

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

AMERICAN HONDA		CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM			
<b>Spool Report</b>			Run Date : 08/09/2013		
<b>Case Details</b>					
Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed
Case Originator :	Aaron Prymus (Team HB)	Sub Division :	Satellite Center	Status :	Closed
Case Owner :	Aaron Prymus (Team HB)	Method :	Phone	Queue :	
Last Closed By :	Aaron Prymus (Team HB)	Point of Origin :	Customer	Wipbin :	
Case Title :	[REDACTED] SRS FLOOR WIRE HARNESS ISSUE			No. of Attachments :	0
<b>Site / Contact Info :</b>			<b>Product Info :</b>		
Site Name :	[REDACTED]	Unit Owner :			
Dealer No. :	[REDACTED]	VIN Type / No. :	No VIN /		
Site Phone No. :	[REDACTED]	Model / Year :	TSX / 2004		
Contact Name :	[REDACTED]	Model ID / Product Line :	/		
Day Phone No. :	[REDACTED]	Miles / Hours :			
Evening Phone No. :	[REDACTED]	In Service Date :			
Cell / Pager No. :	[REDACTED]	Months In Use :			
Fax No. :	[REDACTED]	Engine Number :			
Address :	[REDACTED]	Originating Dealer No. / Name :			
City / State / Zip :	HUNTINGTON BEACH, CA [REDACTED]	Selling Dealer No. / Name :			
E Mail :	[REDACTED]	Trim :			
Svc District / Sls District :	/	No. Of Doors :			
<b>Current Dealer Info :</b>			Transmission Code :		
Current Dealer No. / Name :			Exterior Color :		
Phone No. :			Factory Warranty Start / End Date :		
Address :			Factory Warranty Cancellation Date :		
City / State / Zip :			HPPVSC Coverage Start / End Date :		
Svc District / Sls District :	/		HPPVSC Cancellation Date :		
Warranty Labor Rate / Date :	/		Extended Warranty Start / End Date :		
Agent Name :			Extended Warranty Cancellation Date :		
<b>Previous Dealer Info :</b>			<b>3rd Party Info :</b>		
Dealer #	Dealer Name	Agent Name	Comp Ind.	Party 1 : Not Applicable	
				Party 3 : Not Applicable	
				Party 2 : Not Applicable	
				Party 4 : Not Applicable	
<b>Issues :</b>					
Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Prymus	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/12/2008 12:35:36 PM
Issue Owner : Aaron Prymus	Type 2 : Eligibility	Queue :	Close Date : 8/12/2008 12:35:42 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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] SRS FLOOR WIRE HARNESS ISSUE

\*\*\* CASE CREATE 8/12/2008 12:19:18 PM, aprymus

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

\*\*\* CASE MODIFY 8/12/2008 12:22:59 PM, aprymus

into WIP default and Status of Solving.

\*\*\* NOTES 8/12/2008 12:35:16 PM, aprymus, Action Type: Call from Customer

The client contact information was updated [REDACTED]  
The client did not have his VIN at the time of the call.

The client called AHM because his Navigation system has been going on and off and his SRS light is flashing on the dash. The client stated that he heard about the SRS Floor Wire Harness issue. The client wanted to know if he was affected by this campaign. I informed the client that I would need his VIN to verify any campaign information. The client understood and stated that he will call back with the VIN. He required no further assistance. I thanked him for calling and the call ended.

\*\*\* SUBCASE [REDACTED] CREATE 8/12/2008 12:35:36 PM, aprymus

Created in WIP Default with Due Date 8/12/2008 12:35:36 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 8/12/2008 12:35:42 PM, aprymus

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/12/2008 12:35:42 PM, aprymus

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

Spool Report

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 8/25/2010 10:05:15 AM  
 Case Originator : Kristine Cabanatan (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 8/25/2010 11:43:56 AM  
 Case Owner : Kristine Cabanatan (Team AC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Kristine Cabanatan (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] CHECK AIRBAG SYSTEM LIGHT ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :  
 VIN Type / No. : No VIN /  
 Model / Year : TSX / 2004  
 Model ID / Product Line : /  
 Miles / Hours : 22,000  
 In Service Date :  
 Months In Use :  
 Engine Number :  
 Originating Dealer No. / Name :  
 Selling Dealer No. / Name :  
 Trim :  
 No. Of Doors :  
 Transmission Code :  
 Exterior Color :  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODUC Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition: Closed	Wipbin :
Issue Originator : Kristine Cabanatan	Type 1 : Product	Status : Subcase Close	Open Date : 8/25/2010 11:42:37 AM
Issue Owner : Kristine Cabanatan	Type 2 : Operation	Queue :	Close Date : 8/25/2010 11:43:55 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Documented Concern, Referred to Dealer  
Component Category : 14 - Air Bags  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
Solution Title :

**Parts Info :**

Part No	Part Description	BO Reason

Case History

Case ID: [REDACTED] Case Title: [REDACTED] CHECK AIRBAG SYSTEM LIGHT ON

\*\*\* CASE CREATE 8/25/2010 10:05:15 AM, kcabanat

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

\*\*\* CASE MODIFY 8/25/2010 10:09:00 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2010 10:09:06 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2010 10:09:07 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2010 10:09:54 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* NOTES 8/25/2010 11:42:07 AM, kcabanat, Action Type: Call from Customer

Client's contact information was verified.

Client didn't have VIN available.

Client called to inquire if the seat belt warranty covers the issue with the Check Airbag System light coming on.

Client stated he is not having an issue with the seat belt, but if the issue is due to the seat belt it is covered under the seat belt limited warranty.

Client explained the light intermittently comes on and off.

Client explained he could be driving with the light on and when he turns off the vehicle and then turn it on again it will be off.

Client hasn't had the vehicle diagnose by the Acura dlr.

I explained to the client if the seatbelt is the issue that is causing the light to come on then it should be covered under the seat belt limited warranty.

I advised client to have the vehicle diagnose by the Acura dlr to confirmed the issue and determine the corrective action.

I explained if he has any questions or concerns after the diagnosis to call ACS back.

I provided the case number.

Client thanked me and the call was ended.

\*\*\* SUBCASE [REDACTED] CREATE 8/25/2010 11:42:37 AM, kcabanat

Created in WIP Default with Due Date 8/25/2010 11:42:37 AM

\*\*\* CASE MODIFY 8/25/2010 11:42:45 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 8/25/2010 11:43:55 AM, kcabanat

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/25/2010 11:43:56 AM, kcabanat

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/30/2012 8:08:03 AM  
 Case Originator : Monica Mendoza (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 5/30/2012 10:05:39 AM  
 Case Owner : Monica Mendoza (Team CD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Monica Mendoza (Team CD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] SRS LIGHT CONCERNS No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 2141  
 VIN Type / No. : US VIN / JH4CL95964C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9594KW / B  
 Miles / Hours : 121,000  
 In Service Date : 04/29/2003  
 Months In Use : 109  
 Engine Number : K24A21000506  
 Originating Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Selling Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : BL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monica Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 5/30/2012 10:05:32 AM
Issue Owner : Monica Mendoza	Type 2 : Operation	Queue :	Close Date : 5/30/2012 10:05:39 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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] SRS LIGHT CONCERNS

\*\*\* CASE CREATE 5/30/2012 8:08:03 AM, mmendoz1

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

\*\*\* CASE MODIFY 5/30/2012 8:08:58 AM, mmendoz1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:16:54 AM, mmendoz1

into WIP default and Status of Solving.

\*\*\* NOTES 5/30/2012 8:17:42 AM, mmendoz1, Action Type : Call from Customer

Verified client information

The client stated he is calling in regards to seatbelt concerns. The client stated he contacted Carlton Acura, and was told there would be a \$100 diagnosis fee for the SRS light. The client was told it may have to do with the seat belt. The client stated he is seeking assistance with the cost of the diagnosis. I advised I will transfer his call to ACR for further assistance. The client understood, and required no further assistance.

\*\*\* SUBCASE [REDACTED] CREATE 5/30/2012 10:05:32 AM, mmendoz1

Created in WIP Default with Due Date 5/30/2012 10:05:32 AM.

\*\*\* CASE MODIFY 5/30/2012 10:05:37 AM, mmendoz1

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 5/30/2012 10:05:39 AM, mmendoz1

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/30/2012 10:05:39 AM, mmendoz1

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 5/30/2012 8:17:04 AM  
 Case Originator : Jeninne Ortiz (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 5/30/2012 9:22:16 AM  
 Case Owner : Jeninne Ortiz (Team AA) Method : Phone Queue : Days Open : 0  
 Last Closed By : Jeninne Ortiz (Team AA) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] SRS LIGHT CONCERN/SEATBELT WARRANTY No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 2141  
 VIN Type / No. : US VIN / JH4CL95964C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9594KW / B  
 Miles / Hours : 121,000  
 In Service Date : 04/29/2003  
 Months In Use : 109  
 Engine Number : K24A21000506  
 Originating Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Selling Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 Exterior Color : BL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODUCT	Subcase Close	Product	752	SRS
[REDACTED]	Subcase Close	Warranty	Operation		
[REDACTED]			Coverage		



Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeninne Ortiz	Type 1 : Product	Status : Subcase Close	Open Date : 5/30/2012 9:21:33 AM
Issue Owner : Jeninne Ortiz	Type 2 : Operation	Queue :	Close Date : 5/30/2012 9:21:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to Dealer, 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: Information	Condition : Closed	Wipbin :
Issue Originator : Jeninne Ortiz	Type 1 : Warranty	Status : Subcase Close	Open Date : 5/30/2012 9:22:06 AM
Issue Owner : Jeninne Ortiz	Type 2 : Coverage	Queue :	Close Date : 5/30/2012 9:22:11 AM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

**Coding Info :**

Labor Code / Desc : /  
 Condition Code Desc :  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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] SRS LIGHT CONCERN/SEATBELT WARRANTY

\*\*\* CASE CREATE 5/30/2012 8:17:04 AM, jortiz  
Contact = [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 5/30/2012 8:17:42 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:18:56 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:01 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:02 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:03 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:07 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:08 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:11 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:11 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:12 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:13 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:14 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:19:15 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/30/2012 8:24:34 AM, jortiz  
into WIP default and Status of Solving.

\*\*\* NOTES 5/30/2012 9:21:04 AM, jortiz, Action Type: Call from Customer

The client was WT from China.

I had the client re-verify the contact information again.

The client stated 99% of the time, the SRS light is NOT on.

But it only comes on when he pulls up to a fast food drive or at the toll road when he has to momentarily take off his seatbelt to reach in his pocket.

He said he will put the seatbelt back on and that is when the SRS light comes on and will not go away.

He said he has to shut off and restart the car to make the SRS light go away; he started noticing this problem in March/April 2012.

## Case History

Case ID : ██████████ Case Title : ██████████ SRS LIGHT CONCERN/SEATBELT WARRANTY

The client researched this concern online and it seems to be pretty universal that its the seatbelt buckle sensor. He knows there is some type of warranty on the seatbelts but the dealer keeps saying they want to charge him. I advised it is true that there is a limited lifetime warranty on the seatbelts. However, many, many things may cause the SRS light to go off. I advised that he would need to have this problem diagnosed by an Acura dealer, I advised they will disclose a diagnosis fee. The reason is because if the problem turns out be something not covered by the seatbelt warranty, he will have to pay for the diagnosis fee/repair. If the problem is covered by the seatbelt warranty, then he will not have to pay for the repair or diagnosis fee. I advised once they pull a code or find out the exact problem, then they can tell him if the repair is covered under the warranty or not. He understood and the call ended.

\*\*\* CASE MODIFY 5/30/2012 9:21:17 AM, jortiz  
into WIP default and Status of Solving

\*\*\* SUBCASE ██████████ CREATE 5/30/2012 9:21:33 AM, jortiz  
Created in WIP Default with Due Date 5/30/2012 9:21:33 AM

\*\*\* SUBCASE ██████████ CLOSE 5/30/2012 9:21:48 AM, jortiz  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE ██████████ CREATE 5/30/2012 9:22:06 AM, jortiz  
Created in WIP Default with Due Date 5/30/2012 9:22:06 AM

\*\*\* SUBCASE ██████████ CLOSE 5/30/2012 9:22:11 AM, jortiz  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/30/2012 9:22:16 AM, jortiz  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/26/2010 12:45:06 PM  
 Case Originator : Amber Scott (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 3/1/2010 12:23:39 PM  
 Case Owner : Bryan Harrison (Team AB) Method : Mail Queue : Days Open : 3  
 Last Closed By : Bryan Harrison (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : 01E - [REDACTED] - SRS LIGHT STAYS ON/BBB 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 : UNION CITY, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED]

**Product Info :**

Unit Owner : XXXXX XXXXX ADDR  
 VIN Type / No. : US VIN / JH4CL96824C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 71,682  
 In Service Date : 04/12/2003  
 Months In Use : 82  
 Engine Number : K24A21000712  
 Originating Dealer No. / Name : 251440 / JEFFREY ACURA  
 Selling Dealer No. / Name : 251440 / JEFFREY ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : SM  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251359 / ACURA OF PLEASANTON  
 Phone No. : 925-463-4700  
 Address : 4355 ROSEWOOD DRIVE  
 City / State / Zip : PLEASANTON, CA 94588  
 Svc District / Sls District : 01E / C01  
 Warranty Labor Rate / Date : \$165.00 /  
 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] - SERVICE -	Subcase Close	Service - Dealer	Comeback	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Harrison	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/1/2010 12:19:02 PM
Issue Owner : Bryan Harrison	Type 2 : Comeback	Queue :	Close Date : 3/1/2010 12:23:38 PM
Issue Title : [REDACTED] - SERVICE - DEALER - COMEBACK			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - Dealer Part  
 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 : 01E [REDACTED] - SRS LIGHT STAYS ON/BBB

\*\*\* CASE CREATE 2/26/2010 12:45:06 PM, ascott01

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/26/2010 12:45:24 PM, ascott01

WARRANTY CHECK 02/26/2010 12:45:23 PM ascott01  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/26/2010 12:45:26 PM, ascott01

CLAIM CHECK 02/26/2010 12:45:26 PM ascott01

The following Claim History information was found

0; 2007-04-26; 251009; 109753; 510; 827199 ; FRONT DOOR GLASS, RIGHT - REPLACE

\*\*\* CASE CAMPAIGN LOOKUP 2/26/2010 12:45:28 PM, ascott01

CAMPAIGN CHECK 02/26/2010 12:45:28 PM ascott01

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 11/19/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; NU;

04-021; Q33; 03-04 RADIO DISPLAY; 10/01/08; FX;

07-016; Q36;

\*\*\* CASE VSC LOOKUP 2/26/2010 12:45:29 PM, ascott01

VSC-CUC CHECK 02/26/2010 12:45:29 PM ascott01

No data found for VIN.

\*\*\* CASE MODIFY 2/26/2010 12:46:37 PM, ascott01

into WIP default and Status of Solving.

\*\*\* NOTES 2/26/2010 12:47:50 PM, ascott01, Action Type : Letter/Fax

BBB Call record received on 2/26/2010 &amp; forwarded from Mediation.

The client states in his BBB Customer Claim Form that the SRS light stays on in his vehicle. He indicates that a total of (2) repair attempts have been made.

The client says that he would like for the money he paid to be refunded to him.

Document given to the assigned CM for review.

\*\*\* CASE MODIFY 2/26/2010 12:47:57 PM, ascott01

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/26/2010 12:48:06 PM, ascott01

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 2/26/2010 1:00:24 PM, ascott01

from WIP default to Queue Acura Team B

\*\*\* CASE RULE ACTION 2/27/2010 1:00:24 PM, sa

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

\*\*\* CASE RULE ACTION 2/28/2010 1:00:24 PM, sa

Case History

Case ID : [REDACTED] Case Title : 01E [REDACTED] SRS LIGHT STAYS ON/BBB

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

\*\*\* CASE YANKED 3/1/2010 10:42:15 AM, bharriso

Yanked by bharriso into WIPbin default.

\*\*\* NOTES 3/1/2010 11:21:42 AM, bharriso, Action Type : Field Service

ACS left a message for DPSM Gary reviewing the case and requesting a return phone call.

\*\*\* SUBCASE [REDACTED] CREATE 3/1/2010 12:19:02 PM, bharriso

Created in WIP Default with Due Date 3/1/2010 12:19:02 PM.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/1/2010 12:19:07 PM, bharriso

WARRANTY CHECK 03/01/2010 12:19:07 PM bharriso

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/1/2010 12:19:12 PM, bharriso

CLAIM CHECK 03/01/2010 12:19:11 PM bharriso

The following Claim History information was found

0; 2007-04-26; 251009; 109753; 510; 827199 ; FRONT DOOR GLASS, RIGHT - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 3/1/2010 12:19:16 PM, bharriso

CAMPAIGN CHECK 03/01/2010 12:19:16 PM bharriso

The following Campaign information was found

04-026; P45; 04 TSY TRUNK WIRE; 11/19/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; NU;

04-021; Q33; 03-04 RADIO DISPLAY; 10/01/08; FX;

07-016; Q36;

\*\*\* CASE VSC LOOKUP 3/1/2010 12:19:18 PM, bharriso

VSC-CUC CHECK 03/01/2010 12:19:17 PM bharriso

No data found for VIN.

\*\*\* NOTES 3/1/2010 12:20:47 PM, bharriso, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

01E - [REDACTED] - JH4CL96824C [REDACTED]

Client contacted Acura Client Services seeking assistance in the reimbursement of a recent SRS repair.

Please review internally.

A representative from Acura will be contacting you shortly.

Thank you for your attention to this matter.

Bryan Harrison

Case History

Case ID : [REDACTED] Case Title : 01E - [REDACTED] SRS LIGHT STAYS ON/BBB

Acura Client Services  
310.781.5078

\*\*\* NOTES 3/1/2010 12:20:57 PM, bharriso, Action Type : Dealer Communication  
ATTN: EXCELL FACILITATOR

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

01E [REDACTED] - JH4CL968240 [REDACTED]

Client contacted Acura Client Services seeking assistance in the reimbursement of a recent SRS repair.

Please review internally.

A representative from Acura will be contacting you shortly.

Thank you for your attention to this matter.

Bryan Harrison  
Acura Client Services  
310.781.5078

\*\*\* NOTES 3/1/2010 12:23:14 PM, bharriso, Action Type : Call to Customer  
ACS made introductions and verified the Client's information.  
Client stated that he has settled with the dealership and does not need Corp. Acura's assistance as the matter has been resolved.  
Client stated thank you for the call, goodbye, and hung-up.

\*\*\* CASE MODIFY 3/1/2010 12:23:34 PM, bharriso  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 3/1/2010 12:23:38 PM, bharriso  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/1/2010 12:23:39 PM, bharriso  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* NOTES 4/1/2010 7:59:18 AM, bharriso, Action Type : Inbound DCS  
CONTACTED ACURA DPSM TO SEE IF WARRANTY GOODWILL REIMBURSEMENT WOULD BE CONSIDERED.

DPSM AUTHORIZED WARRANTY GOODWILL REIMBURSEMENT

\*\*\* COMMIT 4/1/2010 7:59:18 AM, bharriso, Action Type : External Commitment  
Inbound DCS received from Dealer # 251359

\*\*\* CASE FULFILL 4/5/2010 10:35:17 AM, bharriso  
Fulfilled for [REDACTED] due ?/?/? ?/?/?.



**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 6/28/2012 10:35:39 AM  
 Case Originator : Kharis Catchings (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 6/28/2012 12:13:30 PM  
 Case Owner : Kharis Catchings (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Kharis Catchings (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - SRS LIGHT ON AND FAULTY SENSOR CONCERN No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JH4CL968840 [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 85,000  
 In Service Date : 05/05/2003  
 Months In Use : 109  
 Engine Number : K24A21002822  
 Originating Dealer No. / Name : 251472 / PARK ACURA  
 Selling Dealer No. / Name : 251472 / PARK ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : BL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251084 / SCHALLER ACURA  
 Phone No. : 860-647-7077  
 Address : 345 CENTER ST.  
 City / State / Zip : MANCHESTER, CT 06040  
 Svc District / SIs District : 05A / B05  
 Warranty Labor Rate / Date : \$112.40 /  
 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]	P Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kharis Catchings	Type 1 : Product	Status : Subcase Close	Open Date : 6/28/2012 12:12:56 PM
Issue Owner : Kharis Catchings	Type 2 : Operation	Queue :	Close Date : 6/28/2012 12:13:30 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information, 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] - SRS LIGHT ON AND FAULTY SENSOR CONCERN

\*\*\* CASE CREATE 6/28/2012 10:35:39 AM, kcatchin

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

\*\*\* NOTES 6/28/2012 10:56:02 AM, kcatchin, Action Type = Call from Customer

ACR updated client contact information

Best number to contact is: [REDACTED]

Client says that she purchased her vehicle in Feb 2011 from Schaller Acura as a used vehicle. Client says that the SRS came on within a week ago. Client says that she took the vehicle Schaller for diagnosis and informed the client that a microchip in the seat sensor that failed. Client says that they were initially charged \$106 for a diagnostic fee that Schaller waived because her husband got upset. Client says that she purchased a 3rd party warranty from Zurich and they are not covering the repair. Client says that she wants to file a complaint because she feels that this component should not have failed. I asked the client if she'd had the opportunity to speak to the SM and she said that she'd spoken to the finance manager who apologized for the inconvenience. Client says that the finance manager told her that there wasn't anything else that Schaller could do. Client says that she contacted Zurich and says that they confirmed that they were not going to cover the repair. I explained to the client that her complaint has been documented and recommended that she or her husband speak to the SM to get the answers she's seeking regarding why the sensor failed and to see if there are any other accommodations Schaller could offer. Client said she would speak to the SM, thanked me and the call was ended.

\*\*\* SUBCASE [REDACTED] CREATE 6/28/2012 12:12:56 PM, kcatchin

Created in WIP Default with Due Date 6/28/2012 12:12:56 PM.

\*\*\* CASE MODIFY 6/28/2012 12:13:25 PM, kcatchin

into WIP default and Status of Solving

\*\*\* SUBCASE [REDACTED] CLOSE 6/28/2012 12:13:30 PM, kcatchin

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/28/2012 12:13:30 PM, kcatchin

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 1/9/2007 1:40:10 PM  
 Case Originator : Jon Betancourth (Team Social) Sub Division : Customer Relations Status : Closed Close Date : 3/5/2007 11:59:24 AM  
 Case Owner : James Wong (Team AB) Method : Phone Queue : Days Open : 55  
 Last Closed By : James Wong (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : 1C (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 7532  
 VIN Type / No. : US VIN / JH4CL96894C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 60,000  
 In Service Date : 04/17/2003  
 Months In Use : 45  
 Engine Number : K24A21002849  
 Originating Dealer No. / Name : 251371 / CUSH ACURA OF ESCONDIDO  
 Selling Dealer No. / Name : 251179 / ACURA OF RIVERSIDE  
 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 : 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 Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.
251502	WEIR CANYON ACURA		

**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]	SALES	Subcase Close	Sales - Dealer		
[REDACTED]	SERVIC	Subcase Close	Service - Dealer	Experience	
[REDACTED]		Subcase Close	Product	Operation	110 Upper Engine
[REDACTED]		Subcase Close	Product	Operation	110 Upper Engine
[REDACTED]				752	SRS

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	010	Radio, EQ & CD
[REDACTED]	Subcase Close	Product	Operation	414	Front Damper
[REDACTED]	Subcase Close	Product	Operation	753	Odometer

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin
Issue Originator : James Wong	Type 1 : Sales - Dealer	Status : Subcase Close	Open Date : 1/10/2007 8:37:38 AM
Issue Owner : James Wong	Type 2 : Experience	Queue :	Close Date : 2/9/2007 4:57:00 PM
Issue Title : [REDACTED] - SALES - DEALER - EXPERIENCE			

**Coding Info :**

Labor Code / Desc : /  
 Condition Code Desc  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to Dealer  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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 : James Wong	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/10/2007 8:38:03 AM
Issue Owner : James Wong	Type 2 : Experience	Queue :	Close Date : 2/9/2007 4:56:52 PM
Issue Title : [REDACTED] SERVICE - DEALER - EXPERIENCE			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine  
 Condition Code Desc : Noisy 1106  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Repaired/Warranty  
 Component Category : 06 - Engine & Cooling Sys  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 2/9/2007 4:48:37 PM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 2/9/2007 4:56:56 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine  
 Condition Code Desc : Noisy 1106  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Operates as Designed  
 Component Category : 06 - Engine & Cooling Sys  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 2/9/2007 4:49:16 PM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 2/9/2007 4:57:04 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Operates as Designed  
 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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Issue Details**

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 2/9/2007 4:50:10 PM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 2/9/2007 4:57:08 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 010 / Radio, EQ & CD  
 Condition Code Desc : Poor Recp/Sound 0101  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Operates as Designed  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

**Issue Details**

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 2/9/2007 4:55:24 PM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 2/9/2007 4:57:12 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 414 / Front Damper  
 Condition Code Desc : Noise 4143  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Repaired/Warranty  
 Component Category : 02 - Suspension System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason



Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 3/5/2007 11:59:05 AM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 3/5/2007 11:59:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 753 / Odometer  
Condition Code Desc : Any  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Referred to Dealer  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : IC (TUSTIN/WEIR) [REDACTED] - DEALER COMPLAINT

\*\*\* CASE CREATE 1/9/2007 1:40:10 PM, jbetanco

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

\*\*\* CASE MODIFY 1/9/2007 1:41:41 PM, jbetanco

into WIP default and Status of Solving.

\*\*\* NOTES 1/9/2007 2:06:45 PM, jbetanco, Action Type : Call from Customer

Customer bought her car in Sept, 2006. She had a due bill for repair of rims and also provide touch-up paint for her. At time of purchase the Finance Manager told her that if she wanted an alarm system she would have to purchase a specific alarm system that he suggested. After a few weeks, she left the General Manager messages on voicemail because she no longer wanted the alarm as well as she wanted them to take care of the due bill. The GM returned her called and left a message letting her know that she could get her refund, but when she went to the dealer nobody knew anything about the refund. She then tried contacting the General Manager because of this and hasn't heard anything back. She has also tried contacting the Service Manager for this but has not gotten a return call.

This past weekend she took the car to the dealer without an appointment for these issues and also because she started to hear a ticking sound from both front tires and a ticking noise when she makes left or right hand turns. They had the car for 6 hours and told her they could not diagnose the problem (Service Associate- Matt Storm) because it took too long for them to do it over the weekend. Client wants these issues to be taken care of, the due bill, the clicking noise, and get her car re-certified because the checklist is not completely checked off. I apologized to client for being inconvenienced and assured I have documented all of her concerns. I informed her that I would dispatch the case to a CM to follow up with the dealer and her as well and she would get a return call as soon as possible. I provided the case # to the client, she thanked me and ended the call.

\*\*\* CASE MODIFY 1/9/2007 2:06:53 PM, jbetanco

into WIP default and Status of Solving.

\*\*\* NOTES 1/9/2007 2:07:58 PM, jbetanco, Action Type : Call from Customer

Client stated she would call back with the VIN #, she did not have it at the time.

\*\*\* CASE MODIFY 1/9/2007 2:08:01 PM, jbetanco

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 1/9/2007 2:08:18 PM, jbetanco

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 1/9/2007 2:08:45 PM, jbetanco

from WIP default to Queue Acura Team B.

\*\*\* CASE ACCEPT 1/9/2007 2:19:14 PM, jwong

from Queue Acura Team B to WIP default.

\*\*\* CASE MODIFY 1/9/2007 3:00:36 PM, jwong

into WIP default and Status of Solving.

\*\*\* COMMIT 1/9/2007 5:30:43 PM, jwong, Action Type : N/A

Call dealership 01/10/07

\*\*\* NOTES 1/9/2007 5:31:19 PM, jwong, Action Type : Call to Customer

\*\*\*Call to client 1725 HRS\*\*\* [REDACTED]

Client indicated she was still at work and was unable to speak freely. I provided the ACS 800.382.2238 number with my extension 115297 to have

Case History

Case ID: [REDACTED] Case Title: IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

her call me back during normal business hours. I asked the client to provide me with her VIN so I can further assist her.

COMMIT: Call dealership 01/10/07 for investigation.

\*\*\* SUBCASE [REDACTED] CREATE 1/10/2007 8:37:38 AM, jwong  
Created in WIP Default with Due Date 1/10/2007 8:37:38 AM.

\*\*\* SUBCASE [REDACTED] CREATE 1/10/2007 8:38:03 AM, jwong  
Created in WIP Default with Due Date 1/10/2007 8:38:03 AM.

\*\*\* CASE MODIFY 1/10/2007 8:38:08 AM, jwong  
into WIP default and Status of Solving.

\*\*\* CASE FULFILL 1/11/2007 2:56:49 PM, jwong  
Fulfilled for [REDACTED] due 01/10/2007 10:00:00 AM.

\*\*\* NOTES 1/11/2007 2:57:01 PM, jwong, Action Type: Call to Dealer  
\*\*\*Call to General Manager 1448 HRS\*\*\* (Eddie)

No answer, proceeded to leave a voicemail message. I introduced myself as the RCM for his dealership and asked that he call me back regarding this client. I provided my direct phone number and referenced the client's name. Message ended.

\*\*\* CASE MODIFY 1/12/2007 10:22:37 AM, jwong  
into WIP IC [REDACTED] and Status of Solving.

\*\*\* NOTES 1/12/2007 10:33:05 AM, jwong, Action Type: Call from Dealer  
\*\*\*Call from Finance Manager REZA\*\*\* 1015 HRS  
\*\*Cost of Aftermarket Alarm\*\* \$498.88  
\*Reza provided the client's VIN\*

Reza indicated the client was notified an aftermarket alarm was installed on the vehicle for a shock sensor. The client researched and discovered ACURA has a standard alarm installed from the factory and requested a refund on the aftermarket alarm. Reza indicated the client is requesting a refund for the aftermarket alarm, however does not want to have the alarm removed. Reza indicated that he is willing to remove the alarm; however, a direct refund check cannot go to the client because it was financed through AHFC. The "refund" amount of \$498.88 would be applied to her loan from AHFC.

I thanked Reza for his assistance and advised him I would contact the client.

\*\*\* COMMIT 1/12/2007 2:01:41 PM, jwong, Action Type: N/A

Made to [REDACTED] due 01/15/2007 12:00:00 AM

Follow up with client.

\*\*\* NOTES 1/12/2007 2:02:17 PM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1356 HRS\*\*\* [REDACTED]  
\*Client returned my phone call and left voicemail message 1310 HRS\*

No answer, proceeded to leave a voicemail message. I advised the client that I had spoken with the Finance Manager (Reza) at Weir Canyon Acura. I advised the client that Reza indicated he is more than willing to remove the aftermarket alarm and apply the difference in cost to her AHFC loan. I asked the client to contact me at 800.382.2238 Ext 115297. Message ended.

## Case History

Case ID : [REDACTED] Case Title : IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

\*\*\* CASE CUC LOOKUP 1/12/2007 2:04:17 PM, jwong

CUC CHECK 01/12/2007 02:04:17 PM jwong

The following CUC information was found

[REDACTED] ACTIVE;100000;46515;62000;2007-04-17;2010-04-17;;2006-09-03;2006-09-03;251502;0;2006-09-30;2006-09-05

\*\*\* CASE VSC LOOKUP 1/12/2007 2:04:17 PM, jwong

VSC CHECK 01/12/2007 02:04:17 PM jwong

The following VSC information was found

.....0;0;0.0

\*\*\* COMMIT 1/12/2007 2:29:18 PM, jwong, Action Type : N/A

Call Dealership

\*\*\* NOTES 1/12/2007 2:29:35 PM, jwong, Action Type : Call from Customer

\*\*\*Call from client 1400 HRS\*\*\*

\*\*Client has lost trust with Weir Canyon Acura; feels dealership has "brushed" her off regarding her complaints. Client states she is not concerned about the Alarm at this point. \*\*

\*Client wants her vehicle re-certified; I advised the client it is not possible to re-certify the vehicle as it has already been certified. I advised the client that she can request WEIR CANYON or any ACURA dealership to inspect her vehicle, however there may be a cost involved.\*

Client states she will be taking the vehicle to SOUTH COAST ACURA for further inspection tomorrow regarding her clunk noise. I asked the client if she had scheduled an appointment for her vehicle to be looked at, she indicated no. I advised the client that she should call SOUTH COAST ACURA to schedule an appointment for inspection/diagnosis as Saturdays can be very busy and may not be fully staffed. I advised the client that M-F appointments may give the dealership more flexibility to diagnose and repair the vehicle. The client stated it is impossible to bring the vehicle in M-F, as she works in Gardena. I advised the client that there are Acura dealerships in the L.A. area that can also look at her complaint during the week. I advised the client that it is up to her when and where she wants to have her vehicle serviced/inspected.

I advised the client that I will continue to research her issue further and update her next week upon the pending investigation. Call ended.

\*\*\* NOTES 1/15/2007 10:34:29 AM, jwong, Action Type : Field/DSM

\*\*\*Spoke with DPSM 1031 HRS\*\*\* (Bill)

Advised Bill that I have been attempting to contact the Service Manager (Jim) and have not been able to speak with him. Bill indicated the Service Manager was in an accident and was in/out of the dealership. Bill advised me to speak with BRAD JACKSON for any inquires. I thanked Bill and the call ended.

\*\*\* NOTES 1/15/2007 12:13:49 PM, jwong, Action Type : Call from Dealer

\*\*\*Call from Finance Manager Reza\*\*\* 1209 HRS

Reza asked if there were any other concerns with the client. I advised Reza that the client is not satisfied that the vehicle was certified properly and was refused documentation. I asked Reza if he had the documentation regarding the certification of the vehicle; he indicated yes. I asked Reza to fax over the certification paperwork for my review and as a copy for the client; he agreed, I provided the ACS FAX# 310.783.3535. I thanked him and the call ended.

\*\*\* NOTES 1/15/2007 1:28:56 PM, jwong, Action Type : Note-General

Received Voicemail Message: Reza (Finance Manager) left message at 1300 HRS indicating the client's vehicle is at the dealership today. Reza indicated

## Case History

Case ID: [REDACTED] Case Title: IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

He faxed over certification paperwork to ACS for review today.

\*\*\*Call to dealership\*\*\* 1322 HRS (Brad Jackson)

Not available, proceeded to leave voicemail message. I introduced myself and asked Brad to contact me regarding the client. I provided the VIN and client's name. Message ended.

\*\*\* CASE FULFILL 1/15/2007 1:29:17 PM, jwong

Fulfilled for [REDACTED] due 01/15/2007 12:00:00 AM.

\*\*\* NOTES 1/15/2007 1:36:18 PM, jwong, Action Type: Note-General

Received Certification Paperwork from WEIR CANYON ACURA (faxed by Reza).

Paperwork looks to be in order upon review.

Called Reza to confirm receipt of Faxed certification 1335 HRS.

\*\*\* CASE FULFILL 1/15/2007 1:38:22 PM, jwong

Fulfilled for [REDACTED] due 01/15/2007 12:00:00 AM.

\*\*\* COMMIT 1/15/2007 2:04:27 PM, jwong, Action Type: N/A

Investigate with dealership if no contact by 01/15/07

\*\*\* NOTES 1/15/2007 2:04:58 PM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1336 HRS\*\*\* [REDACTED]

\*\*\*Vehicle was dropped off at the dealership on Saturday. Client has not called to check on the status as she is waiting for a call back. I advised the client that she should also follow up with the dealership if she has not received any contact.

I advised the client that I had reviewed the certification documentation and advised her that there are items on the checklist that do not apply to her vehicle such as VTM, Distributor Cap & Rotor inspection etc. I advised the client that items that are not available or are specific to the vehicle cannot be checked off as inspected as they do not exist. The client stated that she was never informed of that. I advised the client that the Finance Manager will be happy to provide a copy of the certification documentation to the client upon her request. I apologized for the client's experience and indicated that there may have been a miscommunication with the dealership during her previous visits. The client stated "I think there was a lack of communication". I assured the client that WEIR CANYON ACURA has an excellent certification program and that her vehicle is indeed certified.

I advised the client that if she does not feel confident that the dealership is performing an adequate diagnosis / inspection on her vehicle, she can take it to any ACURA dealership for repair. The client stated, "Why should I take it anywhere else when it is there problem". I advised the client that it is up to her where she wants to take the vehicle; I would not force her to go anywhere else.

I advised the client that I want to move forward in addressing her concerns and having the vehicle repaired. Without a proper diagnosis from the dealership, we are in a holding pattern. The client was frustrated and stated she would continue to wait. Call ended.

\*\*\* CASE MODIFY 1/15/2007 2:20:12 PM, jwong

into WIP IC- Bill Nottbusch and Status of Solving

\*\*\* NOTES 1/15/2007 3:39:45 PM, jwong, Action Type: Call from Dealer

\*\*\*Call from Service Consultant\*\*\* 1530 HRS (Brad)

UPDATE:

Case History

Case ID [REDACTED]

Case Title : IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

Struts will be replaced (making clunk sound)- Strut issue, SOP in tomorrow  
Gurgle noise from engine- Tensioner issue, SOP in tomorrow  
Rotors Warped, Rotor thickness okay, pads at 50%- GW authorization per CR issued Auth#  
Interior bulbs out- SOP in from last visit.

Brad indicated that the above issues will be covered under the 12/12 certified warranty except for the Brakes. I advised Brad that I will authorize a 1 time goodw/ll brake job and issued him my Auth#. I asked Brad to contact me when the vehicle is finished; he agreed and the call ended.

\*\*\* CASE FULFILL 1/15/2007 3:50:31 PM, jwong

Fulfilled for [REDACTED] due 01/16/2007 12:00:00 AM.

\*\*\* COMMIT 1/15/2007 3:50:35 PM, jwong, Action Type : N/A

Follow up with client 01/17/07 after repairs

\*\*\* NOTES 1/15/2007 3:50:52 PM, jwong, Action Type : Call to Customer

\*\*\*Call to client 1539 HRS\*\*\* [REDACTED]

I advised the client that her concerns will be addressed by the 12/12 Certified Warranty except for the brake issues, which I indicated I would provide a 1 time Good Will repair for. I advised the client that if she still wanted to have the aftermarket alarm removed, she should contact Reza (Finance Manager). The client asked about items on her due bill: Touch Up Paint and wheel scratch removal. I asked the client if she had presented the due bill at her time of service; she indicated no. I advised her to contact Reza for assistance with her due bill. The client agreed and thanked me.

COMMIT: Follow up with client 01/17/07

\*\*\* CASE MODIFY COMMITMENT 1/17/2007 10:51:41 AM, jwong

with [REDACTED] due 01/19/2007 04:00:00 PM.

\*\*\* COMMIT 1/17/2007 10:51:46 AM, jwong, Action Type : N/A

Made to [REDACTED] due 01/18/2007 03:51:49 PM.

Contact Service Manager for follow up.

\*\*\* NOTES 1/17/2007 10:52:26 AM, jwong, Action Type : Call to Dealer

\*\*\*Spoke with Service Manager 1047 HRS\*\*\* (Jim)

Vehicle is still at dealership, repair status is unknown at this time. Service Consultant Brad is not in today. Jim will follow up on status. I advised Jim that I have authorized a GW front brake service on the vehicle to eliminate her brake shimmy complaint. Call ended.

\*\*\* NOTES 1/18/2007 3:04:24 PM, jwong, Action Type : Field/DSM

\*\*\*Spoke with DPSM\*\*\* 01/18/07 (Bill)

Bill indicated that he road tested the vehicle today to confirm repairs were addressed.

\*\*\* CASE FULFILL 1/18/2007 3:04:41 PM, jwong

Fulfilled for [REDACTED] due 01/18/2007 03:51:49 PM.

\*\*\* NOTES 1/18/2007 3:08:41 PM, jwong, Action Type : Call to Dealer

\*\*\*Call to Finance Manger 1505 HRS\*\*\* (Reza)

Case History

Case ID : [REDACTED] Case Title : IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

Not available; will attempt to call back at later time.

\*\*\* NOTES 1/18/2007 3:17:28 PM, jwong, Action Type : Call to Customer

\*\*\*Call to client 1510 HRS\*\*\* [REDACTED]

Spoke with client and asked her if she had followed up with the dealership regarding her due bill. The client states she had not spoken with the Finance Manager (Reza) and she cannot find her due bill. I advised the client that she can still speak with the Finance Manager to see if he has any information on file. I asked the client if she had been contacted by the dealership regarding the repairs on her vehicle. She indicated that the repairs have been completed and it was ready for pickup. The client states she will pick up the vehicle tomorrow. I advised the client that the DPSM had road tested the vehicle after the repairs and the vehicle is not exhibiting any problems at this time. The client thanked me for my assistance.

The client asked if she should contact me in the future for any problems. I advised her that she should be contacting an Acura dealership for assistance first and if the dealership could not resolve her issue, she can contact ACS again. The client understood and thanked me. Call ended.

\*\*\* CASE FULFILL 1/18/2007 3:17:36 PM, jwong

Fulfilled for [REDACTED] due 01/19/2007 04:00:00 PM.

\*\*\* COMMIT 1/18/2007 3:17:42 PM, jwong, Action Type : N/A

Made to [REDACTED] due 01/22/2007 03:17:44 PM.

Call client for Q.C. purposes.

\*\*\* CASE FULFILL 1/22/2007 10:25:29 AM, jwong

Fulfilled for [REDACTED] due 01/22/2007 03:17:44 PM.

\*\*\* COMMIT 1/22/2007 10:27:44 AM, jwong, Action Type : N/A

Follow up with client

\*\*\* NOTES 1/22/2007 10:28:23 AM, jwong, Action Type : Call to Customer

\*\*\*Call to client 1025 HRS\*\*\* [REDACTED]

No answer, proceeded to leave a voicemail message. I asked the client to contact me regarding the repairs to her vehicle. I provided the ACS 800# and my direct extension 115297. Message ended.

\*\*\* NOTES 1/22/2007 1:37:02 PM, jwong, Action Type : Note-General

\*\*\*Client left V/M 1336 HRS\*\*\*

Client returned phone call and asked me to contact her at 2:00 PM

\*\*\* CASE MODIFY COMMITMENT 1/22/2007 1:37:24 PM, jwong

with [REDACTED] due 01/22/2007 04:00:00 PM

\*\*\* CASE FULFILL 1/22/2007 2:06:15 PM, jwong

Fulfilled for [REDACTED] due 01/22/2007 04:00:00 PM

\*\*\* NOTES 1/22/2007 2:17:22 PM, jwong, Action Type : Call to Customer

\*\*\*Call to client 1405 HRS\*\*\* [REDACTED]

Client states the problem with the gurgling noise is still present, engine noise (gurgle) has become louder. Client indicated the steering wheel is vibrating when stopped at light or when parked. I asked the client if she had spoken with the dealership regarding the problems. Client states the Service Manager



Case History

Case ID: [REDACTED] Case Title: IC (TUSTIN/WEIR) [REDACTED] - DEALER COMPLAINT

(Jim) asked the client to bring the vehicle back on the 30th for DPSM inspection.

Client indicates the vehicle did not vibrate at all after dropping off vehicle initially. I asked the client to explain how often the problem occurs. The client states the vehicle makes the Noise when cold; vibration from steering wheel occurs after driving / when the vehicle warms up.

I advised the client that I will follow up with her as I continue to investigate. The client thanked me and the call ended.

\*\*\* COMMIT 1/22/2007 2:27:57 PM, jwong, Action Type: N/A

Follow up with Client

\*\*\* NOTES 1/22/2007 2:29:06 PM, jwong, Action Type: Field/DSM

\*\*\*Call to DPSM (Bill) 1417 HRS\*\*\*

I asked Bill if he had been contacted by the dealership regarding the client's issue. Bill indicated that he was not notified of any request for DPSM inspection.

Apprised Bill of the situation and indicated that the client was instructed to bring the vehicle back in on 1/30/07 to be inspected by the DPSM. Bill indicated that that he would contact the Service Manager (Jim) to have the vehicle inspected and repaired if there is a problem instead of waiting for the next DPSM visit. I agreed and the call ended.

\*\*\* CASE MODIFY 1/22/2007 4:01:10 PM, jwong

into WIP IC- Bill Nottbusch and Status of Solving.

\*\*\* NOTES 1/23/2007 4:29:31 PM, jwong, Action Type: Call from Dealer

\*\*\*Call from Service Manager (Jim) 1627 HRS\*\*\*

I reviewed the situation with Jim. I verified with Jim that the client will be bringing vehicle in for inspection 01/30/07. I asked Jim to inspect the vehicle with the client to attempt to duplicate the problem. Jim agreed and the call ended.

\*\*\* CASE MODIFY COMMITMENT 1/24/2007 2:40:42 PM, jwong

with [REDACTED] due 02/01/2007 03:00:00 PM.

\*\*\* NOTES 1/25/2007 9:38:11 AM, jwong, Action Type: Call to Customer

\*\*\*Call to client 0932 HRS\*\*\* 310.965.7700 Ext. 213

No answer, proceeded to leave a voicemail message. I advised the client that I have informed the DPSM of her complaint and will follow up when the vehicle has been dropped off for diagnosis / inspection.

\*\*\* NOTES 1/31/2007 2:39:23 PM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager\*\*\* 1437 HRS (Jim)

No answer, proceeded to leave a voicemail message. I asked Jim to contact me regarding the client for a status update. Message ended.

\*\*\* NOTES 1/31/2007 2:45:53 PM, jwong, Action Type: Field/DSM

\*\*\*Call to DPSM (Bill) 1439 HRS\*\*\*

Bill indicated the client never showed up for her appointment.

\*\*\* NOTES 1/31/2007 2:50:31 PM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1446 HRS\*\*\* [REDACTED]



## Case History

Case ID : [REDACTED]

Case Title : IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

No answer, proceeded to leave a voicemail message. I asked the client to contact me regarding her case and advised her that I am aware she was unable to keep her appointment. I provided the 800.382.2238 ACS phone number and my direct extension 115297. Message ended.

\*\*\* NOTES 1/31/2007 4:08:08 PM, jwong, Action Type : Call from Customer

\*\*\*Call from client 1521 HRS\*\*\*

\*\*\*Client returned my phone call\*\*\*

Client states that the Service Manager (Jim) indicated dropping off the vehicle without the DPSM present would not work. The client states that she is getting the "run around". The client states she wants the car bought back or traded out for a different vehicle. I advised the client that her request is outside the scope of ACS. I reminded the client she can take the vehicle to any Acura dealership for inspection if she is dissatisfied with Weir Canyon and she has continued to refuse to do so. The client states that she does not believe any ACURA dealership will treat her any better. I advised the client that dealerships are like doctors, you can get different opinions on diagnostics. Technicians can vary by skill level, just like doctors. The client refused to accept the analogy and continued to vent.

The client states she is disappointed because I have not fixed her vehicle have only "talked" to her and the dealership. I advised the client that I am not in a field position where I can inspect vehicles and make repairs; Acura dealerships serve in this manner. The client continued to state that this has been a waste of time calling ACURA. I apologized for the client's feelings and perceptions. I advised her that our goal is to get the vehicle repaired and her cooperation is needed to do so. The client stated that she would take the vehicle to another dealership if I could "guarantee" the vehicle will be fixed; I advised the client that no guarantees can be made and the vehicle can only be fixed if a problem can be identified.

I suggested to the client if she does take the vehicle to another dealership she should start with a clean slate and explain specifically what her concerns are. I advised the client she should not express her complaints about Weir Canyon Acura at first with the new dealership so they can clearly investigate her issue. The client disagreed and stated she would tell the dealership whatever she wanted.

The client stated she would call me back and terminated the call.

\*\*\* CASE VSC LOOKUP 1/31/2007 4:11:39 PM, jwong

VSC CHECK 01/31/2007 04:11:39 PM, jwong

The following VSC information was found

.....0;0;0.0

\*\*\* CASE CUC LOOKUP 1/31/2007 4:11:39 PM, jwong

CUC CHECK 01/31/2007 04:11:39 PM, jwong

The following CUC information was found

[REDACTED] ACTIVE;100000;46515,62000;2007-04-17;2010-04-17;2003-04-17;2006-09-03;2006-09-03;251502;2007-01-13,61136;2006-09-30;2006-09-05

\*\*\* NOTES 1/31/2007 4:25:54 PM, jwong, Action Type : Field/DSM

\*\*\*Call to DPSM (Bill) 1608 HRS\*\*\*

Apprised Bill of the situation and the client's statement regarding a buy back / trade out. I advised Bill of my comments to the client and the client's current position. Bill thanked me and the call ended.

\*\*\* NOTES 2/1/2007 11:01:39 AM, abrown1, Action Type : Call from Customer

The customer is calling to request to speak with her CM. I transferred the call at the CM request.

## Case History

Case ID: [REDACTED] Case Title: IC (TUSTIN/WEIR) - [REDACTED] DEALER COMPLAINT

\*\*\* NOTES 2/1/2007 11:53:16 AM, jwong, Action Type: Call from Customer

\*\*\*Call from client 1101 HRS\*\*\*

\*\*Call Warm transferred from CHINO\*\*

\*\*Client IRATE\*\*

Client states she spoke with the GM and was not satisfied. Client states she was advised by the GM to go to another dealership.

Client is demanding a guarantee that her vehicle will be fixed if she goes to another Acura dealership. I advised the client that there are NO GUARANTEES in life and the vehicle cannot be repaired unless there is something wrong with it. I advised the client that as long as a dealership can inspect, verify, and identify a problem, repairs can be made. I advised the client that repairs cannot be made if there are no problems found. The client continued to demand ACURA and Weir Canyon Acura for not repairing her vehicle. The client stated "All you have done is call people. I could have done that myself. Sure, you paid for the brakes but I still don't think they work right".

I asked the client if she wanted me to close her case since she felt that I was not assisting her; she indicated no and stated still wanted help resolving the issue.

Client states she does not believe her vehicle will be fixed at another dealership and wanted to know "what if" another Acura dealership can't fix the car. I advised the client that she has not taken the next step forward to having her vehicle repaired and there is nothing that can be done until the car is inspected. I reiterated to the client that she can have the vehicle taken to any Acura dealership she likes but problems cannot be fixed over the phone and it needs to be inspected.

The client states that she would take her vehicle to a dealership on Saturday. I asked her what dealership she plans to take the vehicle to; she did not know. I advised the client that she should make an appointment and I would follow up with her on Monday. The client thanked me and the call ended.

\*\*\* CASE MODIFY COMMITMENT 2/1/2007 12:22:27 PM, jwong

with [REDACTED] due 02/05/2007 03:00:00 PM

\*\*\* CASE MODIFY 2/5/2007 11:30:53 AM, jwong

into WIP IC- Bill Nottbusch and Status of Solving.

\*\*\* NOTES 2/5/2007 11:34:38 AM, jwong, Action Type: Call from Customer

\*\*\*Message received from client\*\*\* 0948 HRS

Client states vehicle is currently at TUSTIN ACURA. Client indicates the CD player / Radio is skipping and there is a light on the dashboard that flashes. Client will be available via cell phone [REDACTED] Message ended.

\*\*\* NOTES 2/5/2007 11:38:36 AM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager 1135 HRS (Eric)\*\*\*

No answer, proceeded to leave a voicemail message. I asked Eric to contact me regarding the client's vehicle. I referenced the client's name and VIN. Message ended

\*\*\* NOTES 2/5/2007 12:29:13 PM, jwong, Action Type: Call to Customer

\*\*\*Call to client [REDACTED] \*\*\* 1139 HRS

\*\*\*Client is upset and belligerent\*\*\*

Case History

Case ID : [REDACTED] Case Title : IC (TUSTIN/WEIR) [REDACTED] - DEALER COMPLAINT

Client verified that the vehicle is at the dealership to investigate the engine noise complaint.  
I asked the client to clarify any additional problems.

Client states the radio skips when going over bumps, SRS light flashes when going over bumps.

Client believes that the vehicle should not be having these problems if it was certified. I advised the client that certification does not mean that the vehicle will be free from all problems in the future. I advised the client that the certified warranty is in place and that is what is included when vehicles are deemed "certified".

Client is upset that she has to pay \$105.00 for a diagnostic fee. I advised the client that if repairs fall under the certified warranty, there would be no charge incurred for the covered repairs.

Client wants to have "proof" that the vehicle was certified. I advised the client that the dealership would be the entity that had any original paperwork. I reminded the client that the dealership was able to fax over the 150 Pt. check list to me and stated they were willing to provide a copy to her. I explained to the client what documents were to be provided with a certified vehicle.

Owner's manual, Warranty Manual, Car Fax, Anti-theft codes, SRS booklet, Maintenance Journal, 150 pt. checklist.

I advised the client that repairs cannot be determined until the dealership can diagnose and verify a problem. I explained to the client that she needs to give the new dealership (Tustin Acura) enough time to inspect the vehicle. I advised the client that it is unfair to make any rush to judgment until the dealership can properly diagnose the vehicle. I advised the client that I have left a message for the Service Manager to call me once there is an update.

The client understood and the call ended.

\*\*\* CASE FULFILL 2/5/2007 12:29:21 PM, jwong

Fulfilled for [REDACTED] due 02/05/2007 03:00:00 PM

\*\*\* COMMIT 2/5/2007 12:29:23 PM, jwong, Action Type : N/A

Follow up with dealership.

\*\*\* CASE CUC LOOKUP 2/5/2007 4:08:52 PM, jwong

CUC CHECK 02/05/2007 04:08:52 PM jwong

The following CUC information was found

[REDACTED] ACTIVE;100000,46515,62000;2007-04-17;2010,04-17;2003-04-17;2006-09-03;2006-09-03;251502;2007-01-13;61136;2006-09-30;2006-09-05

\*\*\* CASE VSC LOOKUP 2/5/2007 4:08:52 PM, jwong

VSC CHECK 02/05/2007 04:08:52 PM jwong

The following VSC information was found

.....0,0,,0,0

\*\*\* NOTES 2/5/2007 4:36:30 PM, jwong, Action Type : Call from Dealer

\*\*\*Call from Service Manager (Eric)\*\*\* 1615 HRS

\*Eric indicated there are no problems duplicated on the vehicle.

\*Eric indicated the client feels the vehicle was in an accident, there no signs of a collision evident.

## Case History

Case ID : [REDACTED]

Case Title : IC (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

- 1) Idle rough ----> No problems found
- 2) SRS / Static issue ----> No problems found
- 3) Noise from engine ----> No problems found. Only noise heard is a ticking sound from the Fuel Injectors which is a normal characteristic.

I asked Eric if there were any charges at this point. Eric indicated the client signed on a \$105.00 diagnostics and an OIL CHANGE. Eric stated he may or may not charge for the diagnostics fee. I thanked Eric for his time and the call ended.

\*\*\* NOTES 2/6/2007 1:34:46 PM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager (Eric) 1331 HRS\*\*\*

I asked Eric if the client has picked up her vehicle and what charges if any were applied. Eric indicated he would check and call me back. Call ended.

\*\*\* CASE FULFILL 2/6/2007 1:35:22 PM, jwong

Fulfilled for [REDACTED] due 02/06/2007 01:30:00 PM.

\*\*\* COMMIT 2/6/2007 1:35:25 PM, jwong, Action Type: N/A

Call to client

\*\*\* CASE RULE ACTION 2/6/2007 1:40:10 PM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 2/7/2007 11:21:54 AM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager 1118 HRS\*\*\* (Eric)

No answer, proceeded to leave a voicemail message. I asked Eric to contact me regarding this client and let me know if the vehicle has been picked up. I asked Eric to contact me via my direct phone number. Message ended.

\*\*\* NOTES 2/8/2007 10:23:37 AM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager (Eric)\*\*\* 1021 HRS (Not available)

Spoke with Service Consultant (Freddie). I asked Freddie to check the client's history. Freddie indicated the client dropped off and picked up the vehicle same day. No repairs performed except for an oil change. Client only charged for an oil change service. I thanked the Service Consultant and the call ended.

\*\*\* CASE FULFILL 2/8/2007 10:27:54 AM, jwong

Fulfilled for [REDACTED] due 02/07/2007 03:00:00 PM

\*\*\* COMMIT 2/8/2007 10:27:58 AM, jwong, Action Type: N/A

Send letter if no response.

\*\*\* NOTES 2/8/2007 10:28:32 AM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1024 HRS\*\* [REDACTED]

No answer, proceeded to leave a voicemail message. I advised the client that I was aware Tustin Acura had inspected the vehicle and found no problems at the time of service. I asked the client to contact me for follow up. I provided the ACS 800.382.2238 phone number and my direct extension 115297. Message ended.

\*\*\* NOTES 2/9/2007 1:42:09 PM, jwong, Action Type: Call from Dealer

Case History

Case ID : [REDACTED]

Case Title : IC (TUSTIN/WEIR) - [REDACTED] - DEALER COMPLAINT

\*\*\*Spoke with Service Manager (Eric)\*\*\*

Eric verified the vehicle had no abnormal problems detected and was only charged for an oil change service. Client has not been in contact with the dealership since. I thanked Eric and the call ended.

\*\*\* NOTES 2/9/2007 4:47:08 PM, jwong, Action Type : Note-Resolution

\*\*\*No problems found with vehicle; verified by 2 dealerships\*\*\*\*

\*\*\*Client has not returned phone calls\*\*\*

\*\*\*SENDING 10 DAY LETTER and CLOSING CASE\*\*\*

February 9, 2007

[REDACTED]  
SAN BERNARDINO, CA [REDACTED]

Subject - Acura Client Services Contact

2004 ACURA TSX VIN# JH4CL96894C [REDACTED]

Dear Ms [REDACTED]

Thank you for contacting Acura Client Services. On January 9, 2007, we received your request for assistance regarding concerns with your Acura TSX.

Our office attempted to contact you by telephone, but we have not been successful in our attempts to reach you. I have been in contact with your most recent servicing dealership DCH Tustin Acura who has indicated there were no problems found on your vehicle and you have not returned for any additional issues. If you have any current issues with your Acura we would like to provide assistance with resolving them.

Acura Client Services can be reached at (800) 382-2238. Our office hours are Monday through Friday, from 6:00am to 5:00pm Pacific Standard Time. We look forward to hearing from you soon.

If we do not hear from you within 10 days from the date of this letter, Acura will assume that your concerns have been addressed and you no longer require our assistance.

Sincerely,

James Wong  
Acura Client Services  
Regional Case Manager  
Case Number [REDACTED]

\*\*\* SUBCASE [REDACTED] CREATE 2/9/2007 4:48:37 PM, jwong

Created in WIP Default with Due Date 2/9/2007 4:48:37 PM.

\*\*\* SUBCASE [REDACTED] CREATE 2/9/2007 4:49:16 PM, jwong

Created in WIP Default with Due Date 2/9/2007 4:49:16 PM.

## Case History

Case ID: [REDACTED] Case Title: IC (TUSTIN/WEIR) [REDACTED] - DEALER COMPLAINT

\*\*\* SUBCASE [REDACTED] CREATE 2/9/2007 4:50:10 PM, jwong

Created in WIP Default with Due Date 2/9/2007 4:50:10 PM

\*\*\* SUBCASE [REDACTED] CREATE 2/9/2007 4:55:24 PM, jwong

Created in WIP Default with Due Date 2/9/2007 4:55:24 PM

\*\*\* CASE MODIFY 2/9/2007 4:56:18 PM, jwong

into WIP IC- Bill Nottbusch and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:56:52 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:56:56 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:57:00 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:57:04 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:57:08 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 2/9/2007 4:57:12 PM, jwong

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/9/2007 4:57:12 PM, jwong

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

\*\*\* CASE REOPEN 2/19/2007 9:44:12 AM, jwong

with Condition of Open and Status of Solving.

\*\*\* NOTES 2/19/2007 9:55:22 AM, jwong, Action Type: Call from Customer

\*\*\*Call from client 0943 HRS\*\*\*

Client states there is a problem with the vehicle as the maintenance light flashes. I advised the client that the maintenance light on the vehicle flashes to remind driver's of a maintenance due on a vehicle every 10,000 miles. I advised the client to refer to her owners manual for a written explanation of how the maintenance light functions. I advised the client that there is nothing wrong with the vehicle as determined by 2 ACURA dealerships. The client states she does not believe the ACURA dealerships and indicated she would take the vehicle to an independent shop for inspection. I advised the client that independent service facilities are NOT authorized to perform any warranty repairs. The client asked if her warranty would be void if she took the vehicle to an independent shop. I advised the client that if there is any damage caused by outside influence / poor workmanship from a repair facility, warranty can be void. The client understood and the call ended.

\*\*\* NOTES 2/19/2007 9:56:24 AM, jwong, Action Type: Note-Resolution

\*\*\*CLOSING CASE, NO PROBLEMS FOUND AFTER REPAIRS / SECOND INSPECTION FROM DEALERSHIP\*\*\*

\*\*\* CASE CLOSE 2/19/2007 9:56:29 AM, jwong

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

\*\*\* CASE REOPEN 3/5/2007 11:39:04 AM, jwong

Case History

Case ID: [REDACTED] Case Title: 1C (TUSTIN/WEIR) [REDACTED] DEALER COMPLAINT

with Condition of Open and Status of Solving.

\*\*\* NOTES 3/5/2007 11:57:45 AM, jwong, Action Type: Call from Customer

\*\*\*NOTE REVIEW ALL PREVIOUS CASE NOTES/HISTORY. CLIENT HAS REQUESTED THE VEHICLE TO BE BOUGHT BACK PREVIOUSLY.\*\*\*

\*\*\*Call from client i 120 HRS\*\*\*

Client claims she is having issues with the ODOMETER of the vehicle. Client states for every 0.7 miles driven, the ODOMETER counts 1.0 miles. I advised the client she can have the vehicle inspected at any ACURA dealership to determine if there is a problem to be resolved. Client asked if there was a recall for her vehicle, I advised the client there is no recalls currently on her vehicle. Call ended.

\*\*\* SUBCASE [REDACTED] REATE 3/5/2007 11:59:05 AM, jwong

Created in WIP Default with Due Date 3/5/2007 11:59:05 AM.

\*\*\* CASE CLOSE 3/5/2007 11:59:24 AM, jwong

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

\*\*\* SUBCASE [REDACTED] CLOSE 3/5/2007 11:59:24 AM, jwong

Status = Solving, Resolution Code = Instruction Given



**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 1/29/2010 7:31:53 AM  
 Case Originator : Kelly Fuller (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 3/5/2010 8:08:31 AM  
 Case Owner : Aaron Goldberg (Team CA) Method : Phone Queue : Days Open : 35  
 Last Closed By : Aaron Goldberg (Team CA) Point of Origin : Customer Wipbin :  
 Case Title : 04H ██████████ Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTA No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 36  
 VIN Type / No. : US VIN / JH4CL968X4C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 95,000  
 In Service Date : 05/12/2003  
 Months In Use : 80  
 Engine Number : K24A21004320  
 Originating Dealer No. / Name : 251003 / RICK CASE ACURA  
 Selling Dealer No. / Name : 251003 / RICK CASE ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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 : 251003 / RICK CASE ACURA  
 Phone No. : 954-587-1111  
 Address : 875 NORTH STATE RD 7  
 City / State / Zip : PLANTATION, FL 33317  
 Svc District / Sls District : 04H / D04  
 Warranty Labor Rate / Date : \$130.00 /  
 Agent Name : ██████████ Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	CAMP Subcase Close	Campaign	Eligibility	0101E4	RADIO PRINTED CIRCU
██████████	CAMP Subcase Close	Campaign	Eligibility	0101E4	RADIO PRINTED CIRCU
██████████	CAMP Subcase Close	Campaign	Eligibility	7370A3	SAFETY RECALL, TSX
██████████	CAMP Subcase Close	Campaign	Eligibility	7120A2	PRODUCT UPDATE, MOI



Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

**Issue Details**

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/29/2010 7:38:53 AM
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 1/29/2010 7:41:01 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 0101E4 / RADIO PRINTED CIRCUIT BOARD - REPLACE  
 Condition Code Desc : Radio Display 010U  
 Campaign Code / Desc : Q33 / 03-04 RADIO DISPLAY  
 Temperament Code : Cold  
 Resolutions : Provided Information  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
3917A-SEC-A01	PRNT CIRCUIT BRD	Not Applicable

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/23/2010 12:16:00 PM
Issue Owner : Aaron Goldberg	Type 2 : Eligibility	Queue :	Close Date : 3/5/2010 8:08:31 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 0101E4 / RADIO PRINTED CIRCUIT BOARD - REPLACE  
 Condition Code Desc : Radio Display 010U  
 Campaign Code / Desc : Q33 / 03-04 RADIO DISPLAY  
 Temperament Code : Cold  
 Resolutions : Documented Concern, Referred to Dealer  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
3917A-SEC-A01	PRNT CIRCUIT BRD	Not Applicable

**Issue Details**

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/23/2010 12:33:34 PM
Issue Owner : Aaron Goldberg	Type 2 : Eligibility	Queue :	Close Date : 3/5/2010 8:08:31 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 7370A3 / SAFETY RECALL: TSX REAR WIRE HARNESS - I  
 Condition Code Desc : Any 7370  
 Campaign Code / Desc : P45 / '04 TSX TRUNK WIRE  
 Temperament Code : Cold  
 Resolutions : Provided Information, Referred to Dealer  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
32108-SEA-A00	WIRE HARNESS, RR.	Not Applicable

**Issue Details**

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/23/2010 12:35:31 PM
Issue Owner : Aaron Goldberg	Type 2 : Eligibility	Queue :	Close Date : 3/5/2010 8:08:31 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 7120A27 / PRODUCT UPDATE: MOISTURE IN HEADLIGHT  
 Condition Code Desc : Other 712X  
 Campaign Code / Desc : Q36 / '04-05 TSX HID HEADLI  
 Temperament Code : Cold  
 Resolutions : Provided Information, Referred to Dealer  
 Component Category : 12 - Exterior Lighting  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason
33101-SEC-AT1	HEADLIGHT UNIT, R	Not Applicable

Issue Details

Issue ID :	Disposition: Complaint	Condition :	Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Product	Status :	Subcase Close	Open Date : 2/23/2010 1:01:14 PM
Issue Owner : Aaron Goldberg	Type 2 : Operation	Queue :		Close Date : 3/5/2010 8:08:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION				

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : 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 :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

## Case History

Case ID [REDACTED] Case Title : 04H [REDACTED] Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

\*\*\* CASE CREATE 1/29/2010 7:31:53 AM, kfuller

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/29/2010 7:31:54 AM, kfuller

WARRANTY CHECK 01/29/2010 07:31:54 AM kfuller  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/29/2010 7:31:57 AM, kfuller

CLAIM CHECK 01/29/2010 07:31:57 AM kfuller

The following Claim History information was found

0; 2007-11-21; 251003; 107400; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT S/B# 88-016  
REPLACEMENT BATTERY SERVICE BULLETIN.

\*\*\* CASE CAMPAIGN LOOKUP 1/29/2010 7:32:04 AM, kfuller

CAMPAIGN CHECK 01/29/2010 07:32:04 AM kfuller

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; ; NU;  
06-050; Q27; [REDACTED] Class Action Acura; ; NU;  
04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX,  
07-016; Q36; 04-05 TSX

\*\*\* CASE VSC LOOKUP 1/29/2010 7:32:05 AM, kfuller

VSC-CUC CHECK 01/29/2010 07:32:05 AM kfuller

No data found for VIN.

\*\*\* CASE MODIFY 1/29/2010 7:34:08 AM kfuller

into WIP default and Status of Solving.

\*\*\* NOTES 1/29/2010 7:38:19 AM, kfuller, Action Type - Call from Customer

The customer called regarding the radio display warranty extension. I updated owner information and checked for any outstanding campaigns. The customer stated the radio display was dim. He took the car to the Rick Case Acura and was told that they cannot replace the PC board again because it was replaced once. He was told to contact Acura for assistance. The customer does not remember who he spoke with. I advised the customer that the radio display is still under warranty and should be covered whether or not the display has gone dim before or not. The customer thanked me. I thanked the customer. The call ended.

\*\*\* CASE CREATE 1/29/2010 7:38:53 AM, kfuller

Number - [REDACTED] Created in WIP default with due date 01/30/2010 07:38:53 AM.

\*\*\* SUBCASE [REDACTED] CREATE 1/29/2010 7:38:53 AM, kfuller, Action Type -

Created in WIP default with due date 01/30/2010 07:38:53 AM.

\*\*\* SUBCASE [REDACTED] MODIFY 1/29/2010 7:38:56 AM, kfuller

into WIP default and Status of Solving

\*\*\* CASE MODIFY 1/29/2010 7:41:00 AM, kfuller

into WIP default and Status of Solving

\*\*\* SUBCASE [REDACTED] CLOSE 1/29/2010 7:41:01 AM, kfuller

Status - Solving, Resolution Code - Instruction Given

Case History

Case ID : [REDACTED] Case Title : 04H-[REDACTED]-Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

\*\*\* CASE CLOSE 1/29/2010 7:41:02 AM, kfuller

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

\*\*\* CASE REOPEN 2/23/2010 10:25:05 AM, tmoss

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 2/23/2010 10:25:12 AM, tmoss

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/23/2010 10:33:51 AM, tmoss

WARRANTY CHECK 02/23/2010 10:33:51 AM tmoss

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/23/2010 10:33:54 AM, tmoss

CLAIM CHECK 02/23/2010 10:33:54 AM tmoss

The following Claim History information was found

0; 2007-11-21; 251003; 107400; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-016

REPLACEMENT BATTERY SERVICE BULLETIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/23/2010 10:34:01 AM, tmoss

CAMPAIGN CHECK 02/23/2010 10:34:01 AM tmoss

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; ; NU;

06-050; Q27; [REDACTED] Class Action Acura; ; NU;

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

07-016; Q36; 04-05 TSX H

\*\*\* CASE VSC LOOKUP 2/23/2010 10:34:04 AM, tmoss

VSC-CUC CHECK 02/23/2010 10:34:04 AM tmoss

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/23/2010 10:34:15 AM, tmoss

CAMPAIGN CHECK 02/23/2010 10:34:15 AM tmoss

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; ; NU;

06-050; Q27; [REDACTED] Class Action Acura; ; NU;

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

07-016; Q36; 04-05 TSX H

\*\*\* NOTES 2/23/2010 10:37:06 AM, tmoss, Action Type : Call from Customer

I verified the clients contact information [REDACTED]

The client contacted ACS and stated that he wanted to Rick Case Acura, and he spoke with a SM Dave Marshall. He stated that he spoke with a Anders Madson as well. He stated that he was told that they would order the part, and then stated that he was contacted by the SA, and he was informed that they could not repair the issue because the repair was already done. He stated that he informed the dealership that he spoke with ACS and he was informed the repair should be covered. The client stated that he was told by Mr. Madson that he would need to call the customer back, because the SM would be taking care of the issue. He then stated that he called the dealership since February the 10th and he still has not been contacted in regards to the repair. I informed the customer that I would have to forward his case to a CM to work as a liaison between him and the dealership.

Case History

Case ID : [REDACTED]

Case Title : 04H-[REDACTED]-Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

The client took the vehicle to Rick Case Acura on February 10, 2010. He spoke with the SM Dave Marahall, and a SA Anders Madson. They informed him that the repair would not be covered. He stated that his vehicle is with him at this time.

I informed the client that I would have to forward his case to a CM for liaison assistance. I informed the clients that all cases are reviewed on a case by case basis with no guarantees of assistance. He understood, no further assistance was needed, and the call ended.

The client is seeking assistance with the repair of his Radio Display.

The client took the vehicle to Rick Case Acura.

The case should be forwarded to Team CA.

\*\*\* CASE MODIFY 2/23/2010 10:37:22 AM, tmoss  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 2/23/2010 10:37:39 AM, tmoss  
[REDACTED] to cchao, WIP [REDACTED] 0

\*\*\* CASE RULE ACTION 2/23/2010 10:37:39 AM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 2/23/2010 10:37:40 AM, tmoss, Action Type : Call from Customer

\*\*\* CASE MODIFY 2/23/2010 11:37:57 AM, cchao  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 2/23/2010 11:38:12 AM, cchao  
from WIP default to Queue Chino Team CA.

\*\*\* CASE YANKED 2/23/2010 12:14:36 PM, agoldber  
Yanked by agoldber into WIPbin default.

\*\*\* CASE MODIFY 2/23/2010 12:14:50 PM, agoldber  
into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/23/2010 12:14:52 PM, agoldber  
WARRANTY CHECK 02/23/2010 12:14:52 PM agoldber  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/23/2010 12:14:58 PM, agoldber

CLAIM CHECK 02/23/2010 12:14:58 PM agoldber

The following Claim History information was found

0; 2007-11-21; 251003; 107400; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-016  
REPLACEMENT BATTERY SERVICE BULLETIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/23/2010 12:15:01 PM, agoldber

CAMPAIGN CHECK 02/23/2010 12:15:01 PM agoldber

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; ; NU;

06-050; Q27 [REDACTED] Class Action Acura; ; NU;

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

## Case History

Case ID: [REDACTED] Case Title: 04H-[REDACTED] - Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

07-016; Q36; 04-05 TS

\*\*\* CASE VSC LOOKUP 2/23/2010 12:15:02 PM, agoldber

VSC-CUC CHECK 02/23/2010 12:15:02 PM agoldber

No data found for VIN.

\*\*\* CASE CREATE 2/23/2010 12:16:00 PM, agoldber

Number - N032010-01-2900181-2, Created in WIP default with due date 02/24/2010 12:16:00 PM.

\*\*\* SUBCASE N032010-01-2900181-2 CREATE 2/23/2010 12:16:00 PM, agoldber, Action Type :

Created in WIP default with due date 02/24/2010 12:16:00 PM.

\*\*\* NOTES 2/23/2010 12:33:10 PM, agoldber, Action Type : Call to Dealer

I called Rick Case Acura and spoke with Service Manager Dave Marshall regarding client's request for assistance with a dim/dark radio display. I asked Dave if he was aware that the warranty extension on the radio display can be submitted multiple times within the time/mileage parameters should a failure of the same component occur. Dave stated that he was unaware that he can submit the warranty claim multiple times. I advised Dave that the warranty extension on the radio display dim/dark concern is valid for 7/105k mi., whichever occurs first. Dave stated that he had contacted his DPSM and was awaiting a confirmation regarding this, however has not yet heard back. I advised Dave that for a warranty extension, this involves a straight warranty claim and DPSM authorization is unnecessary. Dave understood. Dave stated that he will make sure parts are in stock and will contact client. I advised Dave that in addition to the radio display warranty extension, client's vehicle has an OPEN recall on the TSX trunk wire, and a PUD on the TSX HID Headlights. I asked if Dave would ensure that those campaigns are satisfied as well. He stated that he would. I asked if he could contact Parts and obtain a parts availability status, or asked if I should. Dave stated that he would and will contact me with an update. I provided my contact information and office hours. I thanked Dave for his assistance and call ended.

\*\*\* CASE CREATE 2/23/2010 12:33:34 PM, agoldber

Number - [REDACTED] Created in WIP default with due date 02/24/2010 12:33:34 PM.

\*\*\* SUBCASE [REDACTED] CREATE 2/23/2010 12:33:34 PM, agoldber, Action Type :

Created in WIP default with due date 02/24/2010 12:33:34 PM.

\*\*\* CASE CREATE 2/23/2010 12:35:31 PM, agoldber

Number - [REDACTED] Created in WIP default with due date 02/24/2010 12:35:31 PM.

\*\*\* SUBCASE [REDACTED] CREATE 2/23/2010 12:35:31 PM, agoldber, Action Type

Created in WIP default with due date 02/24/2010 12:35:31 PM.

\*\*\* CASE MODIFY 2/23/2010 12:35:49 PM, agoldber

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/23/2010 12:52:54 PM, agoldber

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] REATE 2/23/2010 1:01:14 PM, agoldber

Created in WIP Default with Due Date 2/23/2010 1:01:14 PM

\*\*\* NOTES 2/23/2010 1:06:59 PM, agoldber, Action Type : Call to Customer

I called client at his daytime number and spoke with Mr. [REDACTED]. I introduced myself as client's case manager assigned to review his request for assistance to have his vehicle's dim/dark radio display serviced under the warranty extension on the radio display. I verified all client contact information in CRMS.

I advised client that prior to my contact with him, I called Rick Case Acura and spoke with Service Manager Dave Marshall regarding the client's concern.



Case History

Case ID : [REDACTED] Case Title : 04H - [REDACTED] - Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

with the radio display. I advised client that I informed Dave that even though the radio display had been repaired previously under the warranty extension, should the radio display be dim or dark again and the vehicle is within the time/mileage period of the warranty extension, the dealership is able to perform the same repair free of charge to client under the warranty extension. I advised client that SM Dave advised me that he will ensure that the required parts are ordered and will contact client once the part arrives to have client return to dealership. I informed client about the FSX Trunk Wire recall and headlight PUD. I informed client that Dave is aware of those OPEN campaigns as well and will ensure that parts are available when client returns to dealership. Client appreciated the assistance provided. Client stated that he typically has vehicle serviced at Rick Case Honda since they are closer to his home, however through their recommendation, took vehicle to Rick Case Acura for the radio display concern and to have his SRS light diagnosed. Client stated that the Honda store advised client that the SRS light is on due to a faulty driver seatbelt buckle. He stated that Rick Case Acura supposedly diagnosed the SRS system, and advised client that there was nothing wrong with the SRS system. Client stated that he was under the impression that the seat belt warranty is lifetime on his vehicle. I advised client that this is correct. I advised client that his SRS system may not function properly if the SRS light is on. I advised client that there are no campaigns on the SRS system on his vehicle, therefore any repair may be client's responsibility, other than the lifetime seatbelt warranty. Client understood. He stated that he will have Rick Case Acura look at the SRS system again.

I advised client that I do intend on contacting him for a status update within the next few business days. I provided my contact information and office hours. I apologized for any inconvenience. Client appreciated the assistance. I advised client that he could expect a call from someone at Rick Case Acura regarding his request for assistance. Client approved, we thanked each other and call ended.

\*\*\* NOTES 2/23/2010 1:14:57 PM, agoldber, Action Type : Field FYI  
DPSM for (04H) was contacted as an FYI regarding this client's case.

\*\*\* COMMIT 2/23/2010 1:15:14 PM, agoldber, Action Type : N/A  
call dir/client re: Q33, P45, Q36 campaigns appt? (2nd attempt)

\*\*\* CASE MODIFY 2/23/2010 1:22:16 PM, agoldber  
into WIP Working and Status of Solving.

\*\*\* NOTES 2/24/2010 10:05:51 AM, agoldber, Action Type : Field Return Call

DPSM for (04H) left me a message advising me that he spoke with Service Manager Dave at Rick Case Acura and asked that they complete all OPEN campaigns when client returns to dealership. DPSM stated that Dave advised him that he will ensure that all OPEN campaigns are satisfied. DPSM thanked me for bringing this to his attention.

\*\*\* NOTES 2/25/2010 7:13:11 AM, agoldber, Action Type : Call to Customer

I attempted to contact client at daytime/evening number and reached a female respondent who after saying "Hello?" and me asking for Mr. [REDACTED] the respondent disconnected call immediately. I attempted a second call, and was disconnected again. I will attempt to contact client again another day.

\*\*\* NOTES 2/25/2010 7:20:41 AM, agoldber, Action Type : Call to Dealer

I called Rick Case Acura and spoke with Service Manager Dave for a status update. Dave stated that he knows that all the parts for client vehicle's three campaigns have been ordered and knows that his Advisor Anders contacted client already. He stated that SA Anders is in training and should be returning tomorrow and he would have a better idea on the status with the client. Dave stated that he believes perhaps that the client may have been advised to hold off of appointment until such time all parts come in, however he does not know for sure. I thanked Dave for his assistance and call ended.

\*\*\* CASE FULFILL 2/25/2010 7:20:52 AM, agoldber

Fulfilled for [REDACTED] due 02/25/2010 12:00:00 AM.

\*\*\* COMMIT 2/25/2010 7:20:53 AM, agoldber, Action Type : N/A  
call dir/client re: Q33, P45, Q36 campaigns appt? (3rd attempt)

\*\*\* CASE RULE ACTION 2/26/2010 7:31:53 AM, sa  
Action owner - 30 days of rule Case Closure fired

## Case History

Case ID : [REDACTED] Case Title : 04H - [REDACTED] - Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

\*\*\* NOTES 3/1/2010 7:15:28 AM, agoldber, Action Type : Call to Dealer

I attempted to contact Rick Case Acura Service a couple of times and was unsuccessful reaching anyone in Service. I was on hold an extended period of time without anyone picking up the line.

\*\*\* NOTES 3/1/2010 7:16:49 AM, agoldber, Action Type : Call to Customer

I attempted to contact client at daytime/evening number and the line just rang without voicemail.

\*\*\* CASE FULFILL 3/1/2010 7:17:45 AM, agoldber

Fulfilled for [REDACTED] due 03/01/2010 12:00:00 AM.

\*\*\* COMMIT 3/1/2010 7:17:56 AM, agoldber, Action Type : N/A

call dlr/client re: Q33, P45, Q36 campaigns appt? (4th attempt)

\*\*\* CASE CLAIMS LOOKUP 3/3/2010 7:06:43 AM, agoldber

CLAIM CHECK 03/03/2010 07:06:43 AM agoldber

The following Claim History information was found

0; 2007-11-21, 251003; 107400; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT S/B# 88-016  
REPLACEMENT BATTERY SERVICE BULLETIN.

\*\*\* CASE CAMPAIGN LOOKUP 3/3/2010 7:06:48 AM, agoldber

CAMPAIGN CHECK 03/03/2010 07:06:48 AM agoldber

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; ; NU;  
06-050; Q27; [REDACTED] Class Action Acura; ; NU;  
04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;  
07-016; Q36; 04-05 TS

\*\*\* NOTES 3/3/2010 7:28:12 AM, agoldber, Action Type : Call to Dealer

I called Rick Case Acura and spoke with Service Advisor Anders for a status update at the request of Service Manager Dave. Anders stated that he had ordered the radio display circuit board to complete the warranty extension repair at the request of Service Manager Dave after ACS escalation. Anders stated that the radio display board is in at this time. He stated that they currently have in stock the parts necessary to complete the headlight PUD, and at our request, Anders stated that they ordered the parts necessary to satisfy the trunk wire harness recall. He stated that the wire harness recall parts can be in as early as tomorrow, 3/04. Anders stated that the last time he spoke with client was to advise client that he would be contacted again once all parts arrive. Anders verified that he has client's correct contact information. I thanked Anders for his assistance and call ended.

\*\*\* CASE MODIFY 3/3/2010 7:32:22 AM, agoldber

into WIP Working and Status of Solving.

\*\*\* NOTES 3/3/2010 7:34:15 AM, agoldber, Action Type : Call to Customer

I attempted to contact client at daytime/evening number and the line just rang without voicemail.

\*\*\* NOTES 3/3/2010 7:36:26 AM, agoldber, Action Type : Note-General

I visited www.whitepages.com in an attempt to locate an alternate phone number for client and found only one number, [REDACTED] the same number as recorded in CRMS.

I will make one FINAL attempt to contact client in a couple of business days.

\*\*\* CASE FULFILL 3/3/2010 7:36:51 AM, agoldber

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

Case History

Case ID : ██████████ Case Title 04H-██████████ Q33 RADIO DISPLAY WARRANTY LIAISON ASSISTANCE

\*\*\* COMMIT 3/3/2010 7:36:52 AM, agoldber, Action Type : N/A

call client re: Q33, P45, Q36 campaigns appt? (FINAL attempt)

\*\*\* NOTES 3/5/2010 8:02:18 AM, agoldber, Action Type : Call to Customer

I attempted to contact client at daytime/evening number and the line just rang without voicemail.

\*\*\* NOTES 3/5/2010 8:07:57 AM, agoldber, Action Type : Note-Resolution

Client contacted ACS requesting liaison assistance with having a failed radio display replaced under the radio display warranty extension, at the same time of having the moisture in headlight PUD and trunk wire recall satisfied.

Other than the first call to client, I have been unable to speak with him since for any updates. I verified that the phone number on account for client is the same number that the dealership and whitepages.com web site has

Service Manager Dave, SA Anders and DPSM have all been involved, and per Anders, client will be contacted once all parts are in stock. I will close case at this time pending future correspondence from client.

\*\*\* SUBCASE ██████████ CLOSE 3/5/2010 8:08:31 AM, agoldber

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE ██████████ CLOSE 3/5/2010 8:08:31 AM, agoldber

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/5/2010 8:08:31 AM, agoldber

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

\*\*\* SUBCASE ██████████ CLOSE 3/5/2010 8:08:31 AM, agoldber

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE ██████████ CLOSE 3/5/2010 8:08:31 AM, agoldber

Status = Solving, Resolution Code = Instruction Given

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/22/2007 10:54:39 AM  
 Case Originator : Donald Roberts (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 3/20/2007 9:13:02 AM  
 Case Owner : James Wong (Team AB) Method : Phone Queue : Days Open : 26  
 Last Closed By : James Wong (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : IE-(SUNNYVALE)-[REDACTED]-CLUTCH PEDAL 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 : SARATOGA, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 31  
 VIN Type / No. : US VIN / JH4CL959340 [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9594KW / B  
 Miles / Hours : 43,000  
 In Service Date : 05/10/2003  
 Months In Use : 45  
 Engine Number : K24A21004533  
 Originating Dealer No. / Name : 251074 / SUNNYVALE ACURA  
 Selling Dealer No. / Name : 251074 / SUNNYVALE ACURA  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : 6M1  
 Exterior Color : SM  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251539 / ACURA OF FREMONT  
 Phone No. : 510-431-2500  
 Address : 5700 CUSHING PARKWAY  
 City / State / Zip : FREMONT, CA 94538  
 Svc District / Sls District : 01E / D01  
 Warranty Labor Rate / Date : \$175.00 /  
 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	211	Clutch hydraulic
[REDACTED]	Subcase Close	Product	Operation	752	SRS

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2007 12:26:05 PM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 3/20/2007 9:12:58 AM
Issue Title : ██████████-PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 211 / Clutch hydraulic  
 Condition Code Desc : Any 2110  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Repaired/Warranty  
 Component Category : 10 - Power Train  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Wong	Type 1 : Product	Status : Subcase Close	Open Date : 3/20/2007 9:12:39 AM
Issue Owner : James Wong	Type 2 : Operation	Queue :	Close Date : 3/20/2007 9:13:01 AM
Issue Title : ██████████-PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 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

Case History

Case ID: [REDACTED] Case Title: IE(SUNNYVALE)-[REDACTED] CLUTCH PEDAL ISSUE

\*\*\* CASE CREATE 2/22/2007 10:54:39 AM, droberts

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

\*\*\* NOTES 2/22/2007 11:06:41 AM, droberts, Action Type: Call from Customer

Client called Clutch Client took it to the dealer twice before and now the dealer had him call here. They have replaced the clutch pedal twice. The clutch makes a grinding noise when he lets the clutch out slowly. Client had to take the car in 4 or 5 times the last time and 3 times this time. Dealer has run out of things they can replace and they called Acura and did not get any farther. Dealer states that it is a Clutch pedal issue. Client stated that it was March 14th of 04 10000 miles and the second time at about 30000 miles.

I advised the client that I was not sure what we could do for him since the dealer already called our tech department. I advised the client that I would pass the case on and gave him his case #. I advised the client that it would be one to two days before some one got back to him. Client understood and the call ended.

\*\*\* CASE MODIFY 2/22/2007 11:06:47 AM, droberts

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/22/2007 11:06:52 AM, droberts

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/22/2007 11:06:52 AM, droberts

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 2/22/2007 11:06:58 AM, droberts

from WIP default to Queue Acura Team B.

\*\*\* NOTES 2/22/2007 11:07:31 AM, droberts, Action Type: Call from Customer

Client talked to SA James.

\*\*\* NOTES 2/22/2007 12:24:08 PM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1209 HRS\*\*\* [REDACTED]

I introduced myself to the client. The client states after releasing the clutch pedal 2/3 there is a rubbing / grinding sound, similar to an "old spring" noise. Client states there have been multiple repairs to attempt to resolve the issue. I asked the client when the last visit occurred; he indicated 2 weeks ago. The dealership replaced the clutch pedal assembly, however the noise returned in 2 days. The noise occurs usually in 1st gear since he is releasing the clutch more slowly. The client states he can feel resistance / unsmooth pedal operation "clicking" when releasing the pedal. Client states this occurs mostly when the vehicle is cold (Morning / Evening). Client states the problem occurs for the first 10 minutes of driving; after the vehicle is driven during the day the noise is gone.

Client advised by SUNNYVALE ACURA (James) to contact ACS directly after speaking to him on the phone today. Service consultant indicated there is nothing that can be done for the client.

\*\*\* CASE ACCEPT 2/22/2007 12:24:29 PM, jwong

from Queue Acura Team B to WIP IE- Gary Barr.

\*\*\* CASE MODIFY 2/22/2007 12:24:55 PM, jwong

into WIP IE- Gary Barr and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 2/22/2007 12:26:05 PM, jwong

Created in WIP Default with Due Date 2/22/2007 12:26:05 PM.

## Case History

Case ID : [REDACTED] Case Title : IE-(SUNNYVALE)- [REDACTED] - CLUTCH PEDAL ISSUE

\*\*\* CASE MODIFY 2/22/2007 12:26:07 PM, jwong  
into WIP IE- Gary Barr and Status of Solving

\*\*\* NOTES 2/22/2007 3:28:03 PM, jwong, Action Type : Field/DSM  
\*\*\*Advised DPSM (Gary) of the situation\*\*\*

Gary indicated he would be meeting with the dealership on MONDAY 02/26/07, but will not be available to meet with clients. Gary stated he would address the issue of referrals to ACS and the client's concern with the dealership. I thanked Gary and the call ended.

\*\*\* NOTES 2/22/2007 3:32:24 PM, jwong, Action Type : Call to Dealer  
\*\*\*Call to dealership 1528 HRS\*\*\*

No answer, proceeded to leave a voicemail message. I referenced the client's VIN, NAME and COMPLAINT. I asked Tony to contact me regarding this client via my direct line. Message ended.

\*\*\* COMMIT 2/22/2007 3:32:30 PM, jwong, Action Type : N/A

Follow up with dealership if no response

\*\*\* NOTES 2/23/2007 2:45:11 PM, jwong, Action Type : Call to Dealer  
\*\*\*Call to Service Manager 1413 HRS\*\*\* (Tony)

I apprised Tony of the situation and asked him to review the history of the complaint. Tony indicated that multiple repairs had been made. I advised Tony of the client's experience when he contacted the dealership yesterday. Tony indicated he would follow up with the client and the service consultant. I advised Tony that I will let the client know he will be contacted by the dealership directly. Tony thanked me and the call ended.

\*\*\* NOTES 2/23/2007 2:50:51 PM, jwong, Action Type : Call to Customer  
\*\*\*Call to client 1446 HRS\*\*\* [REDACTED]

No answer, proceeded to leave a voicemail message. I advised the client that I had spoken with the Service Manager (Tony) and he will be following up with the client directly. I asked the client to contact me if he had any questions or concerns. I provided the ACS 800.382.2238 phone number and my direct extension 115297. Message ended.

\*\*\* CASE FULFILL 2/23/2007 2:50:57 PM, jwong

Fulfilled for [REDACTED] due 02/23/2007 10:00:00 AM.

\*\*\* COMMIT 2/23/2007 2:50:59 PM, jwong, Action Type : N/A

Follow up with dealership / client

\*\*\* CASE FULFILL 2/28/2007 9:06:40 AM, jwong

Fulfilled for [REDACTED] due 02/27/2007 02:00:00 PM.

\*\*\* COMMIT 2/28/2007 9:06:44 AM, jwong, Action Type : N/A

Follow up with client if no response.

\*\*\* NOTES 2/28/2007 9:07:20 AM, jwong, Action Type : Call to Customer

\*\*\*Call to client 0902 HRS\*\*\* [REDACTED]

No answer, proceeded to leave a voicemail message. I asked the client to contact me regarding his issue (appointment / inspection with dealership). I provided the ACS 800.382.2238 phone number and my direct extension for contact. Message ended.



Case History

Case ID : [REDACTED] Case Title : IE-(SUNNYVALE)-[REDACTED] CLUTCH PEDAL ISSUE

\*\*\* NOTES 2/28/2007 9:12:19 AM, jwong, Action Type : Call to Dealer  
\*\*\*Call to Service Manager 0909 HRS\*\*\*

No answer, proceeded to leave a voicemail message. I asked Tony to contact me regarding the client's issue. I advised Tony I was inquiring if the vehicle had been inspected or if an appointment had been made. Message ended.

\*\*\* CASE CLAIMS LOOKUP 2/28/2007 10:17:45 AM, jwong

CLAIM CHECK 02/28/2007 10:17:45 AM jwong  
The following Claim History information was found  
0; 2004-04-14; 251074; 135609; 510; 726120 , BRAKE LIGHT SWITCH - REPLACE

\*\*\* NOTES 2/28/2007 10:20:54 AM, jwong, Action Type : Call from Customer  
\*\*\*Call from client 1013 HRS\*\*\*

Client states an appointment has been set for next Tuesday 03/06/07 to inspect the clutch issue. Client is also bringing in the vehicle for an SRS / AIR BAG WARNING LIGHT coming on intermittently (3rd time repair attempt). Client indicates there have been multiple repairs to the SRS system (wire harness, etc.) I verified on the client's claim history a list of SRS related repairs. Client will be provided with a loan vehicle during the diagnosis / repair visit. I advised the client I would follow up with him and the dealership next week when the vehicle is at the dealership. I asked the client to contact me should he have any additional concerns in the meantime. The client thanked me and the call ended.

\*\*\* CASE FULFILL 3/2/2007 8:52:55 AM, jwong

Fulfilled for [REDACTED] due 03/01/2007 02:00:00 PM.

\*\*\* NOTES 3/12/2007 12:30:05 PM, jwong, Action Type : Call to Dealer  
\*\*\*Spoke to Service Manager (Tony) 1227\*\*\*

Tony indicated the vehicle is still in the shop. Vehicle is being repaired for RATTLE NOISES and is being investigated for the client's clutch pedal noise complaint. Tony indicated the clutch pedal noise may be normal. Tony indicated he will be contacting the client when the vehicle is ready for pickup. Call ended.

\*\*\* CASE MODIFY 3/12/2007 12:32:36 PM, jwong

into WIP IE- Gary Barr and Status of Solving.

\*\*\* COMMIT 3/12/2007 1:21:52 PM, jwong, Action Type : N/A

Follow up with dealership / client.

\*\*\* NOTES 3/12/2007 4:52:39 PM, jwong, Action Type : Call to Dealer

\*\*\*NOTE: Advised by DPSM (Gary) that Paul (SM from Acura of Stevens Creek) is the new Service Manager at the dealership \*\*\*

\*\*\*Call to Service Manager (Paul)\*\*\* 1646 HRS

No answer; I proceeded to leave a voicemail message. I asked Paul to contact me regarding this client's case. I referenced the client's NAME, and COMPLAINT. I advised Paul that I have been working with Tony regarding the current ACS cases and wanted to get him up to speed. Message ended.

\*\*\* CASE FULFILL 3/15/2007 9:44:16 AM, jwong

Fulfilled for [REDACTED] due 03/15/2007 11:00:00 AM.

\*\*\* NOTES 3/15/2007 9:50:25 AM, jwong, Action Type : Call to Customer



Case History

Case ID: [REDACTED] Case Title: IE-(SUNNYVALE)-[REDACTED] CLUTCH PEDAL ISSUE

\*\*\*Call to client 0943 HRS\*\*\*

I asked the client if he had been in contact with his dealership regarding the repairs to his vehicle. The client stated he was updated by the dealership regarding his complaints yesterday or the day before and is awaiting repair completion. I advised the client that I will follow up with the dealership and contact him with any new information that arises. The client thanked me and the call ended.

\*\*\* NOTES 3/15/2007 10:01:57 AM, jwong, Action Type: Call to Dealer

\*\*\*Call to dealership (Tony/Paul) 0956 HRS\*\*\*

---&gt; Tony not available; attempted to connect with Paul (Service Manager).

No answer; proceeded to leave a voicemail message. I asked Paul to contact me regarding the client's vehicle. I provided my direct phone number for contact. Message ended.

\*\*\* CASE MODIFY 3/15/2007 10:22:15 AM, jwong

into WIP IE- Gary Barr and Status of Solving.

\*\*\* NOTES 3/15/2007 10:35:25 AM, jwong, Action Type: Call from Customer

\*\*\*Call from Service Manager (Paul)\*\*\* 1023 HRS

Paul indicated the technician is currently test driving the vehicle and will contact me later with an update.

\*\*\* COMMIT 3/15/2007 10:35:39 AM, jwong, Action Type: N/A

Follow up with dealership if no response.

\*\*\* CASE FULFILL 3/16/2007 9:29:00 AM, jwong

Fulfilled for [REDACTED] due 03/16/2007 10:00:00 AM

\*\*\* NOTES 3/16/2007 9:29:07 AM, jwong, Action Type: Call to Dealer

\*\*\*Call to Service Manager (Paul) 0925 HRS\*\*\* 408.733.2400

No answer; proceeded to leave a voicemail message. I asked Paul to contact me regarding the status of repairs. Message ended.

\*\*\* COMMIT 3/16/2007 9:29:18 AM, jwong, Action Type: N/A

Contact Dealership if no response.

\*\*\* NOTES 3/16/2007 10:02:58 AM, jwong, Action Type: Call from Dealer

\*\*\*Call from Service Manager (Paul) 0943\*\*\*

\*\*\*Clutch Master Cylinder replaced for pedal click noise\*\*\*

Paul indicated the client's vehicle had been picked up last night and the client was reassured that ACURA would stand behind the problem (pedal click noise) if it happened again. I thanked Paul and the call ended.

\*\*\* NOTES 3/16/2007 10:06:32 AM, jwong, Action Type: Call to Customer

\*\*\*Call to client 1003 HRS\*\*\*

Client indicated that his vehicle had NOT been picked up and he has not been in contact with the dealership. I apologized to the client and advised him that I would be contacting the dealership. Call ended.

Case History

Case ID : [REDACTED] Case Title : IE-(SUNNYVALE)-[REDACTED]-CLUTCH PEDAL ISSUE

\*\*\* NOTES 3/16/2007 10:09:57 AM, jwong, Action Type : Call to Dealer  
\*\*\*Call to Service Manager (Paul) 1006 HRS\*\*\*

No answer; proceeded to leave a voicemail message. I advised Paul that the client has NOT picked up his vehicle and was unaware of the status on his repairs. I asked Paul to contact me. Message ended.

\*\*\* CASE MODIFY COMMITMENT 3/16/2007 10:10:36 AM, jwong  
with [REDACTED] due 03/16/2007 02:45:00 PM.

\*\*\* NOTES 3/19/2007 3:57:17 PM, jwong, Action Type : Call from Dealer  
\*\*\*Call from Service Manager (Paul) 1552 HRS\*\*\*

OPDS unit is being installed today. Clutch master replaced. Client scheduled to pick up tomorrow.

\*\*\* NOTES 3/19/2007 4:16:05 PM, jwong, Action Type : Call to Customer  
\*\*\*Call to client 1611 HRS\*\*\* [REDACTED]

I advised the client that the dealership indicated the OPDS sensor was being installed and the clutch master cylinder had been replaced. The client indicated that the dealership (Tony) advised that they will contact him when the vehicle was ready. The client thanked me and indicated he would call me if there was anything else he needed. Call ended.

\*\*\* NOTES 3/20/2007 9:11:43 AM, jwong, Action Type : Note-Resolution  
RESOLUTION: Client's vehicle repaired. Client will contact ACS if there are any issues that arise

\*\*\* SUBCASE [REDACTED] CREATE 3/20/2007 9:12:39 AM, jwong  
Created in WIP Default with Due Date 3/20/2007 9:12:39 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 3/20/2007 9:12:58 AM, jwong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 3/20/2007 9:13:01 AM, jwong  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 3/20/2007 9:13:02 AM, jwong  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/20/2012 10:46:07 AM  
 Case Originator : Kristine Cabanatan (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 3/1/2012 4:34:23 PM  
 Case Owner : Kharis Catchings (Team AD) Method : Phone Queue : Days Open : 10  
 Last Closed By : Kharis Catchings (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] BATTERY/SRS INDICATOR 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 : SUNNYVALE, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] #9  
 VIN Type / No : US VIN / JH4CL969240 [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 58,000  
 In Service Date : 06/06/2003  
 Months In Use : 104  
 Engine Number : K24A21007151  
 Originating Dealer No / Name : 251081 / MIKE HARVEY ACURA  
 Selling Dealer No. / Name : 251074 / SUNNYVALE ACURA  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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] PRODUC	Subcase Close	Product	Operation	710	Battery
[REDACTED] PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kristine Cabanatan	Type 1 : Product	Status : Subcase Close	Open Date : 2/20/2012 1:45:53 PM
Issue Owner : Kristine Cabanatan	Type 2 : Operation	Queue :	Close Date : 2/20/2012 1:46:40 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 710 / Battery  
 Condition Code Desc : 12V Battery 7101  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to Dealer  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kristine Cabanatan	Type 1 : Product	Status : Subcase Close	Open Date : 2/20/2012 1:46:16 PM
Issue Owner : Kristine Cabanatan	Type 2 : Operation	Queue :	Close Date : 2/20/2012 1:46:41 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : 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] BATTERY/SRS INDICATOR ISSUE

\*\*\* CASE CREATE 2/20/2012 10:46:07 AM, kcabanat

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

\*\*\* CASE MODIFY 2/20/2012 10:49:57 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/20/2012 10:54:42 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* NOTES 2/20/2012 11:03:47 AM, kcabanat, Action Type: Call from Customer

ACR accepted WT Honda Call Center

Client's contact information was verified.

Client called regarding an issue with the battery and also the SRS Indicator light remains on.

Client stated she has had the battery replaced 3-4 times.

Client recently had the battery replaced on Feb 3rd by Honda Redwood City.

Client then had it replace 10 months before by Triple A and then 8 months before by Honda Redwood City.

Client stated recently she has been having an issue with starting the vehicle.

Client stated she would drive the vehicle one day and the following day the vehicle won't start.

Client stated there was a time she drove to the grocery store, vehicle was parked for 30 mins, came back and the vehicle won't start.

Client stated the indicators come on, and when she starts the vehicle there is a "terrible sound" that she can't describe.

Client also stated intermittently the SRS indicator light will remain on.

Client has to turn on and off the vehicle for the SRS light to turn off.

Client stated she wanted to see if Acura knows why she is having a problem.

I apologized to the client regarding her concern.

I explained to the client ACR is not a tech call center and advised client to have the vehicle visually inspected by the Acura dlr to confirm the issue and determine the corrective action.

Client thanked me and the call was ended.

\*\*\* SUBCASE [REDACTED] CREATE 2/20/2012 1:45:53 PM, kcabanat

Created in WIP Default with Due Date 2/20/2012 1:45:53 PM.

\*\*\* SUBCASE [REDACTED] CREATE 2/20/2012 1:46:16 PM, kcabanat

Created in WIP Default with Due Date 2/20/2012 1:46:16 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 2/20/2012 1:46:40 PM, kcabanat

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/20/2012 1:46:41 PM, kcabanat

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

Case History

Case ID : [REDACTED] Case Title : [REDACTED] BATTERY/SRS INDICATOR ISSUE

\*\*\* SUBCASE [REDACTED] CLOSE 2/20/2012 1:46:41 PM, kcabanat

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE REOPEN 3/1/2012 4:16:29 PM, kcatchin

with Condition of Open and Status of Solving

\*\*\* NOTES 3/1/2012 4:34:19 PM, kcatchin, Action Type : Call from Customer

ACR verified client contact information

Client states that she's calling to follow up on her previous call regarding the condition of her vehicle

Client states she's now experiencing a problem starting the vehicle and it makes a grinding noise that comes from under the hood

Client states that she usually starts that vehicle with her foot on the brake pedal but started trying to start the vehicle by pressing the accelerator pedal

Client states that she knows the GM at Acura of Redwood City and has not gone there to have a diagnosis

ACR expressed understanding for the client's concern

ACR advised the client that ACR would like to assist the client with their concern but cannot provide technical assistance over the phone

ACR advised the client that the best resource for her to use is to make an appointment for inspection at her local Acura dealer

Client thanked ACR and the call was ended

\*\*\* CASE MODIFY 3/1/2012 4:34:21 PM, kcatchin

into WIP default and Status of Solving

\*\*\* CASE CLOSE 3/1/2012 4:34:23 PM, kcatchin

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/18/2010 4:26:57 PM  
 Case Originator : Waderia Lambert (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 6/18/2010 4:33:38 PM  
 Case Owner : Waderia Lambert (Team CB) Method : Phone Queue : Days Open : 0  
 Last Closed By : Waderia Lambert (Team CB) Point of Origin : Customer Wipbin  
 Case Title : [REDACTED] SRS LIGHT ON No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] S55  
 VIN Type / No. : US VIN / JH4CL9S854C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 75,000  
 In Service Date : 06/21/2003  
 Months In Use : 84  
 Engine Number : K24A21009525  
 Originating Dealer No. / Name : 251092 / HINSHAW'S ACURA  
 Selling Dealer No. / Name : 251092 / HINSHAW'S 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 :  
 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] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 6/18/2010 4:33:30 PM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 6/18/2010 4:33:38 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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 : [REDACTED] - SRS LIGHT ON

\*\*\* CASE CREATE 6/18/2010 4:26:57 PM, wlambert

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/18/2010 4:26:59 PM, wlambert

WARRANTY CHECK 06/18/2010 04:26:59 PM wlambert

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/18/2010 4:27:02 PM, wlambert

CLAIM CHECK 06/18/2010 04:27:02 PM wlambert

The following Claim History information was found

0; 2007-06-15; 251533; 118581; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES)

\*\*\* CASE CAMPAIGN LOOKUP 6/18/2010 4:27:04 PM, wlambert

CAMPAIGN CHECK 06/18/2010 04:27:04 PM wlambert

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 03/01/05, FX;

06-050; Q27 [REDACTED] Class Action Acura, ; ;

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

07-016; Q36; 04-05 TSX HI

\*\*\* CASE VSC LOOKUP 6/18/2010 4:27:06 PM, wlambert

VSC-CUC CHECK 06/18/2010 04:27:06 PM wlambert

No data found for VIN.

\*\*\* CASE MODIFY 6/18/2010 4:27:10 PM, wlambert

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/18/2010 4:30:29 PM, wlambert

into WIP default and Status of Solving.

\*\*\* NOTES 6/18/2010 4:32:49 PM, wlambert, Action Type = Call from Customer

The client called to report the SRS light is on. The client wanted to know if the seat belt has anything to do with the light.

The client's contact information was verified.

The client was advised the seat belt is part of the SRS system. The client was advised the vehicle should be inspected at the Acura dealership. The client was advised if the problem with the SRS light falls under the seat belt warranty than the inspection fee is covered. The client was advised about the power steering hose recall. I asked if the client needed additional assistance and the client declined.

\*\*\* SUBCASE [REDACTED] CREATE 6/18/2010 4:33:30 PM, wlambert

Created in WIP Default with Due Date 6/18/2010 4:33:30 PM.

\*\*\* CASE MODIFY 6/18/2010 4:33:36 PM, wlambert

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 6/18/2010 4:33:38 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON

\*\*\* CASE CLOSE 6/18/2010 4:33:38 PM, wlambert

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 9/10/2009 9:41:31 AM  
 Case Originator : Richard Miller (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 9/10/2009 10:12:25 AM  
 Case Owner : Richard Miller (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Richard Miller (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] SRS UNIT/COMPRESSOR/CLUTCH CONCERNS 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 : NORCROSS, GA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1542  
 VIN Type / No : US VIN / JH4CL958X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 72,388  
 In Service Date : 08/16/2003  
 Months In Use : 73  
 Engine Number : K24A21013524  
 Originating Dealer No. / Name : / PYE ACURA  
 Selling Dealer No. / Name : / PYE 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 : 251367 / ACURA CARLAND  
 Phone No. : 770-623-9211  
 Address : 3403 SATELLITE BL,  
 City / State / Zip : DULUTH, GA 30096  
 Svc District / Sls District : 04C / B04  
 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	752	SRS
[REDACTED]	Subcase Close	Product	Operation	614	A/C Compressor
[REDACTED]	Subcase Close	Product	Operation	210	Clutch

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2009 10:04:48 AM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 9/10/2009 10:05:11 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information, 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 : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2009 10:11:13 AM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 9/10/2009 10:11:29 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 614 / A/C Compressor  
 Condition Code Desc : Any 6140  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to Dealer, Documented Concern, Provided Information  
 Component Category : 13 - Visibility  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2009 10:12:00 AM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 9/10/2009 10:12:19 AM
Issue Title : ██████████	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 210 / Clutch  
 Condition Code Desc : Other 210X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information, Assist Denied  
 Component Category : 10 - Power Train  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS UNIT/COMPRESSOR/CLUTCH CONCERNS

\*\*\* CASE CREATE 9/10/2009 9:41:31 AM, rmiller

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/10/2009 9:41:33 AM, rmiller

WARRANTY CHECK 09/10/2009 09:41:33 AM rmiller

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/10/2009 9:41:41 AM, rmiller

CLAIM CHECK 09/10/2009 09:41:40 AM rmiller

The following Claim History information was found

0; 2007-03-17; 251041; 676502; 510; 123505 ; PROGRAMMED FUEL INJECTION (PGM-FI) CODES/OPERATING DATA  
- RETRIEVE OR CLEAR CODES WITH THE HONDA DIAGNOSTI

\*\*\* CASE CAMPAIGN LOOKUP 9/10/2009 9:41:45 AM, rmiller

CAMPAIGN CHECK 09/10/2009 09:41:45 AM rmiller

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 09/20/05; 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 9/10/2009 9:41:48 AM, rmiller

VSC CHECK 09/10/2009 09:41:48 AM rmiller

The following VSC information was found

.....0;0;;0.0

\*\*\* CASE CUC LOOKUP 9/10/2009 9:41:48 AM, rmiller

CUC CHECK 09/10/2009 09:41:48 AM rmiller

The following CUC information was found

[REDACTED] ACTIVE;105000;32175;65100;2007-08-16;2010-08-16;;2006-05-05;2006-05-05;251041;;0;2006-05-31;2006-05-15

\*\*\* CASE CAMPAIGN LOOKUP 9/10/2009 9:51:38 AM, rmiller

CAMPAIGN CHECK 09/10/2009 09:51:38 AM rmiller

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 09/20/05; FX;  
06-050; Q27; [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 04/16/07; FX;  
07-016; Q36; 04-

\*\*\* NOTES 9/10/2009 10:04:08 AM, rmiller, Action Type : Call from Customer

Verified contact information.

He states he purchased the vehicle on September 5th '09. 5 days ago.

Mr. [REDACTED] called ACS stating he went to Acura Carland 2 days ago because the A/C stopped blowing cold air and making a squeaking noise. He states his friend, Matt, is a Master Tech at the dealer. No Invoice was created for the Diagnosis. Matt told the client the A/C Compressor needs to be replaced.

Matt also told the client the SRS light is also on and the unit needs to be replaced. Client was quoted \$400/part for the Compressor and \$424/part for the SRS Unit. Matt said he can do the repair after hours.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS UNIT/COMPRESSOR/CLUTCH CONCERNS

Client is frustrated stating he saved up his "life savings", \$10,000, and now he is having numerous issues with this vehicle.

Also, he states sometimes the clutch gets stuck and pops when pushing it down. No diagnosis.

Client states he has owned 6 Acura/Hondas. Client said he seen online to call Acura for Goodwill Service.

I apologized for the inconvenience and frustration.

I verified with the client the vehicle is out of it's 4/50 warranty. He understood. I verified the vehicle was purchased as-is 5 days ago so there is no saying how long these issue has been going on. He understood and agreed. I informed the client if he is looking for assistance he will first need to take the vehicle into a dealer for a "formal" diagnosis. A Invoice will need to be generated. He will need to speak to a SA and then SM requesting assistance.

I informed there is no guarantee due to the vehicle being out of warranty and he purchasing it as-is. I also informed the clutch is a wear and tear item that carries no warranty. He understood and thanked me.

I provided the case number for reference if there is any further concerns.

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

\*\*\* CASE MODIFY 9/10/2009 10:04:28 AM, rmiller

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 9/10/2009 10:04:48 AM, rmiller

Created in WIP Default with Due Date 9/10/2009 10:04:48 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 9/10/2009 10:05:11 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CREATE 9/10/2009 10:11:13 AM, rmiller

Created in WIP Default with Due Date 9/10/2009 10:11:13 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 9/10/2009 10:11:29 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CREATE 9/10/2009 10:12:00 AM, rmiller

Created in WIP Default with Due Date 9/10/2009 10:12:00 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 9/10/2009 10:12:19 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/10/2009 10:12:21 AM, rmiller

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/10/2009 10:12:25 AM, rmiller

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/18/2011 10:55:01 AM	
Case Originator :	Erica Ashley (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/18/2011 11:03:16 AM
Case Owner :	Erica Ashley (Team CK)	Method :	Phone	Queue :	Days Open : 0		
Last Closed By :	Erica Ashley (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	- AIRBAG LIGHT			No. of Attachments :	0		

**Site / Contact Info :**

Site Name :  
 Dealer No. :  
 Site Phone No. :  
 Contact Name :  
 Day Phone No. :  
 Evening Phone No. :  
 Cell / Pager No. :  
 Fax No. :  
 Address :  
 City / State / Zip : HONOLULU, HI  
 E Mail :  
 Svc District / SIs District : /

**Product Info :**

Unit Owner :  
 VIN Type / No. : US VIN / JH4CL96854C  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 40,000  
 In Service Date : 09/16/2003  
 Months In Use : 92  
 Engine Number : K24A21016617  
 Originating Dealer No. / Name : 251156 / PFLUEGER ACURA  
 Selling Dealer No. / Name : 251156 / PFLUEGER ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 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 :  
 Phone No. :  
 Address :  
 City / State / Zip :  
 Svc District / SIs District : /  
 Warranty Labor Rate / Date : /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRO	Subcase Close	Product	Operation	752	SRS



Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2011 10:58:03 AM
Issue Owner : Erica Ashley	Type 2 : Operation	Queue :	Close Date : 5/18/2011 11:03:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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 LIGHT

\*\*\* CASE CREATE 5/18/2011 10:55:01 AM, eashley

Contact - [REDACTED] Priority - N/A, Status - Solving,

\*\*\* CASE MODIFY 5/18/2011 10:55:39 AM, eashley

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/18/2011 10:55:40 AM, eashley

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/18/2011 10:55:41 AM, eashley

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 5/18/2011 10:58:03 AM, eashley

Created in WIP Default with Due Date 5/18/2011 10:58:03 AM.

\*\*\* CASE MODIFY 5/18/2011 10:58:09 AM, eashley

into WIP default and Status of Solving.

\*\*\* NOTES 5/18/2011 11:03:04 AM, eashley, Action Type : Call from Customer

The client contact was verified (name, address, phone [REDACTED]  
40000k miles.

The client called about the airbag light came on, on the display and he believe it be related to the side curtain airbag. He bought the vehicle in 2003 and was just wondering about coverage. I told him that there is no warranyt coverage and any diagnosis/repair will be at his expense. The exception would be if the seat belt itself is defective where there would be a lifetime warranty.

I ended the call thanking the client for calling AHM when there were no other inquiries.

\*\*\* CASE MODIFY 5/18/2011 11:03:07 AM, eashley

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/18/2011 11:03:12 AM, eashley

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 5/18/2011 11:03:16 AM, eashley

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/18/2011 11:03:16 AM, eashley

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Honda, Auto Condition : Closed Open Date : 6/9/2010 2:43:28 PM  
 Case Originator : Waderia Lambert (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 6/9/2010 2:49:56 PM  
 Case Owner : Waderia Lambert (Team CB) Method : Phone Queue : Days Open : 0  
 Last Closed By : Waderia Lambert (Team CB) Point of Origin : Customer Wpbin :  
 Case Title : ██████████ DEALERSHIP LOCATION No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 52  
 VIN Type / No. : US VIN / JH4CL96854C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 84,000  
 In Service Date : 09/29/2003  
 Months In Use : 81  
 Engine Number : K24A21017115  
 Originating Dealer No. / Name : 251078 / STERLING MCCALL ACURA  
 Selling Dealer No. / Name : 251078 / STERLING MCCALL ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : SL  
 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 : 251036 / GILLMAN ACURA  
 Phone No. : 281-821-1100  
 Address : 18002 NORTH FREEWAY  
 City / State / Zip : HOUSTON, TX 77073  
 Svc District / Sls District : 06C / B06  
 Warranty Labor Rate / Date : \$126.72 /  
 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
██████████ DEALER LO	Subcase Close	Dealer Location	Locate / Info		
██████████ CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 6/9/2010 2:47:03 PM
Issue Owner : Waderia Lambert	Type 2 : Locate / Info	Queue :	Close Date : 6/9/2010 2:49:56 PM
Issue Title : [REDACTED] DEALER LOCATION - LOCATE / INFO			

**Coding Info :**

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

**Solution / Linked Resolution Info :**

Solution ID :      Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/9/2010 2:49:28 PM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 6/9/2010 2:49:56 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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 : [REDACTED] DEALERSHIP LOCATION

\*\*\* CASE CREATE 6/9/2010 2:43:28 PM, wlambert

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/9/2010 2:43:31 PM, wlambert

WARRANTY CHECK 06/09/2010 02:43:31 PM wlambert

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/9/2010 2:43:33 PM, wlambert

CLAIM CHECK 06/09/2010 02:43:33 PM wlambert

The following Claim History information was found

0; 2007-08-21; 251004; 336204; 510; 712103 ; HEADLIGHT UNIT, LEFT. INCLUDES; AIM HEADLIGHTS. S/B#

04-041

\*\*\* CASE CAMPAIGN LOOKUP 6/9/2010 2:43:40 PM, wlambert

CAMPAIGN CHECK 06/09/2010 02:43:40 PM wlambert

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 11/03/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; 08/23/07; FX;

07-016; Q36; 04

\*\*\* CASE VSC LOOKUP 6/9/2010 2:43:42 PM, wlambert

VSC CHECK 06/09/2010 02:43:42 PM wlambert

The following VSC information was found

[REDACTED] V002227364;AC1;ACURA CERTIFIED PRE-OWNED UPSELL PLAN;CANCELLED;2007-07-02;2005-02-12;2

010-09-28;100000;13670;251078;0.00

\*\*\* CASE CUC LOOKUP 6/9/2010 2:43:42 PM, wlambert

CUC CHECK 06/09/2010 02:43:42 PM wlambert

The following CUC information was found

[REDACTED] ACTIVE;105000;13670;65100;2007-09-29;2010-09-29;;2005-02-12;2005-02-12;251078;;0;2005-

02-28;2005-02-14

\*\*\* CASE MODIFY 6/9/2010 2:43:48 PM, wlambert

into WIP default and Status of Solving.

\*\*\* NOTES 6/9/2010 2:45:24 PM, wlambert, Action Type : Call from Customer

The customer received a notice regarding the power steering recall. The customer would like to know the nearest dealership in order to have the recall completed.

The customer's contact information was verified.

I provided the customer the phone number to Gillman Acura and that number was 281-821-1100.

The customer was asked if they needed additional assistance and the customer declined.

\*\*\* CASE MODIFY 6/9/2010 2:45:33 PM, wlambert

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DEALERSHIP LOCATION

\*\*\* NOTES 6/9/2010 2:46:41 PM, wlambert, Action Type : Note-General

The client stated the SRS light is on. The client wanted to know if the vehicle part of SRS recall. The client was advised the vehicle is not part of the recall.

\*\*\* SUBCASE [REDACTED] CREATE 6/9/2010 2:47:03 PM, wlambert

Created in WIP Default with Due Date 6/9/2010 2:47:03 PM.

\*\*\* SUBCASE [REDACTED] CREATE 6/9/2010 2:49:28 PM, wlambert

Created in WIP Default with Due Date 6/9/2010 2:49:28 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 6/9/2010 2:49:56 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 6/9/2010 2:49:56 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/9/2010 2:49:56 PM, wlambert

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 3/11/2013 8:48:48 AM  
 Case Originator : Adrian Provenza (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 3/18/2013 8:31:34 AM  
 Case Owner : Andrew Harrison (Team AB) Method : Phone Queue : Days Open : 7  
 Last Closed By : Andrew Harrison (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : 6C - [REDACTED] - REIMBURSEMENT SEAT BELT BUCKLE 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 : AUSTIN, TX [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 704  
 VIN Type / No. : US VIN / JH4CL96884C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 116,000  
 In Service Date : 12/04/2003  
 Months In Use : 111  
 Engine Number : K24A21021699  
 Originating Dealer No. / Name : 251470 / VANDERGRIF ACURA  
 Selling Dealer No. / Name : 251416 / MAC CHURCHILL ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 251518 / STERLING ACURA OF AUSTIN  
 Phone No. : 512-691-3800  
 Address : 4801 IH-35 SOUTH  
 City / State / Zip : AUSTIN, TX 78744  
 Svc District / Sls District : 06C / B06  
 Warranty Labor Rate / Date : \$93.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Andrew Harrison	Type 1 : Product	Status : Subcase Close	Open Date : 3/11/2013 4:23:47 PM
Issue Owner : Andrew Harrison	Type 2 : Operation	Queue :	Close Date : 3/18/2013 8:31:34 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist - AHM 100%  
 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
04816-SEC-A12ZC	BUCKLE SET *YR240L*	Not Applicable

**Check Req Info :**

Check Requisition No. : 12387  
 Primary Amount : \$75.13  
 Incidental Type 1 / Amount : Not Applicable / \$0.00  
 Incidental Type 2 / Amount : Not Applicable / \$0.00  
 Total Amount : \$75.13  
 Approved By : fswartwo  
 Approval Date : 3/13/2013  
 Status : PROCESSED  
 Check No. : 2029237  
 Check Date : 3/15/2013

Payee Name : ██████████  
 Address : ██████████  
 City / State / Zip : AUSTIN, TX ██████████  
 Campaign Template # :  
 Contention Code : 01201  
 Defect Code : 03214  
 Category : Regular  
 Failed Part # : 04816-SEC-A12zC



Case History

Case ID : [REDACTED] Case Title : 6C [REDACTED] - REIMBURSEMENT SEAT BELT BUCKLE

\*\*\* CASE CREATE 3/11/2013 8:48:48 AM, aproven

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

\*\*\* NOTES 3/11/2013 8:52:38 AM, aproven, Action Type : Call from Customer

Transfer call from Chino

Client is calling ACR because he would like reimbursement for seat belt buckle replacement. The SRS light would come on randomly when sitting and buckling belt, light at times would stay on and at times not. Client took it to the dealership and they told him that they were not able to communicate with SRS system and would charge him \$300 for diagnosis to find out why there was no communication.

Client purchased seat belt buckle from dealership. He replaced it himself and now the problem is gone. He diagnosed it himself. Replaced belt buckle and verified cause of failure by checking continuity that was stated in the seat belt buckle box. Client purchased the part brand new at Sterling Acura in Austin, TX.

\*\*\* CASE MODIFY 3/11/2013 8:55:20 AM, aproven

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 3/11/2013 8:55:30 AM, aproven

from WIP default to Queue Acura Team B.

\*\*\* CASE MODIFY 3/11/2013 8:55:35 AM, aproven

into WIP default and Status of Solving.

\*\*\* CASE ACCEPT 3/11/2013 10:23:28 AM, aharriso

from Queue Acura Team B to WIP default.

\*\*\* COMMIT 3/11/2013 10:34:33 AM, aharriso, Action type : N/A

client

\*\*\* CASE MODIFY 3/11/2013 10:34:48 AM, aharriso

into WIP default and Status of Solving.

\*\*\* NOTES 3/11/2013 10:55:50 AM, aharriso, Action Type : Call to Dealer

I spoke to the SA at the dlr. He stated that the client came into the dlr in December with the SRS light on. He stated they did a slight diagnostic and the onboard unit would not communicate with the diagnostic tool and further diagnostic was required. He stated that the client declined anything further at that point. I asked him if it was determined what part was bad and the SA stated there is no way of determining that. I thanked him.

\*\*\* NOTES 3/11/2013 11:05:51 AM, aharriso, Action Type : Call to Customer

I left the client a VM stating to fax/email in the invoice for the part. I provided the email and fax number. I provided my contact information and asked for a call back.

\*\*\* CASE MODIFY 3/11/2013 11:05:53 AM, aharriso

into WIP default and Status of Solving.

\*\*\* CASE FULFILL 3/11/2013 11:05:58 AM, aharriso

Fulfilled for [REDACTED] due 03/11/2013 12:00:00 PM.

\*\*\* COMMIT 3/11/2013 11:05:59 AM, aharriso, Action Type : N/A

client?

\*\*\* CASE MODIFY 3/11/2013 11:06:12 AM, aharriso

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 3/11/2013 1:51:12 PM, aharriso

Case History

Case ID : [REDACTED] Case Title : 6C-[REDACTED]-REIMBURSEMENT SEAT BELT BUCKLE

into WIP default and Status of Solving.

\*\*\* NOTES 3/11/2013 1:59:51 PM, pbongco, Action Type : Letter/Fax

On 03/11/13 ACR received a 1-page fax from the client regarding previous issue

\*\*\* CASE ADD ATTACHMENT 3/11/2013 2:00:27 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\ [REDACTED].PDF

\*\*\* NOTES 3/11/2013 2:55:09 PM, aharriso, Action Type : Call to Customer

I spoke to the client regarding the issue. I asked the client how he arrived at the diagnosis that he did. The client stated that the seatbelt sign would be intermittent and even if the seatbelt was not buckled. He stated he did his research and tested the seatbelt. The client stated he was not getting continuity between the points of contact in the seatbelt. The client stated now that he has replaced it, everything has been working fine. The client stated that he was unimpressed with the dealer's ability to fix the issue. He stated they just hooked up the system to it and was not willing to do anything else about it. I advised the client that this is not covered under warranty because it is an electrical component. I advised the client that Acura would be willing to cover the cost of the seat belt buckle for him of \$75.13. The client thanked me and I verified his address and stated the check would be mailed on Friday. The client needed no further assistance.

\*\*\* CASE FULFILL 3/11/2013 2:55:35 PM, aharriso

Fulfilled for [REDACTED] due 03/12/2013 12:00:00 PM

\*\*\* COMMIT 3/11/2013 2:55:36 PM, aharriso, Action Type : N/A

checkreq

\*\*\* CASE MODIFY 3/11/2013 2:55:48 PM, aharriso

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 3/11/2013 4:23:47 PM, aharriso

Created in WIP Default with Due Date 3/11/2013 4:23:47 PM.

\*\*\* CASE MODIFY 3/11/2013 4:26:52 PM, aharriso

into WIP Reimbursements and Status of Solving.

\*\*\* SUBCASE [REDACTED] DISPATCH 3/11/2013 4:27:37 PM, aharriso

from WIP default to Queue Ck Req - Swartwout.

\*\*\* CASE MODIFY 3/11/2013 4:27:55 PM, aharriso

into WIP Reimbursements and Status of Solving.

\*\*\* CASE MODIFY 3/11/2013 4:28:21 PM, aharriso

into WIP Reimbursements and Status of Solving.

\*\*\* CASE FULFILL 3/11/2013 4:29:28 PM, aharriso

Fulfilled for [REDACTED] due 03/11/2013 04:00:00 PM.

\*\*\* COMMIT 3/11/2013 4:29:34 PM, aharriso, Action Type : N/A

mail check

\*\*\* CASE MODIFY 3/11/2013 4:29:47 PM, aharriso

into WIP Reimbursements and Status of Solving.

\*\*\* SUBCASE [REDACTED] 3/13/2013 12:06:53 PM, fswartwo, Action Type :

Check Requisition for 75.13 \$ submitted

Case History

Case ID : [REDACTED] Case Title : 6C - [REDACTED] REIMBURSEMENT SEAT BELT BUCKLE

Check Requisition for 75.13 \$ submitted by fswartwo

\*\*\* SUBCASE [REDACTED] RETURN 3/13/2013 12:07:08 PM, fswartwo  
from Queue Ck Req - Swartwout to WIP Reimbursements\*\*\* CASE MODIFY COMMITMENT 3/14/2013 3:56:13 PM, aharriso  
with [REDACTED] due 03/15/2013 03:00:00 PM.\*\*\* NOTES 3/15/2013 4:01:36 PM, aharriso, Action Type : Letter/Fax  
March 15, 2013[REDACTED]  
AUSTIN, TX [REDACTED]Re: 2004 Acura TSX  
VIN: JH4CL96884C [REDACTED]

Dear Mr. [REDACTED]

Acura Client Relations has agreed to reimburse you, in the interest of customer satisfaction, for the seat buckle you paid for out of pocket on March 6, 2013. Please find enclosed check [REDACTED] in the amount of \$75.13. We apologize for any inconvenience involved in this matter, but are pleased to be able to offer our assistance. Please feel free to contact our office, should the need arise, through our toll-free number, 1-800-382-2238 ext 114623.

Thank you for your patience in this matter.

Sincerely,

Andrew Harrison  
Acura Client Relations  
Case Number [REDACTED]\*\*\* CASE MODIFY 3/15/2013 4:01:44 PM, aharriso  
into WIP Reimbursements and Status of Solving.\*\*\* CASE FULFILL 3/15/2013 4:01:48 PM, aharriso  
Fulfilled for [REDACTED] due 03/15/2013 03:00:00 PM.\*\*\* COMMIT 3/15/2013 4:01:56 PM, aharriso, Action Type : N/A  
close case\*\*\* CASE MODIFY 3/15/2013 4:02:11 PM, aharriso  
into WIP Reimbursements and Status of Solving.

\*\*\* SUBCASE [REDACTED] COMMIT 3/18/2013 8:01:21 AM, aharriso, Action Type : External Commitment

Check processed for check req no = 12387 on 2013-03-15-00.00.000000

\*\*\* SUBCASE [REDACTED] CLOSE 3/18/2013 8:31:34 AM, aharriso  
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 6C - [REDACTED] REIMBURSEMENT SEAT BELT BUCKLE

\*\*\* CASE CLOSE 3/18/2013 8:31:34 AM, aharriso

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 8/25/2011 3:45:50 PM  
 Case Originator : Johnny Gonzalez (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 10/28/2011 12:28:10  
 Case Owner : Kharis Catchings (Team AD) Method : Phone Queue : Days Open : 64  
 Last Closed By : Kharis Catchings (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : 01C [REDACTED] DOME HEADLIGHT CONCERN, SRS LIGHT CONCERN. No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JH4CL96894C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 91,000  
 In Service Date : 12/19/2003  
 Months In Use : 92  
 Engine Number : K24A21022411  
 Originating Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Selling Dealer No. / Name : 251064 / DCH TUSTIN ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : SM  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC 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 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	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2011 2:29:11 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 9/1/2011 2:29:26 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Operates as Designed, 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 : 01C [REDACTED] DOME HEADLIGHT CONCERN, SRS LIGHT CONCERN

\*\*\* CASE CREATE 8/25/2011 3:45:50 PM, jgonzal1

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

\*\*\* CASE MODIFY 8/25/2011 3:45:55 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2011 4:03:34 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2011 4:20:34 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* NOTES 8/25/2011 4:27:22 PM, jgonzal1, Action Type : Call from Customer

Client's information was verified.

Best contact number [REDACTED]

Client called ACR to advise he took the vehicle in to DCH TUSTIN ACURA a few weeks ago for inspection of the front dome lights as they would not come on. He advised the day before yesterday he finally took the vehicle in for the service and paid \$135 for the repair. He noted the repair last 2 days and then it went out again. He believes the dealer didn't do anything to the vehicle as there is a stain on the dome lighting molding of it that was on it before he took it in for service and is still there.

Client's contact is SA Freddy.

He then advised the radio knob was also replaced and paid \$30 for the service, he then found out from his friend the radio knob cost is \$30 for two not one

He asked if this is true, I advised the client he can call the dealer about the information but advised the RO should reflect what he paid for and the cost of it. He understood.

He also advised his SRS light comes on intermittently back in and has not had the dealer inspect it. I advised him to set up an appointment to have the system inspected as the SRS light coming on and staying on is an indication there is a problem with the SRS system. He understood.

Mr. [REDACTED] asked what are we going to do about his dome light concern, I advised I will file the concern and keep it on file for future reference on our end. I advised as far as the dealer goes he needs to call them to make them aware of the issue so they can further look into what may have caused the failure after the repair. He advised he doesn't feel comfortable taking it back, I advised ultimately he needs to give the dealer the opportunity to address the issue and any resolution will have to come from them. He stated he wants Acura's involvement. I advised what I can do for him is call the dealer to make them aware of his concern and set up an appointment for him however if he is not satisfied with the outcome after the service he is more than welcome to call ACR back to further address the issue. He understood, I advised him to hold while the dealer is contacted.

Call dropped while client was on hold.

\*\*\* NOTES 8/25/2011 4:28:42 PM, jgonzal1, Action Type : Note-General

Client would like to drop of the vehicle on Tuesday 8/30 at 8:00 AM.

\*\*\* CASE MODIFY 8/25/2011 4:28:53 PM, jgonzal1

into WIP Default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 01C [REDACTED] DOME HEADLIGHT CONCERN, SRS LIGHT CONCERN

\*\*\* CASE MODIFY 8/25/2011 4:29:07 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2011 4:29:43 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2011 4:47:40 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* NOTES 8/25/2011 4:54:07 PM, jgonzal1, Action Type : Call to Dealer  
ACR called DCH TUSTIN ACURA at [REDACTED]  
I provided outbound disclaimer.

I spoke with SA Kyle and provided a synopsis of the clients concern. I advised he would like to set up an appointment for Tuesday 8/30 at 8:00 AM to have the unit checked out again. I also advised him the client is concerned about the SRS light coming on and may want to have the unit inspected however to my understanding there will be a cost associated with the inspection of the SRS light, he confirmed and its \$65. I advised I will call the client and advised him of this potential cost but in the mean time I asked Kyle to set up the client for 8/30 at 8:00 AM to have the dome lights inspected. SA understood, I advised Kyle to make his SM aware of this clients concern, he advised he will make SM Eric know.

\*\*\* NOTES 8/25/2011 4:54:19 PM, jgonzal1, Action Type : Call to Dealer  
I called the dealer back at DCH TUSTIN ACURA,  
I provided outbound disclaimer.

I spoke with SM Eric about the client's concern and asked about the diagnosis rate as the client may want to have the vehicle inspected for and SRS issue. He advised they charge \$65 for the inspection and advised he will be expecting the client. I thanked him for the information and ended the call.

\*\*\* CASE MODIFY 8/25/2011 4:54:20 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* NOTES 8/25/2011 4:55:00 PM, jgonzal1, Action Type : Note-General  
Do to high call volume I was not able to call the client back.

\*\*\* CASE MODIFY 8/25/2011 4:55:02 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* COMMIT 8/25/2011 4:55:08 PM, jgonzal1, Action Type : N/A

Made to [REDACTED] Tue 08/26/2011 12:00:00 AM.  
call client...

\*\*\* CASE MODIFY 8/25/2011 4:55:23 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/25/2011 4:55:25 PM, jgonzal1  
into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 8/26/2011 6:57:41 AM, jgonzal1  
into WIP WIP and Status of Solving.

\*\*\* CASE MODIFY 8/26/2011 3:24:33 PM, jgonzal1



Case History

Case ID : [REDACTED] Case Title : 01C [REDACTED] DOME HEADLIGHT CONCERN, SRS LIGHT CONCERN

into WIP WIP and Status of Solving.

\*\*\* NOTES 8/26/2011 3:36:31 PM, jgonzall, Action Type : Call to Customer

I called client at [REDACTED]

I LVM advising him I was calling to advise I've made the SM Eric aware of his concern and set his appointment for 8/30 at 8:00 AM. I also advised him the dealer will inspect for the SRS issue he expressed concern for pending his approval of paying the inspection charge of \$65. I advised he can call the dealer to them the ok before dropping the vehicle off on Tuesday 8/30. I advised him at this time the case will be dispatched to our DCM to follow up with him and the dealer to ensure the vehicle is fixed right this time around.

\*\*\* CASE FULFILL 8/26/2011 3:36:38 PM, jgonzall

Fulfilled for [REDACTED] due 08/26/2011 12:00:00 AM.

\*\*\* CASE MODIFY 8/26/2011 3:42:19 PM, jgonzall

into WIP WIP and Status of Solving.

\*\*\* CASE MODIFY 8/26/2011 3:43:11 PM, jgonzall

into WIP WIP and Status of Solving.

\*\*\* CASE MODIFY 8/26/2011 3:57:51 PM, jgonzall

into WIP WIP and Status of Solving.

\*\*\* CASE DISPATCH 8/26/2011 4:12:43 PM, jgonzall

from WIP WIP to Queue Acura Team B.

\*\*\* CASE ACCEPT 8/26/2011 4:56:36 PM, rsaeini

from Queue Acura Team B to WIP default.

\*\*\* NOTES 9/1/2011 2:28:14 PM, rsaeini, Action Type : Call to Customer

Called the client and requested an update on the visit to the dealership.

The client said the dome light is functioning properly. The client stated that the SRS light was not illuminated when the vehicle was at the dealership and they were unable to duplicate the problem. The client stated that the dealership advised him to bring it back in when the SRS light illuminates again.

The client will work with the dealership to diagnose the problem if the light illuminates again.

The client thanked ACR for the follow up.

Thanked the client, ended the call.

\*\*\* CASE MODIFY 9/1/2011 2:28:19 PM, rsaeini

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/1/2011 2:28:37 PM, rsaeini

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] REATE 9/1/2011 2:29:11 PM, rsaeini

Created in WIP Default with Due Date 9/1/2011 2:29:11 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 9/1/2011 2:29:26 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 9/1/2011 2:29:28 PM, rsaeini

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 9/1/2011 2:29:30 PM, rsaeini

Case History

Case ID : [REDACTED] Case Title : 01C [REDACTED] DOME HEADLIGHT CONCERN, SRS LIGHT CONCERN.

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

\*\*\* CASE REOPEN 10/28/2011 11:20:08 AM, kcatchin  
with Condition of Open and Status of Solving.

\*\*\* NOTES 10/28/2011 12:16:31 PM, jespinoz, Action Type : Call from Customer

Verified contact info

Client contacted Acura and began asking to speak with a supervisor.

I attempted to understand the situation but when I began to explain the warranty the client would not let me speak and began speaking over me and would yell that he does not want to speak with me and wants his issue address through a supervisor. I explained the information to my TL and when I returned to the phone the call had dropped.

\*\*\* NOTES 10/28/2011 12:28:00 PM, kcatchin, Action Type : Call from Customer

ACR verified client contact

Client called to states that he will not pay the diagnostic fee

Client states that he does not understand why Acura will not take responsibility for a safety issue

Client states that he was told that if his SRS light is on his Airbags will not deploy

Client states that his airbags have never deployed

Client states that he's been to the dealership and all they did was reset the code and the light came a day later

Client states that the light comes on intermittently and he has not taken it to the dealership when the light has been on

ACR expressed empathy and understanding for the client's circumstances

ACR advised the client that Acura is willing to assist the client and take responsibility for the repair if that's what the diagnosis indicates that's what Acura's obligation is

ACR advised the client that a diagnosis is the crucial first step in determining why his SRS light is on, what the repair is, and allow Acura to review any offer of assistance to the client

ACR advised the client that he spoke to a DCM on 9/1/11 and was advised of the exact same issue and its in the client's best interest to have a diagnosis

Client stated that he wanted to speak to a supervisor and that he was frickin tired of hearing that he should have a diagnosis

ACR advised the client, after reviewing with RM, that he's already spoken to a supervisor and until he has a diagnosis Acura will be unable to assist the client

Client states that he will contact the SM at the dealership.

\*\*\* CASE MODIFY 10/28/2011 12:28:06 PM, kcatchin  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 10/28/2011 12:28:10 PM, kcatchin

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

### Spool Report

Run Date : 08/09/2013

#### Case Details

**Case ID :** [REDACTED]      **Division :** Acura - Auto      **Condition :** Closed      **Open Date :** 7/8/2011 10:34:57 AM  
**Case Originator :** Amanda Mosqueda (Team AC)      **Sub Division :** Customer Relations      **Status :** Closed      **Close Date :** 7/8/2011 10:51:16 AM  
**Case Owner :** Amanda Mosqueda (Team AC)      **Method :** Phone      **Queue :**      **Days Open :** 0  
**Last Closed By :** Amanda Mosqueda (Team AC)      **Point of Origin :** Customer      **W/phin :**      **No. of Attachments :** 0  
**Case Title :** [REDACTED] SIDEAIRBAG INDICATOR COMES ON

#### 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 :** CINTL, OH [REDACTED]  
**E Mail :** [REDACTED]  
**Svc District / Sls District :** /

#### Current Dealer Info :

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

**Product Info :**  
**Unit Owner :** [REDACTED] 002  
**VIN Type / No. :** US VIN / JH4CL96804C [REDACTED]  
**Model / Year :** TSX / 2004  
**Model ID / Product Line :** CL9684JW / B  
**Miles / Hours :** 60,000  
**In Service Date :** 01/08/2004  
**Months In Use :** 90  
**Engine Number :** K24A21022382  
**Originating Dealer No. / Name :** 251457 / ACURA OF DAYTON  
**Selling Dealer No. / Name :** 251457 / ACURA OF DAYTON  
**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 :**

#### 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.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

#### 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  
Issue Originator : Amanda Mosqueda  
Type 1 : Product  
Issue Owner : Amanda Mosqueda  
Type 2 : Operation  
Issue Title : [REDACTED] PRODUCT - OPERATION

Condition : Closed  
Status : Subcase Close  
Queue :

Wipbin :  
Open Date : 7/8/2011 10:49:53 AM  
Close Date : 7/8/2011 10:51:11 AM

Coding Info :

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc : Other 751X  
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
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Case ID : [REDACTED]

Case Title : [REDACTED]

Case History

SIDE AIRBAG INDICATOR COMES ON

\*\*\* CASE CREATE 7/8/2011 10:34:57 AM, amosqued

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

\*\*\* CASE MODIFY 7/8/2011 10:35:35 AM, amosqued

into WIP default and Status of Solving.

\*\*\* NOTES 7/8/2011 10:45:28 AM, amosqued, Action Type : Call from Customer

The client called and verified information.

Client informed me she would like to know if the side airbag is covered under warranty.

Client said the indicator  sometimes  comes on.

The client informed me she found on the internet that this is a covered component.

I informed the client she has a standard 4 year or 50K whichever comes first.

The client informed me she wanted to just know what the warranty was.

I informed the client she is out of warranty at this time.

I informed the client that indicator will come on if it detects something that weighs less than 65 pounds. She said she doesn't think there is anything in the passenger side seat when this happens.

I advised the client if the indicator stays on, she should take the vehicle to the Acura dealership. If there is an issue the dealer feels should be covered, they can speak with the district manager. I advised we first need to find out if there is an issue or if it working properly.

Client is going to the dealership for the recall:

R35  04-08 TSX POWER STEERING HOSE  10-010

\*\*\* CASE MODIFY 7/8/2011 10:45:48 AM, amosqued

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 7/8/2011 10:49:53 AM, amosqued

Created in WIP Default with Due Date 7/8/2011 10:49:53 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 7/8/2011 10:51:11 AM, amosqued

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/8/2011 10:51:16 AM, amosqued

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

# AMERICAN HONDA

## CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 08/09/2013

### Case Details

**Case ID :** [REDACTED]  
**Case Originator :** Daniel Suh (Team AC)      **Division :** Acura - Auto  
**Case Owner :** Daniel Suh (Team AC)      **Sub Division :** Customer Relations  
**Last Closed By :** Daniel Suh (Team AC)      **Method :** Phone  
**Case Title :** [REDACTED] - COMPLAINT AIRBAG COVERAGE      **Point of Origin :** Customer  
**Condition :** Closed      **Status :** Closed      **Open Date :** 2/26/2009 3:50:28 PM  
**Queue :**      **Queue :**      **Close Date :** 2/26/2009 4:06:40 PM  
**Wipbin :**      **Wipbin :**      **Days Open :** 0  
**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 :** CHANDLER, AZ [REDACTED]  
**E Mail :** [REDACTED]  
**Svc District / Sls District :** [REDACTED] / [REDACTED]

### Current Dealer Info :

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

**Product Info :**  
**Unit Owner :** [REDACTED]      **532**  
**VIN Type / No. :** US VIN / JH4CL96814C [REDACTED]  
**Model / Year :** TSX / 2004  
**Model ID / Product Line :** CL9684JW / B  
**Miles / Hours :** 42,500  
**In Service Date :** 12/31/2003  
**Months In Use :** 62  
**Engine Number :** K24A21022464  
**Originating Dealer No. / Name :** 251188 / ACURA, NORTH SCOTSDALE  
**Selling Dealer No. / Name :** 251188 / ACURA, NORTH SCOTSDALE  
**Trim :** BASE  
**No. Of Doors :** 4  
**Transmission Code :** 5AT  
**Exterior Color :** SM  
**Factory Warranty Start / End Date :** [REDACTED]  
**Factory Warranty Cancellation Date :** [REDACTED]  
**HPP/VSC Coverage Start / End Date :** [REDACTED]  
**HPP/VSC Cancellation Date :** [REDACTED]  
**Extended Warranty Start / End Date :** [REDACTED]  
**Extended Warranty Cancellation Date :** [REDACTED]

### 3rd Party Info :

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

**Previous Dealer Info :**  
**Dealer # :** [REDACTED]      **Dealer Name :** [REDACTED]      **Agent Name :** [REDACTED]      **Comp Ind. :** [REDACTED]

### Issues :

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

Issue Details

Issue ID : XXXXXXXXXX Disposition: Complaint  
 Issue Originator : Daniel Suh Type 1 : Product  
 Issue Owner : Daniel Suh Type 2 : Operation  
 Issue Title : XXXXXXXXXX PRODUCT - OPERATION

Condition : Closed  
 Status : Subcase Close  
 Queue :

W/Inbin :  
 Open Date : 2/26/2009 4:06:28 PM  
 Close Date : 2/26/2009 4:06:39 PM

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side SRS-Light 7513  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, 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 ID :

Case Title :

Case History

COMPLAINT AIRBAG COVERAGE

\*\*\* CASE CREATE 2/26/2009 3:50:28 PM, dsuh

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/26/2009 3:50:30 PM, dsuh

WARRANTY CHECK 02/26/2009 03:50:30 PM dsuh

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/26/2009 3:50:33 PM, dsuh

CLAIM CHECK 02/26/2009 03:50:33 PM dsuh

The following Claim History information was found

0; 2007-04-26; 251514; 703361; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 2/26/2009 3:50:35 PM, dsuh

CAMPAIGN CHECK 02/26/2009 03:50:35 PM dsuh

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 04/28/07; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HE

\*\*\* CASE VSC LOOKUP 2/26/2009 3:50:36 PM, dsuh

VSC-CUC CHECK 02/26/2009 03:50:36 PM dsuh

No data found for VIN.

\*\*\* CASE MODIFY 2/26/2009 3:52:00 PM, dsuh

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 2/26/2009 3:53:34 PM, dsuh

CAMPAIGN CHECK 02/26/2009 03:53:34 PM dsuh

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 04/28/07; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HE

\*\*\* CASE CAMPAIGN LOOKUP 2/26/2009 3:53:38 PM, dsuh

CAMPAIGN CHECK 02/26/2009 03:53:38 PM dsuh

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 04/28/07; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HE

\*\*\* CASE CAMPAIGN LOOKUP 2/26/2009 3:59:37 PM, dsuh

CAMPAIGN CHECK 02/26/2009 03:59:37 PM dsuh

The following Campaign information was found  
04-026; P45; '04 TSX TRUNK WIRE; 04/28/07; FX;



Case History

Case ID : [REDACTED] Case Title : [REDACTED] COMPLAINT AIRBAG COVERAGE

06-050; Q27; [REDACTED] Class Action Acura;;;  
04-021; Q33; 03-04 RADIO DISPLAY;;;  
07-016; Q36; 04-05 TSX HID HE

\*\*\* NOTES 2/26/2009 4:05:26 PM, dsuh, Action Type : Call from Customer  
Updated the client information.

The client is having trouble with the airbags. The client states that the the light is going on and off for the side air bags and that sometimes the red light goes on.

The client states that the red light is a light with a person sitting down with a round circle in front of it. The client states that the light is in the instrument panel

The client thinks that there is something that should be covered a little longer than the normal warranty period.

The client's concern is that this is a major safety issue.

ACS informed the client that the vehicle is outside of the warranty parameters therefore the cost of repair would now be his responsibility. ACS informed the client that he could bring the vehicle to an Acura dlr for them to diagnose at which point he could request GW assistance from the SM. The client states "Why would the dlr want to help me". ACS explained that the SM would contact an Acura field representative who would make the decision.

The client states that he is not happy about bringing his vehicle to the dlr and feels that the reason his vehicle's last so long is because he does not bring his vehicle's to the dlr.

The client states that this is not an isolated incident on the internet and kept going on about how he is unhappy with this. ACS apologized for his unhappiness and informed the client once again that the vehicle is now outside of the warranty therefore any sort of assistance would be as a matter of GW and that it would not be warranty coverage.

The client asks if there is anyone above me that he could speak to about this. ACS informed the client that I do have a supervisor but that he would say the same thing. ACS informed the client that this is a policy that has been put in place and that this policy would not be able to be circumvented. The client understood and had no further requests.

\*\*\* SUBCASE [REDACTED] CREATE 2/26/2009 4:06:28 PM, dsuh

Created in WIP Default with Due Date 2/26/2009 4:06:28 PM.

\*\*\* CASE MODIFY 2/26/2009 4:06:35 PM, dsuh

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 2/26/2009 4:06:39 PM, dsuh

Status = Solving, Resolution Code =Instruction Given

\*\*\* CASE CLOSE 2/26/2009 4:06:40 PM, dsuh

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

**Case Details**

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 8/3/2009 9:04:21 AM
Case Originator : Waderia Lambert (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/3/2009 9:20:14 AM
Case Owner : Waderia Lambert (Team CB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Waderia Lambert (Team CB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ SRS CONCERN		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 2555  
 VIN Type / No. : US VIN / JH4CL96884C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 35,740  
 In Service Date : 12/24/2003  
 Months In Use : 68  
 Engine Number : K24A21022488  
 Originating Dealer No. / Name : 251407 / HENDRICK ACURA OVERLAND PA  
 Selling Dealer No. / Name : 251407 / HENDRICK ACURA OVERLAND PAR  
 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 :  
 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
██████████ PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2009 9:19:50 AM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 8/3/2009 9:20:14 AM
Issue Title : ██████████	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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 : ██████████ Case Title : ██████████ - SRS CONCERN

The client understood and thanked me. I thanked her and the call ended.

\*\*\* SUBCASE ██████████ CREATE 8/3/2009 9:19:50 AM, wlambert  
Created in WIP Default with Due Date 8/3/2009 9:19:50 AM.

\*\*\* CASE MODIFY 8/3/2009 9:19:57 AM, wlambert  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/3/2009 9:20:14 AM, wlambert  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* SUBCASE ██████████ CLOSE 8/3/2009 9:20:14 AM, wlambert  
Status = Solving, Resolution Code = Instruction Given

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Acura - Auto Condition : Closed Open Date : 2/24/2010 11:48:28 AM  
 Case Originator : Amanda Mosqueda (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 2/24/2010 11:57:10 AM  
 Case Owner : Amanda Mosqueda (Team AC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Amanda Mosqueda (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ SRS LIGHT INQUIRY No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 007  
 VIN Type / No. : US VIN / JH4CL96914C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 61,266  
 In Service Date : 01/30/2004  
 Months In Use : 73  
 Engine Number : K24A21023595  
 Originating Dealer No. / Name : 251497 / SOUTH COAST ACURA  
 Selling Dealer No. / Name : 251497 / SOUTH COAST ACURA  
 Trim : NAVI  
 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 :  
 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
██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID :	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Mosqueda	Type 1 : Product	Status : Subcase Close	Open Date : 2/24/2010 11:54:11 AM
Issue Owner : Amanda Mosqueda	Type 2 : Operation	Queue :	Close Date : 2/24/2010 11:57:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : 14 - Atr 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] SRS LIGHT INQUIRY

\*\*\* CASE CREATE 2/24/2010 11:48:28 AM, amosqued

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/24/2010 11:48:34 AM, amosqued

WARRANTY CHECK 02/24/2010 11:48:34 AM amosqued

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/24/2010 11:48:37 AM, amosqued

CLAIM CHECK 02/24/2010 11:48:36 AM amosqued

The following Claim History information was found

0; 2007-02-23; 251216; 510351; 510; 814100 ; MOONROOF FRAME - REPLACE,

\*\*\* CASE CLAIMS LOOKUP 2/24/2010 11:48:43 AM, amosqued

CLAIM CHECK 02/24/2010 11:48:42 AM amosqued

The following Claim History information was found

0; 2007-02-23; 251216; 510351; 510; 814100 ; MOONROOF FRAME - REPLACE,

\*\*\* CASE CAMPAIGN LOOKUP 2/24/2010 11:48:49 AM, amosqued

CAMPAIGN CHECK 02/24/2010 11:48:48 AM amosqued

The following Campaign information was found

04-026; P45; 04.TSX TRUNK WIRE; 06/23/06; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO DISPLAY; 08/01/07; FX;

07-016; Q36; 04

\*\*\* CASE VSC LOOKUP 2/24/2010 11:48:51 AM, amosqued

VSC-CUC CHECK 02/24/2010 11:48:51 AM amosqued

No data found for VIN.

\*\*\* CASE VSC LOOKUP 2/24/2010 11:51:13 AM, amosqued

VSC-CUC CHECK 02/24/2010 11:51:13 AM amosqued

No data found for VIN.

\*\*\* CASE MODIFY 2/24/2010 11:51:44 AM, amosqued

into WIP default and Status of Solving.

\*\*\* NOTES 2/24/2010 11:54:03 AM, amosqued, Action Type : Call from Customer

Client called and verified information.

Client informed me he said for the last week the SRS light comes off and then on.

He informed me he doesn't know if this is because of the weather changing, but doesn't know if this is a danger.

I informed the client the SRS light usually comes on when he first starts his vehicle, but if it stays on there could be a potential problem.

He understood.

I suggested he take the vehicle to the Acura dealership.

He understood and thanked me.

\*\*\* SUBCASE [REDACTED] CREATE 2/24/2010 11:54:11 AM, amosqued

Created in WIP Default with Due Date 2/24/2010 11:54:11 AM.



Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS LIGHT INQUIRY

\*\*\* SUBCASE [REDACTED] CLOSE 2/24/2010 11:57:06 AM, amosqued

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/24/2010 11:57:10 AM, amosqued

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/7/2009  
 Case Originator : John Kristianson (Team PA) Sub Division : PCRM Status : Closed Close Date : 1/19/2009 4:48:10 PM  
 Case Owner : Ronald Garay (Team CA) Method : Pro-Active O/B Queue : Days Open : 12  
 Last Closed By : Ronald Garay (Team CA) Point of Origin : CSE/ACE Wipbin :  
 Case Title : [REDACTED] ACE NOT FIXED, DY 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 : EL PASO, TX [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 104  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 36,000  
 In Service Date : 02/13/2004  
 Months In Use : 59  
 Engine Number : K24A21025880  
 Originating Dealer No. / Name : 251137 / HOY-FOX ACURA  
 Selling Dealer No. / Name : 251137 / HOY-FOX 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 : 251137 / HOY-FOX ACURA  
 Phone No. : 915-778-0044  
 Address : 7230 VISCOUNT BLVD.  
 City / State / Zip : EL PASO, TX 79925  
 Svc District / Sls District : 06B / A06  
 Warranty Labor Rate / Date : \$95.00 /  
 Agent Name : Comp Ind :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Service - Dealer	Experience	854	Seat belt, front
[REDACTED]	Subcase Close	Product	Operation	752	SRS

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Praise	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/8/2009 4:09:42 PM
Issue Owner : Ronald Garay	Type 2 : Experience	Queue :	Close Date : 1/19/2009 4:48:09 PM
Issue Title : [REDACTED] - SERVICE - DEALER - EXPERIENCE			

**Coding Info :**

Labor Code / Desc : 854 / Seat belt, front  
 Condition Code Desc : Other 854X  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 Resolutions : Provided Information, Document Pos Comment  
 Component Category : 15 - Seat Belts  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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 : Ronald Garay	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2009 9:56:00 AM
Issue Owner : Ronald Garay	Type 2 : Operation	Queue :	Close Date : 1/19/2009 4:48:09 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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] ACE NOT FIXED, DY

\*\*\* NOTES 1/7/2009 6:34:09 PM, crmsuser, Action Type : General Notes

\*\*\* Contact is NOT the owner of the VIN \*\*\*

Contact Information: [REDACTED] Primary Phone# [REDACTED] Secondary Phone# [REDACTED]  
iSkyRefNo = B36836687 Survey Date = 12/15/2008 Source = ACE Status Code = OP Phone Survey = eSurvey = N

Customer Comment: N/A

\*\*\* CASE CREATE 1/7/2009 6:34:09 PM, crmsuser

Contact = UNKNOWN UNKNOWN Priority = N/A, Status = Solving

\*\*\* CASE ACCEPT 1/8/2009 11:07:21 AM, rgaray  
from Queue PCRM ACE to WIP default.\*\*\* CASE MODIFY 1/8/2009 4:06:26 PM, rgaray  
into WIP default and Status of Solving.\*\*\* CASE EXTENDED WARRANTY LOOKUP 1/8/2009 4:06:27 PM, rgaray  
WARRANTY CHECK 01/08/2009 04:06:27 PM rgaray  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 1/8/2009 4:06:39 PM, rgaray

CLAIM CHECK 01/08/2009 04:06:39 PM rgaray

The following Claim History information was found

0; 2007-03-02; 251137; 681744; 510; 710100 ; BATTERY - REPLACE, INCLUDES: TESTING. S/B# 88-016  
ORIGINAL EQUIPMENT BATTERY.

\*\*\* CASE CAMPAIGN LOOKUP 1/8/2009 4:06:45 PM, rgaray

CAMPAIGN CHECK 01/08/2009 04:06 45 PM rgaray

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 02/05/05; FX;  
06-050; Q27; [REDACTED] Class Action Acura; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 11/28/08; FX;  
07-016; Q36; 04-0

\*\*\* CASE VSC LOOKUP 1/8/2009 4:06:46 PM, rgaray

VSC-CUC CHECK 01/08/2009 04:06:46 PM rgaray

No data found for VIN.

\*\*\* NOTES 1/8/2009 4:08:04 PM, rgaray, Action Type : Note-General

OBW OPEN - The client expressed the following concern in survey: N/A

The OBW was created on: 12/17/2008

\*\*\* NOTES 1/8/2009 4:09:17 PM, rgaray, Action Type : Note-General

I found the following verbatim from the e-mail survey when searching ACE reports on the iN:

Other

Air Bag Light Stays On

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ACE NOT FIXED, DY

What item(s) was (were) not repaired on the first visit  
Air Bag Light On. Had To Return Vehicle So It Could Be Looked At Again. My Car Is Currently At The Service Department.

\*\*\* SUBCASE [REDACTED] CREATE 1/8/2009 4:09:42 PM, rgaray  
Created in WIP Default with Due Date 1/8/2009 4:09:42 PM.

\*\*\* CASE MODIFY 1/8/2009 4:09:45 PM, rgaray  
into WIP default and Status of Solving.

\*\*\* NOTES 1/9/2009 10:45:58 AM, rgaray, Action Type : Call to Dealer

I called and spoke with SA Raul. He stated the client was last in on 12/15/08 at 37,748 for an SRS light on. The technician found code 61-10 stored for the driver's seatbelt buckle switch. The dealer diagnosed and replaced the driver side seatbelt buckle. Prior on 11/28/08 the client came in for a "B,1" service. The client came in for the SRS light on. The technician ran some tests and reset the light but it didn't come back on. The client was complaining that the center console wasn't illuminating. The dealer performed S/B #04-021 for the radio display. There are no other complaints and this is the R.O. in question. I thanked him for his time and help and wished him well. Call ended.

\*\*\* CASE MODIFY 1/9/2009 10:46:01 AM, rgaray  
into WIP ACE - 1ST CALL and Status of Solving.

\*\*\* NOTES 1/9/2009 3:16:41 PM, rgaray, Action Type : Call to Customer

I called the client to follow up on any outstanding repairs regarding their 2004 Acura TSX. I reached the client's VM. I left a message indicating that we are attempting to speak with the owner or operator of the vehicle and requested a call back. I left my contact information 800 382-2238 ext 220877 along with my work hours.

I will try the client a 2nd time on 1/13/09.

\*\*\* COMMIT 1/9/2009 3:16:48 PM, rgaray, Action Type : N/A  
2ND CALL - ACE - CT

\*\*\* CASE MODIFY 1/9/2009 3:17:46 PM, rgaray  
into WIP default and Status of Solving.

\*\*\* NOTES 1/13/2009 11:38:58 AM, rgaray, Action Type : Call to Customer

I called the client again, but reached VM. I left another message advising why I was calling and requested a call back. I left my contact information and work hours.

I will try the client a 3rd time on 1/15/09

\*\*\* CASE FULFILL 1/13/2009 11:39:01 AM, rgaray  
Fulfilled for [REDACTED] due 01/13/2009 12:00:00 AM.

\*\*\* COMMIT 1/13/2009 11:39:02 AM, rgaray, Action Type : N/A  
3RD CALL - ACE - CT

\*\*\* CASE MODIFY 1/13/2009 11:39:20 AM, rgaray  
into WIP ACE - 2ND CALL and Status of Solving.

\*\*\* NOTES 1/15/2009 2:46:35 PM, rgaray, Action Type : Call to Customer

I called the client again, but reached VM. I did not leave another message.

Case History

Case ID : [REDACTED]

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

I will try the client a 4th time on 1/19/09.

\*\*\* CASE FULFILL 1/15/2009 2:46:38 PM, rgaray

Fulfilled for [REDACTED] due 01/15/2009 12:00:00 AM.

\*\*\* COMMIT 1/15/2009 2:46:40 PM, rgaray, Action Type : N/A

4TH CALL - ACE - CT

\*\*\* CASE MODIFY 1/15/2009 2:46:52 PM, rgaray

into WIP ACE - 3RD CALL and Status of Solving.

\*\*\* CASE MODIFY 1/19/2009 9:42:59 AM, rgaray

into WIP ACE - 4TH CALL and Status of Solving.

\*\*\* NOTES 1/19/2009 9:53:37 AM, rgaray, Action Type : Call to Customer

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

I reached Ms. [REDACTED] and introduced myself. I explained that I was calling on behalf of Acura regarding their 2004 Acura TSX. I informed the client that I am calling as a result of the client responding to one of our surveys. I advised client that the reason for the call is to address any outstanding issues or concerns that she may have pertaining to the 2004 Acura TSX or her service experience.

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

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

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

Client indicated the following: The client stated she went to the dealer for the SRS light on. She stated the dealer checked the car and everything was fine. After she left the dealer the light came back on. She stated the dealer gave her a call and even came to pick up the vehicle from her house. The dealer replaced the seatbelt buckle and now it is fixed.

Ms. [REDACTED] on behalf of Acura, I would like to thank you for your time and the valuable feedback you have provided. Your overall ownership experience is very important to Acura. The client required no further assistance. I apologized for any inconvenience. Call ended.

\*\*\* NOTES 1/19/2009 9:53:50 AM, rgaray, Action Type : Note-General

The following information was verified with the client:

Vehicle Mileage

Current Address

Current Phone Number

\*\*\* CASE MODIFY 1/19/2009 9:55:36 AM, rgaray

into WIP ACE - 4TH CALL and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 1/19/2009 9:56:00 AM, rgaray

Created in WIP Default with Due Date 1/19/2009 9:56:00 AM

\*\*\* CASE MODIFY 1/19/2009 9:56:12 AM, rgaray

into WIP ACE - 4TH CALL and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ACE NOT FIXED, DY

\*\*\* CASE FULFILL 1/19/2009 9:56:20 AM, rgaray  
Fulfilled for [REDACTED] due 01/19/2009 12:00:00 AM.

\*\*\* COMMIT 1/19/2009 9:56:22 AM, rgaray, Action Type : N/A

READY TO CLOSE

\*\*\* NOTES 1/19/2009 9:57:33 AM, rgaray, Action Type : Note-Resolution

The client stated she went to the dealer for the SRS light on. She stated the dealer checked the car and everything was fine. After she left the dealer the light came back on. She stated the dealer gave her a call and even came to pick up the vehicle from her house. The dealer replaced the seatbelt buckle and now it is fixed.

The client has no outstanding issues and is not requesting any assistance at this time. I provided the client with 800-382-2238 for future reference. I am closing the case per PCRM procedure.

\*\*\* CASE MODIFY 1/19/2009 9:57:39 AM, rgaray  
into WIP ACE - 4TH CALL and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 1/19/2009 4:48:09 PM, rgaray  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 1/19/2009 4:48:09 PM, rgaray  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/19/2009 4:48:10 PM, rgaray  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 11/29/2011 2:12:31 PM  
 Case Originator : Johnny Gonzalez (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 11/29/2011 2:25:55 PM  
 Case Owner : Johnny Gonzalez (Team AC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Johnny Gonzalez (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - SRS CONCERN No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 3804  
 VIN Type / No. : US VIN / JH4CL96824C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 65,000  
 In Service Date : 02/18/2004  
 Months In Use : 93  
 Engine Number : K24A21026701  
 Originating Dealer No. / Name : 251434 / BOB HOWARD ACURA  
 Selling Dealer No. / Name : 251434 / BOB HOWARD ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 Exterior Color : SM  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC 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]	PRO Subcase Close	Product	Operation	752	SRS



Issue Details

Issue ID :	Disposition: Complaint	Condition :	Closed	Wipbin :
Issue Originator: Johnny Gonzalez	Type 1 : Product	Status :	Subcase Close	Open Date : 11/29/2011 2:25:37 PM
Issue Owner : Johnny Gonzalez	Type 2 : Operation	Queue :		Close Date : 11/29/2011 2:25:55 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 Resolutions : Provided Information, 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

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS CONCERN

\*\*\* CASE CREATE 11/29/2011 2:12:31 PM, jgonzal1

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

\*\*\* CASE MODIFY 11/29/2011 2:20:27 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 11/29/2011 2:24:56 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* NOTES 11/29/2011 2:24:58 PM, jgonzal1, Action Type : Call from Customer

Client's information was verified

Best contact number [REDACTED]

Client called ACR to advise the passenger side airbag intermittently comes on and off interment. She asked if any Honda dealer can diagnose her vehicle for this problem. I explained to the client the passenger airbag light is designed to come on when there is no one sitting in the passenger seat alerting the driver the passenger airbag is off however the light should come on once there is someone over 65lbs on the passenger seat.

I advised if she thinks there is a problem with the SRS she can take the vehicle to a Honda dealer for diagnosis. No further assistance needed at this time.

\*\*\* CASE MODIFY 11/29/2011 2:25:07 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 11/29/2011 2:25:37 PM, jgonzal1

Created in WIP Default with Due Date 11/29/2011 2:25:37 PM.

\*\*\* CASE MODIFY 11/29/2011 2:25:55 PM, jgonzal1

into WIP Default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 11/29/2011 2:25:55 PM, jgonzal1

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/29/2011 2:25:55 PM, jgonzal1

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 10/23/2012 1:53:06 PM  
 Case Originator : Dinesha Chavez (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 10/23/2012 2:03:29 PM  
 Case Owner : Dinesha Chavez (Team CC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Dinesha Chavez (Team CC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - SRS CONCERN No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 24 E  
 VIN Type / No. : US VIN / JH4CL968640 [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 39,720  
 In Service Date : 05/14/2004  
 Months In Use : 101  
 Engine Number : K24A21028004  
 Originating Dealer No. / Name : 251386 / ANTONINO ACURA  
 Selling Dealer No. / Name : 251438 / RALLYE 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 :  
 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	Campaign	Eligibility	752	SRS

Issue Details

Issue ID :	██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator :	Dinesha Chavez	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/23/2012 1:56:03 PM
Issue Owner :	Dinesha Chavez	Type 2 : Eligibility	Queue :	Close Date : 10/23/2012 2:03:29 PM
Issue Title :	██████████ CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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] SRS CONCERN

\*\*\* CASE CREATE 10/23/2012 1:53:06 PM, dchavez  
Contact = [REDACTED] Priority = N/A, Status = Solving.  
\*\*\* CASE MODIFY 10/23/2012 1:53:32 PM, dchavez  
into WIP Default and Status of Solving.  
\*\*\* CASE MODIFY 10/23/2012 1:55:47 PM, dchavez  
into WIP Default and Status of Solving.  
\*\*\* SUBCASE [REDACTED] REATE 10/23/2012 1:56:03 PM, dchavez  
Created in WIP Default with Due Date 10/23/2012 1:56.03 PM.  
\*\*\* CASE MODIFY 10/23/2012 1:56:11 PM, dchavez  
into WIP Default and Status of Solving.  
\*\*\* CASE MODIFY 10/23/2012 1:59:27 PM, dchavez  
into WIP Default and Status of Solving.  
\*\*\* NOTES 10/23/2012 2:03:22 PM, dchavez, Action Type : Call from Customer  
Customer called in and I updated the owner information

He states that he just purchased this vehicle and has an issue with the SRS light being on  
He believes that there may be a recall on the vehicle for that issue

I searched the VIN and show that there are no recalls on the vehicle for the SRS system  
I stated that he will have to get the vehicle diagnosed to find the issue  
I did inform him of the headlight campaign as he states that there is water in one of the headlights

He thanked me for the information and needed nothing further

\*\*\* CASE MODIFY 10/23/2012 2:03:28 PM, dchavez  
into WIP Default and Status of Solving.  
\*\*\* SUBCASE [REDACTED] CLOSE 10/23/2012 2:03:29 PM, dchavez  
Status = Solving, Resolution Code = Instruction Given  
\*\*\* CASE CLOSE 10/23/2012 2:03:29 PM, dchavez  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 11/18/2009 2:46:05 PM  
 Case Originator : Julian Espinoza (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 11/18/2009 4:35:05 PM  
 Case Owner : Richard Miller (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Richard Miller (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] DEALER WORKMANSHIP CONCERN/SRS LIGHT ON No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 624  
 VIN Type / No. : US VIN / JH4CL96894C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 98,000  
 In Service Date : 03/22/2004  
 Months In Use : 68  
 Engine Number : K24A21028568  
 Originating Dealer No. / Name : 251225 / ACURA OF SPRINGFIELD  
 Selling Dealer No. / Name : 251470 / VANDERGRIF 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 : 251470 / VANDERGRIF ACURA  
 Phone No. : 817-467-1000  
 Address : 1100 W. I-20  
 City / State / Zip : ARLINGTON, TX 76017  
 Svc District / Sls 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	752	SRS
[REDACTED] - SERVIC	Subcase Close	Service - Dealer	Workmanship	110	Upper Engine

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 11/18/2009 4:00:09 PM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 11/18/2009 4:00:21 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, 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 : Richard Miller	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 11/18/2009 4:00:45 PM
Issue Owner : Richard Miller	Type 2 : Workmanship	Queue :	Close Date : 11/18/2009 4:01:00 PM
Issue Title : [REDACTED] SERVICE - DEALER - WORKMANSHIP			

**Coding Info :**

Labor Code / Desc : 110 / Upper Engine  
 Condition Code Desc : Scheduled Maint 1109  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to Dealer, Documented Concern, Provided Information  
 Component Category : NR - No Category Found  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] DEALER WORKMANSHIP CONCERN/SRS LIGHT ON

\*\*\* CASE CREATE 11/18/2009 2:46:05 PM, jespinoz

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

\*\*\* CASE CLAIMS LOOKUP 11/18/2009 3:20:54 PM, jespinoz

CLAIM CHECK 11/18/2009 03:20:54 PM jespinoz

The following Claim History information was found

0; 2007-07-14; 251470; 194161; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 11/18/2009 3:20:59 PM, jespinoz

CAMPAIGN CHECK 11/18/2009 03:20:58 PM jespinoz

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 01/21/05; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; NU;

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

07-016; Q36; 04-05 TSX

\*\*\* NOTES 11/18/2009 3:45:45 PM, jespinoz, Action Type : Call from Customer

## Verified contact info

Client stated that she has always serviced with Vander Gruff Acura and at this point she feels like for five or six years now they have just been using incorrect (generic) parts and improperly servicing her vehicle.

Client stated that the vehicle was taken to an independent mechanic because of an issue with the brakes, she was told that she had the incorrect brake pads on, she stated that they found installed on her vehicle a set of generic brake pads that are the incorrect size.

She was told that the oil was never changed it looks like they have just added new oil on top of the oil that they never drained. The name of the independent mechanic is Nobl Auto Repair.

I asked if she has ever had any problems with the vehicle and she told me that she has never had an engine problem but in the last five years it has been in to the dealership at least three times.

She told me that she had them remove the rotors and spinned them, (resurfaced was explained and told me that sounds accurate)

The client also described a problem with the air bag light. I confirmed thru pg 55 in the owners manual that she was speaking of the Supplemental Restraint System Indicator.

I confirmed that the air bag light comes on when the driver seat belt is not fastened and stays on ever after she fastens it.

She is concerned with fact that the dealership told her that they must charge her \$200.00 to diagnose the problem.

The client did not state what she is asking of Acura.

I consulted my TL about the issue and then spoke with the client and explained that she should speak with the serv mgr at the dealership to address her concerns and the fact that she feels like they did not preform the services paid for over the years.

The client became upset and stated that something should be done about this now and requested that I conference the dealership in.

After I denied any kind of conferencing and explained that she must first address it with the dealership the client began asking to speak with someone else or a supervisor to get another option.

I explained there would be nothing further that we can do.

I placed her on hold and the call dropped.



Case History

Case ID : [REDACTED] Case Title : [REDACTED] DEALER WORKMANSHIP CONCERN/SRS LIGHT ON

\*\*\* CASE MODIFY 11/18/2009 3:48:50 PM, jespinoz  
into WIP default and Status of Solving

\*\*\* CASE YANKED 11/18/2009 3:50:59 PM, rmiller  
Yanked by rmiller into WIPbin default

\*\*\* NOTES 11/18/2009 3:58:15 PM, rmiller, Action Type : Call from Customer

Verified contact information.

Ms. [REDACTED] called back to ACS stating the call was lost and requested to speak to the previous rep. I apologized for the dropped call and informed the Rep is unavailable at this time.

Reviewed case with TL.

I informed the client she will need to take the vehicle into the dealer and speak to a manager. Either the SM or GM. I informed the client while at the dealer she can have her vehicle diagnosed for the seatbelt concern. She noted she already tried to have them diagnose it, but they tried to charge her for diagnosis. I verified with the client the dealer is allowed to charge for diagnosis, but if the repair is going to be warranted she will not be charged for that fee.

She understood and asked to speak to a manager. I informed the client anyone she speaks to will tell her the same. I informed the client while at the dealer for the diagnosis she can speak to a manager in regards to what the IRF has said about the services. I verified with the client the allegations are by a local IRF toward our certified Acura dealerships. I informed the client when she decides to go or speak to the dealer she can give us a call back and we can forward her case over to act as a liaison. I informed the client we will need her to give the SM a chance to get involved and explained they are our ears and eyes.

Client said we have bad ears and eyes and again asked for a manager. I reiterated anyone she speaks to will inform her what I have. She understood and still asked for a manager.

I got TL on the line.

\*\*\* SUBCASE [REDACTED] CREATE 11/18/2009 4:00:09 PM, rmiller  
Created in WIP Default with Due Date 11/18/2009 4:00:09 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 11/18/2009 4:00:21 PM, rmiller  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CREATE 11/18/2009 4:00:45 PM, rmiller  
Created in WIP Default with Due Date 11/18/2009 4:00:45 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 11/18/2009 4:01:00 PM, rmiller  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 11/18/2009 4:01:06 PM, rmiller  
into WIP default and Status of Solving.

\*\*\* NOTES 11/18/2009 4:34:17 PM, mbogan, Action Type : Call from Customer

Spoke to Mr. [REDACTED]. She indicated that she is not satisfied with the effort we are making to address her concern. She states that she has complained multiple times about brake and rotor concerns, but the dealer could never address it for her. She states that she went to the Acura dealer because she thought she would be the highest level of service. She suggested that it is upsetting to have to be told by an IRF that the dealer was not taking proper care of her vehicle. She states that they told her that the wrong sized brake pads were installed and that the rotors had never been serviced. She indicated that the dealer had told her on multiple occasions that they had resurfaced the rotors. She states that she can no longer trust the dealer.

I expressed an understanding for her frustrations. I advised, however, that Acura can not simply use information from an IRF to condemn the dealer without them having had a chance to respond to the claims. I explained that this is why we are asking for her to follow through with the dealer and speak with management about these issues.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] DEALER WORKMANSHIP CONCERN/SRS LIGHT ON

The client suggested that she did not expect for management to provide a satisfactory response. She stated that this is why she thought it was more useful to contact our office.

I explained to the client that we could contact the dealer on her behalf and present them with her claims, but without her stating a desired outcome there is little more that we can do. I again asked the client how could we best help her.

The client stated that she did not know. She emotionally explained that she has had to deal with these brake issues for multiple years and she feels that the dealer never put a serious effort into addressing it. The client indicated that she purchased the vehicle new and started complaining about brake issues after the first year.

I expressed understanding for her issues. I explained, however, now that the brakes have been serviced we are limited as to what we can do to further pursue any resolution. I suggested that we can document the complaint and use the information to help identify areas of needed improvement for the dealer. I suggested that she would be better served having a direct discussion with management at the dealer so that they can respond directly and have an open dialogue about the desired outcome. I suggested that if she is not comfortable speaking with the service manager, then she can attempt to reach the GM of the dealership.

The client agreed to follow up with the dealer to present her concerns. She stated that she still was not confident that they would commit to addressing the concern to her satisfaction.

I then confirmed with the client that she did have a seat belt or SRS warning light on continuously. I advised that we strongly encourage her to have this diagnosed at either Vandergriff Acura or the next nearest dealer. I advised that if the dealer is not able to justify any cost associated with the repair, then she can give our office a call back for further involvement.

The client understood.

\*\*\* CASE MODIFY 11/18/2009 4:35:02 PM, rmiller  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 11/18/2009 4:35:05 PM, rmiller  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/2/2012 7:59:15 AM
Case Originator : Arlilu Padungyothee (Team CK)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/2/2012 8:06:48 AM
Case Owner : Arlilu Padungyothee (Team CK)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Arlilu Padungyothee (Team CK)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] SRS SEAT BELT BUCKLE REMBURSEMENT	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 : RICHMOND, VA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 640  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 78,000  
 In Service Date : 06/25/2004  
 Months In Use : 97  
 Engine Number : K24A21031134  
 Originating Dealer No. / Name : 251289 / KAREN RADLEY ACURA  
 Selling Dealer No. / Name : 251300 / FRANKEL ACURA  
 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] PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arhlu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2012 8:05:42 AM
Issue Owner : Arhlu Padungyothee	Type 2 : Operation	Queue :	Close Date : 7/2/2012 8:06:48 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Advanced SRS Sys7526  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 Resolutions : Provided Information  
 Component Category : 15 - Seat Belts  
 Previously Published : NO  
 Fire Indicator : NO  
**Rollover Indicator :** NO  
**Cosmetic / 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] - SRS SEAT BELT BUCKLE REMBURSEMENT

\*\*\* CASE CREATE 7/2/2012 7:59:15 AM, apadungy

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

\*\*\* CASE MODIFY 7/2/2012 7:59:20 AM, apadungy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2012 7:59:24 AM, apadungy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2012 7:59:51 AM, apadungy

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2012 8:01:49 AM, apadungy

into WIP default and Status of Solving.

\*\*\* NOTES 7/2/2012 8:05:18 AM, apadungy, Action Type = Call from Customer

The client called ACS and informed that the srs light was on and his irf informed him to take the vheicle to the acura dealer as the vehicle has the limited life time warranty on seat belts. He took he vehicle to dealer 251489 and they were not able to identify why the srs light was on. He went back to his irf who diagnosed the issued to be 6110 left seat belt buckle. He had the repair done at the irf and is now seeking reimbursement. i transferred the call to customer relations and call ended

\*\*\* SUBCASE [REDACTED] CREATE 7/2/2012 8:05:42 AM, apadungy

Created in WIP Default with Due Date 7/2/2012 8:05:42 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 7/2/2012 8:06:48 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/2/2012 8:06:48 AM, apadungy

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 7/2/2012 8:02:43 AM  
 Case Originator : Martin Famiglietti (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 7/13/2012 6:13:21 AM  
 Case Owner : Steve Felix (Team AA) Method : Dealer Referred Queue : Days Open : 11  
 Last Closed By : Steve Felix (Team AA) Point of Origin : Customer Wpbin :  
 Case Title : 2H-[REDACTED] SEATBELT BUCKLE REIMBURSEMENT 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 : RICHMOND, VA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED] 640  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 78,115  
 In Service Date : 06/25/2004  
 Months In Use : 97  
 Engine Number : K24A21031134  
 Originating Dealer No. / Name : 251289 / KAREN RADLEY ACURA  
 Selling Dealer No. / Name : 251300 / FRANKEL ACURA  
 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]	PRODUCT	Subcase Close	Product	752	SRS
[REDACTED]	PRODUCT	Subcase Close	Product	854	Seat belt, front
[REDACTED]	PRODUCT	Subcase Close	Product	854	Seat belt, front

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition: Closed	Wipbin
Issue Originator : Martin Famiglietti	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2012 8:20:32 AM
Issue Owner : Martin Famiglietti	Type 2 : Operation	Queue:	Close Date : 7/2/2012 8:22:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, 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 : Martin Famiglietti	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2012 8:20:57 AM
Issue Owner : Martin Famiglietti	Type 2 : Operation	Queue :	Close Date : 7/2/2012 8:22:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 854 / Seat belt, front  
 Condition Code Desc : Other 854X  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information  
 Component Category : 15 - Seat Belts  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

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

Spool Report

Run Date : 08/09/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition: Closed	Wipbin
Issue Originator: Steve Felix	Type 1: Product	Status: Subcase Close	Open Date: 7/5/2012 8:22:24 AM
Issue Owner: Steve Felix	Type 2: Operation	Queue:	Close Date: 7/13/2012 6:13:20 AM
Issue Title: [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 854 / Seat belt, front  
 Condition Code Desc : Other 854X  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 Resolutions : Assist - AHM 100%  
 Component Category : 15 - Seat Belts  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No	Part Description	BO Reason
04816-SEC-A122C	BUCKLE SET *YR240L*	Not Applicable

**Check Req Info :**

Check Requisition No : 10149  
 Primary Amount : \$302.83  
 Incidental Type 1 / Amount: Not Applicable / \$0.00  
 Incidental Type 2 / Amount: Not Applicable / \$0.00  
 Total Amount : \$302.83  
 Approved By : mbogan  
 Approval Date : 7/5/2012 2:08:12  
 Status : PROCESSED  
 Check No : 1981623  
 Check Date : 7/6/2012

Payee Name : [REDACTED]  
 Address : [REDACTED]  
 City / State / Zip : RICHMOND, VA [REDACTED]  
 Campaign Template # :  
 Contention Code : 01201  
 Defect Code : 03214  
 Category : Regular  
 Failed Part # : 04816-SEC-A122C



Case History

Case ID: [REDACTED] Case Title: 2H - CROWN - [REDACTED] - SEATBELT BUCKLE REIMBURSEMENT

\*\*\* CASE CREATE 7/2/2012 8:02:43 AM, mfamigli  
Contact = [REDACTED] Priority = N/A, Status = Solving  
\*\*\* CASE MODIFY 7/2/2012 8:09:56 AM, mfamigli  
into WIP default and Status of Solving.  
\*\*\* CASE MODIFY 7/2/2012 8:14:01 AM, mfamigli  
into WIP default and Status of Solving.  
\*\*\* CASE MODIFY 7/2/2012 8:14:27 AM, mfamigli  
into WIP default and Status of Solving.  
\*\*\* NOTES 7/2/2012 8:19:36 AM, mfamigli, Action Type: Call from Customer  
WT from the Chino call center  
Updated the contact information  
Best contact number is [REDACTED]

The client called in to ACR because he was having an issue with an SRS light showing up on his dashboard.

The client took this vehicle to his local IRF. The IRF advised that the client take the vehicle to an Acura DLR because they thought it might be an issue with his seat belt.

The client took the vehicle to Crown Acura on Monday. The DLR reported that they couldn't diagnose his issue to find out what the code was. The DLR did advise that the client replace his SRS light for \$500. The client reported that the DLR couldn't pull up any codes.

The client decided to go back to his IRF who ran a diagnostic and pulled the following code: 6110 for the left seatbelt buckle.

The client had the IRF replace the part, which they ordered from Crown Acura (04816-SEC-A12ZC). This resolved the client's issue with the SRS light and the code did not return.

The client called in to see if he could be reimbursed for this seatbelt replacement since the part comes with a lifetime warranty.

The client reported that he was advised by Ken Richmond, the SM at Crown Acura, to call in and request reimbursement from ACR. The client explained that he would have had the work originally done at the Acura DLR, but that they couldn't pull up the code and were reporting that nothing was wrong with the seatbelt.

ACR informed the client that we normally advise for client to perform work through an Acura DLR. ACR informed the client that he can still fax in his paperwork for the labor and parts with the IRF to ACR to inquire about possible reimbursement. ACR informed the client that he can expect a return call from a DCM to follow up with him and review his request by the following business day from when he faxes in his paperwork.

ACR provided the client with the fax number for ACR.

ACR provided the client with his case number.

ACR asked the client if he is the original owner of the vehicle.

Case History

Case ID [REDACTED]

Case Title: 2H - CROWN - [REDACTED] - SEATBELT BUCKLE REIMBURSEMENT

The client reported that his wife is the original owner

The client had no further questions. ACR thanked the client for calling in to ACR.

\*\*\* SUBCASE [REDACTED] CREATE 7/2/2012 8:20:32 AM, mfamigli  
Created in WIP Default with Due Date 7/2/2012 8:20:32 AM.

\*\*\* SUBCASE [REDACTED] CREATE 7/2/2012 8:20:57 AM, mfamigli  
Created in WIP Default with Due Date 7/2/2012 8:20:57 AM

\*\*\* CASE MODIFY 7/2/2012 8:21:51 AM, mfamigli  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/2/2012 8:22:02 AM, mfamigli  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 7/2/2012 8:22:06 AM, mfamigli  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 7/2/2012 8:22:06 AM, mfamigli  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/2/2012 8:22:06 AM, mfamigli  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 7/3/2012 11:51:07 AM, pbongco  
with Condition of Open and Status of Solving

\*\*\* NOTES 7/3/2012 11:51:18 AM, pbongco, Action Type: Letter/Fax  
On 07/03/12 ACR received a 2-page fax from the client regarding previous issue

\*\*\* CASE MODIFY 7/3/2012 11:51:44 AM, pbongco  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/3/2012 11:51:47 AM, pbongco  
from WIP default to Queue Acura Team A.

\*\*\* CASE ADD ATTACHMENT 7/3/2012 12:00:20 PM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\Final\B012012-07-0201352\_1.PDF

\*\*\* CASE ACCEPT 7/3/2012 12:26:17 PM, sfelix  
from Queue Acura Team A to WIP Default

\*\*\* CASE MODIFY 7/3/2012 1:31:31 PM, sfelix  
into WIP Default and Status of Solving.

\*\*\* NOTES 7/3/2012 1:43:08 PM, sfelix, Action Type: Call to Customer

I contacted the client regarding his reimbursement request. The client states that last Friday he took the vehicle to and IRF for an oil change. At that time the SRS light was on so he had the IRF pull the code. He was informed that the seat belt buckle needs replacement. He was advised to take it to the Acura dealer because it would be covered by warranty. The client took the vehicle to the Acura dealer the following Monday. He paid for diagnosis only to be told that they were not able to pull a code even though the light was on. He ended up taking the vehicle back to the IRF who ordered the part from CROWN ACURA and installed it. Since this repair would be covered under warranty, he would like to be reimbursed.

Case History

Case ID : [REDACTED]

Case Title : 2H - CROWN - [REDACTED] SEATBELT BUCKLE REIMBURSEMENT

I informed the client that warranty work can only be performed by an Acura dealer. I can review his request for reimbursement to see if there is a possibility of reimbursing him for the repair. The client understood and was informed that I would provide an update to him no later than Friday. The client understood.

\*\*\* NOTES 7/3/2012 1:45:08 PM, sfelix, Action Type : Note-General

I reviewed claim history and found a claim (RO# [REDACTED]) from CROWN ACURA for the same part the client claims was installed by his IRF. I will contact the dealer for more information.

\*\*\* CASE MODIFY 7/3/2012 1:45:24 PM, sfelix

into WIP Default and Status of Solving.

\*\*\* NOTES 7/3/2012 1:48:07 PM, dhavez, Action Type : Call from Customer

Customer called in and is asking to speak with the CM

He states that he located the documents that were asked of him

I placed him on hold to see if the CM was available and was told to note the case with the RO# that was requested

He stated that he would contact the client back after speaking with the dealership

I let the customer know and he provided me with the RO# [REDACTED]

I stated that the CM will be in contact with him soon and he thanked me for the help

Nothing further was needed

\*\*\* COMMIT 7/3/2012 1:59:36 PM, sfelix, Action Type : N/A

CROWN - contact SM Ken

\*\*\* CASE MODIFY 7/3/2012 1:59:56 PM, sfelix

into WIP Default and Status of Solving.

\*\*\* NOTES 7/5/2012 8:15:51 AM, sfelix, Action Type : Call to Dealer

I contacted CROWN ACURA and spoke with SM Ken. I made him aware the client is requesting reimbursement on a seatbelt buckle. However, I see an RO listed in claim history and was not sure if they reimbursed the client or repaired the vehicle there. The SM informed me that the claim was put in by mistake. He already spoke with the DPSM about this. There was some miscommunication and the claims administrator put the claim in. He confirmed the situation where they did not pull a code even though the SRS light was on.

\*\*\* NOTES 7/5/2012 8:17:57 AM, sfelix, Action Type : Note-General

I reviewed the case with my RM and we will proceed to reimburse the client.

\*\*\* CASE MODIFY 7/5/2012 8:18:00 AM, sfelix

into WIP 2H and Status of Solving.

\*\*\* NOTES 7/5/2012 8:20:52 AM, sfelix, Action Type : Call to Customer

I contacted the client at 804-814-1912 and left a VM. I asked the client to please return my call.

\*\*\* CASE MODIFY 7/5/2012 8:20:55 AM, sfelix

into WIP 2H and Status of Solving.

\*\*\* CASE FULFILL 7/5/2012 8:20:58 AM, sfelix

Fulfilled for [REDACTED] due 07/05/2012 12:00:00 AM.

Case History

Case ID [REDACTED] Case Title : 2H - CROWN [REDACTED] - SEATBELT BUCKLE REIMBURSEMENT

\*\*\* CASE MODIFY 7/5/2012 8:21:08 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 7/5/2012 8:22:24 AM, sfelix  
Created in WIP Default with Due Date 7/5/2012 8:22:24 AM

\*\*\* CASE MODIFY 7/5/2012 8:23:19 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* CASE MODIFY 7/5/2012 8:24:27 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* COMMIT 7/5/2012 8:24:35 AM, sfelix, Action Type : N/A  
client call back?

\*\*\* CASE MODIFY 7/5/2012 8:24:46 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* SUBCASE [REDACTED] DISPATCH 7/5/2012 8:24:54 AM, sfelix  
from WIP Default to Queue Ck Req - Bogan.

\*\*\* NOTES 7/5/2012 9:56:48 AM, sfelix, Action Type : Call from Customer

I received a return call from the client. I informed the client that Acura will be able to reimburse him for the repair. I had him confirm the mailing address. I informed him that I would put in his reimbursement request and I should have the check in hand by next Friday. I will call him before I send the check out to him to make him aware the check is being mailed out. The client understood.

\*\*\* CASE MODIFY 7/5/2012 9:56:49 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* CASE MODIFY 7/5/2012 9:56:51 AM, sfelix  
into WIP 2H and Status of Solving.

\*\*\* CASE FULFILL 7/5/2012 9:56:58 AM, sfelix  
Fulfilled for [REDACTED] due 07/09/2012 12:00:00 AM.

\*\*\* COMMIT 7/5/2012 9:56:59 AM, sfelix, Action Type : N/A  
check req approved?

\*\*\* SUBCASE B012012-07-0201352-3 7/5/2012 2:08:12 PM, mbogan, Action Type  
Check Requisition for 302.83 \$ submitted  
Check Requisition for 302.83 \$ submitted by mbogan

\*\*\* SUBCASE [REDACTED] RETURN 7/5/2012 2:08:31 PM, mbogan  
from Queue Ck Req - Bogan to WIP Dispatched.

\*\*\* SUBCASE [REDACTED] COMMIT 7/9/2012 8:03:36 AM, sfelix, Action Type : External Commitment  
Check processed for check\_req\_no = 10149 on 2012-07-06-00.00.000000

\*\*\* SUBCASE B012012-07-0201352-3 FULFILL 7/9/2012 9:11:33 AM, sfelix  
Fulfilled for [REDACTED] due ??? ?-?-?

\*\*\* NOTES 7/9/2012 9:14:29 AM, sfelix, Action Type : Call to Customer

I contacted the client at [REDACTED] and left a VM. I informed the client that I have his check and will be sending it out today. I made

Case History

Case ID : [REDACTED] Case Title : 2H-[REDACTED]-SEATBELT BUCKLE REIMBURSEMENT

him aware that he should be receiving it within the next few days.

\*\*\* CASE FULFILL 7/9/2012 9:20:40 AM, sfelix

Fulfilled for [REDACTED] ue 07/13/2012 12:00:00 AM.

\*\*\* COMMIT 7/9/2012 9:20:41 AM, sfelix, Action Type : N/A

no issues? close case

\*\*\* SUBCASE [REDACTED] CLOSE 7/13/2012 6:13:20 AM, sfelix

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/13/2012 6:13:21 AM, sfelix

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 2/16/2010 2:08:20 PM  
 Case Originator : Anthony Varon (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2010 2:16:34 PM  
 Case Owner : Anthony Varon (Team MA) Method : Phone Queue : Days Open : 0  
 Last Closed By : Anthony Varon (Team MA) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] AIRBAG LIGHT ISSUE/WARRANTY INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3  
 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 : PEMBROKE PINES, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / SIs District : [REDACTED]

Product Info :

Unit Owner : [REDACTED] 783  
 VIN Type / No : US VIN / JH4CL96844C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 60,100  
 In Service Date : 04/24/2004  
 Months In Use : 70  
 Engine Number : K24A21031361  
 Originating Dealer No. / Name : 251128 / ACURA OF PEMBROKE PINES  
 Selling Dealer No. / Name : 251003 / RICK CASE ACURA  
 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 :  
 Phone No :  
 Address :  
 City / State / Zip :  
 Svc District / SIs District : /  
 Warranty Labor Rate / Date : /  
 Agent Name : Comp Ind :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS
[REDACTED]	Subcase Close	Warranty	Coverage	752	SRS

**Issue Details**

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2010 2:15:07 PM
Issue Owner : Anthony Varon	Type 2 : Operation	Queue :	Close Date : 2/16/2010 2:15:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : 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

**Issue Details**

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Warranty	Status : Subcase Close	Open Date : 2/16/2010 2:15:41 PM
Issue Owner : Anthony Varon	Type 2 : Coverage	Queue :	Close Date : 2/16/2010 2:15:54 PM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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 LIGHT ISSUE/WARRANTY INQUIRY

\*\*\* CASE CREATE 2/16/2010 2:08:20 PM, avaron

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

\*\*\* CASE MODIFY 2/16/2010 2:09:57 PM, avaron

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/16/2010 2:10:33 PM, avaron

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/16/2010 2:10:36 PM, avaron

WARRANTY CHECK 02/16/2010 02:10:36 PM avaron

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 2/16/2010 2:10:40 PM, avaron

CLAIM CHECK 02/16/2010 02:10:40 PM avaron

The following Claim History information was found

0; 2007-05-11; 251128; 335021; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2010 2:11:01 PM, avaron

CAMPAIGN CHECK 02/16/2010 02:11:01 PM avaron

The following Campaign information was found

04-012; P28; 04 TSX OUT OF SPECS A/T CASE; ; JX;

04-026; P45; 04 TSX TRUNK WIRE; ; ;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO D

\*\*\* CASE VSC LOOKUP 2/16/2010 2:11:03 PM, avaron

VSC-CUC CHECK 02/16/2010 02:11:02 PM avaron

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2010 2:12:43 PM, avaron

CAMPAIGN CHECK 02/16/2010 02:12:43 PM avaron

The following Campaign information was found

04-012; P28; 04 TSX OUT OF SPECS A/T CASE; ; JX;

04-026; P45; 04 TSX TRUNK WIRE; ; ;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO D

\*\*\* CASE CAMPAIGN LOOKUP 2/16/2010 2:14:14 PM, avaron

CAMPAIGN CHECK 02/16/2010 02:14:14 PM avaron

The following Campaign information was found

04-012; P28; 04 TSX OUT OF SPECS A/T CASE; ; JX;

04-026; P45; 04 TSX TRUNK WIRE; ; ;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

04-021; Q33; 03-04 RADIO D

\*\*\* SUBCASE [REDACTED] CREATE 2/16/2010 2:15:07 PM, avaron



Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG LIGHT ISSUE/WARRANTY INQUIRY

Created in WIP Default with Due Date 2/16/2010 2:15:07 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 2/16/2010 2:15:22 PM, avaron

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CREATE 2/16/2010 2:15:41 PM, avaron

Created in WIP Default with Due Date 2/16/2010 2:15:41 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 2/16/2010 2:15:54 PM, avaron

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 2/16/2010 2:16:27 PM, avaron, Action Type : Call from Customer

Added Client Information

Client is calling because the airbag lights on the driver's side has been coming on.

Client is seeking to know if the airbag system is still covered under warranty.

Client states she has a friend who works at an Acura dealer & they advised her the airbag system may still be covered under warranty.

ACS apologized & advised the client that there are no warranty extensions or recalls for the airbag light however she may want to have the vehicle diagnosed by an Acura dealer.

P45 '04 TSX TRUNK WIRE  04-026   ACS advised the client the vehicle is involved & should be taken to an Acura dealer for completion.

\*\*\* CASE MODIFY 2/16/2010 2:16:29 PM, avaron

into WIP default and Status of Solving

\*\*\* CASE CLOSE 2/16/2010 2:16:34 PM, avaron

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 10/22/2012 10:37:13  
 Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 11/7/2012 10:24:36 AM  
 Case Owner : Fred Silver (Team AD) Method : Mail Queue : Days Open : 16  
 Last Closed By : Fred Silver (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : 2E - 1057 - [REDACTED] - N032012-10-0901560 /STS/SRS COMPLAINTS 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 : ROCKVILLE, MD [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 27  
 VIN Type / No. : US VIN / JH4CL96864C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 62,013  
 In Service Date : 04/30/2004  
 Months In Use : 102  
 Engine Number : K24A21033570  
 Originating Dealer No. / Name : 251057 / ROSENTHAL ACURA  
 Selling Dealer No. / Name : 251057 / ROSENTHAL ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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 : 251057 / ROSENTHAL ACURA  
 Phone No. : 301-840-9333  
 Address : 623 N. FREDERICK AVE  
 City / State / Zip : GAITHERSBURG, MD 20879  
 Svc District / Sls District : 02E / C02  
 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] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID :	██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator :	Fred Silver	Type 1 : Product	Status : Subcase Close	Open Date : 10/23/2012 9:15:56 AM
Issue Owner :	Fred Silver	Type 2 : Operation	Queue :	Close Date : 11/7/2012 10:24:36 AM
Issue Title :	██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
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

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

Spool Report

Run Date : 08/09/2013

Case History

Case ID : [REDACTED] Case Title : 2E - 1057 - [REDACTED] - N032012-10-0901560 /STS/SRS COMPLAINTS

\*\*\* CASE CREATE 10/22/2012 10:37:13 AM, pbongco

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

\*\*\* NOTES 10/22/2012 10:37:14 AM, pbongco, Action Type :

\*\*\*\*\* NOTES WERE COPIED FROM CASE# N032012\_10-0901560 \*\*\*\*\*

\*\*\*NOTES LOG 10/09/2012 12:23:58 PM mrios

AHM received a typed letter in regards to complaint

\*\*\* CAMPAIGN CHECK 10/09/2012 12:25:24 PM mrios

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 12/30/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HEADLIGHTS; 04/11/07; FX;

10-010; R35; 04-08 TSX POWER STEERING HOSE; 06/19/10; FX;

\*\*\* WARRANTY CHECK 10/09/2012 12:26:44 PM mrios

No data found for VIN.

\*\*\* CLAIM CHECK 10/09/2012 12:26:52 PM mrios

The following Claim History information was found

0; 2010-06-19; 251057; 722301; 510; 512IG2 ; SAFETY RECALL CAMPAIGN: REPLACE THE P/S PUMP OUTPUT HOSE.

S/B# 10-010

\*\*\* CAMPAIGN CHECK 10/09/2012 12:27:45 PM mrios

The following Campaign information was found

04-026; P45; 04 TSX TRUNK WIRE; 12/30/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HEADLIGHTS; 04/11/07; FX;

10-010; R35; 04-08 TSX POWER STEERING HOSE; 06/19/10; FX;

\*\*\* VSC-CUC CHECK 10/09/2012 12:27:46 PM mrios

No data found for VIN.

\*\*\* NOTES 10/09/2012 12:32:32 mrios Action Type: Call from Customer

AHM received a one page letter in regards to customer complaining regarding S35.

No other documents received.

\*\*\* RETURN 10/10/2012 06:31:12 rcisne01

Case History

Case ID : [REDACTED] Case Title : 2E - 1057 - [REDACTED] - N032012-10-0901560 /STS/SRS COMPLAINTS

\*\*\* NOTES 10/15/2012 16:00:04 mrios Action Type: Note-General  
\*\*\*NOT campaign related, error made\*\*\*

\*\*\* CAMPAIGN CHECK 10/16/2012 08:03:26 AM mrios  
The following Campaign information was found  
04-026; P45; 04 TSX TRUNK WIRE; 12/30/04; FX;  
06-050; Q27; Vaughn Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ; X  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 04/11/07; FX;  
10-010; R35; 04-08 TSX POWER STEERING HOSE; 06/19/10; FX;

\*\*\* SUBCASE [REDACTED] 10/16/2012 8:05:51 AM mrios

\*\*\* CASE YANKED 10/22/2012 10:37:18 AM, pbongco  
Yanked by pbongco into WIPbin default.

\*\*\* CASE MODIFY 10/22/2012 10:37:47 AM, pbongco  
into WIP default and Status of Solving.

\*\*\* NOTES 10/22/2012 10:39:39 AM, pbongco, Action Type : Letter/Fax  
On 10/18/12 ACR received a 1-page letter from the client regarding previous issue.  
Document was forwarded from Satellite Office.

\*\*\* CASE MODIFY 10/22/2012 10:40:14 AM, pbongco  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/22/2012 10:40:28 AM, pbongco  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/22/2012 10:40:28 AM, pbongco  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 10/22/2012 10:40:30 AM, pbongco  
from WIP default to Queue Acura Team B.

\*\*\* CASE ADD ATTACHMENT 10/22/2012 10:45:19 AM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-10-2201392\_1.PDF

\*\*\* CASE ACCEPT 10/22/2012 4:13:56 PM, fsilver  
from Queue Acura Team B to WIP 2E.

\*\*\* CASE MODIFY 10/22/2012 4:14:07 PM, fsilver  
into WIP 2E and Status of Solving.

\*\*\* CASE MODIFY 10/23/2012 8:44:16 AM, fsilver  
into WIP 2E and Status of Solving.

\*\*\* NOTES 10/23/2012 8:45:42 AM, fsilver, Action Type : Call to Customer  
\*\* Call to the Client \*\*

Case History

Case ID: [REDACTED] Case Title: 2E - 1057 [REDACTED] N032012-10-0901560 /STS/SRS COMPLAINTS

I attempted to contact the client and the phone just rang  
I let the phone ring over 30 times

\*\*\* CASE MODIFY 10/23/2012 8:50:03 AM, fsilver  
into WIP\_2E and Status of Solving

\*\* SUBCASE [REDACTED] CREATE 10/23/2012 9:15:56 AM, fsilver  
Created in WIP Default with Due Date 10/23/2012 9:15:56 AM

\*\*\* NOTES 10/23/2012 9:42:15 AM, fsilver, Action Type: Call to Dealer  
\*\* Call to the Dealership, SM Rayann \*\*

The SM stated that the client was in on the 12th of September.  
The tech could not get any response from the SRS system and they had to replace the control unit.  
Afterwards, the system worked fine, the SRS light stayed off  
The client was back on the 24th of September.  
This time they pulled a code 61-10, the seat belt buckle sensor was bad and they replaced the buckle.

\*\*\* NOTES 10/23/2012 10:00:17 AM, fsilver, Action Type: Call to Customer  
\*\* Call to the Client \*\*

I spoke to the client's wife.  
She took my contact information to have her husband call back.

\*\*\* NOTES 10/23/2012 10:01:24 AM, fsilver, Action Type: Dealer Communication  
ATTN: EXCELL FACILITATOR

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

The client contacted Acura about an SRS repair with a control unit and buckle sensor. Please update on the case findings.

\*\*\* NOTES 11/5/2012 2:47:42 PM, fsilver, Action Type: Call to Customer  
\*\* Call to the Client \*\*

I made introductions.

The client explained their situation.  
They felt that the problem was always the seat belt buckle but the dealership insisted that it was both the control unit and the buckle.  
The client stated that the dealership told him that the problem with the buckle could not be detected until the control unit was replaced.

The client mentioned that the vehicle has low mileage and the components should not fail like they did.  
The client's point on this is that he feels he spent \$700 more than he should have and is looking for assistance from Acura in getting some if not all of  
the control unit reimbursed back to him.

I mentioned that even with the low mileage, the vehicle is no longer covered under the factory warranty, Acura's obligation to the vehicle has been met.  
I explained to the client that I understand his position on the matter and will discuss the case further with the DPSM.  
I told the client I would get back to him with Acura's position on the matter.

Case History

Case ID : [REDACTED] Case Title : 2E-1057-[REDACTED] - N032012-10-0901560 /STS/SRS COMPLAINTS

The client understood

\*\*\* NOTES 11/7/2012 9:38:05 AM, fsilver, Action Type : Field Service

\*\* Call to the DPSM \*\*

The case was discussed and it was agreed to split the cost of the repair and have the dealership reimburse the client.  
I stated to the DPSM that I would inform the client and the dealership.

\*\*\* NOTES 11/7/2012 10:19:05 AM, fsilver, Action Type : Call to Customer

\*\* Call to the Client \*\*

I informed the client of the offer.

The client stated that the offer was acceptable and thanked me for looking into the matter.

I explained that the dealership is issuing the reimbursement and to expect it within 14 to 21 business days.

The client understood

\*\*\* NOTES 11/7/2012 10:24:21 AM, fsilver, Action Type : Call to Dealer

\*\* Call to the Dealership, SM Rayann \*\*

I discussed the offer that was made to the client and that the DPSM has agreed to have the dealership reimburse the client for half of the repair for the control unit.

The SM stated that the amount the client would receive is \$325.20.

The SM stated that they had given the client 15% of the original price.

The SM stated that she would process the reimbursement and get it mail to the client.

We ended the call.

The case will be closed.

\*\*\* SUBCASE [REDACTED] CLOSE 11/7/2012 10:24:36 AM, fsilver

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/7/2012 10:24:36 AM, fsilver

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

**Case Details**

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/22/2013 8:31:14 AM  
 Case Originator : Patrice Rogers (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 7/22/2013 8:39:21 AM  
 Case Owner : Patrice Rogers (Team CC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Patrice Rogers (Team CC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - AIRBAG INQUIRY No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] DDR  
 VIN Type / No. : US VIN / JH4CL96824C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 112,000  
 In Service Date : 04/29/2004  
 Months In Use : 111  
 Engine Number : K2A21034479  
 Originating Dealer No. / Name : 251416 / MAC CHURCHILL ACURA  
 Selling Dealer No. / Name : 251416 / MAC CHURCHILL ACURA  
 Trim : 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 :  
 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	Campaign	Eligibility	752	SRS



Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Patrice Rogers	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/22/2013 8:34:07 AM
Issue Owner : Patrice Rogers	Type 2 : Eligibility	Queue :	Close Date : 7/22/2013 8:39:21 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 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 INQUIRY

\*\*\* CASE CREATE 7/22/2013 8:31:14 AM, progers

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

\*\*\* SUBCASE [REDACTED] CREATE 7/22/2013 8:34:07 AM, progers

Created in WIP Default with Due Date 7/22/2013 8:34:07 AM.

\*\*\* NOTES 7/22/2013 8:39:06 AM, progers, Action Type : Call from Customer

The client contact information was updated 3178095166

The client called in regarding a srs warn light. She wanted to know were there any recalls regarding the airbag. She stated that she did reasearch online and found a recall for airbags. I informed the client that all recalls are Vin specific. I then informed the client that her vehicle was not affected by any airbag campaigns. However I did advised the client of campaign 10-010. I advised her the campaign can be completed at any Acura dealer free of charge. The client understood and required no further assistance.

\*\*\* CASE MODIFY 7/22/2013 8:39:18 AM, progers

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 7/22/2013 8:39:21 AM, progers

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

\*\*\* SUBCASE [REDACTED] CLOSE 7/22/2013 8:39:21 AM, progers

Status = Solving, Resolution Code = Instruction Given

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 4/26/2010 11:51:17 AM  
 Case Originator : Kristine Cabanatan (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 4/26/2010 11:59:06 AM  
 Case Owner : Kristine Cabanatan (Team AC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Kristine Cabanatan (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] SRS LIGHT ON 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 : POMPANO BEACH, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : [REDACTED]

**Product Info :**

Unit Owner : [REDACTED] 29  
 VIN Type / No. : US VIN / JH4CL96864C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 74,000  
 In Service Date : 05/17/2004  
 Months In Use : 71  
 Engine Number : K24A21034582  
 Originating Dealer No. / Name : 251501 / ED MORSE ACURA  
 Selling Dealer No. / Name : 251501 / ED MORSE ACURA  
 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. :

**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]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID :	Disposition: Complaint	Condition :	Wipbin :
Issue Originator : Kristine Cabanatan	Type 1 : Product	Status : Subcase Close	Open Date : 4/26/2010 11:58:51 AM
Issue Owner : Kristine Cabanatan	Type 2 : Operation	Queue :	Close Date : 4/26/2010 11:59:06 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 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] - SRS LIGHT ON ISSUE

\*\*\* CASE CREATE 4/26/2010 11:51:17 AM, kcabanat

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/26/2010 11:51:34 AM, kcabanat

WARRANTY CHECK 04/26/2010 11:51:34 AM kcabanat

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/26/2010 11:51:43 AM, kcabanat

CLAIM CHECK 04/26/2010 11:51:42 AM kcabanat

The following Claim History information was found

0; 2007-09-15; 251543; 135461; 510; 710100 ; BATTERY - REPLACE. INCLUDES TESTING. S/B# 88-016

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTION

\*\*\* CASE CAMPAIGN LOOKUP 4/26/2010 11:51:46 AM, kcabanat

CAMPAIGN CHECK 04/26/2010 11:51:45 AM kcabanat

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 11/13/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HI

\*\*\* CASE VSC LOOKUP 4/26/2010 11:51:47 AM, kcabanat

VSC-CUC CHECK 04/26/2010 11:51:47 AM kcabanat

No data found for VIN.

\*\*\* CASE MODIFY 4/26/2010 11:53:13 AM, kcabanat

into WIP default and Status of Solving.

\*\*\* NOTES 4/26/2010 11:55:59 AM, kcabanat, Action Type: Call from Customer

ACS accepted WT from Honda Call Center.

Client's contact information was updated (address and phone number).

Client called regarding a light that came on the dashboard.

Client then mentioned that she just left the dlrship and was told the issue was a seat belt buckle.

\*During the call, it was difficult to understand the client because there was wind and static noise.

I attempted to ask client to clarify what light and what dlrship.

Client stated since she is in an area that doesn't have clear reception, she will call ACS back.

The call was ended.

\*\*\* SUBCASE [REDACTED] CREATE 4/26/2010 11:58:51 AM, kcabanat

Created in WIP Default with Due Date 4/26/2010 11:58:51 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 4/26/2010 11:59:06 AM, kcabanat

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/26/2010 11:59:06 AM, kcabanat

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/24/2010 12:25:18 PM
Case Originator : Kelly Fuller (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/24/2010 12:38:48 PM
Case Owner : Kelly Fuller (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kelly Fuller (Team CA)	Point of Origin : Customer	Wipbn :	
Case Title : [REDACTED] SRS LIGHT ON		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Un't Owner : [REDACTED] 1429  
 VIN Type / No. : US VIN / JH4CL96864C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 75,000  
 In Service Date : 05/17/2004  
 Months In Use : 72  
 Engine Number : K24A21034582  
 Originating Dealer No. / Name : 251501 / ED MORSE ACURA  
 Selling Dealer No. / Name : 251501 / ED MORSE ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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 :

**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] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 5/24/2010 12:36:51 PM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 5/24/2010 12:38:48 PM
Issue Title : ██████████	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Advanced SRS Sys7526  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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] - SRS LIGHT ON

\*\*\* CASE CREATE 5/24/2010 12:25:18 PM, kfuller

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/24/2010 12:25:20 PM, kfuller

WARRANTY CHECK 05/24/2010 12:25:20 PM kfuller

No data found for VIN

\*\*\* CASE CLAIMS LOOKUP 5/24/2010 12:25:22 PM, kfuller

CLAIM CHECK 05/24/2010 12:25:22 PM kfuller

The following Claim History information was found

0; 2007-09-15; 251543; 135461; 510; 710100 ; BATTERY - REPLACE. INCLUDES TESTING. S/B# 88-016

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTION

\*\*\* CASE CAMPAIGN LOOKUP 5/24/2010 12:25:31 PM, kfuller

CAMPAIGN CHECK 05/24/2010 12:25:31 PM kfuller

The following Campaign information was found

04-026; P45; '04 TSX TRUNK WIRE; 11/13/04, FX;

06\_050; Q27; [REDACTED] Class Action Acura; ;

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

07-016; Q36; 04-05 TSX HID

\*\*\* CASE VSC LOOKUP 5/24/2010 12:25:35 PM, kfuller

VSC-CUC CHECK 05/24/2010 12:25:35 PM kfuller

No data found for VIN.

\*\*\* CASE MODIFY 5/24/2010 12:25:50 PM, kfuller

into WIP default and Status of Solving.

\*\*\* NOTES 5/24/2010 12:36:02 PM, kfuller, Action Type = Call from Customer

The customer stated her SRS light was on. The vehicle was diagnosed, and the dealer told her that a component in the seat belt buckle that is not working properly. The customer went over the seat belt warranty. The dealer told her to call Acura because they were going to charge her for the repair. She has since moved to another state. The customer stated the dealer did not give her a reason why they would not fix the seat belt buckle. I suggested she go to a dealer that is now close to where she lives now. The customer thanked me. I thanked the customer. The call ended.

\*\*\* SUBCASE [REDACTED] CREATE 5/24/2010 12:36:51 PM, kfuller

Created in WIP Default with Due Date 5/24/2010 12:36:51 PM

\*\*\* CASE MODIFY 5/24/2010 12:37:04 PM, kfuller

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 5/24/2010 12:37:50 PM, kfuller

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 5/24/2010 12:38:48 PM, kfuller

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/24/2010 12:38:48 PM, kfuller

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



**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Acura - Auto Condition : Closed Open Date : 2/20/2013 1:43:04 PM  
 Case Originator : James Webb (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 2/20/2013 1:53:51 PM  
 Case Owner : James Webb (Team HC) Method : Phone Queue Days Open : 0  
 Last Closed By : James Webb (Team HC) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ SEAT BELT BUCKLE CONCERN No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 902  
 VIN Type / No : US VIN / JH4CL969X4C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 115,000  
 In Service Date : 07/11/2004  
 Months In Use : 103  
 Engine Number : K24A21036642  
 Originating Dealer No. / Name : 251105 / AUTONATION ACURA STEVENS CR  
 Selling Dealer No. / Name : 251081 / MIKE HARVEY ACURA  
 Trim : NAVI  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name :  
 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
██████████	PRODUCT Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 2/20/2013 1:53:42 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 2/20/2013 1:53:51 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 7527 SRS  
Condition Code Desc : Advanced SRS Sys7526  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Updated Information, 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: [REDACTED] SEAT BELT BUCKLE CONCERN

\*\*\* CASE CREATE 2/20/2013 1:43:04 PM, jwebb

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

\*\*\* NOTES 2/20/2013 1:53:17 PM, jwebb, Action Type = Call from Customer

I verified client information.

Client called ACR because her SRS light is turning on intermittently. The client took her vehicle to an IRF who told her that the problem is with the sensor in the driver's seat belt buckle and it needs to be replaced. The client was then advised to call ACR to see if we would be able to assist because of how there is a limited lifetime warranty on the seat belt and if this would be covered or not. The client also stated that she has not been to an Acura DLR for diagnosis but reading online she had read that other people had the seat belt buckle replaced under the lifetime warranty.

I apologized to the client for the issue that she is having and informed the client that the lifetime warranty on the seat belt is only for the mechanical components and not the electronics. I explained to the client that since the seat belt is still working and doing its job on keeping her in buckled safety this issue would not be covered. I explained to the client that if she likes she could contact her local Acura DLR and schedule an appointment to have the system looked at to confirm the problem and to speak with the SM to see if any out of warranty assistance could be provided at the DLR level.

Client required no further assistance.

\*\*\* SUBCASE [REDACTED] CREATE 2/20/2013 1:53:42 PM, jwebb

Created in WIP Default with Due Date 2/20/2013 1:53:42 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 2/20/2013 1:53:51 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 2/20/2013 1:53:51 PM, jwebb

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/31/2013 10:53:05 AM  
 Case Originator : Cheryl Mayhorn (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 7/31/2013 1:21:38 PM  
 Case Owner : Cheryl Mayhorn (Team CE) Method : Phone Queue : Days Open : 0  
 Last Closed By : Cheryl Mayhorn (Team CE) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ RECALL INQUIRY No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ AB  
 VIN Type / No. : US VIN / JH4CL968X4C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours :  
 In Service Date : 05/31/2004  
 Months In Use : 110  
 Engine Number : K24A21036917  
 Originating Dealer No. / Name : 251329 / SMITHTOWN ACURA  
 Selling Dealer No. / Name : 251329 / SMITHTOWN ACURA  
 Trim : 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 :  
 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
██████████ - CAMPAIG	Subcase Close	Campaign	No Code	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator - Cheryl Mayhorn	Type 1 Campaign	Status : Subcase Close	Open Date : 7/31/2013 12:02:47 PM
Issue Owner : Cheryl Mayhorn	Type 2 : No Code	Queue :	Close Date : 7/31/2013 1:21:38 PM
Issue Title : [REDACTED] CAMPAIGN - NO CODE			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Provided Information, Forward to Call Ctr  
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] RECALL INQUIRY

\*\*\* CASE CREATE 7/31/2013 10:53:05 AM, cmayhorn

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

\*\*\* CASE MODIFY 7/31/2013 10:55:38 AM, cmayhorn

into WIP default and Status of Solving.

\*\*\* NOTES 7/31/2013 12:01:50 PM, cmayhorn, Action Type: Call from Customer

The client called ACR to check for recalls, involving the SRS light. The client stated the dealer fixed the seatbelt buckle, but the light is continuing to stay on. I reviewed the vehicle's campaign status. I informed the client, currently there are no outstanding recalls in relation to the SRS light staying on. I also explained the campaigns are VIN related. The client wanted to know what other recalls are on the TSX. I informed her, currently recalls based on her VIN, have been completed. I also mentioned an airbag inflator, but it is not on her vehicle, and it would not trigger the SRS light. The client asked for the SB number, to the airbag inflator. I informed the client, this campaign does not apply to her vehicle, and I do not have a SB number for the TSX. The client became upset, and insisted on the SB number. I informed her, there is no SB associated with the TSX. I would need the VIN in order to get the SB number. I explained, I am with the campaign division, for further assistance with her concern regarding the SRS light, I can transfer her to Acura Client Relations. The client still wanted the number. I explained to her, I am unable to give her a SB number, but will transfer her to another division that can assist her.

I confirmed the client's contact information.

I attempted to warm transfer the call, but accidentally transferred the call to the queue.

\*\*\* SUBCASE [REDACTED] CREATE 7/31/2013 12:02:47 PM, cmayhorn

Created in WIP Default with Due Date 7/31/2013 12:02:47 PM.

\*\*\* CASE CLOSE 7/31/2013 1:21:38 PM, cmayhorn

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

\*\*\* SUBCASE [REDACTED] CLOSE 7/31/2013 1:21:38 PM, cmayhorn

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Open Open Date : 7/31/2013 11:01:48 AM  
 Case Originator : Edward Victor (Team AD) Sub Division : Customer Relations Status : Solving Close Date :  
 Case Owner : Kyle Green (Team AA) Method : Phone Queue : Days Open : 9  
 Last Closed By : Point of Origin : Customer Wipbin : 5F  
 Case Title : 05F- (SMITHTOWN ACURA) [REDACTED] AIRBAG ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] / AB  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 114,000  
 In Service Date : 05/31/2004  
 Months In Use : 110  
 Engine Number : K24A21036917  
 Originating Dealer No. / Name : 251329 / SMITHTOWN ACURA  
 Selling Dealer No. / Name : 251329 / SMITHTOWN ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 5AT  
 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 : 251329 / SMITHTOWN ACURA  
 Phone No. : 631-366-6000  
 Address : 780 MIDDLE COUNTRY RD,  
 City / State / Zip : SAINT JAMES, NY 11780  
 Svc District / Sls District : 05F / C05  
 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]	Solving	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Open	Wipbin : SUBCASES
Issue Originator : Kyle Green	Type 1 : Product	Status : Solving	Open Date : 7/31/2013 12:12:05 PM
Issue Owner : Kyle Green	Type 2 : Operation	Queue :	Close Date :
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No	Part Description	BO Reason



Case History

Case ID : [REDACTED] Case Title : 05F\* (SMITHTOWN ACURA) [REDACTED] AIRBAG ASSISTANCE

\*\*\* CASE CREATE 7/31/2013 11:01:48 AM, evictor

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

\*\*\* CASE MODIFY 7/31/2013 11:16:28 AM, evictor

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/31/2013 11:16:46 AM, evictor

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/31/2013 11:26:42 AM, evictor

into WIP default and Status of Solving.

\*\*\* NOTES 7/31/2013 11:37:59 AM, evictor, Action Type : Call from Customer

Updated contact Information

Best Contact : [REDACTED]

The client's mother called ACR in regards to an issue she is having with her vehicle and dealership.

The client's mother stated that the vehicle was taken to an Acura dealership on July 3rd when the SRS light came on. The client stated that the dealership (Smithtown Acura), fixed the sensor in the belt buckle and covered the repair under warranty. The client stated that she picked the vehicle up and the Airbag light illuminated about an hour after driving. The client stated that she took the vehicle back to the dealership today, and was told that there was a short in the Airbag Inflator (12-80 DTC). The client stated she was quoted \$1100 dollars to replace the airbag. The client is very upset as she feels the dealership may have done something to cause the short, and the dealership blamed her son for possible shorting out the system. The client is concerned that this is a safety issue. The client stated that she called the campaign department as she was aware of a recall on the airbag inflator, but states that she did not receive the information that she requested. I informed the client that the recall was for older generation TL's and CL's and her vehicle did not fall under the recall. I informed the client that I would be able to dispatch her case to a DCM for further review for potential assistance.

The client stated that she purchased the vehicle for her son about two years ago, and services the vehicle at an Acura dealership. The client stated that she owns two other Acura vehicle's (99 TL, and a MDX). The client stated that she is unable with the level of service she has received from her dealership.

\*\*\* CASE MODIFY 7/31/2013 11:38:27 AM, evictor

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/31/2013 11:42:14 AM, evictor

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/31/2013 11:42:17 AM, evictor

from WIP default to Queue Acura Team A.

\*\* CASE YANKED 7/31/2013 11:47:51 AM, kgreen

Yanked by kgreen into WIPbin DEFAULT.

\*\*\* NOTES 7/31/2013 12:09:49 PM, kgreen, Action Type : Warm Transfer

Call came in as a WT, DCM stated that the client's vehicle is outside of the warranty so her request will be reviewed as a GW assistance case. Client stated that her main issue with the process has been the fact that the vehicle was in the DLR for repairs to one component and shortly after receiving her vehicle back there was an issue with another safety component. Client would just like to know how safe the vehicle is with this current concern. DCM stated that he will follow up with the SM for more information and update the client with any new information by the end of business Friday. Call ended.

\*\*\* CASE MODIFY 7/31/2013 12:10:09 PM, kgreen

Case History

Case ID : [REDACTED] Case Title : 05F- (SMITHTOWN ACURA) [REDACTED] AIRBAG ASSISTANCE

into WIP DEFAULT and Status of Solving.

\*\*\* COMMIT 7/31/2013 12:11:10 PM, kgreen, Action Type : N/A

Call Smithtown SM

\*\*\* SUBCASE [REDACTED] CREATE 7/31/2013 12:12:05 PM, kgreen

Created in WIP Default with Due Date 7/31/2013 12:12:05 PM.

\*\*\* CASE MODIFY 7/31/2013 12:12:22 PM, kgreen

into WIP DEFAULT and Status of Solving.

\*\*\* NOTES 8/2/2013 6:40:55 AM, kgreen, Action Type : Call to Dealer

DCM called the SM at Smithtown to gather more information. SM stated that the client's vehicle returned a seat buckle code for the driver's side. The DLR replaced the buckle and shortly after the client left her SRS light came back on for the passenger side airbag. SM stated that is highly unlikely that the work done to the buckle affected that airbag because the repairs are on two opposite sides of the vehicle. SM understood the inconvenience and stated that he is willing to offer 50% assistance with the airbag repair. SM will call the client on her home phone today to present the offer.

\*\*\* CASE FULFILL 8/2/2013 6:41:08 AM, kgreen

Fulfilled for [REDACTED] due 08/01/2013 12:00:00 PM

\*\*\* NOTES 8/2/2013 7:22:07 AM, kgreen, Action Type : Call to Customer

DCM called the client and notified her that the DCM spoke with the SM at Smithtown Acura and he notified him that the two SRS repairs are not related but he would like to offer the client 50% assistance with the repair. Client was upset at this figure and stated that the DLR caused the airbag repair when they replaced her door actuators. DCM stated that he is not in any position to assume that one repair caused another in the vehicle without the technicians verifying. Client became upset at the fact that the DLR accused her son of causing an electrical short in the vehicle that caused that airbag repair. DCM stated that the SM will be calling the client to present an offer to assist with the repairs and she can discuss her theories with him. Client understood and will follow up once she speaks with the SM. Call ended.

\*\*\* COMMIT 8/2/2013 7:25:35 AM, kgreen, Action Type : N/A

Call client for an update

\*\*\* NOTES 8/2/2013 11:42:17 AM, kgreen, Action Type : Call to Customer

Client called ACR and left a VM for her DCM stating that she still has not received a call from the SM at Smithtown. Client requested that her DCM call back.

\*\*\* NOTES 8/2/2013 11:44:55 AM, kgreen, Action Type : Call to Customer

DCM called the client and notified her that the SM did expect to call her by the end of business today. Client stated that she is home at this time so she will continue to wait until she receives a call from the DLR. Client stated that she is concerned because this is a safety component in the vehicle and she would like to have the issue resolved as soon as possible. DCM stated that we should wait to see when he calls and then do some follow up after their conversation. Client agreed and required no further assistance. Call ended.

\*\*\* NOTES 8/6/2013 8:10:07 AM, kgreen, Action Type : Call from Customer

Client called the DCM and stated that she still has not received a call from the SM at Smithtown with the offer of assistance. DCM stated that he will follow up with the SM to check if he has the correct contact information for the client. DCM will give the client another call to day to notify her when the SM plans on calling her. Client understood and required no further information. Call ended.

\*\*\* CASE FULFILL 8/6/2013 8:10:12 AM, kgreen

Fulfilled for [REDACTED] due 08/06/2013 12:00:00 PM.

\*\*\* COMMIT 8/6/2013 8:10:14 AM, kgreen, Action Type : N/A

Case History

Case ID : [REDACTED]

Case Title : 05F- (SMITHTOWN ACURA) [REDACTED] - AIRBAG ASSISTANCE

Did the SM call back??

\*\*\* NOTES 8/7/2013 9:53:05 AM, kgreen, Action Type : Call to Dealer  
DCM called the SM and left a VM requesting a call back.

\*\*\* CASE MODIFY COMMITMENT 8/7/2013 9:55:57 AM, kgreen  
with [REDACTED] due 08/07/2013 12:00:00 PM.

\*\*\* NOTES 8/8/2013 1:17:15 PM, kgreen, Action Type : Call to Dealer

DCM called the SM and he explained that he was able to speak with the client regarding her repairs and stated that this is an electrical malfunction in the vehicle that was not caused by the repairs performed on the vehicle. SM offered the 50% once again but the client stated that she is still not satisfied.

\*\*\* NOTES 8/8/2013 1:19:08 PM, kgreen, Action Type : Call to Customer

DCM called the client and left a VM requesting a call back.

\*\*\* CASE FULFILL 8/8/2013 1:19:26 PM, kgreen

Fulfilled for [REDACTED] due 08/07/2013 12:00:00 PM.

\*\*\* COMMIT 8/8/2013 1:19:27 PM, kgreen, Action Type : N/A

Did the client call back???

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/7/2012 11:18:36 AM
Case Originator :	Michael Hancock	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/7/2012 11:22:49 AM
Case Owner :	Michael Hancock	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Hancock	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 98  
 VIN Type / No. : US VIN / JH4CL968X4C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours :  
 In Service Date : 05/26/2004  
 Months In Use : 96  
 Engine Number : K24A21038045  
 Originating Dealer No. / Name : 251335 / BARANCO ACURA  
 Selling Dealer No. / Name : 251335 / BARANCO ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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] - CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/7/2012 11:20:15 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 5/7/2012 11:20:24 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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] SRS LIGHT RECALL INQUIRY

\*\*\* CASE CREATE 5/7/2012 11:18:36 AM, mhancock

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

\*\*\* SUBCASE [REDACTED] CREATE 5/7/2012 11:20:15 AM, mhancock

Created in WIP Default with Due Date 5/7/2012 11:20:15 AM.

\*\*\* SUBCASE [REDACTED] CLOSE 5/7/2012 11:20:24 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 5/7/2012 11:22:45 AM, mhancock, Action Type : Call from Customer

I updated the client's information.

The client contacted AHM to inquire if the vehicle is included in an SRS recall. The client stated that her SRS light is on and was calling to inquire if the vehicle included in the recall. I advised the customer that the vehicle is not included in this recall and advised the customer that all recalls are VIN specific. I informed the client for further assistance she would need to take her vehicle to an Acura dealership to have the recall completed. The client understood and the call ended.

\*\*\* CASE CLOSE 5/7/2012 11:22:49 AM, mhancock

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

**Case Details**

Case ID : ██████████ Division : Acura - Auto Condition : Closed Open Date : 5/21/2013 1:28:18 PM  
 Case Originator : Samantha Rushby (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 5/21/2013 2:17:45 PM  
 Case Owner : Samantha Rushby (Team AC) Method : Phone Queue Days Open : 0  
 Last Closed By : Samantha Rushby (Team AC) Point of Origin : Customer Wipbin  
 Case Title : ██████████ SRS INDICATOR LIGHT No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 2791  
 VIN Type / No. : US VIN / JH4CL96884C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 60,127  
 In Service Date : 06/25/2004  
 Months In Use : 107  
 Engine Number : K24A21038214  
 Originating Dealer No / Name : 251031 / PIKES PEAK ACURA, LTD  
 Selling Dealer No. / Name : 251031 / PIKES PEAK ACURA, LTD  
 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 :  
 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
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID :	██████████	Disposition Information	Condition :	Closed	Wipbin :
Issue Originator :	Samantha Rushby	Type 1 :	Product	Status :	Subcase Close
Issue Owner :	Samantha Rushby	Type 2 :	Operation	Queue :	
Issue Title :	██████████	- PRODUCT - OPERATION			
				Open Date :	5/21/2013 1:40:34 PM
				Close Date :	5/21/2013 1:40:53 PM

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information, 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] - SRS INDICATOR LIGHT

\*\*\* CASE CREATE 5/21/2013 1:28:18 PM, srush  
Contact = [REDACTED] Priority = N/A, Status = Solving

\*\*\* CASE MODIFY 5/21/2013 1:34:24 PM, srush  
into WIP default and Status of Solving

\*\*\* NOTES 5/21/2013 1:39:18 PM, srush, Action Type : Call from Customer  
[REDACTED] VERIFIED CONTACTED INFO.  
BEST CONTACT #: [REDACTED]

The client contacted ACR because his vehicle's SRS Indicator light is on and he needs to have it checked out. The client advised that the nearest ACR DLR is about 1.5 hrs away and he wants to know if he can have the light checked out at the Honda DLR nearer to him. He was advised that he will be charged a diagnosis fee for the inspection and is calling to confirm it as well as to see if there is a safety recall for airbags. ACR advised the client that his vehicle does not have any recalls related to SRS issue and that he will be charged for a diagnosis fee either at the Acura DLR or the Honda DLR. The client understood and does not need further assistance. The client thanked me and the call was ended.

\*\*\* CASE MODIFY 5/21/2013 1:39:22 PM, srush  
into WIP default and Status of Solving

\*\*\* SUBCASE [REDACTED] CREATE 5/21/2013 1:40:34 PM, srush  
Created in WIP Default with Due Date 5/21/2013 1:40:34 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 5/21/2013 1:40:53 PM, srush  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 5/21/2013 1:41:03 PM, srush  
into WIP default and Status of Solving

\*\*\* CASE CLOSE 5/21/2013 2:17:45 PM, srush  
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 7/29/2013 12:46:15 PM  
 Case Originator : Kristine Cabanatan (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 8/7/2013 9:25:17 AM  
 Case Owner : Anthony Dalia (Team AB) Method : Dealer Referred Queue : Days Open : 9  
 Last Closed By : Anthony Dalia (Team AB) Point of Origin : Customer Wipbin :  
 Case Title : 02E - E/F - POHANKA - [REDACTED] SRS LIGHT ON/SEAT BELT SENSOR 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 : MANASSAS, VA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 667  
 VIN Type / No. : US VIN / JH4CL96814C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 107 000  
 In Service Date : 05/31/2004  
 Months In Use : 110  
 Engine Number : K24A21038234  
 Originating Dealer No / Name : 251044 / RADLEY ACURA  
 Selling Dealer No. / Name : 251044 / RADLEY ACURA  
 Trm : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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 : 251174 / POHANKA ACURA  
 Phone No. : 703-968-6600  
 Address : 13911 LEE JACKSON HWY  
 City / State / Zip : CHANTILLY, VA 20151  
 Svc District / Sls District : 02E / C02  
 Warranty Labor Rate / Date : \$119.88 /  
 Agent Name : [REDACTED] 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] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Daba	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2013 2:39:50 PM
Issue Owner : Anthony Daba	Type 2 : Operation	Queue :	Close Date : 8/7/2013 9:25:17 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Provided Information  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

## Case History

Case ID : [REDACTED] Case Title : 02E - E/F - POHANKA [REDACTED] SRS LIGHT ON/SEAT BELT SENSOR

\*\*\* CASE CREATE 7/29/2013 12:46:15 PM, kcabanat

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

\*\*\* CASE MODIFY 7/29/2013 12:48:31 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2013 12:49:06 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2013 12:57:03 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2013 12:57:52 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2013 1:01:53 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* NOTES 7/29/2013 1:04:20 PM, kcabanat, Action Type : Call from Customer  
ACR accepted WT from Chino Call Center.

Client's contact information was verified.  
One phone number provided.

Client called regarding the SRS light intermittently coming on and off.

Client stated he has been experiencing the issue for a while and has mentioned his concern with Pohanka Acura where he has the vehicle service.

Client stated the dlr was unable to pull error codes or see the light on.

Client stated there are a number of times he has tried to bring the vehicle to the dlr with the SRS light on, but it would turn off when he arrives at the dlr or when he is close to the dlr.

Client stated a couple days ago he had the state inspection on the vehicle.

One of the reasons why it failed was due to the SRS light was on and pulled a code that had something to do with the seat belt sensor.

Client stated he contacted Pohanka Acura and spoke with SA Frank regarding his concern and was told the vehicle is outside of the warranty and referred him to contact ACR for assistance.

Client stated SA Frank told him he could bring the vehicle any time.

Client stated he could bring the vehicle today around 4:30-5pm EST.

Client stated he read in the warranty booklet the vehicle has a limited warranty for the seat belt and if the seatbelt sensor has failed then he feels it should be covered under the warranty.

\*\*\* CASE MODIFY 7/29/2013 1:08:17 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* NOTES 7/29/2013 1:14:18 PM, kcabanat, Action Type : Call from Customer

I apologized to the client regarding his concern.

I explained to the client the seat belt limited warranty continues for the useful life of the vehicle that covers the operation of the seat belt.

Client stated there is no problem with the seat belt and feels the part should be covered under the warranty.

Case History

Case ID [REDACTED] Case Title - 02E - E/F - POHANKA - [REDACTED] SRS LIGHT ON/SEAT BELT SENSOR

I explained he would need to agree to pay for the diagnosis fee at the Acura dlr to confirmed the issue and determine what repairs are needed to be done.  
Client stated the paper from the DMV that states it is the sensor in the seat belt.  
I apologized Acura is unable to accept the diagnosis from the DMV and has to have the vehicle diagnose by the Acura dlr.  
I explained once the vehicle is diagnose by the Acura dlr he could speak with the SM at the dlr for assistance.  
Client got upset that he is provided the run around because the dlr referred him to contact ACR.  
I apologized to the client for the run around and explained a diagnosis is needed from the Acura dlr since the dlr is Acura's eyes and ears.  
Client stated he is going to bring the vehicle to Pohanka Acura around 4:30-5pm EST.  
I explained his concerns will be forwarded to a DCM to follow up with the dlr regarding the diagnosed of the vehicle and confirm if the repairs are covered under the seat belt limited warranty.  
I provided the case number.

\*DCM unavailable for the WT

I informed client the DCM will call him back by the end of the next business day.  
Client stated he is going on a 4 day trip tomorrow and is trying to get the issue address today.  
I advised client to bring the vehicle to the Acura dlr to expedite the process and the DCM will follow up with him by the end of the next business day.

Best contact # - [REDACTED] cell

Client thanked me and the call was ended.

\*\*\* CASE MODIFY 7/29/2013 1:14:34 PM, kcabanat  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/29/2013 1:14:41 PM, kcabanat  
from WIP default to Queue Acura Team B

\*\*\* CASE ACCEPT 7/29/2013 2:37:41 PM, adalia  
from Queue Acura Team B to WIP DEFAULT.

\*\*\* CASE MODIFY 7/29/2013 2:38:17 PM, adalia  
into WIP DEFAULT and Status of Solving

\*\*\* SUBCASE [REDACTED] CREATE 7/29/2013 2:39:50 PM, adalia  
Created in WIP Default with Due Date 7/29/2013 2:39:50 PM.

\*\*\* NOTES 7/29/2013 2:53:41 PM, adalia, Action Type : Call to Customer

I advised that this call may be recorded for quality and training purposes. The client stated that he would like some type of financial assistance towards the needed SRS warning light repair. I provided sympathy and empathy for the trouble they have had. He is going to Pohanka Acura dealership later today for a diagnosis. He purchased the vehicle from car max in 2009 and has no service with an Acura dealership. I explained the seat belt warranty to him. I advised that I would follow up with him by Thursday when I had more information. He thanked me.

\*\*\* COMMIT 7/29/2013 2:53:47 PM, adalia, Action Type : N/A  
close

\*\*\* CASE MODIFY COMMITMENT 7/29/2013 2:54:15 PM, adalia  
with [REDACTED] due 07/30/2013 12:00:00 AM.

\*\*\* NOTES 7/29/2013 2:59:03 PM, adalia, Action Type : Field Service

Case History

Case ID : [REDACTED] Case Title : 02E - E/F - POHANKA - [REDACTED] SRS LIGHT ON/SEAT BELT SENSOR

I contacted the DPSM and left a detailed message with my name and contact information requesting a return call at their earliest convenience.

\*\*\* NOTES 7/30/2013 10:20:41 AM, adalia, Action Type : Call to Customer

I advised that this call may be recorded for quality and training purposes. The client stated that the dealership replaced the seat belt buckle at no charge and he is very happy. He is very busy and cannot be on the phone. He no longer needs assistance.

I encouraged MR [REDACTED] to contact ACR in the future if there are any other concerns. They thanked me for the follow up call and stated that their expectations have been met. The call ended.

\*\*\* CASE MODIFY COMMITMENT 7/30/2013 10:21:21 AM, adalia  
with [REDACTED] due 08/02/2013 12:00:00 AM.

\*\*\* NOTES 7/30/2013 2:58:43 PM, adalia, Action Type : Field Service

I advised the DPSM of the clients concerns and contact to ACR. I shared the case details with him and he thanked me for the information.

\*\*\* CASE MODIFY 8/1/2013 8:35:56 AM, adalia

into WIP CLOSE and Status of Solving

\*\*\* CASE MODIFY COMMITMENT 8/1/2013 8:36:20 AM, adalia  
with [REDACTED] due 08/08/2013 12:00:00 AM

\*\*\* CASE MODIFY 8/7/2013 7:54:05 AM, adalia

into WIP CLOSE and Status of Solving.

\*\*\* NOTES 8/7/2013 9:24:52 AM, adalia, Action Type : Dealer Communication

ATTN: Business Improvement Facilitator

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

The client contacted ACR regarding financial assistance towards the needed seat buckle repair.

Please contact the DPSM and ACR regarding this concern/request for assistance in this matter.

\*\*\* SUBCASE [REDACTED] CLOSE 8/7/2013 9:25:17 AM, adalia

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/7/2013 9:25:17 AM, adalia

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

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/29/2012 7:13:00 AM  
 Case Originator : Kelly Fuller (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 5/29/2012 7:15:39 AM  
 Case Owner : Kelly Fuller (Team CA) Method : Phone Queue : Days Open : 0  
 Last Closed By : Kelly Fuller (Team CA) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ SRS LIGHT ON No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 92  
 VIN Type / No : US VIN / JH4CL96854C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours :  
 In Service Date : 07/07/2004  
 Months In Use : 94  
 Engine Number : K24A21041646  
 Originating Dealer No. / Name : 251041 / NALLEY ACURA  
 Selling Dealer No. / Name : 251022 / ED VOYLES 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 :  
 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
██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

**Issue Details**

Issue ID :	██████████	Disposition :	Information	Condition :	Closed	Wipbin :	
Issue Originator :	Kelly Fuller	Type 1 :	Product	Status :	Subcase Close	Open Date :	5/29/2012 7:14:20 AM
Issue Owner :	Kelly Fuller	Type 2 :	Operation	Queue :		Close Date :	5/29/2012 7:15:39 AM
Issue Title :	██████████ - PRODUCT - OPERATION						

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
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 : ██████████ Case Title : ██████████ - SRS LIGHT ON

\*\*\* CASE CREATE 5/29/2012 7:13:00 AM, kfuller  
Contact = ██████████ Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 5/29/2012 7:13:53 AM, kfuller  
into WIP Default and Status of Solving.

\*\*\* SUBCASE ██████████ CREATE 5/29/2012 7:14:20 AM, kfuller  
Created in WIP Default with Due Date 5/29/2012 7:14:20 AM.

\*\*\* NOTES 5/29/2012 7:15:36 AM, kfuller, Action Type : Call from Customer  
The customer called and stated the SRS light is on. I verified customer and checked campaigns. I advised the customer that the light can come on for many different reasons. I advised the customer that the vehicle would have to be diagnosed. The customer stated he would call his local Acura dealer.

\*\*\* SUBCASE ██████████ CLOSE 5/29/2012 7:15:39 AM, kfuller  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/29/2012 7:15:39 AM, kfuller  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 8/5/2013 12:22:40 PM  
 Case Originator : Edward Victor (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 8/6/2013 11:24:45 AM  
 Case Owner : Samantha Rushby (Team AC) Method : Phone Queue : Days Open : 1  
 Last Closed By : Samantha Rushby (Team AC) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] RADIO CODE/S86/AIRBAG WARNING LIGHT 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 : BETHESDA, MD [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 7613  
 VIN Type / No. : US VIN / JH4CL96804C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours :  
 In Service Date : 07/20/2004  
 Months In Use : 109  
 Engine Number : K24A21042006  
 Originating Dealer No. / Name : 251510 / BOBBY RAHAL ACURA  
 Selling Dealer No. / Name : 251507 / CHEVY CHASE ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : BX  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

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

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIGN -	Subcase Close	Campaign	Eligibility		
[REDACTED] - PRODUCT -	Subcase Close	Product	Codes	010	Radio, EQ & CD
[REDACTED] - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Edward Victor	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/5/2013 12:23:48 PM
Issue Owner : Edward Victor	Type 2 : Eligibility	Queue :	Close Date : 8/5/2013 12:32:17 PM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : /  
 Condition Code Desc : Please Specify  
 Campaign Code / Desc : S86 / ECM/PCM CORROSION  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, Referred to Dealer  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Edward Victor	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2013 12:27:36 PM
Issue Owner : Edward Victor	Type 2 : Codes	Queue :	Close Date : 8/5/2013 12:32:17 PM
Issue Title : ██████████ PRODUCT - CODES			

**Coding Info :**

Labor Code / Desc : 010 / Radio, EQ & CD  
 Condition Code Desc : Anti-Theft Code 0105  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : NR - No Category Found  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID :	██████████	Disposition:	Information	Condition :	Closed	Wipbin :	
Issue Originator :	Edward Victor	Type 1 :	Product	Status :	Subcase Close	Open Date :	8/5/2013 12:28:15 PM
Issue Owner :	Edward Victor	Type 2 :	Operation	Queue :		Close Date :	8/5/2013 12:32:17 PM
Issue Title :	██████████ - PRODUCT - OPERATION						

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, 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] RADIO CODE/S86/AIRBAG WARNING LIGHT

\*\*\* CASE CREATE 8/5/2013 12:22:40 PM, evictor  
Contact = [REDACTED] Priority = N/A, Status = Solving

\*\*\* CASE CREATE 8/5/2013 12:23:48 PM, evictor  
Number = [REDACTED] Created in WIP default with due date 08/06/2013 12:23:48 PM.

\*\*\* SUBCASE [REDACTED] CREATE 8/5/2013 12:23:48 PM, evictor, Action Type  
Created in WIP default with due date 08/06/2013 12:23:48 PM.

\*\*\* SUBCASE [REDACTED] MODIFY 8/5/2013 12:24:00 PM, evictor  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/5/2013 12:24:43 PM, evictor  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/5/2013 12:27:17 PM, evictor  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] REATE 8/5/2013 12:27:36 PM, evictor  
Created in WIP Default with Due Date 8/5/2013 12:27:36 PM

\*\*\* SUBCASE [REDACTED] CREATE 8/5/2013 12:28:15 PM, evictor  
Created in WIP Default with Due Date 8/5/2013 12:28:15 PM.

\*\*\* CASE MODIFY 8/5/2013 12:28:24 PM, evictor  
into WIP default and Status of Solving.

\*\*\* NOTES 8/5/2013 12:32:12 PM, evictor, Action Type - Call from Customer  
Updated client information  
Best contact: [REDACTED]

The client called ACR in regards to an issue with her radio. The client requested the radio code.

The client provided the radio serial number U1001U0444. I was able to generate the radio code 65352. I also informed the client of an outstanding recall on the vehicle (S86). I informed the client of the recall, and stated that should schedule an appointment with the dealership to have the recall performed. The client understood and stated she would do so. The client also stated that there was an issue with the airbag in her vehicle. The client stated that the airbag light was illuminated. I informed the client that she have the vehicle diagnosed by the dealership for the issue.

The client thanked me and the call was ended.

\*\*\* CASE MODIFY 8/5/2013 12:32:13 PM, evictor  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 8/5/2013 12:32:17 PM, evictor  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 8/5/2013 12:32:17 PM, evictor  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] CLOSE 8/5/2013 12:32:17 PM, evictor  
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RADIO CODE/S86/AIRBAG WARNING LIGHT

\*\*\* CASE CLOSE 8/5/2013 12:32:17 PM, evictor

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

\*\*\* CASE REOPEN 8/6/2013 11:21:50 AM, srush

with Condition of Open and Status of Solving.

\*\*\* NOTES 8/6/2013 11:24:41 AM, srush, Action Type : Call from Customer

The client contacted ACR because her radio is not accepting the radio code provided to her earlier. The client advised that she sees ERR E and ACR informed her that the radio has been locked out and she will need to reset the system by (1) leaving the system on for 1 hour or (2) to disconnect the battery for 5 - 10 mins. After resetting, she should see CODE and then enter the radio code. The client understood and thanked me for the information. No further assistance is required.

\*\*\* CASE MODIFY 8/6/2013 11:24:43 AM, srush

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/6/2013 11:24:45 AM, srush

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 6/1/2012 11:43:45 AM  
 Case Originator : Rosa Cigarroa (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 6/1/2012 11:54:57 AM  
 Case Owner : Rosa Cigarroa (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Rosa Cigarroa (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - SRS LIGHT COMES ON INTERMITTENTLY 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 : LOMITA, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2584  
 VIN Type / No : US VIN / JH4CL96864C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 58,000  
 In Service Date : 07/31/2004  
 Months In Use : 95  
 Engine Number : K24A21043549  
 Originating Dealer No. / Name : 251439 / AUTONATION ACURA SOUTH BAY  
 Selling Dealer No. / Name : 251439 / AUTONATION ACURA SOUTH BAY  
 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 :  
 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	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rosa Cigarroa	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2012 11:54:48 AM
Issue Owner : Rosa Cigarroa	Type 2 : Operation	Queue :	Close Date : 6/1/2012 11:54:57 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 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] SRS LIGHT COMES ON INTERMITTENTLY

\*\*\* CASE CREATE 6/1/2012 11:43:45 AM, rcigarro

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

\*\*\* CASE MODIFY 6/1/2012 11:44:27 AM, rcigarro

into WIP default and Status of Solving.

\*\*\* NOTES 6/1/2012 11:53:53 AM, rcigarro, Action Type : Call from Customer

Verified client's information

Client contacted ACR to find out information on the airbag system in her vehicle. She advised she called in a few days ago but was advised she needed her VIN to get information. I advised that she may have been asked to provide the VIN to check on any open recalls for the airbags. Client then advised that the SRS light has been coming on for about 3 or 4 months. I asked client when it occurs, and she advised that she cannot predict when it happens. I thanked client for bringing her concern to our attention, and let her know that there are no airbag recalls on the vehicle. I advised client that she should take her vehicle to a n Acura dealership for diagnosis since they are in the best position to assist her. I offered to provided information to the nearest dealer, but she declined. I asked if she could tell me which dealer she would use, she said she will take the vehicle to Southbay Power Acura. Client thanked me and no further assistance was needed, call ended.

\*\*\* CASE MODIFY 6/1/2012 11:54:15 AM, rcigarro

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 6/1/2012 11:54:48 AM, rcigarro

Created in WIP Default with Due Date 6/1/2012 11:54:48 AM.

\*\*\* CASE MODIFY 6/1/2012 11:54:54 AM, rcigarro

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 6/1/2012 11:54:57 AM, rcigarro

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

\*\*\* SUBCASE [REDACTED] CLOSE 6/1/2012 11:54:57 AM, rcigarro

Status = Solving, Resolution Code = Instruction Given

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/13/2009 12:01:07 PM  
 Case Originator : Andrew Ndungu (Team MA) Sub Division : Satellite Center Status : Closed Close Date : 7/13/2009 12:08:11 PM  
 Case Owner : Andrew Ndungu (Team MA) Method : Phone Queue : Days Open : 0  
 Last Closed By : Andrew Ndungu (Team MA) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ SRS LIGHT ON No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████  
 VIN Type / No : US VIN / JH4CL95824C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 98,000  
 In Service Date : 07/14/2004  
 Months In Use : 60  
 Engine Number : K24A21045383  
 Originating Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO  
 Selling Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 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 : 251385 / ACURA OF MISSION VIEJO  
 Phone No : 949-364-1210  
 Address : 28802 MARGUERITE PKWY  
 City / State / Zip : MISSION VIEJO, CA 92692  
 Svc District / Sls District : 01C / B01  
 Warranty Labor Rate / Date : \$88.00 /  
 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
██████████ - CAM	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/13/2009 12:02:01 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 7/13/2009 12:08:11 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Forward to Call Ctr  
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] - SRS LIGHT ON

\*\*\* CASE CREATE 7/13/2009 12:01:07 PM, andungu  
Contact = [REDACTED] Priority = N/A, Status = Solving

\*\*\* CASE MODIFY 7/13/2009 12:01:11 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/13/2009 12:01:20 PM, andungu  
WARRANTY CHECK 07/13/2009 12:01:20 PM andungu  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/13/2009 12:01:23 PM, andungu  
CLAIM CHECK 07/13/2009 12:01:23 PM andungu  
The following Claim History information was found  
0; 2006-07-22; 251526; 251351, 510; 730101 ; RELAY, ANY IN FUSE BOX- REPLACE

\*\*\* CASE CAMPAIGN LOOKUP 7/13/2009 12:01:29 PM, andungu  
CAMPAIGN CHECK 07/13/2009 12:01:29 PM andungu  
The following Campaign information was found  
04-026; P45; 04 TSX TRUNK WIRE; 11/08/04; FX;  
06-050; Q27 [REDACTED] Class Action Acura; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 03/13/09; FX;  
07-016; Q36; 04-

\*\*\* CASE VSC LOOKUP 7/13/2009 12:01:30 PM, andungu  
VSC-CUC CHECK 07/13/2009 12:01:29 PM andungu  
No data found for VIN.

\*\*\* SUBCASE [REDACTED] CREATE 7/13/2009 12:02:01 PM, andungu  
Created in WIP Default with Due Date 7/13/2009 12:02:01 PM.

\*\*\* CASE MODIFY 7/13/2009 12:04:18 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* NOTES 7/13/2009 12:07:12 PM, andungu, Action Type = Call from Customer  
Client called in stating that she had a diagnosis from Acura of Mission Viejo for her SRS light that been on and had called for a replacement of the seat belt sensor and rear impact sensor and was wondering whether it could be covered by AHM as there had an an earlier recall for SRS lights. I advised her that her vehicle was not part of any recall, but she insisted on receiving financial assistance on the matter. I then transferred the call to ACS as per procedure

\*\*\* CASE MODIFY 7/13/2009 12:08:09 PM, andungu  
into WIP Default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 7/13/2009 12:08:11 PM, andungu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/13/2009 12:08:11 PM, andungu  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 7/13/2009 12:07:28 PM  
 Case Originator : Charmaine Uemura (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 7/13/2009 2:00:34 PM  
 Case Owner : Charmaine Uemura (Team AD) Method : Phone Queue : Days Open : 0  
 Last Closed By : Charmaine Uemura (Team AD) Point of Origin : Customer Wipbin :  
 Case Title : [REDACTED] - SRS INDICATOR 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 : MISSION VIEJO, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / JH4CL95824C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9584JW / B  
 Miles / Hours : 98,000  
 In Service Date : 07/14/2004  
 Months In Use : 60  
 Engine Number : K24A21045383  
 Originating Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO  
 Selling Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : 6MT  
 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 :  
 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	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition: Closed	Wipbin :
Issue Originator : Charmaine Uemura	Type 1 : Product	Status : Subcase Close	Open Date : 7/13/2009 2:00:01 PM
Issue Owner : Charmaine Uemura	Type 2 : Operation	Queue :	Close Date : 7/13/2009 2:00:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Referred to Dealer  
 Component Category : 14 - Air Bags  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding :

**Solution / Linked Resolution Info :**

Solution ID :	Resolution Title :
Solution Title :	

**Parts Info :**

Part No.	Part Description	BO Reason

## Case History

Case ID [REDACTED] Case Title [REDACTED] SRS INDICATOR

\*\*\* CASE CREATE 7/13/2009 12:07:28 PM, cuemura

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

\*\*\* NOTES 7/13/2009 12:07:33 PM, cuemura, Action Type: Call from Customer

\*\*\* SUBCASE N032009-07-1301211-1 7/13/2009 12:02:01 PM andungu

\*\*\* NOTES 07/13/2009 12:07:12 andungu Action Type: Call from Customer

Client called in stating that she had a diagnosis from Acura of Mission Viejo for her SRS light that been on and had called for a replacement of the seat belt sensor and rear impact sensor and was wondering whether it could be covered by AHM as there had an earlier recall for SRS lights. I advised her that her vehicle was not part of any recall, but she insisted on receiving financial assistance on the matter. I then transferred the call to ACS as per procedure.

\*\*\* CASE MODIFY 7/13/2009 12:07:37 PM, cuemura

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/13/2009 12:07:39 PM, cuemura

WARRANTY CHECK 07/13/2009 12:07:39 PM cuemura

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/13/2009 12:07:44 PM, cuemura

CLAIM CHECK 07/13/2009 12:07:44 PM cuemura

The following Claim History information was found

0; 2006-07-22; 251526; 251351; 510; 730101 ; RELAY, ANY IN FUSE BOX- REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 7/13/2009 12:07:48 PM, cuemura

CAMPAIGN CHECK 07/13/2009 12:07:48 PM cuemura

The following Campaign information was found

04-026; P45; 04 TSY TRUNK WIRE; 11/08/04; FX;

06-050; Q27; [REDACTED] Class Action Acura; ;;

04-021; Q33; 03-04 RADIO DISPLAY; 03/13/09; FX;

07-016; Q36; 04-

\*\*\* CASE VSC LOOKUP 7/13/2009 12:07:49 PM, cuemura

VSC-CUC CHECK 07/13/2009 12:07:49 PM cuemura

No data found for VIN.

\*\*\* CASE MODIFY 7/13/2009 12:09:14 PM, cuemura

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/13/2009 12:11:02 PM, cuemura

WARRANTY CHECK 07/13/2009 12:11:01 PM cuemura

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/13/2009 12:11:06 PM, cuemura

CLAIM CHECK 07/13/2009 12:11:06 PM cuemura

The following Claim History information was found

0; 2006-07-22; 251526; 251351; 510; 730101 ; RELAY, ANY IN FUSE BOX- REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 7/13/2009 12:11:09 PM, cuemura

CAMPAIGN CHECK 07/13/2009 12:11:09 PM cuemura

## Case History

Case ID: [REDACTED] Case Title: [REDACTED] SRS INDICATOR

The following Campaign information was found  
04-026; P45; 04 TSX TRUNK WIRE; 11/08/04; FX;  
06-050; Q27; [REDACTED] Class Action Acura, ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 03/13/09; FX;  
07-016; Q36; 04-

\*\*\* CASE VSC LOOKUP 7/13/2009 12:11:12 PM, cuemura  
VSC-CUC CHECK 07/13/2009 12:11:12 PM cuemura  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 7/13/2009 12:13:46 PM, cuemura  
CAMPAIGN CHECK 07/13/2009 12:13:45 PM cuemura  
The following Campaign information was found  
04-026; P45; 04 TSX TRUNK WIRE; 11/08/04; FX;  
06-050; Q27; [REDACTED] Class Action Acura, ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; 03/13/09; FX;  
07-016; Q36; 04-

\*\*\* NOTES 7/13/2009 12:21:13 PM, cuemura, Action Type: Call from Customer  
Verified client information

This is client's first new Acura.

Client states the SRS indicator light was coming on intermittently. Client states the vehicle is at Norm Reeves Mission Viejo right now. Client states SA Roman advised there is a problem with the SRS unit. SA Roman states they will need to replace the left rear passenger seat and or the SRS unit. SA Roman advised if this is not replaced then the air bags may not work.

Client states she was quoted:

---\$280.00 impact unit including parts and labor

---\$562.00 srs unit including parts and labor

Client states, she has never had an accident only that she was hit in a parking lot that was low impact. Client has no kids so no one ever sits in the back.

## Service history.

Client states she does her service at Norm Reeves Mission Viejo

I advised client the new car LMW is 4/50k miles which ever should come first. I advised client the vehicle has surpassed the warranty parameters. I asked client if her seat belts are still working?

-Client states her seat belts still work.

I advised client the seat belts have a limited warranty. I advised client this is the first major safety concern.

I apologized to the client but the vehicle is out of warranty at this time. I advised client to speak with the SM at the dealer. All cases are reviewed on a case by case basis. I advised it can be reviewed with the Acura Representative and an outcome would be provided that is final.

Client thanked me and had no further questions.

\*\*\* NOTES 7/13/2009 12:24:58 PM, cuemura, Action Type: Call from Customer

Spoke with TL - out of warranty.

\*\*\* SUBCASE [REDACTED] CREATE 7/13/2009 2:00:01 PM, cuemura



Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS INDICATOR

Created in WIP Default with Due Date 7/13/2009 2:00:01 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 7/13/2009 2:00:18 PM, cuemura

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 7/13/2009 2:00:34 PM, cuemura

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

Spool Report

Run Date : 08/09/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/4/2009 4:18:55 PM	
Case Originator :	Manuen Pan (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/4/2009 4:24:48 PM
Case Owner :	Manuen Pan (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Manuen Pan (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS CONCERNS		No. of Attachments :	0			

Site / Contact Info :

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

Product Info :

Unit Owner :  
 VIN Type / No. : US VIN / JH4CL96804C  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 20,000  
 In Service Date : 07/31/2004  
 Months In Use : 58  
 Engine Number : K24A21046444  
 Originating Dealer No. / Name : 251105 / AUTONATION ACURA STEVENS CR  
 Selling Dealer No. / Name : 251105 / AUTONATION ACURA STEVENS CRE  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : SM  
 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.

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] CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Manuen Pan	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/4/2009 4:24:40 PM
Issue Owner : Manuen Pan	Type 2 : Eligibility	Queue :	Close Date : 5/4/2009 4:24:48 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Advanced SRS Sys7526  
Campaign Code / Desc : /  
Temperament Code : Cold  
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
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Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS CONCERNS

\*\*\* CASE CREATE 5/4/2009 4:18:55 PM, mpan  
Contact - [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 5/4/2009 4:19:05 PM, mpan  
into WIP Default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 5/4/2009 4:19:07 PM, mpan  
WARRANTY CHECK 05/04/2009 04:19:07 PM mpan  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 5/4/2009 4:19:11 PM, mpan  
CLAIM CHECK 05/04/2009 04:19:11 PM mpan  
The following Claim History information was found  
0; 2007-08-18; 251105; 221131; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL  
METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 5/4/2009 4:19:16 PM, mpan  
CAMPAIGN CHECK 05/04/2009 04:19:16 PM mpan  
The following Campaign information was found  
06-050; Q27; [REDACTED] Class Action Acura: ; ;  
04-021; Q33; 03-04 RADIO DISPLAY: ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 08/18/07; FX;

\*\*\* CASE VSC LOOKUP 5/4/2009 4:19:17 PM, mpan  
VSC-CUC CHECK 05/04/2009 04:19:17 PM mpan  
No data found for VIN.

\*\*\* NOTES 5/4/2009 4:24:20 PM, mpan, Action Type : Call from Customer  
The customer contacted AHM in regards to concerns with the SRS light on the vehicle. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I advised the customer that there are currently no outstanding recalls of the vehicle. I advised that the manufacturer's warranty is valid 4 years or 50k miles whichever occurs first. I advised that the vehicle has exceeded the warranty parameters. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and the call ended.

\*\*\* SUBCASE [REDACTED] CREATE 5/4/2009 4:24:40 PM, mpan  
Created in WIP Default with Due Date 5/4/2009 4:24:40 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 5/4/2009 4:24:48 PM, mpan  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/4/2009 4:24:48 PM, mpan  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID :	[REDACTED]	Division :	Acura - Auto	Condition :	Closed	Open Date :	11/13/2008 2:54:02 PM
Case Originator :	Daniel Sult (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/7/2009 11:42:24 AM
Case Owner :	Bryan Harrison (Team AB)	Method :	Phone	Queue :		Days Open :	55
Last Closed By :	Bryan Harrison (Team AB)	Point of Origin :	Customer	Wipbin :			
Case Title :	01F - [REDACTED] GW ASSIST/OPDS UNIT AND SENSOR			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 : UKIAH, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 181  
 VIN Type / No. : US VIN / JH4CL96814C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 33,000  
 In Service Date : 08/18/2004  
 Months In Use : 51  
 Engine Number : K24A21048019  
 Originating Dealer No. / Name : 251415 / ACURA OF CONCORD  
 Selling Dealer No. / Name : 251415 / ACURA OF CONCORD  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 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 : 251464 / HANSEL ACURA  
 Phone No. : 707-578-1300  
 Address : 2979 CORBY AVENUE  
 City / State / Zip : SANTA ROSA, CA 95407  
 Svc District / Sls District : 01G / D01  
 Warranty Labor Rate / Date : \$126.00 /  
 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] - WARRANTY	Subcase Close	Warranty	Coverage		
[REDACTED] - WARRANTY	Subcase Close	Warranty - Extended	Coverage		
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	7521B5	OCCUPANT POSITION D

Issue Details

Issue ID :	██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator :	Daniel Suh	Type 1 : Warranty	Status : Subcase Close	Open Date : 11/13/2008 2:57:42 PM
Issue Owner :	Daniel Suh	Type 2 : Coverage	Queue :	Close Date : 11/13/2008 2:58:10 PM
Issue Title :	██████████ WARRANTY - COVERAGE			

**Coding Info :**

Labor Code / Desc : /  
 Condition Code Desc  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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 :	██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator :	Daniel Suh	Type 1 : Warranty, Extended	Status : Subcase Close	Open Date : 11/13/2008 2:57:55 PM
Issue Owner :	Daniel Suh	Type 2 : Coverage	Queue :	Close Date : 11/13/2008 2:58:10 PM
Issue Title :	██████████ WARRANTY - EXTENDED - COVERAGE			

**Coding Info :**

Labor Code / Desc : /  
 Condition Code Desc  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to 3rd Party  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / 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 : 12/15/2008 12:40:31
Issue Owner : Bryan Harrison	Type 2 : Operation	Queue :	Close Date : 1/7/2009 11:42:23 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 7521B5 / OCCUPANT POSITION DETECTION SYSTEM (OP  
Condition Code Desc : Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
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

Case History

Case ID : [REDACTED]

Case Title : 01F - [REDACTED] - GW ASSIST/OPDS UNIT AND SENSOR

\*\*\* CASE CREATE 11/13/2008 2:54:02 PM dsuh

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 11/13/2008 2:54:05 PM dsuh

WARRANTY CHECK 11/13/2008 02:54:05 PM dsuh

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 11/13/2008 2:54:08 PM dsuh

CLAIM CHECK 11/13/2008 02:54:08 PM dsuh

The following Claim History information was found

0; 2007-05-04; 251415; 008071, 510; 7120A2 ; PRODUCT UPDATE. MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 11/13/2008 2:54:10 PM dsuh

CAMPAIGN CHECK 11/13/2008 02:54:10 PM dsuh

The following Campaign information was found

06-050; Q27; [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* CASE VSC LOOKUP 11/13/2008 2:54:10 PM dsuh

VSC-CUC CHECK 11/13/2008 02:54:10 PM dsuh

No data found for VIN.

\*\*\* CASE VSC LOOKUP 11/13/2008 2:54:59 PM dsuh

VSC-CUC CHECK 11/13/2008 02:54:59 PM dsuh

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 11/13/2008 2:55:25 PM dsuh

CAMPAIGN CHECK 11/13/2008 02:55:25 PM dsuh

The following Campaign information was found

06-050; Q27; [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* NOTES 11/13/2008 2:57:27 PM dsuh, Action Type : Call from Customer

Updated the owner information [REDACTED]

The client states that there is an airbag light on and the client had it diagnosed at an Acura dir. The client was told that the problem was the OPDS sensor and control unit. The client would like to know if this unit is covered under the factory warranty or under the extended warranty(aftermarket) that the client purchased from the selling toyota dir. ACS informed the client that his NVLW expired on 8/18/08 and that I do not know the parameters of his outside extended warranty. ACS advised the client to contact the provider of his extended warranty. The client had no further requests.

\*\*\* SUBCASE [REDACTED] CREATE 11/13/2008 2:57:42 PM dsuh

Created in WIP Default with Due Date 11/13/2008 2:57:42 PM

\*\*\* SUBCASE [REDACTED] CREATE 11/13/2008 2:57:55 PM dsuh

Created in WIP Default with Due Date 11/13/2008 2:57:55 PM



Case History

Case ID : ██████████ Case Title : 01F ██████████ GW ASSIST/OPDS UNIT AND SENSOR

\*\*\* CASE MODIFY 11/13/2008 2:58:05 PM, dsuh  
into WIP default and Status of Solving.

\*\*\* SUBCASE ██████████ CLOSE 11/13/2008 2:58:10 PM, dsuh  
Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE ██████████ CLOSE 11/13/2008 2:58:10 PM, dsuh  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/13/2008 2:58:11 PM, dsuh  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 12/15/2008 9:56:50 AM, jellis  
with Condition of Open and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/15/2008 9:56:57 AM, jellis  
WARRANTY CHECK 12/15/2008 09:56:56 AM jellis  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/15/2008 9:57:01 AM, jellis  
CLAIM CHECK 12/15/2008 09:57:01 AM jellis  
The following Claim History information was found  
0; 2007-05-04; 251415; 008071; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL  
METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 12/15/2008 9:57:03 AM, jellis  
CAMPAIGN CHECK 12/15/2008 09:57:03 AM jellis  
The following Campaign information was found  
06-050; Q27; ██████████ Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016, Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* CASE VSC LOOKUP 12/15/2008 9:57:04 AM, jellis  
VSC-CUC CHECK 12/15/2008 09:57:04 AM jellis  
No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/15/2008 9:59:58 AM, jellis  
WARRANTY CHECK 12/15/2008 09:59:58 AM jellis  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/15/2008 10:00:02 AM, jellis  
CLAIM CHECK 12/15/2008 10:00:02 AM jellis  
The following Claim History information was found  
0; 2007-05-04; 251415; 008071; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL  
METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 12/15/2008 10:00:04 AM, jellis  
CAMPAIGN CHECK 12/15/2008 10:00:04 AM jellis  
The following Campaign information was found

Case History

Case ID : [REDACTED] Case Title : 01F [REDACTED] GW ASSIST/OPDS UNIT AND SENSOR

06-050; Q27 [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* CASE VSC LOOKUP 12/15/2008 10:00:04 AM, jellis  
VSC-CUC CHECK 12/15/2008 10:00:04 AM jellis  
No data found for VIN.

\*\*\* NOTES 12/15/2008 10:07:32 AM, jellis, Action Type : Call from Customer

The client is calling because he is having problems with his vehicle's OPDS unit and OPDS sensor and the client's passenger side airbag light is on. The client said that he had his vehicle diagnosed by PRESTIGE ACURA on 11/12/2008 and the client was working with Greg Dennefe (Service Advisor) at the dealership. The client was told by the dealership that his vehicle's OPDS unit and OPDS sensor would need to be replaced and that the cost of the repair of his vehicle would be around \$1,000.00. The client was told by the dealership that his vehicle was outside of warranty and the client was told to go back to where the vehicle was purchased at Merin Toyota to see if they could help him with the repair of his vehicle.

The client is seeking assistance with the cost of the replacement of his vehicle's OPDS unit and OPDS sensor. The client feels that his vehicle's OPDS unit and OPDS sensor shouldn't need to be replaced so early in the life of the vehicle. I informed the client that if they are seeking assistance from Acura Client Services for a non-campaign related issue then I will need to transfer them to another representative from Acura Client Services for further information regarding their request. I warm transferred the client to Acura Client Services and the call ended.

I verified the client's information. 7074891902

\*\*\* CASE YANKED 12/15/2008 10:10:12 AM, jortiz  
Yanked by jortiz into WIPbin default.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/15/2008 10:10:33 AM, jortiz  
WARRANTY CHECK 12/15/2008 10:10:33 AM jortiz  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/15/2008 10:10:36 AM, jortiz  
CLAIM CHECK 12/15/2008 10:10:36 AM jortiz  
The following Claim History information was found  
0; 2007-05-04; 251415; 008071; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 12/15/2008 10:10:42 AM, jortiz  
CAMPAIGN CHECK 12/15/2008 10:10:42 AM jortiz  
The following Campaign information was found  
06-050; Q27 [REDACTED] Class Action Acura; ; ;  
04-021; Q33; 03-04 RADIO DISPLAY; ; ;  
07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* CASE VSC LOOKUP 12/15/2008 10:10:43 AM, jortiz  
VSC-CUC CHECK 12/15/2008 10:10:43 AM jortiz  
No data found for VIN.

\*\*\* CASE VSC LOOKUP 12/15/2008 10:13:48 AM, jortiz  
VSC-CUC CHECK 12/15/2008 10:13:48 AM jortiz

Case History

Case ID : [REDACTED] Case Title : 01F - [REDACTED] - GW ASSIST/OPDS UNIT AND SENSOR

No data found for VIN.

\*\*\* NOTES 12/15/2008 10:22:18 AM, jortiz, Action Type : Call from Customer

The client was WT from John in Chino.

I had him verify his address and phone numbers again.

I verified all of John's notes.

The client is seeking GW assistance with the OPDS unit and Sensor

He stated he purchased a warranty through the Merin Toyota where he purchased this vehicle but it does not cover this issue.

I advised that anytime the vehicle is out of warranty, assistance is not guaranteed.

But I will forward his case to an RCM for review.

He is the 2nd owner of this vehicle; he purchased it in August 08 with 30K from Merin Toyota.

He hasn't even had it long enough for its first oil change.

He has owned a 94 Legend purchased from a Saturn dealer, a used Accord and Civic.

\*\*\* CASE MODIFY 12/15/2008 10:22:28 AM, jortiz

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/15/2008 10:23:27 AM, jortiz

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/15/2008 10:23:42 AM, jortiz

from WIP default to Queue Acura Team B.

\*\*\* NOTES 12/15/2008 10:27:28 AM, jortiz, Action Type : Warm Transfer

I attempted WT and Bryan accepted.

\*\*\* CASE YANKED 12/15/2008 10:29:40 AM, bharriso

Yanked by bharriso into WIPbin default.

\*\*\* NOTES 12/15/2008 10:41:21 AM, bharriso, Action Type : Call to Customer

ACS recieved a warm transfer.

I introduced myself as the regional case manager that will be reviewing his concern.

ACS provided the client with the [REDACTED] my direct extension 115078, and verified that he had the case #.

ACS verified and updated the client's information including the client's current address, phone numbers, mileage, and dealer.

Client stated that:

-He paid \$400 on an aftermarket warranty through the Toyota dealership which doesn't cover the repair.

-He is financially unable to pay for the repair for the OPDS sensor.

-Toyota dealership was over 120 miles away and bought it there because they were selling a TSX cheaper than an Acura dealership.

-"I am pretty strapped for cash right now; we had to get something in our price range"

-Due to how short time he has owned the car he hasn't had a chance to do even an oil change.

-He has owned a 94 Acura Legend purchased used from a Saturn dealer, a used 88 Honda Accord, and a used Honda Civic (of an unknown year).

-For his past vehicles he services it at an IRF.

-Closest Acura dealership is like 70 miles away - Honda dealership in his area doesn't work on Acuras.

-Is seeking 100%.

ACS noted that should the vehicle have been purchased as a CUC from an Acura dealership the concern would have been covered.

ACS added that should he purchased the vehicle used from an Acura dealership he could have purchased a AHFC service contract that would have also covered the

Case History

Case ID : [REDACTED] Case Title : 01F - [REDACTED] GW ASSIST/OPDS UNIT AND SENSOR

repair.

ACS noted that it is for circumstances such as his that reinforces all purchases to go through an Acura dealership.

ACS apologized for the situation and added that his vehicle is out of warranty, however, as a courtesy I can review his concern for Goodwill Assistance, which is reviewed on a case by case basis, however, there is no guarantee for financial assistance.

ACS stated that I would review his concern internally and act as a liaison between himself and dealer as I seek a resolution; however, reiterated there is not a guaranteed outcome.

ACS stated that I will be contacting the dealer and will be contacting him back shortly.

ACS stated that if he has any questions or concerns in the interim period to feel free to contact me.

Client understood, expressed gratitude, and terminated the phone call.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/15/2008 12:20:24 PM, bharriso

WARRANTY CHECK 12/15/2008 12:20:24 PM bharriso

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/15/2008 12:20:29 PM, bharriso

CLAIM CHECK 12/15/2008 12:20:29 PM bharriso

The following Claim History information was found

0; 2007-05-04; 251415; 008071; 510; 7120A2 ; PRODUCT UPDATE: MOISTURE IN HEADLIGHT - DIAGNOSE, INSTALL METAL CLIPS, AND ADJUST THE HOOD (BOTH SIDES).

\*\*\* CASE CAMPAIGN LOOKUP 12/15/2008 12:20:34 PM, bharriso

CAMPAIGN CHECK 12/15/2008 12:20:34 PM bharriso

The following Campaign information was found

06-050; Q27; [REDACTED] Class Action Acura; ; ;

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

07-016; Q36; 04-05 TSX HID HEADLIGHTS; 05/04/07; FX;

\*\*\* CASE VSC LOOKUP 12/15/2008 12:20:36 PM, bharriso

VSC-CUC CHECK 12/15/2008 12:20:35 PM bharriso

No data found for VIN.

\*\*\* NOTES 12/15/2008 12:22:11 PM, bharriso, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

01F - [REDACTED] - GW ASSIST/OPDS UNIT AND SENSOR

JH4CL96814C [REDACTED]

The client is calling because he is having problems with his vehicle's OPDS unit and OPDS sensor and the client's passenger side airbag light is on.

The client said that he had his vehicle diagnosed by PRESTIGE ACURA on 11/12/2008 and the client was working with Greg Dennefe (Service Advisor) at the dealership. The client was told by the dealership that his vehicle's OPDS unit and OPDS sensor would need to be replaced and that the cost of the repair of his vehicle would be around \$1,000.00. The client was told by the dealership that his vehicle was outside of warranty and the client was told to go back to where the vehicle was purchased at Merin Toyota to see if they could help him with the repair of his vehicle.

The client is seeking assistance with the cost of the replacement of his vehicle's OPDS unit and OPDS sensor. The client feels that his vehicle's OPDS

Case History

Case ID : [REDACTED] Case Title : 01F - [REDACTED] GW ASSIST/OPDS UNIT AND SENSOR

unit and OPDS sensor shouldn't need to be replaced so early in the life of the vehicle.

Thank you for your attention to this matter.

Bryan Harrison  
Acura Client Services  
310.781.5078

\*\*\* NOTES 12/15/2008 12:22:25 PM, bharriso, Action Type : Dealer Communication  
ATTN: EXCELL FACILITATOR

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

01F - [REDACTED] - GW ASSIST/OPDS UNIT AND SENSOR  
JH4CL96814C [REDACTED]

The client is calling because he is having problems with his vehicle's OPDS unit and OPDS sensor and the client's passenger side airbag light is on. The client said that he had his vehicle diagnosed by PRESTIGE ACURA on 11/12/2008 and the client was working with Greg Dennefe (Service Advisor) at the dealership. The client was told by the dealership that his vehicle's OPDS unit and OPDS sensor would need to be replaced and that the cost of the repair of his vehicle would be around \$1,000.00. The client was told by the dealership that his vehicle was outside of warranty and the client was told to go back to where the vehicle was purchased at Merin Toyota to see if they could help him with the repair of his vehicle.

The client is seeking assistance with the cost of the replacement of his vehicle's OPDS unit and OPDS sensor. The client feels that his vehicle's OPDS unit and OPDS sensor shouldn't need to be replaced so early in the life of the vehicle.

Thank you for your attention to this matter.

Bryan Harrison  
Acura Client Services  
310.781.5078

\*\*\* NOTES 12/15/2008 12:31:16 PM, bharriso, Action Type : Call to Dealer

ACS reviewed the case with S/M Don:

Don Stated that:

- Seat sensor and OPDS control unit needs to be replaced.
- 405.05; Seat 623.33; Unit
- No service history with him.
- TSX didn't have problems with the OPDS unit.
- Can't verify if there is water that was spilled on the sensor until the cover is off.
- Doesn't appear to be in an accident.
- Believes that he can retain the Client should Acura provide assistance.
- OPDS unit may not have to be replaced.

\*\*\* NOTES 12/15/2008 12:36:43 PM, bharriso, Action Type : Field/DSM

ACS left a message for DPSM Daryl reviewing the case and requesting a return phone call.

Case History

Case ID : [REDACTED] Case Title : 01F - [REDACTED] GW ASSIST/OPDS UNIT AND SENSOR

\*\*\* COMMIT 12/15/2008 12:38:04 PM, bharriso, Action Type : N/A  
Made to [REDACTED] due 12/16/2008 12:38:06 PM  
Close case if no contact.

\*\*\* SUBCASE [REDACTED] CREATE 12/15/2008 12:40:31 PM, bharriso  
Created in WIP Default with Due Date 12/15/2008 12:40:31 PM.

\*\*\* CASE MODIFY 12/15/2008 12:40:33 PM, bharriso  
into WIP default and Status of Solving.

\*\*\* NOTES 12/15/2008 2:49:40 PM, bharriso, Action Type : Field/DSM  
DPSM Daryl stated that with regard to Client service retention would offer the Client a 50-50 split Dealership to make the offer.

\*\*\* NOTES 12/15/2008 2:54:12 PM, bharriso, Action Type : Call to Dealer  
ACS spoke with S/M Don.  
ACS informed Don that DPSM Daryl stated that with regard to Client service retention would offer the Client a 50-50 split.  
S/M Don stated that he would call the Client with the GW offer.

\*\*\* NOTES 12/16/2008 9:32:41 AM, bharriso, Action Type : Call to Customer  
ACS left a message for the Client on 7074891902 inquiring on the satisfaction of the offer and left my name, number, and request for a return phone call.

\*\*\* CASE MODIFY COMMITMENT 12/16/2008 9:33:15 AM, bharriso  
with LUIS JOHN due 12/17/2008 12:38:06 PM.

\*\*\* NOTES 12/17/2008 12:10:50 PM, bharriso, Action Type : Call to Customer  
ACS left a message for the Client on 7074891902 inquiring on the satisfaction of the offer and left my name, number, and request for a return phone call.

\*\*\* CASE MODIFY COMMITMENT 12/17/2008 12:11:12 PM, bharriso  
with [REDACTED] due 01/02/2009 12:38:06 PM.

\*\*\* NOTES 1/2/2009 9:51:09 AM, bharriso, Action Type : Call to Customer  
ACS left a message for the Client on [REDACTED] stating that it has been over two weeks since and this is the third contact without a reponse.  
ACS noted that if I do not hear from him by this Monday the 8th it will be considered that the GW offer was to his satisfaction, concerns, resolved and case will be closed.  
ACS added that in the event that he has any additional questions or concerns that I could assist with to please F/U with me left my name, number, and extension.

\*\*\* CASE MODIFY COMMITMENT 1/2/2009 9:51:30 AM, bharriso  
with [REDACTED] due 01/08/2009 12:38:06 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 1/7/2009 11:42:23 AM, bharriso  
Status - Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 1/7/2009 11:42:24 AM, bharriso  
Status = Closed, Resolution Code = Instruction Given, State = Open

**AMERICAN HONDA**

**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

**Spool Report**

Run Date : 08/09/2013

**Case Details**

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/23/2011 12:24:50 PM
Case Originator : Keith Applewhite (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/23/2011 12:30:38 PM
Case Owner : Keith Applewhite (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Keith Applewhite (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS WARRANTY			No. of Attachments :	0		

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ O B  
 VIN Type / No. : US VIN / JH4CL969X4C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9694KW / B  
 Miles / Hours : 106,000  
 In Service Date : 09/20/2004  
 Months In Use : 84  
 Engine Number : K24A21049835  
 Originating Dealer No. / Name : 251050 / ACURA OF GLENDALE  
 Selling Dealer No. / Name : 251050 / ACURA OF GLENDALE  
 Trim : NAVI  
 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
██████████ - CAMPAI	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/23/2011 12:30:31 PM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 9/23/2011 12:30:38 PM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 7527 SRS  
 Condition Code Desc Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 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] - SRS WARRANTY

\*\*\* CASE CREATE 9/23/2011 12:24:50 PM, kapplewh  
Contact - [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE MODIFY 9/23/2011 12:24:55 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2011 12:26:30 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2011 12:27:30 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2011 12:27:34 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* NOTES 9/23/2011 12:30:14 PM, kapplewh, Action Type : Call from Customer

The client called ACS regarding SRS light concerns. I verified the clients contact information. The client passenger side srs light is on and she'd like to know if the vehicle is covered under warranty. I advised the client that the vehicle has exceeded the warranty by time and miles. The client understood. The client refused no further assistance.

Clients contact number: [REDACTED]

\*\*\* CASE MODIFY 9/23/2011 12:30:16 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 9/23/2011 12:30:31 PM, kapplewh  
Created in WIP Default with Due Date 9/23/2011 12:30:31 PM.

\*\*\* CASE MODIFY 9/23/2011 12:30:35 PM, kapplewh  
into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 9/23/2011 12:30:38 PM, kapplewh  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/23/2011 12:30:38 PM, kapplewh  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : ██████████ Division : Acura - Auto Condition : Closed Open Date : 11/18/2011 2:09:26 PM  
 Case Originator : James Webb (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 11/18/2011 2:16:19 PM  
 Case Owner : James Webb (Team HC) Method : Phone Queue : Days Open : 0  
 Last Closed By : James Webb (Team HC) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ - SRS LIGHT IS ON No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : ██████████ 467  
 VIN Type / No. : US VIN / JH4CL96894C ██████████  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 93,000  
 In Service Date : 10/05/2004  
 Months In Use : 85  
 Engine Number : K24A21051552  
 Originating Dealer No. / Name : 251010 / GOODSON ACURA OF DALLAS  
 Selling Dealer No. / Name : 251010 / GOODSON ACURA OF DALLAS  
 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 :  
 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
██████████	Subcase Close	Warranty - Extended	Coverage	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Warranty - Extended	Status : Subcase Close	Open Date : 11/18/2011 2:16:08 PM
Issue Owner : James Webb	Type 2 : Coverage	Queue :	Close Date : 11/18/2011 2:16:19 PM
Issue Title : [REDACTED] - WARRANTY - EXTENDED - COVERAGE			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc Warn Light On 7524  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Updated Information, 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 : [REDACTED] - SRS LIGHT IS ON

\*\*\* CASE CREATE 11/18/2011 2:09:26 PM, jwebb

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

\*\*\* CASE MODIFY 11/18/2011 2:15:27 PM, jwebb

into WIP default and Status of Solving.

\*\*\* NOTES 11/18/2011 2:15:44 PM, jwebb, Action Type : Call from Customer

I verified Client information

Client contacted ACR because last week she had taken her vehicle to an Acura DLR because her SRS light is on and was told that the problem was from a faulty seat belt buckle. The client stated that the SA at the DLR told her that the extended warranty she has on her vehicle would not cover the repair and would like to know if that is true.

ACR informed the Client that any questions about her extended warranty she would have to speak with Acura Care. I provided the client with the number 800-999-5901 and also informed her that I can place her back into the directory. The client stated that she will just call the number I provided her with.

Client understood and required no further assistance.

\*\*\* CASE MODIFY 11/18/2011 2:15:46 PM, jwebb

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CREATE 11/18/2011 2:16:08 PM, jwebb

Created in WIP Default with Due Date 11/18/2011 2:16:08 PM.

\*\*\* CASE MODIFY 11/18/2011 2:16:16 PM, jwebb

into WIP default and Status of Solving.

\*\*\* SUBCASE [REDACTED] CLOSE 11/18/2011 2:16:19 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/18/2011 2:16:19 PM, jwebb

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

Case Details

Case ID : [REDACTED] Division : Acura - Auto Condition : Closed Open Date : 1/4/2012 1:44:04 PM  
 Case Originator : Kristine Cabanatan (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 1/13/2012 12:31:14 PM  
 Case Owner : Ingrid Moribio (Team MA) Method : Phone Queue : Days Open : 9  
 Last Closed By : Ingrid Moribio (Team MA) Point of Origin : Customer Wipbin :  
 Case Title : 1A- (POWER) [REDACTED] SRS LIGHT/HEADLIGHT MOISTURE GW RQ 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 : NEW PORT RICHEY, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 9601  
 VIN Type / No. : US VIN / JH4CL96834C [REDACTED]  
 Model / Year : TSX / 2004  
 Model ID / Product Line : CL9684JW / B  
 Miles / Hours : 88,000  
 In Service Date : 11/02/2004  
 Months In Use : 86  
 Engine Number : K24A21052772  
 Originating Dealer No. / Name : 251493 / FOUNTAIN ACURA  
 Selling Dealer No. / Name : 251493 / FOUNTAIN ACURA  
 Trim : BASE  
 No. Of Doors : 4  
 Transmission Code : SAT  
 Exterior Color : SM  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 251439 / AUTONATION ACURA SOUTH BAY  
 Phone No. : 310-539-3636  
 Address : 25341 CRENSHAW BLVD.  
 City / State / Zip : TORRANCE, CA 90505  
 Svc District / Sls District : 01A / A01  
 Warranty Labor Rate / Date : \$140.00 /  
 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	752	SRS
[REDACTED]	PROD Subcase Close	Product	Operation	712102	HEADLIGHT UNIT, BOT

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ingrid Moribio	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2012 11:28:55 AM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 1/13/2012 12:14:46 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Warn Light On 7524  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 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 : Ingrid Moribio	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2012 12:15:24 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 1/13/2012 12:15:39 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 712102 / HEADLIGHT UNIT, BOTH. INCLUDES: AIM HEAT  
 Condition Code Desc : Condensation 7124  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Assist - AHM 100%, Provided Information  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
**Rollover Indicator :** NO  
**Cosmetic / Sound Quality Indicator :** NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 1A- (POWER) [REDACTED] -SRS LIGHT/HEADLIGHT MOISTURE GW RQ

\*\*\* CASE CREATE 1/4/2012 1:44:04 PM, kcabanat

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

\*\*\* CASE MODIFY 1/4/2012 1:44:09 PM, kcabanat  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/4/2012 1:52:37 PM, kcabanat  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/4/2012 1:55:24 PM, kcabanat  
into WIP default and Status of Solving.\*\*\* CASE MODIFY 1/4/2012 1:55:33 PM, kcabanat  
into WIP default and Status of Solving.\*\*\* NOTES 1/4/2012 2:24:05 PM, kcabanat, Action Type : Call from Customer  
Client's contact information was updated (last name, address and phone number).  
One phone number provided.

Client mentioned she posted her concerns on Facebook and someone from Acura advised to call ACR.

Client called upset that the SRS unit is not covered under the warranty.

Client stated the SRS light came on.

Brought the vehicle to POWER ACURA SOUTH BAY on Monday.

Client is dealing with a service person (doesn't know his name) and was told the SRS unit needs to be replaced for \$700.

Client doesn't understand why the repairs are not covered under the recall.

Client didn't ask for assistance for the cost of repairs.

I explained to the client her vehicle does not have a recall, product update or warranty extension regarding the SRS light and the vehicle is outside of the 4/50k mfg warranty by 3 years and 33k miles.

I explained to the client ACR could review on a case by case basis to see what outside of warranty assistance could be provided.

Client then mentioned she was researching online regarding recalls on the vehicle.

Client found that the vehicle has a product update regarding the moisture in the headlights.

Client stated in 2007 or 2008 her driver's headlight had moisture in the headlight that cause the headlight to go out.

Client did not receive notification regarding the product update.

Client had no local Acura dl where she was living in Florida and brought the vehicle to Spacecoast Honda.

Client paid the dlr \$800 for labor to install the inverter, light bulb and doesn't know if other parts were included she purchases from an Acura dlr on EBay for \$200.

Client stated the dlr was charging her a lot more for the part.

Client stated she doesn't know if she still has documents from the Honda dlr since she has moved.

I explained ACR could review for possible reimbursement; however ACR would need proof of payment and also the RO from the Honda dlr.

I provided the fax 310.783 3535 and case number.

I mentioned to the client the HID product update was preformed on 06/11/07.

Q36 04-05 TSX HID HEADLIGHTS 07-016 FX 06/11/07

Case History

Case ID : [REDACTED]

Case Title : 1A- (POWER) [REDACTED] SRS LIGHT/HEADLIGHT MOISTURE GW RQ

Client requested the name of the dlr.

I apologized ACR does not have the details available since the warranty repairs were performed more than 3 years ago.

Client stated she remembered paying the repairs and doesn't recall bringing the vehicle to the Acura dlr to have the product update performed on the vehicle.

Client mentioned the passenger side now is cracking, but has not had moisture in the headlight.

I explained to the client the vehicle still has the product update and the dlr could perform the service if the issue she is experiencing is in relation to the product update.

Client stated she has not mentioned to the dlr regarding the passenger headlight.

Client is requesting for ACR to call the dlr to inform the dlr regarding the passenger headlight.

Client also mentioned the front passenger door locks do not work, but understands she has to pay for the service.

Dlr is also performing the outstanding recall:

R35 04-08 TSX POWER STEERING HOSE 10-010

Original owner of the vehicle.

First Acura vehicle.

Service maintenance performed by Ferman Acura, Spacecoast Honda and IRF.

Client has authorized the repairs of replacing the SRS unit because of the safety concerns the airbags may not deploy.

Vehicle will be ready to be picked up tomorrow, after 4pm PST.

\*DCM unavailable for WT

I explained to the client DCM will call her back by the end of the next business day.

I advised client in the meantime to call the dlr, speak with the SM regarding the SRS light and also the passenger headlight is cracking and see what options could be provided.

I explained SM will contact the Acura field rep regarding her request and will expedite the process.

Best contact #: [REDACTED] hm/wk

Client thanked me and the call was ended.

\*\*\* CASE DISPATCH 1/4/2012 2:24:23 PM, kcabanat  
from WIP default to Queue Acura Team B.

\*\*\* CASE ACCEPT 1/4/2012 2:49:05 PM, imoribio  
from Queue Acura Team B to WIP DEFAULT.

\*\*\* SUBCASE [REDACTED] REATE 1/5/2012 11:28:55 AM, imoribio  
Created in WIP Default with Due Date 1/5/2012 11:28:55 AM.

\*\*\* NOTES 1/5/2012 11:29:40 AM, imoribio, Action Type : Call to Customer

\*\*\*NOTES 01/05/2012 11:27 AM



Case History

Case ID : [REDACTED] Case Title : 1A- (POWER) [REDACTED] SRS LIGHT/HEADLIGHT MOISTURE GW RQ

Acura Client Relations (ACR) called the client at [REDACTED] and was placed into her voicemail. In the message I introduced myself as the DCM who has been assigned to look into her concerns. I asked her to return my call at 800-382-2238 ext 115047.

\*\*\* CASE MODIFY 1/5/2012 11:30:03 AM, imoribio  
into WIP DEFAULT and Status of Solving.

\*\*\* NOTES 1/5/2012 11:30:49 AM, imoribio, Action Type : Call to Customer  
\*\*\*NOTES 01/05/2012 11:30 AM

Acura Client Relations (ACR) called Cesar SM (POWER ACURA SOUTH BAY) at (310) 539-3636 and was placed into his voicemail. In the message I asked for a call back.

\*\*\* COMMIT 1/5/2012 11:31:37 AM, imoribio, Action Type : N/A  
f/u w/ client

\*\*\* NOTES 1/5/2012 4:25:10 PM, imoribio, Action Type : Call from Dealer  
\*\*\*NOTES 01/05/2012 03:55 PM

Acura Client Relations (ACR) received a call from SM Cesar. He advised the client came in with an SRS light one. He advised usually when the SRS light is on it could be due to low voltage. He advised they checked the battery and it was working perfect. He advised they reset the light and test drove it but the light came back on. He advised they found it needs an SRS control unit (87k miles). She authorized them to replace it and tested it once again but the light did not come back on.

I asked about the headlight and he advised he had not complaints but will check with the client. I asked if they completed the P/S hose recall and he said yes. He added they also did an A1 service and door lock actuator. I asked if he could review for assistance on the SRS unit and headlight. He understood and will keep me posted. I thanked him then ended the call.

\*\*\* NOTES 1/5/2012 4:30:28 PM, imoribio, Action Type : Call to Customer  
\*\*\*NOTES 01/05/2012 04:28 PM

Acura Client Relations (ACR) was notified by E. Wilson (DCM) that my client left her a voice message requesting a call back at [REDACTED]

I returned her call and was placed into her voicemail. In the message I asked her to return my call and made sure I provided my extension.

\*\*\* NOTES 1/5/2012 4:46:14 PM, imoribio, Action Type : Call from Dealer  
\*\*\*NOTES 01/05/2012

Acura Client Relations (ACR) received a call abck from Cesar SM. He advised he has checked the head ligh and found that they are in bad shape. He advised the right one is in bad shape (it has moisture and an orange/rust substance) and the left is faded. I asked him to include that in the case review but to notify the DPSM of it as well. He understood then ended the call.

\*\*\* NOTES 1/5/2012 4:47:05 PM, imoribio, Action Type : Note-General  
ACR found the following info in Atrbase.

Original owner  
She has 5 service visits.  
No other Acura/Honda vehicles found under her ownership.

\*\*\* CASE MODIFY 1/5/2012 4:47:07 PM, imoribio

Case History

Case ID : ██████████ Case Title : 1A- (POWER) ██████████ SRS LIGHT/HEADLIGHT MOISTURE GW RQ

into WIP 1A- Todd and Status of Solving.

\*\*\* NOTES 1/5/2012 4:59:41 PM, lciisnero, Action Type : Call for Case Mgr  
Client called requesting to speak with DCM.  
DCM accepted call.

\*\*\* NOTES 1/6/2012 8:30:46 AM, pbongco, Action Type : Letter/Fax  
On 01/06/12 ACR received a 2-page fax from the client regarding previous issue

\*\*\* CASE ADD ATTACHMENT 1/6/2012 8:45:15 AM, crmsuser  
Added attachment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\B012012-01-0401835\_1.PDF

\*\*\* NOTES 1/6/2012 8:47:06 AM, imoribio, Action Type : Call from Customer  
\*\*\*NOTES 01/05/2012 04:59 PM

Acura Client Relations (ACR) received a WT from L. Cisneros.

I thanked the client for returning my call and went over the concerns. I shared I had been in contact with the dlr and we are reviewing for GW consideration the concerns that prompted her call. I the client advised she looked only and read that many others believed it was just a seat belt buckle. She states the dlr diagnosed and found it was the SRS unit which she was told would cost \$700. The client found it hard to believe it was that expensive of a part.

She pointed out the headlight concern was another issue that she did not expect. She states she paid Space Coast Honda to replace the passenger side headlight in May 2009. I pointed out Ferman Acura completed the product update on 06/11/2007. I shared the dlr confirmed the clips were on there. She claims she was never told they completed the campaign. The client states she is not looking for a handout but she is unhappy that it's costing her a lot of money. I told the client I understood and advised her concerns had been thoroughly documented. I shared the dlr and ACR will be following up with her once we have additional info.

\*\*\* CASE MODIFY COMMITMENT 1/6/2012 8:47:17 AM, imoribio  
with ██████████ due 01/09/2012 11:30:00 AM.

\*\*\* NOTES 1/6/2012 3:03:07 PM, imoribio, Action Type : Field Service  
\*\*\*NOTES 01/06/2012

Acura Client Relations (ACR) called DPSM (Rutherford) and provided the client's vehicle info. He received the GW request from Cesar and was informed the client was looking for assistance with the headlights. I advised that was correct. I advised the client's concern was with the price of the SRS unit. He advised he will offer to cover the headlight 100% but the client would be responsible for the SRS unit. I told him I understood and shared that would make her happy. I thanked him for his time.

\*\*\* CASE MODIFY COMMITMENT 1/6/2012 3:03:15 PM, imoribio  
with ██████████ due 01/10/2012 11:30:00 AM.

\*\*\* NOTES 1/9/2012 1:33:04 PM, imoribio, Action Type : Call to Dealer  
This call took place on...  
\*\*\*NOTES 01/06/2012 03:52 PM

Acura Client Relations (ACR) received a call from SM Cesar. He advised Mrs ██████████ was very happy with the outcome and the assistance. He advised she will be picking up tomorrow (Saturday). I thanked him for his time and assistance.

\*\*\* CASE MODIFY 1/9/2012 1:33:17 PM, imoribio

Case History

Case ID : [REDACTED] Case Title : 1A- (POWER) [REDACTED] SRS LIGHT/HEADLIGHT MOISTURE GW RQ

into WIP 1A- Todd Resolved and Status of Solving.

\*\*\* NOTES 1/10/2012 12:20:00 PM, imoribio, Action Type : Call to Customer

\*\*\*NOTES 01/10/2012 12:19 PM

Acura Client Relations (ACR) called the client at 310-545-6748 and was placed into her voicemail. In the message I invited her to return my call.

\*\*\* COMMIT 1/10/2012 12:23:04 PM, imoribio, Action Type : N/A

f/u w/ client

\*\*\* CASE FULFILL 1/10/2012 12:23:16 PM, imoribio

Fulfilled for [REDACTED] due 01/10/2012 11:30:00 AM.

\*\*\* NOTES 1/13/2012 12:14:30 PM, imoribio, Action Type : Call to Customer

\*\*\*NOTES 01/13/2012 11:45 AM

Acura Client Relations (ACR) called the client at [REDACTED] and asked how things were going. He advised everything so far is great. She advised the only thing that she found was that the I-pod music link cord was missing. She plans to bring it back because it could be that it was not pulled out. Nevertheless, she is extremely happy with Acura's assistance. She states her husband was speechless when he found out we had taken care of her headlights. I advised it was glad to hear they were satisfied with the outcome and advised we not only stand behind the product but her as the owner. The client advised Acura should know we will be a continuous purchaser of Acura vehicles in the future. I told her that was great to her and thanked her for working with us. I encouraged her to call our offices if there was anything else we could assist her with. She understood then ended the call.

\*\*\* SUBCASE [REDACTED] LOSE 1/13/2012 12:14:46 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE [REDACTED] REATE 1/13/2012 12:15:24 PM, imoribio

Created in WIP Default with Due Date 1/13/2012 12:15:24 PM.

\*\*\* SUBCASE [REDACTED] CLOSE 1/13/2012 12:15:39 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/13/2012 12:15:40 PM, imoribio

into WIP 1A- Todd Resolved and Status of Solving.

\*\*\* NOTES 1/13/2012 12:31:08 PM, imoribio, Action Type : Dealer Communication

ATTN: EXCELL FACILITATOR

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

Acura Client Relations received a call from Ms [REDACTED]. The client states her SRS light was on and it was determined the SRS control unit needed to be replaced. She complains the cost of the SRS control unit is too expensive. The client also expressed a concern with the headlights.

\*\*\* CASE MODIFY 1/13/2012 12:31:12 PM, imoribio

into WIP 1A- Todd Resolved and Status of Solving.

\*\*\* CASE CLOSE 1/13/2012 12:31:14 PM, imoribio

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

\*\*\* NOTES 1/17/2012 3:03:26 AM, imoribio, Action Type : Inbound DCS

Case History

Case ID : [REDACTED]

Case Title : 1A- (POWER [REDACTED]) -SRS LIGHT/HEADLIGHT MOISTURE GW RQ

replace srs unit and headlight assembly

replace headlight assembly

\*\*\* COMMIT 1/17/2012 3:03:26 AM, imoribio, Action Type : External Commitment

Inbound DCS received from Dealer # 251439

\*\*\* CASE FULFILL 1/18/2012 10:17:40 AM, imoribio

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