no supporting evidence. Since your client did not pay for the repair, it was determined that she was not entitled to a reimbursement for amounts beyond what she personally paid.

In your letter, it states that your investigation indicates damages to your insured's vehicle to be a direct result of a manufacturer's defect. This again is contrary to our findings and your companies' initial inspection results and subsequent investigation. The impact damages were noted by all involved entities as the causal factor that attributed to the subsequent deployment.

American Honda is committed to fair business practices and we would not make a determination in a matter of this magnitude without sufficient evidence.

We understand that this case is unusual and that your recent claim was based on the information you were limited to.

Thank you for providing American Honda with the opportunity to review and address this matter.

Respectfully,  
AMERICAN HONDA MOTOR CO., INC.

Rodney Boudreaux  
Mediation Services  
310/781-5359

\*\*\* CASE MODIFY 11/6/2006 6:36:21 AM, rboudrea

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] BBB ACU0595542 - SIDE AIRBAGS DEPLOYED

into WIP A. New Cases and Status of Solving.

\*\*\* CASE CLOSE 11/6/2006 6:36:24 AM, rboudrea

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 7/26/2011 1:13:15 PM  
 Case Originator : Julian Espinoza (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 8/16/2011 6:16:23 AM  
 Case Owner : Damon Hambruch (Team AA) Method : Phone Queue : Days Open : 21  
 Last Closed By : Damon Hambruch (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : 4C - NALLEY - [REDACTED] DRIVER SIDE AIR BAG DEPLOYED 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 : ATLANTA, GA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 2  
 VIN Type / No. : US VIN / JH4CL96994C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 45,000  
 In Service Date : 10/16/2004  
 Months In Use : 81  
 Engine Number : K24A21050574  
 Originating Dealer No. / Name : 251398 / ISLAND ACURA  
 Selling Dealer No. / Name : 251398 / ISLAND ACURA  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : WH  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251041 / NALLEY ACURA  
 Phone No. : 770-422-4441  
 Address : 1355 COBB PKWY SOUTH  
 City / State / Zip : MARIETTA, GA 30060  
 Svc District / Sls District : 04C / B04  
 Warranty Labor Rate / Date : \$125.00 /  
 Agent Name : Comp Ind. :

**3rd Party Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRO Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Damon Hambruch	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2011 2:26:09 PM
Issue Owner : Damon Hambruch	Type 2 : Operation	Queue :	Close Date : 8/16/2011 6:16:18 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc : Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Provided Information  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :                      Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4C - NALLEY [REDACTED] DRIVER SIDE AIR BAG DEPLOYED

\*\*\* CASE CREATE 7/26/2011 1:13:15 PM, jespinoz

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

\*\*\* NOTES 7/26/2011 1:45:13 PM, jespinoz, Action Type : Call from Customer

Verified contact info

Client contacted Acura stating that the vehicle's driver (side) air bag deployed, I confirmed that he was referring to the air bag for side protection. The client told me that the vehicle was being driven West on I-285 at 65 MPH. He told me that his wife was driving the vehicle. All of a sudden the driver's side air bag deployed.

His wife managed to keep control of the car and drive it off the highway. It was taken to Nalley Acura where he has been working with Al a service advisor.

The client told me that the dealership has claimed that the under carriage was impacted and that set off the driver side air bag. The client stated that his wife does not remember hitting anything at all and there was nothing that she felt but obviously Acura is having problems with the air bags since there has been a massive recall, he stated that he is aware that it is a different model and year but still. I confirmed that the deployment occurred today at 1:15 PM EST.

The client told me that he has contacted his insurance State Farm 404 634 2447 but does not have a claim number. I confirmed with the client that the vehicle is right now at the dealership and they are still inspecting it. The client told me that he wants to make Acura aware of this because there are so many recalls and he would like to know what Acura will do for him.

I explained that I will be forwarding the information to a DCM who can follow up with him about the issue. I provided the case number and the turn around time.

I confirmed the best phone number for contact [REDACTED]

\*\*\* CASE MODIFY 7/26/2011 1:47:27 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/26/2011 1:48:55 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/26/2011 1:48:55 PM, jespinoz  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/26/2011 1:49:01 PM, jespinoz  
from WIP default to Queue Acura Team A.

\*\*\* CASE ACCEPT 7/26/2011 2:23:05 PM, dhambruc  
from Queue Acura Team A to WIP New Cases.

\*\*\* SUBCASE [REDACTED] CREATE 7/26/2011 2:26:09 PM, dhambruc  
Created in WIP Default with Due Date 7/26/2011 2:26:09 PM.

\*\*\* CASE MODIFY 7/26/2011 2:26:15 PM, dhambruc  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 7/27/2011 8:10:51 AM, dhambruc, Action Type : Call to Customer

I called the client at [REDACTED] and informed him I am sorry his wife had an airbag deploy. He said he feels it is a defect and Acura needs to cover this. I told him in the notes it says the dealership found an impact mark on the under carriage. I asked him if he contacted his insurance and he said yes. He said they are denying any help. He said he feels this is a defect because Acura and Honda has a recall on other airbags. I asked him if he went



Case History

Case ID : [REDACTED] Case Title : 4C - NALLEY [REDACTED] DRIVER SIDE AIR BAG DEPLOYED

to the dealership and saw the impact mark and he said no. I told him I would recommend it. I explained to him that there are sensors under the vehicle and if one gets impacted it could think the vehicle is in an accident. He said he would like a rep from Acura to come out and inspect the airbag deploy. I told him I will contact my rep and see when he can come out and look at it. The client keep saying if Acura does not do anything he is going to contact his lawyer.

I verified the clients contact info.

\*\*\* NOTES 7/27/2011 8:12:15 AM, dhambruc, Action Type : Dealer Communication  
ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s):

This client contacted Acura about his airbag deployment. Please have the DPSM inspect the vehicle the next time he is at your dealership.

\*\*\* CASE MODIFY 7/27/2011 8:12:20 AM, dhambruc  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 7/27/2011 8:16:10 AM, dhambruc, Action Type : Call to Dealer

I called Nalley Acura @ 770-422-4441 and left a message for Todd the SM. I told him this client contacted Acura about his airbag deployment. I asked him to call me back with info on it.

\*\*\* NOTES 7/27/2011 8:21:54 AM, dhambruc, Action Type : Field Service

I called the DPSM in 4C and informed him about this client's airbag deployment issue. I asked him when he will be at Nalley and he said he was just there. He said he won't be there for at least a week or two. I told him I left a message for the SM to call me on it for more info. I told him I will let him know if anything else comes up on it. I told him the client is requesting him to inspect it.

\*\*\* COMMIT 7/27/2011 8:22:00 AM, dhambruc, Action Type : N/A

Call SM 2 on airbag deploy

\*\*\* CASE MODIFY 7/27/2011 8:22:19 AM, dhambruc  
into WIP New Cases and Status of Solving.

\*\*\* NOTES 7/28/2011 9:41:58 AM, dhambruc, Action Type : Call from Dealer

I got a call back from Todd the SM and he said something impacted the sub frame. He said the edge of the sub frame is bent back and tore part of it. He said the vehicle is down at there body shop right now and the clients insurance is coming out from what he was told. He said it is not a manufacture defect and something impacted the sub frame.

\*\*\* CASE FULFILL 7/28/2011 9:46:30 AM, dhambruc  
Fulfilled for [REDACTED] due 07/29/2011 12:00:00 AM.

\*\*\* COMMIT 7/28/2011 9:46:48 AM, dhambruc, Action Type : N/A

Call client about DPSM

\*\*\* CASE MODIFY 7/28/2011 9:47:09 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE MODIFY 7/29/2011 10:34:29 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 7/29/2011 11:36:26 AM, dhambruc, Action Type : Inbound DCS  
CUSTOMER VEHICLE IS CURRENTLY AT THE DEALERSHIP

Case History

Case ID : [REDACTED]

Case Title : 4C - NALLEY - [REDACTED] DRIVER SIDE AIR BAG DEPLOYED

CUSTOMER VEHICLE IS CURRENTLY AT THE DEALERSHIP

\*\*\* COMMIT 7/29/2011 11:36:26 AM, dhambruc, Action Type : External Commitment

Inbound DCS received from Dealer # 251041

\*\*\* CASE FULFILL 8/1/2011 6:03:59 AM, dhambruc

Fulfilled for [REDACTED] due ?/?/? ??:?.

\*\*\* CASE MODIFY 8/1/2011 6:04:09 AM, dhambruc

into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/2/2011 6:27:55 AM, dhambruc, Action Type : Call to Customer

I called the client at [REDACTED] and told him I talked to the SM and the DPSM about his airbag deployment. I told him the SM said something impacted the sub frame and it bent and tore the metal. He said he saw it and it is not very big. I told him the DPSM is willing to meet with him but won't be back to Nalley until next week. He said the insurance agent will be out to the dealership this week to inspect the damage. He said to call him later in the week so he can see if he can meet the DPSM next week.

\*\*\* CASE FULFILL 8/2/2011 6:28:09 AM, dhambruc

Fulfilled for [REDACTED] due 08/02/2011 12:00:00 AM.

\*\*\* COMMIT 8/2/2011 6:28:12 AM, dhambruc, Action Type : N/A

Call client see if he want to meet with DPSM

\*\*\* CASE MODIFY 8/2/2011 6:28:36 AM, dhambruc

into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/4/2011 6:58:55 AM, dhambruc, Action Type : Call to Customer

I called the client at [REDACTED] and asked him if he has thought about meeting with the DPSM. He said the insurance company has not inspected the vehicle yet so he is not sure if they are going to cover the repair. He said he can meet with the DPSM on Tuesday around 10am to 11am and maybe Thursday after 2pm. I told him I will let the DPSM know and see what his schedule is.

\*\*\* NOTES 8/4/2011 7:07:47 AM, dhambruc, Action Type : Field Service

I left a message for DPSM in 4C and told him this client would like to meet with him on the airbag deployment. I told him the client can meet on Tuesday from 10am to 11am or maybe Thursday after 2pm. I asked him to all me back and let me know if he can meet.

\*\*\* CASE MODIFY 8/4/2011 7:07:53 AM, dhambruc

into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE FULFILL 8/4/2011 7:08:00 AM, dhambruc

Fulfilled for [REDACTED] due 08/04/2011 12:00:00 AM.

\*\*\* COMMIT 8/4/2011 7:08:02 AM, dhambruc, Action Type : N/A

Call client about airbag meeting

\*\*\* CASE MODIFY 8/4/2011 7:08:20 AM, dhambruc

into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/4/2011 1:58:13 PM, dhambruc, Action Type : Field Service

I got a call back from the DPSM in 4C and told him this client wants to meet with him. He said he will meet with the client on Tuesday at 10am. I told him I will let the client know.

Case History

Case ID : [REDACTED]

Case Title : 4C - NALLEY - [REDACTED] DRIVER SIDE AIR BAG DEPLOYED

\*\*\* CASE MODIFY 8/4/2011 2:01:24 PM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/4/2011 2:01:54 PM, dhambruc  
with [REDACTED] due 08/05/2011 12:00:00 AM.

\*\*\* CASE MODIFY 8/4/2011 2:02:00 PM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/5/2011 6:33:36 AM, dhambruc, Action Type : Call to Customer  
I called the client at [REDACTED] and got their answering machine. I left a message to call me back at (800) 382-2238 with my ext 115026 and ask for Damon.

\*\*\* CASE MODIFY 8/5/2011 6:33:43 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE FULFILL 8/5/2011 6:33:46 AM, dhambruc  
Fulfilled for [REDACTED] due 08/05/2011 12:00:00 AM.

\*\*\* COMMIT 8/5/2011 6:33:48 AM, dhambruc, Action Type : N/A  
Call client see about meeting

\*\*\* CASE MODIFY 8/5/2011 6:34:05 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/5/2011 6:39:34 AM, dhambruc, Action Type : Field Service  
Sent a message to the DPSM about changing the time for the airbag meeting. I asked him to let me know if he could do 11am instead of 10am.

\*\*\* CASE MODIFY 8/5/2011 6:39:57 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/5/2011 6:45:28 AM, dhambruc, Action Type : Field Service  
I got a message back from the DPSM and he said he can meet with the client but he has to be at Ed Voyles Acura by Noon.

\*\*\* CASE MODIFY 8/5/2011 6:45:37 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/5/2011 6:47:37 AM, dhambruc, Action Type : Call to Customer  
I called the client at [REDACTED] and told him the DPSM will meet him at 11am but he has an appointment at noon at another dealership.

\*\*\* CASE MODIFY 8/5/2011 6:47:45 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 8/5/2011 6:48:10 AM, dhambruc  
with [REDACTED] due 08/10/2011 12:00:00 AM.

\*\*\* CASE MODIFY 8/5/2011 6:48:17 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/9/2011 8:37:10 AM, dhambruc, Action Type : Field Service  
I got a call from the DPSM in 4C and he said he meet with this client today. He said the client would like to have this issue recorded and they went over the issue. He said there is a heavy impact on the drive side undercarriage and the drive bumper is damaged. He said the client told him that was from a couple years ago. He said he took pictures and will send them to me.

Case History

Case ID : [REDACTED]

Case Title : 4C - NALLEY - [REDACTED] DRIVER SIDE AIR BAG DEPLOYED

\*\*\* CASE MODIFY 8/9/2011 8:57:06 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* NOTES 8/10/2011 7:35:00 AM, dhambruc, Action Type : Call to Customer

I called the client at [REDACTED] and told him I was calling about his meeting with the DPSM. He said it went good and I asked him if he has any other questions. He said he has nothing and I told him if he does to call me.

\*\*\* CASE FULFILL 8/10/2011 7:35:09 AM, dhambruc

Fulfilled for [REDACTED] due 08/10/2011 12:00:00 AM.

\*\*\* COMMIT 8/10/2011 7:35:11 AM, dhambruc, Action Type : N/A

Close case

\*\*\* CASE MODIFY 8/10/2011 7:35:21 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE MODIFY 8/16/2011 6:14:46 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 8/16/2011 6:16:18 AM, dhambruc  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/16/2011 6:16:21 AM, dhambruc  
into WIP 4C - Mike Wooden and Status of Solving.

\*\*\* CASE CLOSE 8/16/2011 6:16:23 AM, dhambruc  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 12/4/2007 10:29:15 AM  
 Case Originator : Morris Lin (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 1/4/2008 6:17:49 AM  
 Case Owner : Kevin Brown (Team SB) Method : Dealer Referred Queue : Days Open : 31  
 Last Closed By : Kevin Brown (Team SB) Point of Origin : Customer Wipbin :  
 Case Title : 06A - SAFETY - [REDACTED] AIR BAG DEPLOYED ISSUE - AR 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 : FAYETTEVILLE, AR [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : XXXXX XXXXX SOLD  
 VIN Type / No. : US VIN / JH4CL96834C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 26,000  
 In Service Date : 11/22/2004  
 Months In Use : 37  
 Engine Number : K24A21051513  
 Originating Dealer No. / Name : 251307 / RIVERSIDE ACURA  
 Selling Dealer No. / Name : 251307 / RIVERSIDE ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251505 / ACURA OF FAYETTEVILLE  
 Phone No. : 479-251-2050  
 Address : 1418 WEST SHOWROOM DR.  
 City / State / Zip : FAYETTEVILLE, AR 72704  
 Svc District / Sls District : 06A / A06  
 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
[REDACTED]	PROD Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition: Closed	Wipbin :
Issue Originator : Joey Nassar	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2007 12:54:58 PM
Issue Owner : Bryan Harrison	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/3/2008 3:45:42 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION - "SAFETY"		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : CR Generated Gdwill  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 06A - SAFETY - [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* CASE CREATE 12/4/2007 10:29:15 AM, mlin

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/4/2007 10:29:47 AM, mlin

WARRANTY CHECK 12/04/2007 10:29:47 AM mlin

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/4/2007 10:29:51 AM, mlin

CLAIM CHECK 12/04/2007 10:29:51 AM mlin

The following Claim History information was found

0; 2006-02-13; 251307; 092470; 510; 859199 ; SHOULDER BELT ANCHOR RAIL ASSY (LEFT FRONT; MOTORIZED)

- REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 12/4/2007 10:29:53 AM, mlin

CAMPAIGN CHECK 12/04/2007 10:29:53 AM mlin

The following Campaign information was found

06-050; Q27; [REDACTED] Class Action Acura; ; ;

07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/01/07; FX;

\*\*\* CASE VSC LOOKUP 12/4/2007 10:29:55 AM, mlin

VSC CHECK 12/04/2007 10:29:55 AM mlin

The following VSC information was found

[REDACTED] V003142219; AC1; ACURA CERTIFIED PRE-OWNED UPSALE PLAN; ACTIVE;; 2007-10-01; 2011-11-21; 100000; 21036; 251307; 0.00

\*\*\* CASE CUC LOOKUP 12/4/2007 10:29:55 AM, mlin

CUC CHECK 12/04/2007 10 29:55 AM mlin

The following CUC information was found

[REDACTED] ACTIVE; 100000; 21036; 62000; 2008-11-22; 2011-11-22;; 2007-10-01; 2007-10-01; 251307;; 0; 2007-10-31; 2007-10-02

\*\*\* CASE MODIFY 12/4/2007 10:30:28 AM, mlin

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/4/2007 10:50:02 AM, mlin

into WIP default and Status of Solving.

\*\*\* NOTES 12/4/2007 10:55:24 AM, mlin, Action Type : Call from Customer

Client called ACS regarding a air bag issue. I verified clients contact information. Client states that his air bag deployed but was not in an accident or anything. Client states he brought the vehicle to Fayetteville Acura for diagnosis. Client states he spoke with Joni SM and was advised that the vehicle was not covered under warranty. Client was then advised by the dealership to call ACS and speak with Joleen. Client states he pulled over to get gas and was about to get out of the gas station when the passenger side air bag deployed and side curtain. I then asked client why the dealership has advised that it would not be covered under warranty. Client states he does not know why he was just advised to contact ACS. Client states that he would like Acura to cover it.

Client states he does not remember the date but know sit was 6:00pm around a week ago.

client states it was just cold that day

Client was drivin g and the onl y one in the vehicle

Case History

Case ID : [REDACTED] Case Title : 06A - SAFETY - [REDACTED] - AIR BAG DEPLOYED ISSUE - AR

no police officer was involved and went straight to an Acura dealership  
Insurance company has not been notified but client states he might do that later to day  
No injuries  
No damages to the outside of the vehicle  
no witnesses were available  
no photos or videos were taken  
currently at the dealership  
vehicle was driven to dealership  
no recent repairs were done to the vehicle client state he has only had the vehicle for 2 months  
client states that there was no previous damage to the vehicle

I then attempted to warm transfer client to RCM. I then advised client that the RCM was currently unavailable and would be in contact with him shortly.

[REDACTED] ell  
work

\*\*\* CASE MODIFY 12/4/2007 10:55:56 AM, mlin  
into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/4/2007 10:55:59 AM, mlin  
WARRANTY CHECK 12/04/2007 10:55:59 AM mlin  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/4/2007 10:56:04 AM, mlin  
CLAIM CHECK 12/04/2007 10:56:04 AM mlin  
The following Claim History information was found  
0; 2006-02-13; 251307; 092470; 510; 859199 ; SHOULDER BELT ANCHOR RAIL ASSY (LEFT FRONT; MOTORIZED)  
- REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 12/4/2007 10:56:06 AM, mlin  
CAMPAIGN CHECK 12/04/2007 10:56:06 AM mlin  
The following Campaign information was found  
06-050; Q27; [REDACTED] Class Action Acura; ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/01/07; FX;

\*\*\* CASE VSC LOOKUP 12/4/2007 10:56:09 AM, mlin  
VSC CHECK 12/04/2007 10:56:09 AM mlin  
The following VSC information was found  
[REDACTED] M003142219; AC1; ACURA CERTIFIED PRE-OWNED UPSSELL PLAN; ACTIVE;; 2007-10-01; 2011-11-21; 100000; 21036; 251307; 0.00

\*\*\* CASE CUC LOOKUP 12/4/2007 10:56:09 AM, mlin  
CUC CHECK 12/04/2007 10:56:09 AM mlin  
The following CUC information was found  
[REDACTED] ACTIVE; 100000; 21036; 62000; 2008-11-22; 2011-11-22;; 2007-10-01; 2007-10-01; 251307;; 0; 2007-10-31; 2007-10-02



Case History

Case ID : [REDACTED]

Case Title : 06A - SAFETY [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* CASE MODIFY 12/4/2007 10:56:16 AM, mlin  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/4/2007 10:56:19 AM, mlin  
from WIP default to Queue Acura Team A.

\*\*\* CASE YANKED 12/4/2007 10:58:00 AM, mlin  
Yanked by mlin into WIPbin default.

\*\*\* CASE MODIFY 12/4/2007 10:58:11 AM, mlin  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/4/2007 10:58:16 AM, mlin  
from WIP default to Queue Acura Team A.

\*\*\* CASE ACCEPT 12/4/2007 12:42:00 PM, jnassar  
from Queue Acura Team A to WIP Default.

\*\*\* SUBCASE [REDACTED] CREATE 12/4/2007 12:54:58 PM, jnassar  
Created in WIP Default with Due Date 12/4/2007 12:54:58 PM,

\*\*\* NOTES 12/4/2007 12:56:11 PM, jnassar, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

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

Passenger side airbag deployment. I will contact you to discuss.

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

Thank you for your attention to this matter.

Joey Nassar  
Acura Client Services

\*\*\* NOTES 12/4/2007 12:59:56 PM, jnassar, Action Type : Call to Dealer  
I contacted Joni at Acura of Fayetteville.

She advised the client's vehicle is currently there. She explained the client is claiming the passenger side airbag deployed for no reason. She advised a rep. from AHM is coming out 12-18 to inspect the car and the client is in a loaner car.

The client understands we are still waiting for the inspection and do not know if this will be covered under warranty.

I thanked her.

\*\*\* NOTES 12/4/2007 1:01:10 PM, jnassar, Action Type : Field/DSM  
I tried to reach DPSM Larry Torri but his line went straight to VM. I will try back later.

\*\*\* NOTES 12/4/2007 1:13:21 PM, jnassar, Action Type : Field/DSM

Case History

Case ID : [REDACTED] Case Title : 06A - SAFETY [REDACTED] AIR BAG DEPLOYED ISSUE - AR

I left the DPSM a VM asking for a call back to discuss case. Provided my contact information.

\*\*\* CASE MODIFY 12/4/2007 1:16:02 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/4/2007 1:16:38 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/4/2007 1:41:31 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/4/2007 2:33:02 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* NOTES 12/5/2007 1:07:01 PM, jnassar, Action Type : Call to Customer

I contacted Mr. [REDACTED]

Explained to him that the DPSM will be out to inspect his vehicle on 12/18 and will report his findings back to us.

The client stated nothing happened and his airbags just deployed.

Advised the client we understand this but need the opportunity to inspect the vehicle ourselves prior to us making a decision whether or not we can assist. He understood.

He then began to advise he does not feel it is fair he is paying for a car he is not driving.

I explained that I realize we have his vehicle at the dealer but provided a comparable Acura for him to drive. He agreed with this.

Advised the client is something we can discuss after we complete the inspection of the car.

He thanked me.

\*\*\* CASE MODIFY 12/5/2007 1:07:06 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/5/2007 1:13:36 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* NOTES 12/5/2007 1:13:42 PM, jnassar, Action Type : Field/DSM  
Updated DPSM.

\*\*\* CASE MODIFY 12/5/2007 1:13:53 PM, jnassar  
into WIP Default and Status of Solving.

\*\*\* COMMIT 12/5/2007 1:13:55 PM, jnassar, Action Type : N/A

Made to [REDACTED] due 12/12/2007 07:13:56 PM.

Safety - F/U

\*\*\* NOTES 12/12/2007 6:29:56 AM, jnassar, Action Type : Call to Customer

No need to contact the client at this point.

Case History

Case ID : [REDACTED]

Case Title : 06A - SAFETY - [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* CASE MODIFY 12/12/2007 6:31:24 AM, jnassar  
into WIP Safety and Status of Solving.

\*\*\* CASE FULFILL 12/12/2007 6:31:28 AM, jnassar  
Fulfilled for [REDACTED] due 12/12/2007 07:13:56 PM.

\*\*\* COMMIT 12/12/2007 6:31:30 AM, jnassar, Action Type : N/A  
Made to [REDACTED] due 12/19/2007 07:31:32 PM.

\*/ \* Verify Repair of SRS system

\*\*\* CASE YANKED 12/14/2007 4:07:48 PM, bharriso  
Yanked by bharriso into WIPbin default.

\*\*\* SUBCASE [REDACTED] YANKED 12/14/2007 4:08:11 PM, bharriso  
Yanked by bharriso into WIPbin default.

\*\*\* CASE MODIFY 12/17/2007 6:32:33 AM, bharriso  
into WIP SAFETY [REDACTED] and Status of Solving.

\*\*\* NOTES 12/17/2007 8:56:05 AM, rmurray, Action Type : Call from Customer  
Client contact info verified.  
Client is calling to find out status of case.  
Client stated that he has not heard from anyone in a week.  
I warm transferred client to RCM for assistance.

\*\*\* NOTES 12/17/2007 9:10:28 AM, bharriso, Action Type : Note-General  
ACS reviewed case with JNassar.  
ACS was informed that their was not a trim level from the factory or accessory for the 06 TL to be equipped with a rear-view camera.  
Nassar added that the only option was a back-up noise signaling system.  
JNassar has NOT provided the aforementioned information to the Client.

\*\*\* NOTES 12/17/2007 9:17:10 AM, bharriso, Action Type : Note-General  
\*\*\*Aformentioned note does NOT apply to this case\*\*\*

\*\*\* NOTES 12/17/2007 9:21:35 AM, bharriso, Action Type : Call from Customer  
ACS received a warm transfer.  
ACS introduced myself as the rep that will be handling his case from this point on.  
Client inquired if the rep is still showing up tomorrow.  
ACS stated yes.  
Client inquired if he has to be there tomorrow.  
ACS stated no.  
ACS inquired if the Client had any additional questions.  
Client stated no.  
ACS provided the Client with my extension for any additional questions.

\*\*\* NOTES 12/17/2007 9:26:02 AM, bharriso, Action Type : Field/DSM  
ACS introduced myself to DPSM Larry Torri on 972.839.8222 as the rep that will be handling his case from this point on.  
ACS reviewed and confirmed the status of the case.  
DPSM Larry requested an e-mail be sent to him with ACS' information.

Case History

Case ID : [REDACTED]

Case Title : 06A - SAFETY - [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* NOTES 12/17/2007 9:29:03 AM, bharriso, Action Type : Letter/Fax

E-mail to DPSM.

Larry:

Client: [REDACTED]

Case #: [REDACTED]

Vehicle: 2004 TSX

Inspection Date: 9.18.07

Thank you for the assistance.

Regards,

Bryan C. Harrison  
Acura Client Services  
Regional Case Manager  
310.781.5078

\*\*\* NOTES 12/18/2007 5:48:20 PM, bharriso, Action Type : Letter/Fax

E-mail Received which included 50 pictures and a word document:

Bryan,

Attached is a brief report summary of what I found when inspecting this vehicle on a word document. I will attach several pictures in a couple different emails also.

Call me with any questions,

972-839-8222

Larry Forri  
DPSM Acura 6A  
FAX 310-224-6663

\*\*\* NOTES 12/18/2007 5:48:59 PM, bharriso, Action Type : Letter/Fax

E-mail to DPSM:

Larry:

Thank you for the assistance; the information will be reviewed with my Supervisor.

Should additional assistance be needed on your behalf, I will follow-up with you.

Thanks again for the time and efforts.

Case History

Case ID : [REDACTED]

Case Title : 06A - SAFETY [REDACTED] AIR BAG DEPLOYED ISSUE - AR

Best Regards,

Bryan C. Harrison  
310.781.5078

\*\*\* NOTES 12/19/2007 9:32:59 AM, bharriso, Action Type : Manager

ACS reviewed the case with Supervisor KBrown.

\*\*\* NOTES 12/19/2007 9:35:09 AM, bharriso, Action Type : Field/DSM

ACS left DPSM Larry Torri a message with my name, number, and request for a phone.

\*\*\* NOTES 12/19/2007 9:37:09 AM, bharriso, Action Type : Call to Customer

ACS informed the Client that the inspection has been completed, documents dispatched to Acura, and they are currently under review.

Upon the review being completed I would follow-up with him.

Client stated thank you for the follow-up call.

\*\*\* CASE MODIFY COMMITMENT 12/19/2007 9:37:37 AM, bharriso  
with [REDACTED] due 12/20/2007 07:31:32 PM.

\*\*\* NOTES 12/19/2007 9:53:52 AM, bharriso, Action Type : Field/DSM

ACS reviewed the pictures with the DPSM.

It was found that there was no damage to the paint, suspension, body, tires, rims, and there was no wrinkling in the sunroof.

DPSM removed the ground effect to reveal that there was no damage to the pinch weld, no deep scratches to the underbody of the ground effect just mostly dirt.

The bolt is located ahead of the front passenger seat nearby where the seat would bolt onto.

The bolt was either a size 13 or 14 head, the impact to the bolt came from the front on a slight angle from the side.

DPSM did not know whether the bolt was a grade 5 or 8, but from the pictures it appears to be a 5.

\*\*\* NOTES 12/19/2007 9:55:36 AM, bharriso, Action Type : Letter/Fax

Email to Supervisor.

Kevin:

Need to review with you further please contact me when you get a chance.

Bryan

\*\*\* NOTES 12/19/2007 2:33:18 PM, bharriso, Action Type : Manager

KBrown informed ACS to call the Product Analyst Group.

\*\*\* NOTES 12/19/2007 2:34:56 PM, bharriso, Action Type : Note-Resolution

ACS left a message on x15648 - Product Analyst Group briefly explaining the case - left my name, number, and request for a return phone call.

\*\*\* NOTES 12/19/2007 3:30:20 PM, bharriso, Action Type : Note-Technical

ACS reviewed the case with the Product Analyst Group.

ACS sent picture to the Product Analyst Group for further review.

Case History

Case ID : [REDACTED] Case Title : 06A - SAFETY - [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* NOTES 12/19/2007 4:21:32 PM, bharriso, Action Type : Note-Technical

Product Analyst Group stated that it is hard to determine from the pictures whether the bolt impact would be enough lateral force to trigger the air bags, however, consideration should be given to Acura replacing the air bag parts.

\*\*\* NOTES 12/20/2007 6:32:57 AM, bharriso, Action Type : Manager

ACS reviewed case with Supervisor KBrown.

Although there were no defects found in the vehicle in the interest of Client satisfaction a one time GW gesture will be provided to replace the air bags free of cost to the Client.

\*\*\* NOTES 12/20/2007 6:35:50 AM, bharriso, Action Type : Call to Customer

ACS left a message for the Client on [REDACTED] with my name, number, and request for a return phone call.

\*\*\* NOTES 12/20/2007 6:39:50 AM, bharriso, Action Type : Field/DSM

ACS notified the DPSM Larry Torri that the Product Analyst Group stated that it is hard to determine from the pictures whether the bolt impact would be enough lateral force to trigger the air bags, however, consideration should be given to Acura replacing the air bag parts.

ACS added that upon reviewing the case although there were no defects found in the vehicle in the interest of Client satisfaction a one time GW gesture will be provided to replace the air bags free of cost to the Client.

DPSM stated thank you for keeping him updated.

\*\*\* NOTES 12/20/2007 6:49:10 AM, bharriso, Action Type : Call to Dealer

ACS notified the S/W Joannie that she stated that it is hard to determine from the pictures whether the bolt impact would be enough lateral force to trigger the air bags.

ACS added that upon reviewing the case although there were no defects found in the vehicle in the interest of Client satisfaction a one time GW gesture will be provided to replace the air bags free of cost to the Client.

Joannie stated that as she is the S/W handling the concern she would follow-up with the Client and make arrangements.

ACS provided my Auth #: 25472.

\*\*\* NOTES 12/20/2007 6:51:22 AM, bharriso, Action Type : Call from Customer

ACS informed the Client that there was an area of concern with regard to a bolt impact that may have had the enough lateral force to trigger the air bags.

ACS added that upon reviewing the case although there were no defects found in the vehicle in the interest of Client satisfaction a one time GW gesture will be provided to replace the air bags free of cost to the Client.

Client stated that he is very happy with the offer.

ACS stated that once the new airbags are installed they would verify SRS function.

ACS stated that Joannie the S/W will be following up with him.

ACS added that I would follow-up with him the first week of January to verify everything went as planned.

ACS inquired if there were any other questions or concerns that I could assist the Client with at this time.

Client stated no.

\*\*\* CASE MODIFY COMMITMENT 12/20/2007 6:52:26 AM, bharriso

with [REDACTED] due 01/03/2008 07:31:32 PM.

\*\*\* CASE RULE ACTION 1/1/2008 10:29:15 AM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 1/3/2008 3:42:51 PM, bharriso, Action Type : Call to Dealer

Joannie stated that:

-The Client picked up the car last Friday - Everything seemed good.

-Client was concerned about some scuffs on the panels, nothing related to the SRS, and will be bringing it in for their review.

Case History

Case ID : [REDACTED] Case Title : 06A - SAFETY [REDACTED] AIR BAG DEPLOYED ISSUE - AR

\*\*\* NOTES 1/3/2008 3:45:16 PM, bharriso, Action Type : Call to Customer

Client stated that everything with the airbags have been resolved.

ACS inquired if there were any other questions or concerns that I could assist the Client with at this time.

Client stated no.

ACS stated that his case would be closed, however, if there are any additional concerns about the vehicle that cannot be resolved by the dealership to feel free to contact me directly.

ACS expressed gratitude on the behalf of Acura for the opportunity to work with the Client to resolve his concern.

Client said thank you for all the assistance and ended the phone call.

\*\*\* SUBCASE [REDACTED] CLOSE 1/3/2008 3:45:42 PM, bharriso

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/3/2008 3:45:51 PM, bharriso

into WIP SAFETY [REDACTED] and Status of Solving.

\*\*\* CASE ASSIGN 1/3/2008 3:45:56 PM, bharriso

[REDACTED] to kbrown, WIP CURRENT TIMESTAMP

\*\*\* CASE RULE ACTION 1/3/2008 3:45:56 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 1/4/2008 6:16:59 AM, kbrown, Action Type : Note-General

Acura goodwilled the replacement of the airbags in the vehicle. The client is satisfied with the repair and outcome.

\*\*\* CASE MODIFY 1/4/2008 6:17:02 AM, kbrown

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/4/2008 6:17:46 AM, kbrown

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/4/2008 6:17:49 AM, kbrown

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

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/22/2005 11:07:41 AM  
 Case Originator : Bryan Jones (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 2/22/2005 1:37:52 PM  
 Case Owner : Bryan Jones (Team AC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Bryan Jones (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] AIR DEPLOYMENT ISSUE No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 346  
 VIN Type / No. : US VIN / JH4CL96844C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 59,000  
 In Service Date : 11/08/2004  
 Months In Use : 3  
 Engine Number : K24A21053009  
 Originating Dealer No. / Name : 251261 / FLATIRONS ACURA  
 Selling Dealer No. / Name : 251261 / FLATIRONS ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : GR  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC 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
[REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag



Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Jones	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2005 1:35:46 PM
Issue Owner : Bryan Jones	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/22/2005 1:37:52 PM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Provided Information  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIR DEPLOYMENT ISSUE

\*\*\* CASE CREATE 2/22/2005 11:07:41 AM, bjones

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

\*\*\* CASE MODIFY 2/22/2005 1:32:13 PM, bjones

into WIP default and Status of Solving.

\*\*\* NOTES 2/22/2005 1:32:19 PM, bjones, Action Type : Call from Customer

Customer called in regarding an issue they have with the air bag deployment in their vehicle. The customer stated that they were driving down the hwy when all of a sudden they struck an obstacle in the road and it caused the side curtain air bag to deploy in the vehicle and also the passenger side. The customer stated that they took the vehicle in to the local Acura dealership and they informed the customer that the device is working properly and the deployment of the air bags worked exactly as it was suppose to. The customer different inquired if the customer hit a pothole or a truck hole to produce such a sudden impact. The customer stated that they just ran over an object in the road like a piece of wood. The customer was provided with a price quote on the repairs that are going to be needed to fix the vehicle. The customer wanted to know how would they gain assistance in this matter if they feel that the air bags deployed unnecessary. I informed the customer that they are going to have to contact their insurance company to gain assistance in this matter and to have an investigation done on this issue. The customer was satisfied with the information issue closed.

\*\*\* SUBCASE [REDACTED] CREATE 2/22/2005 1:35:46 PM, bjones

Created in WIP Default with Due Date 2/22/2005 1:35:46 PM.

\*\*\* CASE MODIFY 2/22/2005 1:37:25 PM, bjones

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 2/22/2005 1:37:52 PM, bjones

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/22/2005 1:37:52 PM, bjones

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