

PE13-020

HONDA

12/3/2013

QUESTION 4

FIELD REPORTS

2004 TSX - CATEGORY 1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3459634	SHAWNW	07/29/2013	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	RANDOM DEPLOYMENT	REFER TO DPSM?;	
		Resln Source: None	Date:
		Status: N/A	Mileage: 107,540
		Remarks / Requestor:	FE Status:

Dealer #: 251353	TZ: EST	VIN: JH4CL96864C	Err:
Dir Cont: KEVIN	Training %:	Year: 2004	Model: TSX
Serv Ph: (508) 3361400	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: EDDY PEREIRA		Doors: 4DR	WD:
Parts Mgr: JESSE NAPPI JR		Fact: SAYAMA	Country: JPN
Dir Name: FIRST ACURA 16 HIGHLAND AVE. RT. 6 SEEKONK MA 02771		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (508) 336-1400	Fax #: 5083361410	Engine #: K24A21013348	Trans #: 1036529
DPSM: OPEN DISTRICT	Zone/Dist: 05A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 036495	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/29/2013 9:46:35 AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES?
- 7 REFER TO DPSM
- 8 PEND TO TROYS

7/29/2013 4:17:22 PM TROYS

- 9 GIVEN TO RK

Information from Dealer

DRIVERS SIDE CURTAIN, DRIVERS SEAT SIDE CURTAIN
, DRIVERS SEAT BELT TENSIONER ALL DEPLOYED
[MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT:] [KEYWORD:
SRS]
Y
N
N
61-1x (□□x" can be 0 thru 9 or A thru F): Open in the Driver's Seat
Belt Buckle Switch DTC F3-11: Driver's side airbag, left side
curtain airbag, and/or driver's seat belt tensioner deployed.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1521289	TOMP	02/16/2005	TOMP	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	SIDE AIRBAGS DEPLOYED	MSG: I DID FIND IMPACT DAMAGE UNDER CAR ON DR SIDE		
		Resln Source:	Message center	Date: 09/18/2009
		Status:	N/A	Mileage: 8,947
		Remarks / Requestor:		FE Status:

Dealer #: 251069	TZ: EST	VIN: JH4CL968740	Err:
Dir Cont: PAOLA JOSEPH	Training %:	Year: 2004	Model: TSX
Serv Ph: (718) 253-8400	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: BRIAN SURUJ		Doors: 4DR	WD:
Parts Mgr: GEORGE JAREMA		Fact: SAYAMA	Country: JPN
Dir Name: ACURA OF BROOKLYN 2729 NOSTRAND AVENUE BROOKLYN NY 11210		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (718) 692-0500	Fax #: 7182538713	Engine #:	Trans #:
DPSM: KEN NORD	Zone/Dist: 05F	Em Type: KA	
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/16/2005 TOMP	
1 02/16/05 06:00:44 ISIS:----->	WHILE DRIVING VECHILE SIDE AIR BAGS DEPLOYED
2	FOR NO REASON
3 02/16/05 06:00:56 TOMP:----->	█:
4 WHICH SIDE?----->	PASSENGER SIDE.
5 WHICH AIRBAG DEPLOYED?	
6	PASSENGER SIDE CURTAIN AND SIDE AIRBAG.
7 REFER CUSTOMER TO THEIR INS/CO, UNLESS INSPECTION	
8 REVEALS NO APPARENT CAUSE. IN THAT CASE CONTACT	
9 DSM.	
10	DSM IS HERE, HE SAID CUSTOMER SHOULD CONTACT
11	INS/CO.
12 THERE YOU GO... I'LL STILL TAKE PHOTOS OF	
13 RIGHT SIDE OF CAR, TIRES, UNDERCARRAIGE, ETC.	
14 REFER TO SERVICE MANUAL, REPAIR AS NEEDED	
15 02/24/05 08:12:59KENTO:-----(MSG CENTER)---->	I DID FIND IMPACT DAMAGE UNDER CAR ON DR SIDE
16	A 5" GASH IN UNDERCARIGE, REF CUST TO INS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3108937	DAVEM	01/21/2011	DAVEM	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	R CURTAIN & A/B	UNKNOWN?; REFER TO THE DPSM AND THE CUST INSURANCE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 104,273
		Remarks / Requestor:		FE Status:

Dealer #: 251532	TZ: EST	VIN: JH4CL96884C [REDACTED]	Err:
Dir Cont: BRYAN WALKER	Training %:	Year: 2004	Model: TSX
Serv Ph: (757) 886-7060	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: RONALD LAMB		Doors: 4DR	WD:
Parts Mgr: TIMOTHY YOUNGER		Fact: SAYAMA	Country: JPN
Dir Name: HALL ACURA NEWPORT NEWS 12501 JEFFERSON AVE. NEWPORT NEWS VA 23602		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (757) 886-7060	Fax #: 7578867089	Engine #: K24A21040623	Trans #: 1074981
DPSM: JOHN KHOURI	Zone/Dist: 02H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 202913	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/21/2011 6:12:29 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 ANY IMPACT MARKS?
- 8 TIRES/WHLS HAVE PICNH/DENTS?
- 9 POSS SOMEINE SLAMMED THE PASS SIDE DOOR/S?
- 10 REFER TO THE DPSM AND THE CUST INSURANCE CO

Information from Dealer

CUST STATES PASS SIDE CURTIAN AIRBAG AND PASS SEATAIRBAG DEPLOYED WHILE TAKING A RIGHT TURN IN A PA RKing LOT IN THE RAIN
 [MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT:]][KEYWORD: AIR BAG]
 Y
 N
 N
 F411. CUST STATES THEY WERE IN A P-LOT MAKING A RIGHT TURN IN THE RAIN AND THE AIR BAGS WENTS OFF
 NONE
 NONE
 ????

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3290241	JOHNB	05/23/2012	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	PLEASE REFER TO YOUR DPSM/ZONE/C.R.
		Resln Source: None Date:
		Status: N/A Mileage: 200,134
		Remarks / Requestor: FE Status:

Dealer #: 251482	TZ: CST	VIN: JH4CL968X4C [REDACTED]	Err:
Dir Cont: MICHAL	Training %:	Year: 2004	Model: TSX
Serv Ph: (708) 403-7770	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: TED JURICK		Doors: 4DR	WD:
Parts Mgr: BRAD DODGE		Fact: SAYAMA	Country: JPN
Dir Name: JOE RIZZA ACURA 8150 WEST 159TH STREET ORLAND PARK IL 60462		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
Phone: (708) 403-7770	Fax #: (708) 364-2374	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: WILLIAM	Zone/Dist: 03F	Engine #: K24A21048034	Trans #: 1082058
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 130040	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/23/2012 2:00:50 PM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 PLEASE REFER TO YOUR DPSM/ZONE/C.R.
- 8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)
Tech Line Knowledge Base Name: 7282 Issue Date:
07-Dec-1995 Source: ATL-INFO

Information from Dealer

SIDE SRS DEPLOYED NO COLISION
 [MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT:] [KEYWORD:
 SRS]
 YES
 NONE
 NONE
 SIDE DEPLOYMENT;ROCKER PANEL/FRAME SHOWS SOME
 IMPACT UNDERNEATH;SRS CODE F4-11

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2899045	RUDYG	09/17/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY, LFT SIDE	NO IMPACT DAMAGE?; REFER TO DPSM FOR DECISION	
		Resln Source: None	Date:
		Status: N/A	Mileage: 85,453
		Remarks / Requestor:	FE Status:

Dealer #: 251102	TZ: EST	VIN: JH4CL96874C [REDACTED]	Err:
Dir Cont: JAMES	Training %:	Year: 2004	Model: TSX
Serv Ph: (317) 846-3800	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: JAMES VANDERPOOL		Doors: 4DR	WD:
Parts Mgr: TIM ESTRIDGE		Fact: SAYAMA	Country: JPN
Dir Name: ED MARTIN ACURA 3800 E. 96TH ST. INDIANAPOLIS IN 46240		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (317) 846-3800	Fax #: 3175817339	Engine #: K24A21048804	Trans #: 1082934
DPSM: BILL WATSON	Zone/Dist: 03B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 349363	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/17/2009 11:37:20 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 WHAT DEPLOYED?

4 ANY PHYSICAL DAMAGE ON LEFT SIDE OF VEH?

5 NO KNOWN ISSUES WITH SELF DEPLOY, REFER TO DPSM FOR DECISION.

9/21/2009 10:33:36 AM PAULI

6 FRWD COPY TLC>HNA

Information from Dealer

DRIVERS SIDE CURTAIN AIRBAG DEPLOYED UNEXPECTEDLY WHILE DRIVING OVER A SMALL BUMP. THE SAME BUMP CUSTOMER DRIVERS OVER EVERY DAY. CUSTOMER STATED THAT HIS EARS WERE RINGING FOR 15 MINUTES AFTER DEPLOYMENT.

NO

DRVR CURTAIN A/B, AND SEAT A/B AND BELT PRETENSIONER.

VERY MINOR DAMAGE TO TOW HOOK. NOT ENOUGH FOR US TO BELIEVE IT WOULD CAUSE AB DEPLOYMENT
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1642766	JOHNB	09/08/2005	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	SDE AIRBG DEPLYD ON HIWY	IMPACT DAMAGE UNDER CAR FOUND;DOCUMENT;DPSM		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 16,595
		Remarks / Requestor:		FE Status:

Dealer #: 251216 Dir Cont: MICHAEL Serv Ph: (626) 284-8533 Serv Mgr: BALDWIN LOPEZ Parts Mgr: Dir Name: SIERRA ACURA OF ALHAMBRA 1700 WEST MAIN STREET ALHAMBRA CA 91801 Phone: (626) 284-8533 DPSM: JIM FLEURY Previous Dealer/Contact	TZ: PST Training %: Extn: Fax #: (626) 256-7617 Zone/Dist: 01B Date	VIN: JH4CL968140 [REDACTED] Year: 2004 Tran: 5AT Doors: 4DR Fact: SAYAMA Desc: TSX 4DR 4CYL 200.0HP 2.4L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Em Type: KA RO #: Case Type: Technical W.O. #:	Err: Model: TSX Trim: BASE WD: Country: JPN Trans #:
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Tech Line Suggests

9/8/2005 JOHN B

- 1 09/08/05 13:33:54 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 09/08/05 13:34:03 JOHN B:----->
- 5
- 6
- 7
- 8
- 9
- 10 PLEASE DOCUMENT FINDINGS;TAKE PHOTOS;PLEASE CONTACT DPSM;NEEDS TO BE DIRECTED TO CUSTOMERS
- 11

Information from Dealer

PASS SIDE AIR BAG DEPLOY

NO

CUSTOMER CLAIMS THE PASS SIDE AIRBAG AND SIDE CURTAIN WENT OFF WHILE DRIVING DOWN THE FREEWAY;WE PLACED CARON THE LIFT AND THERE IS A HEAVY IMPACT MARK ON THE CARRIER ON THE RIGHT SIDE AND NICE DENT IN THE CHASSIS AT THE ROCKER PANEL UNDER THE CAR

INSURANCE

PE13-020

HONDA

12/3/2013

QUESTION 4

FIELD REPORTS

2004 TSX - CATEGORY 2

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2828267	CHRISR	06/02/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 45	SENSOR?; SWAP LEFT TO RIGHT, MONITOR DTC		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 105,860
		Remarks / Requestor:		FE Status:

Dealer #: 251241	TZ: CST	VIN: JH4CL969740	Err:
Dir Cont: PAUL ABUAH	Training %:	Year: 2004	Model: TSX
Serv Ph: (847) 991-9000	Extn:	Tran: 5AT	Trim: NAVI
Serv Mgr: OMAR SHABAZ		Doors: 4DR	WD:
Parts Mgr: JOHN FAIRBAIRN		Fact: SAYAMA	Country: JPN
Dir Name: ARLINGTON ACURA IN PALATINE 1275 EAST DUNDEE ROAD PALATINE IL 60074		Desc: TSX 4DR NAVI 4CYL 200.0 HP 2.4 L	
Phone: (847) 991-9000	Fax #: 8479342729	WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: PHILIP ROHDE	Zone/Dist: 03E	Engine #: K24A21004305	Trans #: 1022287
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 212782	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/2/2009 9:59:07 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 DTC
 - 4 LEFT SIDE IMPACT SENSOR
 - 5 LETS STOP, PUT ALL OLD PARTS BACK IN AND SEE IF 45-1 IS ONLY CODE
 - 6 IF SO SWAP SENSOR LEFT TO RIGHT AND SEE IF CODE MOVES

Information from Dealer

- AIRBAG LIGHT ON
- NO
- 45-1
- YES, AFTER I REPLACED I GOT A SRS UNIT CODE, SO ISWAPPED WITH KG AND IM GETTING OTHER CODES
- OK
- OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2867056	STEVEN	07/16/2009	STEVEN	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC: 31-10	FLORR HARNESS? REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 62,000
		Remarks / Requestor:	FE Status:

Dealer #: 251075	TZ: CST	VIN: JH4CL96894C [REDACTED]	Err:
Dir Cont: BARNEY	Training %:	Year: 2004	Model: TSX
Serv Ph: (615) 377-0500	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: JOEL TRAIL		Doors: 4DR	WD:
Parts Mgr: JOEL TRAIL		Fact: SAYAMA	Country: JPN
Dir Name: GARY FORCE ACURA 1634 WESTGATE CIRCLE BRENTWOOD TN 37027		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (615) 377-0500	Fax #: 6156614982	Engine #: K24A21005610	Trans #: 1024335
DPSM: THOMAS MITCHELL	Zone/Dist: 03C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 58255	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/16/2009 2:12:39 PM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4 SO THE AIRBAG AND SRS UNIT HAVE BENE REPLACED
BUT THE HARNESS SEEMS FINE?

5 HAVE A KG CAR

6 DOWN TO THE FLOOR HARNESS THEN

Information from Dealer

CAR HAS CODE 31-10. SIDE AIRBAG HAS BEEN REPLACED AND THE SRS UNIT HAS BEEN REPLACED. THE HARNESS HAS CONTINUITY WITH NO CONTINUITY TO GOUND OR POWER.THE LIGHT COMES ON AT TIMES AND WILL NOT AT TIMES .

YES

SEE ABOVE

YES

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3346928	MARKP	10/22/2012	MARKP	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS LIGHT 61-10	FBF: REPLACED DRVS SEAT BELT BUCKLE	
		Resln Source:	Feedback forms Date: 10/24/2012
		Status:	N/A Mileage: 250,939
		Remarks / Requestor:	FE Status: .

Dealer #: 251051	TZ: PST	VIN: JH4CL96924C [REDACTED]	Err:
Dir Cont: RICHARD LYONS	Training %:	Year: 2004	Model: TSX
Serv Ph: (206) 433-1000	Extn:	Tran: 5AT	Trim: NAVI
Serv Mgr: TYLER KOLBO		Doors: 4DR	WD:
Parts Mgr: TRAVIS TORKELSON		Fact: SAYAMA	Country: JPN
Dir Name: ACURA OF SEATTLE 301 BAKER BLVD. SEATTLE WA 98188		Desc: TSX 4DR NAVI 4CYL 200.0 HP 2.4 L	
Phone: (206) 433-1000	Fax #: 2064330216	WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: MARK EVENSIZER	Zone/Dist: 01K	Engine #: K24A21007254	Trans #: 1028498
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 253932	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/22/2012 10:44:22 AM MARKP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CAN YOU COM WITH EVERYTHING ELSE
- 7 DLC CHECK
- 8 SWAP SRS CU AND RECHCK

10/24/2012 10 32 39 AM MARKP

- 9 FBF

Information from Dealer

NO COMUNICATION W/ SRS UNIT LIGHT ON.. DLC T/S CHART SEAMS INCORRECT
 [MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT:][KEYWORD: DLC]
 Y
 N
 N
 YES
 CHECKS OK
 OK
 FINALLY PULLED DTC 61 10 REPLACED DRVS SEAT BELT BUCKLE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3281537	TOMP	04/27/2012	TOMP	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS INDICATOR ON, NO DTC	FAULTY SRS UNIT?; DO S/M TROUBLESHOOTING
	Resln Source: None	Date:
	Status: N/A	Mileage: 127,559
	Remarks / Requestor:	FE Status:

Dealer #: 251047	TZ: CST	VIN: JH4CL968X4C	Err:
Dir Cont: CHEEPCHUCHAI	Training %:	Year: 2004	Model: TSX
Serv Ph: (952) 881-6200	Extn:	Tran: 5AT	Trim: BASE
Serv Mgr: LISA MULLENBERG		Doors: 4DR	WD:
Parts Mgr: BRUCE PAP		Fact: SAYAMA	Country: JPN
Dir Name: BLOOMINGTON ACURA 7801 LYNDAL AVE. SO. BLOOMINGTON MN 55420		Desc: TSX 4DR 4CYL 200.0 HP 2.4 L	
Phone: (952) 881-6200	Fax #: 9528811787	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: JOHN RAGAN	Zone/Dist: 03G	Engine #: K24A21014829	Trans #: 1039499
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 337573	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/27/2012 7:30:17 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 REFER TO 2004 TSX - HDS does not communicate with the SRS unit or the vehicle
 - 8 OR
 - 9 REFER TO 2004 TSX - Symptom Troubleshooting: SRS indicator stays on, but no DTCs are stored

Information from Dealer

SRS LIGHT IS ON .NO COMMUNICATION WITH THE HDS.
CHECKED B CAN SRS UNIT IS NOT DETECTED.
[MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
YES
NO
NA
CHEEPCHUCHAI

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2806051	LARRYL	04/15/2009	KENE	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 41-11	INPACT SENSOR; REPLACE		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 60,623	
		Remarks / Requestor:	FE Status:	

Dealer #: 251415	TZ: PST	VIN: JH4CL96924C [REDACTED]	Err:
Dir Cont: SHANE	Training %:	Year: 2004	Model: TSX
Serv Ph: (925) 674-8900	Extn:	Tran: 5AT	Trim: NAVI
Serv Mgr: DARRELL COOPER		Doors: 4DR	WD:
Parts Mgr: JOHN DIGGS		Fact: SAYAMA	Country: JPN
Dir Name: ACURA OF CONCORD 1340 CONCORD AVENUE CONCORD CA 94520		Desc: TSX 4DR NAVI 4CYL 200.0 HP 2.4 L	
Phone: (925) 674-8900	Fax #: 9256740842	WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: GARY_B BARR	Zone/Dist: 01E	Engine #: K24A21050852	Trans #: 1085511
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 229342	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/15/2009 12:57:06 PM LARRYL

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

4/15/2009 1:01:00 PM KENE

3 REPLACE THE INPACT SENSOR

Information from Dealer

VEHICLE HAS 41-11 , OTHER TECH CHECKED AND DID NOT RECODE. ALL CONNECTIONS SEEMED GOOD TO HIM . CAR LEFT TO SERVICE DRIVE. LIGHT CAME ON AND STAYED ONIN DRIVE. CHECKED AND HAS 41-11. RAN TROUBLE TREE AFTER CLEARING CODE. PERM CODE NOT SET , SO INTERMITTANT FAILURE IS INDICATED. . .

NO

PE13-020

HONDA

12/3/2013

QUESTION 4

FIELD REPORTS

2003 ACCORD - CATEGORY

1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3166027	STEVEN	06/28/2011	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	AIRBAG DEPLOY FOR NO REASON	REFER TO DPSM FOR EVAL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 82,111
		Remarks / Requestor:	FE Status: .

Dealer #: 207211	TZ: CST	VIN: 1HGCM66323A [REDACTED]	Err:
Dir Cont: NICHOLAS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (262) 886-5111	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHAD SCHMITZ		Fact: MARYSVILLE	Country: USA
Dir Name: GENTILE HONDA 9501 WASHINGTON AVE RACINE WI 53406		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (262) 886-5111	Fax #: 2628869013	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	Engine #: J30A41000972	Trans #: BAYA5000544
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 401262	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/28/2011 1:52:50 PM	STEVEN	
1 ORIGINAL COMPLAINT		PASSENGER SIDE AIRBAG DEPLOYED WITH OCCUPANTS OUTSIDE OF VEHICLE WITH DOORS CLOSED AND VEHICLE RUNNING.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6 ANY DEPLOYMENT DTC?		NO JUST INTERNAL FAILURE DTCS
7 CUSTOMER NOT IN THE VEHICLE AT THE TIME		NO
8 GET WITH DPSM FOR EVAL		
7/1/2011 9:58:38 AM	TROYS	
9		AFTER I REPLACED THE AIR BAG AND THE DRIVES TENSIONER THE CAR HAS A CODE 85 -79 SHOULD I FOLLOW THE TS FOR THAT
10 YES FOLLOW IT LET US KNOW WHERE IT GOES		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1594545	PETERL	06/21/2005	PETERL	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	UNDER CARRIAGE DAMAGE; INSPECT, REFER TO DPTSM		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 75,357
		Remarks / Requestor:		FE Status:

Dealer #: 207715	TZ: CST	VIN: 1HGCM665X3A [REDACTED]	Err:
Dir Cont: CHRISTOPHER	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (256) 766-4882	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: SHANNON POOLE		Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER BIRDWELL		Fact: MARYSVILLE	Country: USA
Dir Name: JERRY DAMSON HONDA FLORENCE 250 COX CREEK BLVD. FLORENCE AL 35630		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (256) 766-4882	Fax #: (650) 364-0161	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: VANCE CROCKER	Zone/Dist: 07C	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/21/2005 PETERL
- 1 06/21/05 07:28:16 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 06/21/05 07:28:24 PETERL:----->
 - 6 ANY DAMAGEN----->
 - 7 WET OR DRY----->
 - 8 DID YOU INSPECT UNDER CARRIAGE----->
 - 9 ANY SIGNS OF DAMAGE----->
 - 10 CHECK FOR BENT WHEELS/MARKS ON
SUBFRAME/BENT
 - 11 TOE HOOKS. REFER TO DPTSM

Information from Dealer

CUSTOMER WAS DRIVING DOWN INTERSTATE WHEN
RIGHT
SIDE CURTAIN & RIGHT SEAT AIR BAG DEPLOYED.

NO

NO

DID NOT SAY

YES

NOT THAT I SEEN BUT I WILL LOOK AGAIN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1901372	JIMH	08/16/2006	JIMH	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY IMPACT	IMPACT DAMAGE, REFER TO INS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 61,399
		Remarks / Requestor:	FE Status:

Dealer #: 207223	TZ: EST	VIN: 1HGCM56613A [REDACTED]	Err:
Dir Cont: ROBERT REED	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (609) 386-2600	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: CHRIS HELLWARTH		Doors: 4DR	WD:
Parts Mgr: WILLIAM HOWARD		Fact: MARYSVILLE	Country: USA
Dir Name: DAVIS HONDA 40 ROUTE 130 WEST BURLINGTON NJ 08016		Desc: ACCORD 4DR EX 4CYL 160.0HP 2.4L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #:	Trans #:
Phone: (609) 386-2600	Fax #: (609) 386-7535	Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/16/2006	JIMH
1 08/16/06 06:39:48 ISIS:----->	CUST. STATES P/S SIDE AIRBAG DEPLOYED WHILE DRIVING.
2	
3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
4 THIS PROBLEM?----->	NO
5 08/16/06 06:57:02 [REDACTED]:----->	HAVE A GOUGE IN THE RT ROCKER PANEL
6 PHOTOS?----->	YES, JUST SENT THEM IN
7 REVIEWED THE PHOTOS, REFER TO INS	
8 1HGCM56613A [REDACTED] 228_207223_P_1HGCM56613A [REDACTED] [REDACTED]_00_01.JPG	
9 1HGCM56613A [REDACTED] 228_207223_P_1HGCM56613A [REDACTED] [REDACTED]_02_02.JPG	
10 1HGCM56613A [REDACTED] 228_207223_P_1HGCM56613A [REDACTED] [REDACTED]_03_03.JPG	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2606100	JOHNB	05/02/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY-ST	INSPECT VEHICLE;CONTACT DPSM	
		Resln Source: None	Date:
		Status: N/A	Mileage: 97,781
		Remarks / Requestor:	FE Status:

Dealer #: 207904	TZ: EST	VIN: 1HGCM56613A [REDACTED]	Err:
Dir Cont: GARY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (704) 552-2639	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: PENNY CHANDLER		Doors: 4DR	WD:
Parts Mgr: ROBERT THOMAS		Fact: MARYSVILLE	Country: USA
Dir Name: HENDRICK HONDA 8901 SOUTH BOULEVARD CHARLOTTE NC 28273		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (704) 552-2639	Fax #: (704) 552-3461	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MARK SIMPSON	Zone/Dist: 06J	Engine #: K24A41002234	Trans #: BCLA5002652
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 616586	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/2/2008 6:32:38 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 NO OTHER CODES
- 5 INSPECT VEHICLE CAREFULLY;DOCUMENT ALL FINDINGS;CONTACT DPSM;NO KNOWN ISSUES

Information from Dealer

CUSTOMER WAS DRIVING DOWN INTERSTATE AND FELT THE SEATBELT TIGHTEN UP AND THEN THE SRS LIGHT CAME ON. UPON INSPECTION, BOTH SEAT BELT TENSIONERS HAVE DEPLOYED AND CODE 51-20 IS STORED. THERE IS NO VISUAL IMPACT DAMAGE.

NO

CUSTOMER CLAIMS JUST DRIVING DOWN THE ROAD AND THE SRS SEAT BELTS DEPLOYED;SEAT BELTS ARE DEPLOYED ONLY;HAVE ONLY ONE CODE IN SRS FOR A 51-20

NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2696872	TOMP	09/30/2008	TOMP	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	SIDE AIRBAGS DEPLOYED	IT HAPPENED; REPAIR AS NEEDED REFER TO DSM?		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 69,970
		Remarks / Requestor:		FE Status:

Dealer #: 208348	TZ: EST	VIN: 1HGCM82693A [REDACTED]	Err:
Dir Cont: BRUCE KING	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (813) 872-4841	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KEVIN LOUBIER		Doors: 2DR	WD:
Parts Mgr: DAVID NICELY		Fact: MARYSVILLE	Country: USA
Dir Name: KUHN HONDA 3934 W. KENNEDY BLVD. TAMPA FL 33609		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (813) 872-4841	Fax #: 8138646844	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DONALD LOGAN	Zone/Dist: 07K	Engine #: J30A41017474	Trans #: BAYA5017958
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 459742	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/30/2008 12:31:28 PM TOMP
- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 HOW CAN I HELP?
- 5 THERE IS ALWAYS A CAUSE FOR DEPLOYMENT. ALL WE CAN DO IS REPAIR THE DEPLOYED PARTS AS THE SM DESCRIBES.
- 6 REFER TO INS/CO OR DSM?

Information from Dealer

SIDE AIRBAGS ON BOTH SEATS DEPLOYED WHILE DRIVING
NO
[REDACTED]
HEARD OF THIS?

10/8/2008 8:02:05 AM EITHC

- 7
 - 8 REFER BACK TO PARTS
- NEW SIDE AIR BAG IS DIFF THAN ORIGINAL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1564488	JIMH	05/02/2005	JIMH	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE& CURTAIN AIRBAGS DPLD	IMMPACT?; GET PICTURES, REF TO INS OR DPS TO EVALM	
		Resln Source: None	Date:
		Status: N/A	Mileage: 57,219
		Remarks / Requestor:	FE Status:

Dealer #: 207501	TZ: PST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: JESSE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (408) 848-3000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: GILROY HONDA 6700 CHESTNUT STREET GILROY CA 95020		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (408) 848-3000	Fax #: (408) 848-1115	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DISTRICT CLOSED	Zone/Dist: 12J	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/2/2005 JIMH

1 05/02/05 10:01:43 ISIS:----->

2

3

4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

5 THIS PROBLEM?----->

6 05/02/05 10:08:24 JAMESH:----->

7

8

9 GET PICTURES OF THE INSIDE AND OUTSIDE OF

10 THE WHEELS AND COMPLETE UNDERCARRAGE

11 05/02/05 12:30:09 JAMESH:----->

12 NOTICED SOME SORT OF IMPACT MARK UNDER THE

CARRIAGE ON THE PASS SIDE. POSSIBLE

13 IMPACT MAY HAVE TRIGGERED THE SRS SENSORS IN

AND AROUND AREA INSIDE CABIN

14 COMPARTMENT. PICTURES INCLUDE AND VIEW OF

THE RIGHT FRONT TIRE AND UNDER CARR.

15 MORE PIX TO FOLLO

16 URL:

17 1HGCM66523A [REDACTED] 122_207501_P_IMG_0780_02.JPG

18 1HGCM66523A [REDACTED] 122_207501_P_IMG_0781_01.JPG

19 ATTACHED PICTURES

20

21

Information from Dealer

RIGHT SIDE AIRBAG DEPLOYED ON ITS OWN.NO SIGNS OF ANY DAMAGE TO BODY OR UNDER. SIDE.HAS CODE F4-11

NO

C/S THAT SHE WAS EXITING THE FREEWAY AND THE RT SIDE AND CURTAIN AIRBAGS DEPLOYED WITHOUT HITTING ANYTHING

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2972739	JERRYA	02/23/2010	JERRYA	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CONTACT DPSM FOR DIRECTION	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 73,691
		Remarks / Requestor:	FE Status:

Dealer #: 207858	TZ: EST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: BRIAN YOUNG	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (570) 476-5500	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: PAUL GOLDSTEIN		Doors: 4DR	WD:
Parts Mgr: KEVIN OCONNOR		Fact: MARYSVILLE	Country: USA
Dir Name: RAY PRICE HONDA 505 FAWN ROAD E. STROUDSBURG PA 18301		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (570) 476-5500	Fax #: 5704762835	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: WALTER	Zone/Dist: 05L	Engine #: J30A41005440	Trans #: BAYA5005496
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 182170	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/23/2010 11:24:49 AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 02/23/10 14:24:55 JERRYA: (CALL FROM DEALER)
- 5 CUSTOMERS CONTENSION IS WHAT EXACTLY
- 6 WE GOT CODES OR ANY DAMAGE TO THE BODY OR UNDERNEATH
- 7 CONTACT YOUR DPSM FOR DIRECTION
- 8 Note; See C/R contact for additional information

Information from Dealer

SIDE AIRBAG AND CURTAIN AIRBAG PASSENGER SIDE WENT OFF FOR NO REASON

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT: SRS]
[KEYWORD:]
BRIAN;TECH
DRIVING DOWN THE ROAD AND THE AIR BAG DEPLOYED FOR NO REASON
I DIDN SEE ANY BUT THE VEHICLE IS NOT HERE

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2318299	GARYR	04/05/2007	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	PASS SIDE BAG/CURTAIN DEPLOY	INSPECT UNDER THE CAR FOR IMPACT DAMAGE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 146,359
		Remarks / Requestor:		FE Status:

Dealer #: 206762	TZ: EST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: RODRIQUENZ	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (508) 832-6200	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: DAVID RING		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: LUNDGREN HONDA OF AUBURN 163 WASHINGTON STREET AUBURN MA 01501		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (508) 832-6200	Fax #: (508) 721-0872	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: J30A41004586	Trans #: BAYA5005132
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 74813	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/5/2007 1:41:56 PM GARYR
1

Information from Dealer

DRIVING AT 40 MPH RT SIDE SEAT AIR BAG WENT OFF ALSO
SIDE CURTAIN BAG WENT OFF ALSO. NO CONTACT
WITH ANYTHING

2 CHK FOR IMPACT DAMAGE UNDER THE CAR,
NEAR THE ROCKER PANEL AND SIDE IMPACT SENSOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1643915	KENE	09/12/2005	KENE	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	INPACT; HAVE DPSM INSPECT
	ResIn Source: None	Date:
	Status: N/A	Mileage: 51,785
	Remarks / Requestor:	FE Status:

Dealer #: 206867	TZ: CST	VIN: 1HGCM66553A [REDACTED]	Err:
Dir Cont: GEORGE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (423) 899-1122	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: MATT WOODLIEF		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: ECONOMY HONDA SUPERSTORE 2135 CHAPMAN ROAD CHATTANOOGA TN 37421		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (423) 899-1122	Fax #: (423) 510-9355	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: ALAN CUNNINGHAM	Zone/Dist: 07B	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/12/2005 KENE
- 1 09/12/05 07:53:16 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 09/12/05 07:55:53 KENE:----->
 - 5 HAVE YOU INSPECTED CAR?----->
 - 6 UNDER SIDE?----->
 - 7 INSPECT CAR, HAVE DPSM INSPECT

Information from Dealer

PASS. SIDE AIR BAG CURTAIN DEPLOYED ON IT'S ON.

NO

CUST SAID CURTIAN AND SIDE AIR BAG WENT OFF

YES, DONT SEE ANYTHING

DID NOT CHECK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3021538	JOHNB	06/21/2010	PAULI	2

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLY-PASS	WILL NEED SRS DEPLOYMENT REPAIR;CONTACT DPSM		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 108,692
		Remarks / Requestor:		FE Status:

Dealer #: 207925	TZ: EST	VIN: 1HGCM566X3A [REDACTED]	Err:
Dir Cont: JAMIE RAY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (919) 774-8864	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: JAMIE HOLCOMB		Doors: 4DR	WD:
Parts Mgr: CARLOS GARCIA		Fact: MARYSVILLE	Country: USA
Dir Name: SANFORD HONDA		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
3130 SOUTH HORNER BLVD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SANFORD NC 27330		Engine #: K24A41005181	Trans #: BCLA5005237
Phone: (919) 774-8864	Fax #: 9197746693	Em Type: KA	
DPSM: STEPHANIE BARKER	Zone/Dist: 06L	RO #: 49160	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/21/2010 6:34:30 AM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 VEHICLE WILL NEED SRS DEPLOYMENT REPAIR;PLEASE SEE SERVICE MANUAL FOR DEPLOYMENT REPAIR SCHEDULE;PLEASE CONTACT YOUR DPSM/ZONE/C.R.
 - 6 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)
Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO
 - 7 PENDED TO [REDACTED]
- 6/21/2010 11:41:02 AM PAULI
- 8 (FRWD COPY TLC>PRO)

Information from Dealer

PASS SEAT AIRBAG DEPLOY WHILE DRIVING

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: AIR BAG]

PASS AIRBAG DEPLOYED WHEN CUSTOMER WAS JUST DRIVING ALONG;F411 CODE IN SYSTEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2788870	DAVIDK	03/12/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY SIDE BAG	UNDERCARRAGE DAMMAGE?; DPSM REVIEW
		ResIn Source: None Date:
		Status: N/A Mileage: 61,146
		Remarks / Requestor: FE Status:

Dealer #: 206620	TZ: EST	VIN: 1HGCM56683A [REDACTED]	Err:
Dir Cont: CARLOS TOMAS	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (850) 576-5165	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: DON MONDA		Doors: 4DR	WD:
Parts Mgr: JOSEPH FREELAND		Fact: MARYSVILLE	Country: USA
Dir Name: PROCTOR HONDA 2373 W. TENNESSEE ST. TALLAHASSEE FL 32304		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (850) 576-5165	Fax #: 8505761660	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: GEORGE OPPEL	Zone/Dist: 07F	Engine #: K24A41006649	Trans #: BCLA5006780
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 695842	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/12/2009 11:00:49 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 UNDERCARRAGE SCRAPED
- 4 DPSM REVIEW. SOUNDS LIKE HE HIT SOMETING

Information from Dealer

CUST. STATES AIR BAG ON PASS. SIDE DEPLOYED WHILE VEHICLE WAS PARKED IN THE DRIVEWAY, KEY OFF.
NO
TIRES BAD UNDER CARRAGE SCRAPED UP

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3063027	RUDYG	09/29/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	IMPACT?; REFER TO DPSM OR INSURANCE CO
	Resln Source: None	Date:
	Status: N/A	Mileage: 131,941
	Remarks / Requestor:	FE Status:

Dealer #: 207907	TZ: EST	VIN: 1HGCM66583A [REDACTED]	Err:
Dir Cont: RALPH SHERMAN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (301) 441-2900	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: CHRIS SCRIPTURE		Doors: 4DR	WD:
Parts Mgr: JEFF PELLERZI		Fact: MARYSVILLE	Country: USA
Dir Name: COLLEGE PARK HONDA 9400 BALTIMORE BLVD. COLLEGE PARK MD 20740		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (301) 441-2900	Fax #: 3012201353	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: J30A41005595	Trans #: BAYA5005100
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 694487	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/29/2010 10:40:50 AM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 DTC 54-4x (54-40 to 54-49, 54-4A to 54-4F), 54-5x (54-50 to 54-59, 54-5A to 54-5F), 54-6x (54-60 to 54-69, 54-6A to 54-6F):Internal Failure of the SRS Unit DTC 53-2x (53-20 to 53-29, 53-2A to 53-2F), 53-3x (53-30 to 53-39, 53-3A to 53-3F), 53-4x (53-40 to 53-49, 53-4A to 53-4F):Internal Failure of the SRS Unit WHAT A/B DEPLOYED
 - 5 ANY DAMAGE TO FRONT END?
 - 6 ANYTHING FRESH
 - 7 NO KNOWN ISSUES WITH THIS. IF CUST ASKING FOR WARR, REFER TO DPSM. IF NOT, REFER TO CUST INSURANCE CO

Information from Dealer

AIR BAGS DEPLOYED ON THERE OWN CODE 54-50 53-41

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

BOTH FRONT A/B'S

HAD ACCIDENT 2 YRS AGO

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3237000	RUDYG	12/29/2011	ROBS	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	C/S DRVR AB DPLY BY SELF	IMPACT?; INSPECT VEH	
		Resln Source: None	Date:
		Status: N/A	Mileage: 115,191
		Remarks / Requestor:	FE Status:

Dealer #: 207072	TZ: CST	VIN: 1HGCM72623A [REDACTED]	Err:
Dir Cont: BRANDON	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (337) 364-4126	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JOHN KERRIDGE		Doors: 2DR	WD:
Parts Mgr: TOM LOUGHLIN		Fact: MARYSVILLE	Country: USA
Dir Name: J. P. THIBODEAUX HONDA 2511 HIGHWAY 90 WEST NEW IBERIA LA 70560		Desc: ACCORD 2DR EX-L 4CYL 160.0 HP 2.4	
Phone: (337) 364-3258	Fax #: 3373652321	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	Engine #: K24A41045338	Trans #: BCLA5045312
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/29/2011 10:55:03 AM RUDYG	
1 12/29/2011 10:56:15 AM RUDYG	[REDACTED] THE DRIVERS AB IS DEPLOYED, CUST CLAIMS IT WENT OFF BY ITSELF. STR WHL A/B
2	DO WE HAVE SET PROCESS FOR DETERMINING IF IMPACT OR NOT
3 INSPECT FRONT AND UNDERCARRIAGE, RIMS FOR WITNESS MARKS FROM IMPACT.	OK
4 IF NONE FOUND REFER TO DPSM OR CUST INSURANCE CO.	OK
5 NO KNOWN ISSUES WITH A/B DEPLOYING BY SELF	OK
1/9/2012 1:10:34 PM ROBS	
6	FRONT IMPACT SENSORS; REPLACE ONE OR BOTH?
7 SEE S/M PG 23 196 BOTH FRONT SEAT BELT TENSIONERS, BOTH FRONT IMPACT SENSORS GET REPLACED. ONLY THE DRIVER'S BAG IS TO BE REPLACED. INSPECT THE UNDER SIDE OF THE CAR FOR IMPACT, GROUNDING EVIDENCE.	3D DPSM IS INVOLVED.
8 VERY GOOD.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1766708	KENE	03/13/2006	JOHNK	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	3/20:IMPACT TO UNDERBODY; REFER TO INSURANCE		
		ResIn Source:	Spoke w/ Dealer	Date:
		Status:	N/A	Mileage: 39,876
		Remarks / Requestor:		FE Status:

Dealer #: 208027	TZ: MST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: ALBERT CHESER	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (435) 628-6100	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: GRADY WHITLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: STEPHEN WADE HONDA 1630 S. HILTON DRIVE ST GEORGE UT 84770		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (435) 628-6100	Fax #: (435) 628-6167	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: PAT THOMAS	Zone/Dist: 10H	Em Type: KL	Trans #:
Previous Dealer/Contact	Date	RO #:	Case Type: Technical
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/20/2006	ENE
1 03/13/06 12:07:19 ISIS:----->	RIGHT SIDE AIR BAGS WENT OFF WHILE DRIVING
2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
3 THIS PROBLEM?----->	NO
4 03/13/06 12:07:30 KENE:----->	DONT SEE ANYMARKS
5 LOOK FOR SUSPENSION DAMAGE?----->	DONT SEE ANYTHING
6 HAVE DPSM CHECK EMAIL PHOTOS	
7 03/20/06 16:09:34 [REDACTED]:----->	DPSM
8	FOUND IMPACT MARKS ON THE UNDERBODY
9	GOUGES IN THE SHEETMETAL FORWARD OF THE
10	RIGHT FRONT SEAT.
11 PLEASE SEND PHOTOS----->	OK
12	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1580636	GARYR	05/27/2005	GARYR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE BAG DEPLOYED	ROCK HIT THE FLOOR PAN?; CAN HAPPEN
	ResIn Source:	None Date:
	Status:	N/A Mileage: 31,710
	Remarks / Requestor:	FE Status:

Dealer #: 207799	TZ: MST	VIN: 1HGCM71643A [REDACTED]	Err:
Dir Cont: TRAVIS WADE	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (307) 745-8921	Extn:	Tran: 5MT	Trim: EX
Serv Mgr: JASEN PEDERSEN		Doors: 2DR	WD:
Parts Mgr: TIMOTHY SCHERMERHORN		Fact: MARYSVILLE	Country: USA
Dir Name: GREG MCCARTY HONDA 2102 SOUTH 15TH STREET LARAMIE WY 82070		Desc: ACCORD 2DR EX 4CYL 160.0HP 2.4L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #:	Trans #:
Phone: (307) 745-8921	Fax #: (307) 745-8865	Em Type: KA	
DPSM: RYAN WEIDAUER	Zone/Dist: 02F	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/27/2005 GARYR
- 1 05/27/05 10:13:49 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 05/27/05 10:14:13 GARYR:----->
 - 6 CAN HAPPEN, SENSOR CAN'T TELL THE DIFFERENCE
 - 7 BETWEEN A CAR AND A ROCK. REFER TO INSURANCE

Information from Dealer

PASSENGER SIDE AIRBAG DEPLOYED AFTER A ROCK HIT THE FLOOR PAN

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1581950	GARYR	05/31/2005	GARYR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE BAG DEPLOYED	CHK FOR UNDER BODY IMPACT DAMAGE
	Resln Source: None	Date:
	Status: N/A	Mileage: 32,024
	Remarks / Requestor:	FE Status:

Dealer #: 206840	TZ: MST	VIN: 1HGCM71643A [REDACTED]	Err:
Dir Cont: ROBERT	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (307) 634-1924	Extn:	Tran: 5MT	Trim: EX
Serv Mgr: DAVID MCWAIN		Doors: 2DR	WD:
Parts Mgr: ROBERT LARSON		Fact: MARYSVILLE	Country: USA
Dir Name: TYRRELL-DOYLE HONDA 1919 WESTLAND ROAD CHEYENNE WY 82001		Desc: ACCORD 2DR EX 4CYL 160.0HP 2.4L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #:	Trans #:
Phone: (307) 634-1924	Fax #: (307) 634-9722	Em Type: KA	
DPSM: RYAN WEIDAUER	Zone/Dist: 02F	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/31/2005 GARYR
- 1 05/31/05 13:29:32 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 05/31/05 13:32:50 GARYR:----->
 - 5 REFER TO REF# 1580636
 - 6 THIS CUSTOMER WAS AT ANOTHER DLR AND THE
 - 7 CUSTOMER WAS ON A DIRTS ROAD AND HIT A ROCK
 - 8 UNDER THE PASS SEAT.
 - 9 CHK FOR UNDER BODY IMPACT DAMAGE

Information from Dealer

PASSENGER SIDE AIR BAG BLEW ON A DIRT ROAD

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3180579	ROBS	08/08/2011	ROBS	2

Code	Original Complaint	Probable Cause/Solution		
P 8700	SRS; RF SIDE AIRBAG DEPLOYED	UNKNOWN; NO DEPLOYMENT DATA, REPAIR AS NECESSARY		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 131,922
		Remarks / Requestor:		FE Status:

Dealer #: 208568	TZ: CST	VIN: 1HGCM726X3A [REDACTED]	Err:
Dir Cont: PERRY PORTER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: 318-998-4510	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: BERKLEY SIMONS		Doors: 2DR	WD:
Parts Mgr: BRUCE KEENE		Fact: MARYSVILLE	Country: USA
Dir Name: RYAN HONDA 2001 STUBBS AVENUE MONROE LA 71201		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (318) 998-4510	Fax #:	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: NICHOLAS WALKER	Zone/Dist: 03H	Engine #: K24A41059820	Trans #: BCLA5059040
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 50177	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/8/2011 8:48:12 AM ROBS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 SNAPSHOT, FREEZE DATA IS NOT AVAILABLE. REPLACE COMPONENTS AS PER THE DIRECTIONS OF THE REPLACEMENT/INSPECTION LIST SHOWN ON S/M PG 23-196.
 - 8 THERE IS NO SUCH CLAIM PROCEDURE. SOMETHING HAS TO CAUSE AIRBAGS TO DEPLOY. INSPECT BODY, TOP/BOTTOM. BEST TO TAKE DIGITAL PHOTOS OF ANY DISCOVERED CONTACT DAMAGE OR ITS REPAIR. INFORM DPSM.

Information from Dealer

SIDE AIRBAG DEPLOYED WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: SNAPSHOT]

WAYNE: CUST IS CLAIMING THE RF SEAT SIDE AIRBAG JUST DEPLOYED, FOR NO REASON WHILE DRIVING. SHE EXPECTS HONDA TO COVER THE REPAIR. DPSM WANTS ME TO GET SNAPSHOT OF DEPLOYMENT. RIGHT NOW WE DO NOT HAVE PERMISSION TO REPAIR. CUST'S INSURANCE CO. SAID TO FILE A CLAIM WITH HONDA. THEY ARE NOT PAYING.

- 8/8/2011 9:55:15 AM ROBS
- 9 PEND TO RICHARDK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3193893	STEVEN	09/13/2011	STEVEN	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOYMENT	GET CUSTOMER INFO, INSPECT VEHICLE
	Resln Source: None	Date:
	Status: N/A	Mileage: 49,300
	Remarks / Requestor:	FE Status:

Dealer #: 206506	TZ: PST	VIN: 1HGCM66323A [REDACTED]	Err:
Dir Cont: KEVIN HADDOCK	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (562) 809-3700	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: OCTAVIO CORTES		Doors: 4DR	WD:
Parts Mgr: RAMON GOMEZ		Fact: MARYSVILLE	Country: USA
Dir Name: NORM REEVES HONDA SUPERSTORE 18500 STUDEBAKER ROAD CERRITOS CA 90701		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (562) 809-3700	Fax #: (562) 402-2685	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: TONY FITENI	Zone/Dist: 01D	Engine #: J30A41013429	Trans #: BAYA5014358
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 445511	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/12/2011 4:54:36 PM STEVEN

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CUSTOMER RUN OVER ANYTHING OR HIT A CURB
- 7 ANY SIGNS OF IMPACT DAMAGE TO THE BOTTOM OF THE CAR, SUSPENSION OR WHEELS?
- 8 LETS TAKE A LOOK AND SEE WHAT WE CAN SEE, REFER TO YOUR DPSM FOR EVALUATION AND TO SEE HOW WE WANT TO HANDLE THIS, GET AS MUCH CUSTOMER INFO AS POSSIBLE

Information from Dealer

FRONT DRIVER'S AIR BAG DEPLOYED WHILE DRIVING ON STREET.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 54-50]

YES

NO

NONE

THEY SAY NO

I HAVENT LOOKED YET

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2297871	KEITHC	03/15/2007	RICKT	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	REFER TO CUST INSURANCE CO.
	Resln Source: None	Date:
	Status: N/A	Mileage: 63,433
	Remarks / Requestor:	FE Status:

Dealer #: 207565	TZ: EST	VIN: 1HGCM66593A [REDACTED]	Err:
Dir Cont: ADAMSKY FRANK	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (973) 822-1602	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: DANIEL BERNSTEIN		Doors: 4DR	WD:
Parts Mgr: MICHAEL SCHUMER		Fact: MARYSVILLE	Country: USA
Dir Name: MADISON HONDA 280 MAIN STREET MADISON NJ 07940		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (973) 822-1602	Fax #: (973) 822-2003	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: STEVEN LUCCESE	Zone/Dist: 05C	Engine #: J30A41024895	Trans #: BAYA5025226
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 21062	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/15/2007 7:05:40 AM KEITHC
1

2 REPLACE ALL DEPLOYED COMPONENTS PER S/M,
REFER TO CUST INSURANCE CO. NO SUCH THING AS
IMMACULATE DEPLOYMENT, CUST MUST HAVE HIT
SOMETHING ON THE HIWAY

3/15/2007 8:09:57 AM RICKT

3 TECH LINE NOTES REQUESTED BY VSC. E-MAILED TO
[REDACTED] ALSO KB 4133 AND 5143

Information from Dealer

CUSTOMER STATED WAS SITTING AT LIGHT AND PASS
SIDEAIRBAG DEPLOYED. 3 CODES ARE SET 53-43,54-50,54-6
0 ALL ARE INTERNAL FAILURE OF THE SRS UNIT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2321407	TOMP	04/10/2007	EDB	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	DEPLOYED W/DRIVING	IMPACT DAMAGE NOTED;REPAIR AS NEEDED		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 58,815
		Remarks / Requestor:		FE Status:

Dealer #: 207262	TZ: CST	VIN: 1HGCM82623A [REDACTED]	Err:
Dir Cont: BUDNER DAVID	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (630) 852-7201	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: RAYMOND UNDERWOOD		Doors: 2DR	WD:
Parts Mgr: PAUL CHRT		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (630) 852-7201	Fax #: 6302419115	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: GEORGE MARIS	Zone/Dist: 08F	Engine #: J30A41073787	Trans #: BAYA5073213
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 144904	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/10/2007 12:48:04 PM TOMP

- 1
- 2
- 3 DTC?
- 4 IMPACT DAMAGE TO CAR?
- 5 HOW CAN I HELP?
- 6 WE CANNOT JUDGE THE DEPLOYMENT EVENT.
- 7 THE AIRBAG IS DEPLOYED, YOUR JOB IS TO REFER TO THE PART REPLACEMENT AFTER DEPLOYMENT LIST AND REPAIR AS NEEDED.
- 8 REFER TO INS/CO OR DSM

11/27/2012 11:45:27 AM EDB

- 9 COPY SENT TO KAREN GLYNN - HNA LEGAL

Information from Dealer

AIR BAG EXPLODED WHILE DRIVING, 40-60MPH

[REDACTED]

F411

YES SOME UNDER BODY/FRAME DAMAGE.

MANAGER DOESN'T THINK THE DAMAGE IS ENOUGH TO CAUSE DEPLOYMENT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2555360	KENE	02/14/2008	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	SUSPENSION HIT; CONTACT INS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 159,956
		Remarks / Requestor:	FE Status:

Dealer #: 208064	TZ: EST	VIN: 1HGCM56693A [REDACTED]	Err:
Dir Cont: PAUL WARD	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (302) 452-2709	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ANDREW PRIVETT		Doors: 4DR	WD:
Parts Mgr: JOE ST JOHN		Fact: MARYSVILLE	Country: USA
Dir Name: MARTIN HONDA 298 EAST CLEVELAND AVE NEWARK DE 19711		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (302) 452-2709	Fax #: (302) 894-1264	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	Engine #: K24A41033055	Trans #: BCLA5033074
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 385651	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/14/2008 9:57:56 AM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 HAVE CUST CONTACT INS

Information from Dealer

L/F SEAT SIDE AIRBAG DEPLOYED WHILE DRIVING DOWN ROAD. NO SIGN OF IMPACT ON BODY, FRAME OR SUSPENSION.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1707580	KENE	12/29/2005	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	INPACT; CONTACT INSURANCE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 28,874
		Remarks / Requestor:	FE Status:

Dealer #: 206541	TZ: PST	VIN: 1HGCM665X3A [REDACTED]	Err:
Dir Cont: MARIO	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (818) 244-8674	Extn: 124	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: COLONIAL HONDA 144 S. GLENDALE AVENUE GLENDALE CA 91205		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (818) 244-8674	Fax #: (818) 244-8677	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TONY FITENI	Zone/Dist: 01D	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/29/2005 KENE

1 12/29/05 13:47:33 ISIS:----->

2

3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

4 THIS PROBLEM?----->

5 12/29/05 13:48:12 KENE:----->

6

7 CUST TO CONTACT INS

Information from Dealer

CUST. STATES SIDE CURTAIN AND PASS SEAT AIRBAGS WENT OFF WHILE DRIVING

NO

SEE SOME DAMAGE ON BOTTTOM OF CAR THAT ARE FRESH

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2223375	RAYD	12/13/2006	DAVIDK	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	BOTH BAGS DEPLOYED W/DRIVING	BOTTOMED?;INSPECT/PHOTOGRAPH CHASSIS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 48,282
		Remarks / Requestor:		FE Status:

Dealer #: 208215	TZ: EST	VIN: 1HGCM72623A [REDACTED]	Err:
Dir Cont: DONADO JOHN	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (850) 479-9091	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: RODNEY LONG		Doors: 2DR	WD:
Parts Mgr: ANTHONY LAROCCA		Fact: MARYSVILLE	Country: USA
Dir Name: PENSACOLA HONDA 5600 PENSACOLA BLVD. PENSACOLA FL 32505		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (850) 479-9091	Fax #: (850) 479-9468	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: BOB WELLS	Zone/Dist: 07D	Engine #: K24A41134967	Trans #: BCLA5132691
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 12877	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/13/2006 9:26:46 AM	RAYD	
1		AIRBAGS DEPLOYED WHILE DRIVING DOWN THE ROAD
2 DID YOU LOOK AT THE BOTTOM OF THE CAR?		YES, THERE ARE SOME MINOR SCRAPES, NOTHING THAT WOULD CAUSE THE BAGS TO GO OFF
3 TAKE PHOTOS OF THE BOTTOM OF THE CAR, REFER THE CUSTOMER TO THEIR INSURANCE,		
12/18/2006 2 17 31 PM	STEVEN	
4		SERVICE MANAGER (JERRY)
5 CODES		53-41 54-50
6 WHAT ALL DEPLOYED		FRONT AIR BAGS, FRONT SEAT BELT TENSIONERS
7 ANY PHYSICAL DAMAGE TO VEHICLE?		NONE SOME SLIGHT SCRAPES AND BUMPS
8 WHEELS HAVE RUNOUT?		WELL THEY DONT SEEM BENT WE PUT THEM ON THE BALANCE MACHIEN AND CHECKED
9 SRS UNIT PART NUMBER?		77960-SDN-A82
10 CHK TO MAKE SURE THERE WAS NO WATER LIEAKS PRESENT, CHK HEATER BOX AND EVAP DRAIN TUBE. CHK FOR WATER DAMAGE TO SRS UNIT		OK
12/22/2006 9:55:41 AM	DAVIDK	
11		[REDACTED] HEATER CORE AND A/C ARE NOT LEAKING ON SRS. WE ALSO HAD ALSTATE INSURANCE INSPECT THE CAR. NO EVEDENCE OF CRASH.
12 WE WILL NOT BE ABLE TO TELL YOU WHAT CAUSED THE DEPLOYMENT, WE CAN NOT GET INSIDE, CONTACT DPMS. ONLY HE CAN GIVE GOOD WILL		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2782298	KENE	02/27/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE AIR BAG DEPLOYED	INPACT; CONTACT INS CO	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 93,452
		Remarks / Requestor:	FE Status:

Dealer #: 207112	TZ: CST	VIN: 1HGCM66593A [REDACTED]	Err:
Dir Cont: ED PEAK	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (507) 373-2341	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JAMES KORTZ		Doors: 4DR	WD:
Parts Mgr: REYNOLD JONES		Fact: MARYSVILLE	Country: USA
Dir Name: MOTOR INN HONDA 2114 E. MAIN STREET ALBERT LEA MN 56007		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (507) 373-2341	Fax #: 5073793130	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JOSHUA WHITNEY	Zone/Dist: 08C	Engine #: J30A41041892	Trans #: BAYA5042211
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 028887	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/27/2009 12:09:45 PM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 HAVE CUST CONTACT INS CO

Information from Dealer

RIGHT SIDE AIR BAG AND RIGHT SIDE CURTAIN AIR BAG DEPLOYED. CAR WAS NOT IN AN ACCEDENT.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1475933	KEITHC	11/29/2004	RONM	3

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	11/30: DPSM SAW SCRATCH ON FLOOR RAIL		
		Resln Source:	Spoke w/ Dealer	Date:
		Status:	N/A	Mileage: 23,284
		Remarks / Requestor:		FE Status:

Dealer #: 208030	TZ: PST	VIN: 1HGCM82713A [REDACTED]	Err:
Dir Cont: JOEL BATTEN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (714) 963-1959	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: TIM RAND		Doors: 2DR	WD:
Parts Mgr: ELIAS PONCE		Fact: MARYSVILLE	Country: USA
Dir Name: NORM REEVES HONDA SPRSTR HUNTINGTON BCH 19131 BEACH BLVD. HUNTINGTON BEAC CA 92648		Desc: ACCORD 2DR EX-V6NV 6CYL 240.0HP	
Phone: (714) 963-1959	Fax #: (714) 841-0452	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: KEN ILLMAN	Zone/Dist: 01E	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/29/2004 KEITHC
- 1 11/29/04 14:15:18 ISIS:----->
- 2
- 3
- 4
- 5 11/29/04 14:16:26 KEITHC:----->
- 6 DPSM NEEDS TO INSPECT, TAKE PHOTOS OF WHEELS
- 7 TIRES, UNDER SIDE OF CAR----->
- 8 NO KNOWN PROBLEMS WITH IMMACULATE DEPLOYMENT->
- 9 EMAIL PHOTOS TO TL----->
- 10 REFER TO CUST INSURANCE CO.
- 11 11/29/04 16:28:54 RONM:----->
- 12
- 13
- 14 11/30/04 10:13:14 RONM:----->
- 15
- 16
- 17 THE 2 DOOR USES THE SAME SENSOR FOR BOTH THE
- 18 SIDE AB AND THE CURTAIN AND THE SENSOR IS
- 19 IN LINE WITH THE B PILLAR. I WILL LOOK AT THE
- 20 PHOTOS TO VERIFY THAT THIS IS CP

Information from Dealer

CUST. STATES PASSENGER SIDE AIR BAG AND SIDE CURTAIN AIR BAG DEPLOYED WHILE DRIVING IN A STRAIGHT LINE AT ABOUT 30 MPH.NO ONE WAS SITTING ON THE SEAT AND NO ACCIDENT OCCURED. DPSM IS REQUESTING F/E INSPECTION

RECEIVED CALL FROM ZONE MANAGER ASKING WHAT TO TAKE PHOTOS OF. READ CONTACT TO ZONE MANAGER SO HE CAN READ IT TO THE DPSM. MICHELLE HATCH DPSM WAS AT DEALER AND SHE SAW A SCRATCH ON THE FLOOR IN LINE WITH THE B PILLAR.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1518934	KENE	02/11/2005	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE AIR BAG DEPLOYED	IMPACT; HAVE DPSM TAKE PHOTOS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 22,428
		Remarks / Requestor:	FE Status:

Dealer #: 207174	TZ: EST	VIN: 1HGCM56673A [REDACTED]	Err:
Dir Cont: MIKE MEEKS	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (770) 993-2805	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ALAN WATSON		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA CARLAND 11085 ALPHARETTA HWY ROSWELL GA 30076		Desc: ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
Phone: (770) 993-2805	Fax #: (770) 998-4880	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/11/2005 KENE
- 1 02/11/05 10:14:23 ISIS:----->
 - 2
 - 3
 - 4 02/11/05 10:16:35 KENE:----->
 - 5 HAVE YOU LOOKED AT CAR UP ON LIFT?----->
 - 6 YOU CHECK ALL OF UNDER CARIAGE?----->
 - 7 HAVE DPSM COME OUT AND TAKE DIGITAL PHOTOS
OR
 - 8 CAR AND EMAIL TO US?----->

Information from Dealer

PASSENGER SIDE AIRBAG DEPLOYED FOR NO REASON,
(NO DAMAGE TO CAR FOUND ALL VIN PLATES
INSTALLED)
CANT SEE ANY CAUSE
YES AND ALL LOOKS GOOD
YES
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2843460	JOHNB	07/02/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE AIRBAGS DEPLOYED	INSPECT;DOCUMENT;CONTACT DPSM
	Resln Source: None	Date:
	Status: N/A	Mileage: 123,063
	Remarks / Requestor:	FE Status:

Dealer #: 208374	TZ: EST	VIN: 1HGCM81733A [REDACTED]	Err:
Dir Cont: LEWIS CHRISTIAN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 937-642-4754	Extn:	Tran: 6MT	Trim: EX-V6NV
Serv Mgr: BRAD LOHR		Doors: 2DR	WD:
Parts Mgr: JIM ROWE		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA MARYSVILLE 640 COLEMANS CROSSING MARYSVILLE OH 43040		Desc: ACCORD 2DR EX-V6NV 6CYL 240.0 HP	
Phone: (937) 642-4754	Fax #: (937) 645-4096	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MARK KELLEY	Zone/Dist: 04D	Engine #: J30A41137102	Trans #: ATC61003519
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 80361	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/2/2009 6:16:52 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
- 4 INSPECT VEHICLES BODY, CHASSIS, SUSPENSION AND WHEELS; CHK BLUK HEAD, AND ROCKER AREAS FOR ANY IMPACT, OR CONTACT DAMAGES; QUESTION CUSTOMER IF THEY SLAMMED THE DOOR IN AN ABNORMAL MANNER ON THE PASSENGER SIDE, WITH IGN ON; PLEASE CONTACT YOUR DPSM

Information from Dealer

CUSTOMER STATES WHILE TURNING CORNER SIDE AIR BAGS DEPLOYED ON PASSENGER SIDE
NO
CUSTOMER CLAIMS HE WAS "JUST DRIVING ALONG" AND THE SIDE AIRBAGS ON THE PASSENGER SIDE WENT OFF; INTERIOR IS VERY DIRTY; CUSTOMER HAS A CUSTOM STEREO AMP AND WIRING IN AREA OF SIDE IMPACT SENSOR; NOT SURE RELATED DIRECTLY OR INDIRECTLY TO DEPLOYMENT; HAS CODE F4-11

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2989519	CHRISR	04/01/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; INSP UNDRBDY, REFER TO INS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 87,824
		Remarks / Requestor:	FE Status:

Dealer #: 208524	TZ: YST	VIN: 1HGCM66583A [REDACTED]	Err:
Dir Cont: MICHAEL	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph:	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: VICTORIA KOSMAN		Doors: 4DR	WD:
Parts Mgr: FRANK STURDEVANT III		Fact: MARYSVILLE	Country: USA
Dir Name: KENDALL HONDA OF FAIRBANKS 1000 CADILLAC COURT FAIRBANKS AK 99701		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (907) 456-6217	Fax #: 9074581220	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41055276	Trans #: BAYA5055400
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 364949	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/1/2010 2:55:24 PM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 NO KNOWN ISSUES, CK UNDERBODY CAREFULLY FOR ANY CONTACT, HAVE SEEN DOOR SLAMS DO THIS ALSO
 - 5 REFER TO INSURANCE

Information from Dealer

SIDE AIRBAGS DEPLOYED. CUST. STATES HAPPENED FOR NO REASON

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: AIRBAG DEPLOYED]

REALLY OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1576399	LANCEK	05/20/2005	LANCEK	2

Code	Original Complaint	Probable Cause/Solution		
P 8781 8782	ALLEGED IMMACULATE ONE SIDE DEPLOYED	CUST INDUCED; CHECK FOR UNDER CARRAGE DAMAGE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 11,445
		Remarks / Requestor:		FE Status:

Dealer #: 208064	TZ: EST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: JAMES WILLIAMS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (302) 452-2709	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: ANDREW PRIVETT		Doors: 4DR	WD:
Parts Mgr: JOE ST JOHN		Fact: MARYSVILLE	Country: USA
Dir Name: MARTIN HONDA 298 EAST CLEVELAND AVE NEWARK DE 19711		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #:	Trans #:
Phone: (302) 452-2709	Fax #: (302) 894-1264	Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/20/2005 LANCEK

1 05/20/05 10:56:03 ISIS:----->

2

3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

4 THIS PROBLEM?----->

5 05/20/05 11:03:27 LANCEK:----->

6

7

8 CHECK CAR FOR ACCIDENTS?----->

9 DID THE FRONT AIR BAGS DEPLOY?----->

10 CHECK THE COMPLETE UNDERCARRAGE, AND ALL

11 FOUR TIRES/WHEELS. WE WILL NEED PHOTOS OF

12 ANY DAMAGE FOUND. REF TO YOUR DPSM.

13

14

Information from Dealer

SIDE CURTAIN AIRBAG & SIDE AIRBAG DEPLOYED ON ITS OWN

NO

PASS SIDE CURTAIN, AND SIDE AIR BAG DEPLOYED SELF WHEN DRIVING 20-30 MPH DOWN A SMOOTH ROAD.

THERE IS NO SIGN OF ACCIDENT

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3012080	CHRISV	05/27/2010	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE AIRBAG DEPLOYED	FBF: DAMAGE ON UNDERSIDE OF CAR	
		Resln Source:	Feedback forms Date: 05/27/2010
		Status:	N/A Mileage: 75,791
		Remarks / Requestor:	FE Status:

Dealer #: 206747	TZ: EST	VIN: 1HGCM56433A [REDACTED]	Err:
Dir Cont: RICK BAILEY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (614) 882-1535	Extn:	Tran: 5AT	Trim: LX SSRS
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: CHRIS NORZ		Fact: MARYSVILLE	Country: USA
Dir Name: ROUSH HONDA 100 WEST SCHROCK ROAD WESTERVILLE OH 43081		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
Phone: (614) 882-1535	Fax #: 6148955737	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04F	Engine #: K24A41069020	Trans #: BCLA5067786
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 84544	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/27/2010 6:10:29 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 INSPECT THE UNDER SIDE
 - 5 HAVE THE CUST REFER TO THEIR INSURANCE COMPANY

Information from Dealer

WE HAVE A 2003 ACCORD THAT CUSTOMER SAYS THE SIDE AIR-BAG DEPLOYED WHILE DRIVING DOWN THE ROAD.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]

THERE IS A 4" GOUGE ON THE UNDER SIDE OF THE DRV AREA. LOOKS LIKE THEY RAN OVER SOMETHING

5/27/2010 6:56:26 AM CHRISV

- 6 FBF
- COMMENTS: CHECKED CODES AND CHECKED CAR FOR DAMAGE FOUND SLIGHT DAMAGE TO BOTTOM OF FLOOR BOARD ORDERED PARTS NEEDED FOR DEPLOYMENT DTCS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1925590	CHRISV	09/13/2006	JOHNB	2

Code	Original Complaint	Probable Cause/Solution		
P 8781	PASS SIDE AIRBAG DEPLOYED	IMPACT; CUSR REFER TO INSURANCE COMPANY		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 45,826
		Remarks / Requestor:		FE Status:

Dealer #: 208193	TZ: MST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: ROGER ROHM	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (602) 789-9771	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: TRAVIS MILLINER		Doors: 4DR	WD:
Parts Mgr: GWEN DENNEY		Fact: MARYSVILLE	Country: USA
Dir Name: BELL HONDA 701 WEST BELL ROAD PHOENIX AZ 85023		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (602) 789-9771	Fax #: (602) 298-2061	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: RICHARD REBORI	Zone/Dist: 10D	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/25/2006 CHRISV

1 09/13/06 10:40:20 ISIS:----->

2

3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

4 THIS PROBLEM?----->

5 09/13/06 10:40:22 CHRISV:----->

6 ANY IMPACT MARKS----->

7

8 SEND PICS, HAVE CUST REFER TO THEIR

INSURANCE

9 COMPANY

10 09/25/06 06:17:11 JOHNB:RECEIVED PHOTOS VIA TECH

LINE EMAIL ADDRESS;FORWARDED PHOTOS TO

11

Information from Dealer

UNINTENDED DEPLOYMENT OF PASS SIDE, SIDE CURTAIN

AND SEAT AIR BAGS

NO

YES UNDER THE PASS SIDE SEAT, LOOKS LIKE ONE

OF THE BOLTS ON THE UNDERSIDE WAS SHEARED OFF

REQUESTOR,CHRISV

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1858265	LANCEK	06/27/2006	LANCEK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS S/AIR BAG DEPLOYED SELF	CUST INDUCED; CHECK UNDER CARRAGE FOR DAMAGE
	Resln Source: None	Date:
	Status: N/A	Mileage: 60,969
	Remarks / Requestor:	FE Status:
	DEPLOYED	

Dealer #: 206545	TZ: PST	VIN: 1HGCM66553A [REDACTED]	Err:
Dir Cont: LEONARD JAYNE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (619) 440-1000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JOHN KLEINE		Doors: 4DR	WD:
Parts Mgr: WILLIAM JORDAN		Fact: MARYSVILLE	Country: USA
Dir Name: TIPTON HONDA 889 ARNELE AVENUE EL CAJON CA 92020		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (619) 440-1000	Fax #: (619) 579-8609	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: ROB CRAIG	Zone/Dist: 01G	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/27/2006 LANCEK
- 1 06/27/06 14:48:07 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 06/27/06 14:48:21 LANCEK:----->
 - 6
 - 7 CHECK THE UNDER CARRAGE FOR DAMAGE?----->
 - 8
 - 9 THER ARE NO NICKS, DINGS?----->
 - 10
 - 11
 - 12 REINSPECT UNDER CARRAGE
 - 13 PEND TO SME (JOHNK)

Information from Dealer

PASSENGER SIDE AIR BAGS DEPLOYED DURING NORMAL DRIVING

NO

CUST STATES THE PASS SIDE AIR BAG DEPLOYED SELF.

YES, THE DPSM IS HER ALSO LOOKING AT THIS BUT WE CAN'T FIND ANYTHING.

NOT THAT I CAN SEE.

MY DPSM IS GOING TO REF CUST TO THEIR INSURANCE CO.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2776253	STEVEN	02/17/2009	STEVEN	1

Code	Original Complaint	Probable Cause/Solution		
P 8780	PASS SIDE AIRBAGS DEPLOYED	GET CAR IN AND INSPECT FOR DAMAGES, GET CUST INFO		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 54,000
		Remarks / Requestor:		FE Status:

Dealer #: 207705	TZ: EST	VIN: 1HGCM66593A [REDACTED]	Err:
Dir Cont: JEFF BELL	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (330) 725-3999	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JIM KLOTZ		Doors: 4DR	WD:
Parts Mgr: PHILIP ROMEO		Fact: MARYSVILLE	Country: USA
Dir Name: RICK ROUSH HONDA 3157 MEDINA ROAD MEDINA OH 44256		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (330) 725-3999	Fax #: 3307250233	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04F	Engine #: J30A41076971	Trans #: BAYA5076321
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 999999	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/17/2009 11:41:51 AM STEVEN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CURTAIN AND SEAT AIRBAGS?
- 4 CUSTOMER SLAM DOOR
- 5 ANY SIGNS OF DAMAGE OR THEY MAY HAVE RAN OVER SOMETHING, HIT A POT HOLE?
- 6 GET CAR IN AND INSPECT, NO KNOWN ISSUES

Information from Dealer

RIGHT SIDE AIR BAG AND ROOF CURTAIN DEPLOYED WHEN DRIVING

NO

YES

DONT THINK SO

CAR ISNT HERE YET

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2479283	GARYR	10/26/2007	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	PASS SIDE BAG DEPLOYED	IMPACT ON RF MUD FLAP		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 54,035	
		Remarks / Requestor:	FE Status:	

Dealer #: 207202	TZ: EST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: KURT MARKS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (757) 591-1300	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: C.W. FITZGERALD		Doors: 4DR	WD:
Parts Mgr: WILLIAM FELTS		Fact: MARYSVILLE	Country: USA
Dir Name: CASEY HONDA 12943 JEFFERSON AVE. NEWPORT NEWS VA 23608		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (757) 591-1300	Fax #: (757) 591-1384	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JENNIFER KRUGER	Zone/Dist: 06G	Engine #: J30A41085464	Trans #: BAYA5084265
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 952708	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/26/2007 1:56:32 PM GARYR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CHK FOR IMPACT UNDER THE PASS SEAT AREA.
- 4 CHK ON THE LIFT TAKE PHOTOS REFER CUST TO INSURANCE COMPANY

Information from Dealer

CUST STATES THAT THE PASS SIDE AIR BAGS DEPLOYED WHEN SHIFTER WAS PLACED INTO PARK
NO
THERE IS IMPACT BY THE RF MUD GUARD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2319903	CHRISV	04/09/2007	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	SIDE AIRBAGS DEPLOYED	IMPACT; REFER TO YOUR DPSM		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 65,000
		Remarks / Requestor:		FE Status:

Dealer #: 800108	TZ: EST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: SPAIN JAMES	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (937) 642-5000	Extn: 1265	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: H.A.M. SERVICE CENTER 23800 HONDA PARKWAY MARYSVILLE, OH 43040		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (937) 642-5000	Fax #: (937) 644-7890	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MARK KELLEY	Zone/Dist: 04D	Engine #: J30A41108086	Trans #: BAYA5106328
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 87588	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/9/2007 10:54:09 AM CHRISV
1

Information from Dealer

PASS SIDE SIDE AIR BAGS DEPLOYED FOR NO APPARENT REASON . CUSTOMER WAS DRIVING & SAYS THERE WAS NOT ANY KIND OF IMPACT & THE PASS SIDE CURTAIN & SEAT SIDE BAGS DEPLOYED . IT IS EVIDENT THAT THE CAR HAS HAD SOME MINOR BODY REPAIRS ON FRT & REAR BUMPERS & POSSIBLY THE L/FRT FENDER BUT REPAIRS DO NOT LOOK RECENT OR IN THE AREA THAT SHOULD HAVE SET OF THE SIDE AIR BAGS . I DID CHECK THE SIDE SENSORS & THEY ARE SECURE . WOULD YOU HAVE ANY DIRECTION ON THIS ISSUE THE CUSTOMER HAS MANY QUESTIONS ...

2 INSPECT THE UNDERSIDE OF THE CAR, REFER TO YOUR DPSM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1563432	KENE	04/29/2005	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CUST HIT A SCREWDRIVER; CONTACT INS CO.	
		Resln Source: None	Date:
		Status: N/A	Mileage: 37,307
		Remarks / Requestor:	FE Status:

Dealer #: 207333	TZ: EST	VIN: 1HGCM665X3A [REDACTED]	Err:
Dir Cont: CHARLIE CARTER	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (843) 669-5556	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: GERALD BURGESS		Doors: 4DR	WD:
Parts Mgr: EDWARD MCFADDEN		Fact: MARYSVILLE	Country: USA
Dir Name: CALE YARBOROUGH HONDA 2723 W. PALMETTO ST. FLORENCE SC 29501		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (843) 669-5556	Fax #: (843) 667-0964	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: JOHN KERRIGAN	Zone/Dist: 06M	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/29/2005 KENE
- 1 04/29/05 06:17:24 ISIS:----->
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 11 THIS PROBLEM?----->
 - 12 04/29/05 06:17:35 KENE:----->
 - 13 ANY IMPACT CAN CAUSE THE AIR BAGS TO DEPLOY
 - 14 HAVE CUST CONTACT INSURANCE. SEND DIGITAL PHOTS

Information from Dealer

THIS ACCORD WAS BROUGHT IN THE OTHER DAY, CUST SAID AIRBAGS JUST WENT OFF GOING DOWN THE ROAD. SHE LATER TOLD US THAT SHE HAD HIT A SCREW DRIVER IN THE ROAD ON THE RIGHT SIDE. PASS SIDE CURTAIN AND PASS SEAT AIRBAGS DEPLOYED. SHE SAID SHE PULLED THE SREW DRIVER OUT AS IT WAS STUCK UNDER THE CAR. JUST WANTING TO KNOW IF A 8 INCH SCREW DRIVER HITTLING RIGHT UP UNDER ONE OF THE IMPACT SENSORS COULD CAUSE THIS TO HAPPEN.

NO
CAN THIS HAPPED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2452429	LANCEK	09/21/2007	LANCEK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS AIR BAG, CURTAIN	ACCIDENT; REF TO DPSM, CK UNDER CARRAGE DAMAGE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 115,055
		Remarks / Requestor:	FE Status:

Dealer #: 207132	TZ: PST	VIN: 1HGCM66573A [REDACTED]	Err:
Dir Cont: MOHAMMED ARIF	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (425) 355-7500	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: RYAN HOLMES		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: KLEIN HONDA 10611 EVERGREEN WAY SO EVERETT WA 98204		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (425) 355-7500	Fax #: 4253478400	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41115640	Trans #: BAYA5113835
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 601384	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/21/2007 1:26:57 PM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ACCIDENTS?
- 4 CHECK UNDER CARRAGE FOR DAMAGE?
- 5 YOU CHECKED ALL WHEELS, CROSSMEMBER, BODY?
- 6 REF TO DPSM TO INSPECT

Information from Dealer

PASS SIDE AIRBAG AND SIDE CURTAIN AIRBAGS DEPLOYED FOR NO REASON WHILE DRIVING DOWN THE FREEWAY. NOT SURE WHY.

NO

NO

YES, IT IS CLEAN

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3300576	JOHNB	06/22/2012	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	PLEASE CONTACT YOUR DPSM,ZONE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 64,039
		Remarks / Requestor:	FE Status:

Dealer #: 206841	TZ: CST	VIN: 1HGCM665X3A	Err:
Dir Cont: GERALD MORAGA	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (708) 352-6000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: MATTHEW VAUGHN		Doors: 4DR	WD:
Parts Mgr: STEPHEN BURDA		Fact: MARYSVILLE	Country: USA
Dir Name: CONTINENTAL HONDA 5901 SO. LA GRANGE RD. COUNTRYSIDE IL 60525		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (708) 352-6000	Fax #: (708) 352-3188	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: GEORGE MARIS	Zone/Dist: 08F	Engine #: J30A41132600	Trans #: BAYA5130097
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 667941	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/22/2012 10:21:46 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 LIKELY SO,PLEASE DOCUMENT AND CONTACT YOUR DPSM/ZONE

Information from Dealer

CUSTOMER STATES THAT PASSENGER SIDE AIRBAG DEPLOYED WHILE DRIVING
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]
 YES
 NONE
 NONE
 F4-11;PASSENGER AIRBAG DEPLOYED WHILE DRIVING;THERE IS A NEW IMPACT MARK/DENT ON THE PASSENGER SIDE ROCKER TOWARDS THE REAR JACK POINT FROM AN IMPACT,LIKELY FROM ROAD DEBRIS OF SOME TIME;THIS RELATIVE TO THE DEPLOYMENT
 THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3180346	RAYD	08/05/2011	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE A/B DPLYD DRIVING	FOUND IMPACT DMGE BOTTOM OF PASS SEAT AREA	
		Resln Source: None	Date:
		Status: N/A	Mileage: 103,635
		Remarks / Requestor:	FE Status:

Dealer #: 207699	TZ: PST	VIN: 1HGCM66393A [REDACTED]	Err:
Dir Cont: JULIO FIELDER	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (760) 353-8000	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: CHARLES VERETTO		Doors: 4DR	WD:
Parts Mgr: MANDI ADAMS		Fact: MARYSVILLE	Country: USA
Dir Name: DIRECT AUTO PLAZA HONDA 664 THOMAS LANE EL CENTRO CA 92243		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (760) 353-8000	Fax #: (760) 353-6818	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: ROB CRAIG	Zone/Dist: 01G	Engine #: J30A41139113	Trans #: BAYA5136374
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 186547	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/5/2011 3:46:42 PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 DTC'S?
- 7 DO YOU SEE ANY IMPACT MARKS ON THE BOTTOM OF THE CAR?
- 8 REPAIR AS NECESSARY, REFER TO INSURANCE

Information from Dealer

CUSTOMER STATES SEAT BAG DEPLOYED ON ITS OWN A WEEK AGO WHILE HE WAS DRIVING. STATES VEHICLE HAD NO IMPACT/COLLISION.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 61-10]

A/M RIMS
61-10, 86-16 F4-11

YES, THERE IS A SCRAPED BOLT, NEAR THE PASS SEAT AREA

CUSTOMER WANTED WARRANTY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1843888	DAVEK	06/12/2006	DAVEK	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	ROCKER PANNEL DAMMAGE?: ROAD DAMMAGE		
		ResIn Source:	: Don't use.	Date:
		Status:	N/A	Mileage: 91,423
		Remarks / Requestor:		FE Status:

Dealer #: 206523	TZ: PST	VIN: 1HGCM66843A [REDACTED]	Err:
Dir Cont: DON BENSON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 866-986-3706	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: JOHN GERACI		Doors: 4DR	WD:
Parts Mgr: KEITH GEORGE		Fact: MARYSVILLE	Country: USA
Dir Name: RON TONKIN HONDA 300 S.E. 122ND AVENUE PORTLAND OR 97233		Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP	
Phone: (503) 255-8345	Fax #: (503) 408-4392	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: JASON RUST	Zone/Dist: 02C	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/12/2006 DAVEK

1 06/12/06 09:10:38 ISIS:----->

2

3

4

5

6

7

8

9

10 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

11 THIS PROBLEM?----->

12 06/12/06 09:14:13 DAVEK:----->

13 SOUNDS LIKE THE CAR HIT SOMETHING ON THE ROAD

14 IF PUSH COMES TO SHOVE. CALL DPSM. PHOTO CAR

15

16

17

Information from Dealer

I HAVE A VEHICLE THAT WAS ACCELERATING OF FREEWAY ONRAMP AND THE RIGHT SIDE AIR BAGS DEPLOYED ON THEM. THE SIDE CURTAIN BAGS AND PASSENGER SEAT BAG.

THE SEAT BELT IS ALSO LOCKED UP. THERE WAS A PASSENGER IN THE SEAT. ALL WE CAN SEE FROM THE UNDERNEATH IS FRESH SCRATCH MARKS ON THE SUBFRAME.

NO RUST IS BUILT UP. THE SCRATCHS ARE ON BOTH SIDES UNDERNEATH. WE WANTED TO CONTACT YOU FIRST BEFORE OUR DISTRICT REP.

NO

WE WANTED TO SEE IF THERE WAS A POOBLEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3168213	CHRISR	07/06/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOWPASS SIDE A/B DEPLOY	DOOR SLAM?; ADV DPSM, REFER TO INSURANCE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 139,694
		Remarks / Requestor:		FE Status:

Dealer #: 206696	TZ: EST	VIN: 1HGCM66583A [REDACTED]	Err:
Dir Cont: BRIAN BRANNON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (614) 922-1111	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: MATT BAKER		Doors: 4DR	WD:
Parts Mgr: KENNY RUFF		Fact: MARYSVILLE	Country: USA
Dir Name: HUGH WHITE HONDA 1360 AUTO MALL DR. COLUMBUS OH 43228		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (614) 922-1111	Fax #: 6148705774	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04F	Engine #: J30A41143768	Trans #: BAYA5140761
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/6/2011 6:18:25 AM CHRISR
- 1
 - 2 NO DOOR SLAM
 - 3 DAMAGE?
 - 4 POSS DOOR SLAM
 - 5 YOURE AN EXPRESS TECH?
 - 6 SHOULD BE A LINE TECH DOING THIS INSPECTION
 - 7 YOUR DPTS # IS AN ISSUE FOR TECHLINE. WE ARE SUPPOSED TO TALK TO LINE TECHS
 - 8 ON THIS ISSUE, ADV DPSM AND REFER TO INSURANCE

Information from Dealer

BRIAN; PASS SIDE AIRBAGS, DEPLOYED GOING DOWN ROAD
 C/S DRIVING DOWN ROAD
 NONE
 UNKNOWN
 YES
 I AM A LINE TECH , THEY JUST BUMPED ME BACK TO EXPRESS TECH. KINDA PISSED OFF ABOUT THAT
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769488	JOHNB	02/04/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SDE AIRBAGS DEPLYD DRIVING	APPEARS IMPACT SCRAPE AT RT ROCKER;DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 134,648
		Remarks / Requestor:	FE Status:

Dealer #: 206926	TZ: EST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: DOUG NELSON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (508) 778-7878	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: RENE DANSEREAU		Doors: 4DR	WD:
Parts Mgr: DAVID EDGEHILL		Fact: MARYSVILLE	Country: USA
Dir Name: HYANNIS HONDA 830 WEST MAIN STREET HYANNIS MA 02601		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (508) 778-7878	Fax #: (508) 775-4532	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BARRY ZOLL	Zone/Dist: 09E	Engine #: J30A41145539	Trans #: BAYA5142499
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 328038	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/4/2009 12:55:08 PM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 WAS THERE A PASSENGER IN THE FRONT SEAT
- 5 CAREFULLY INSPECT THE VEHICLE FOR ANY DAMAGES
- 6 LIKELY THE CAUSE;DPSM

Information from Dealer

FOR NO REASON THE PASS SIDE AND ROOF AIR BAGS DEPLOYED;F4-11

NO

CUSTOMER STATES THEY WERE JUST DRIVING ALONG ON A WET SLUSHY ROAD AT 30 MPH AND THE SIDE AIRBAGS ON THE PASSENGER SIDE WENT OFF

YES

THERE IS A LONG 4-5" IMPACT SCRAPE AT THE ROCKER AT THAT SIDE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2300371	KEITHC	03/19/2007	EDB	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	REFER TO CUST INSURANCE CO.
	Resln Source: None	Date:
	Status: N/A	Mileage: 55,049
	Remarks / Requestor:	FE Status: .

Dealer #: 206657	TZ: EST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: WRIGHT DALE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (585) 225-3200	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: TERRY HARRISON		Doors: 4DR	WD:
Parts Mgr: PHILIP PETTINATO		Fact: MARYSVILLE	Country: USA
Dir Name: RALPH HONDA		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
3939 WEST RIDGE ROAD	NY 14626	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J30A41149783	Trans #: BAYA5146346
Phone: (585) 225-3200	Fax #: 5857230416	Em Type: KL	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	RO #: 95213	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/19/2007 11:47:09 AM KEITHC

1

2 IT HAPPENS, REFER TO CUST INSURANCE CO.

11/27/2012 12:17:08 PM EDB

3 COPY SENT TO KAREN GLYNN - HNA LEGAL

Information from Dealer

PASS SIDE CURTAIN AIR BAG CAME OUT AND PASSENGER SIDE SEAT AIR BAG CAME OUT AFTER CUSTOMER HIT ROCK ON THRUWAY.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1980439	STEVEN	11/13/2006	STEVEN	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	IMAC DEPLOYMENT?; REFER TO DPSM	
		Resln Source: None	Date:
		Status: N/A	Mileage: 46,081
		Remarks / Requestor:	FE Status:

Dealer #: 206904	TZ: EST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: BRIAN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (570) 821-3730	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JOE SCHESNEY		Doors: 4DR	WD:
Parts Mgr: DANIEL SEKERA		Fact: MARYSVILLE	Country: USA
Dir Name: MOTORWORLD HONDA 150 MOTORWORLD DRIVE WILKES BARRE PA 18703		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (570) 821-3730	Fax #: (570) 820-6926	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: WALTER	Zone/Dist: 05L	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/13/2006 STEVEN

- 1 11/13/06 14:07:08 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 11/13/06 14:14:06 STEVEN:----->
- 5 ANY DAMAGE TO THE CAR?----->
- 6
- 7 DID YOU LOOK UNDER THE CAR?----->
- 8 HOW MANY PEOPLE IN THE CAR?----->
- 9 DID THEY HAVE ANYTHIGN IN THE BACK SEAT THAT
- 10 COULD HAVE HIT OVER BY THE B PILLAR OR BOTTOM
- 11 OF THE SEAT----->
- 12 REFER TO DPSM----->
- 13 HE'S THE ONE WITH THE EYES OVER THERE----->
- 14

Information from Dealer

PASSENGERS SIDE AIR BAGS DEPLOYED WHILE DRIVING

NO

NO I CHECKED THE WHEELS, NO RUNOUT OR BENDS NO BODY DAMAGE

YES I DOTN SEE ANY

2 HIM AND HIS WIFE

NOT SURE

YEAH HE WANTED ME TO CALL YOU GUYS

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1481050	PETERL	12/07/2004	PETERL	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	POT HOLE/ROAD DEBRIS; INSPECT UNDER CARRIAGE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 20,203
		Remarks / Requestor:		FE Status:

Dealer #: 206765	TZ: EST	VIN: 1HGCM566X3A [REDACTED]	Err:
Dir Cont: ALEXANDER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (856) 983-2626	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ERIC RAUP		Doors: 4DR	WD:
Parts Mgr: ELVING GUZMAN		Fact: MARYSVILLE	Country: USA
Dir Name: BURNS HONDA 325 NORTH ROUTE 73 MARLTON NJ 08053		Desc: ACCORD 4DR EX 4CYL 160.0HP 2.4L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #:	Trans #:
Phone: (856) 983-2626	Fax #: (856) 983-6221	Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/7/2004 PETERL
- 1 12/07/04 12:36:54 ISIS:----->
 - 2
 - 3
 - 4
 - 5 12/07/04 12:36:59 PETERL:----->
 - 6 WHAT HAVE YOU CHECKED SO FAR----->
 - 7 INSPECT UNDERCARRIAGE FOR DAMAGE TO TOW HOOKS
 - 8 OR SCRAPES ON CHASIS/SUSPENSION
 - 9 SPIN BALANCE WHEELS AND LOOK FOR A BENT RIM
 - 10 OR BULDGE IN THE TIRE
 - 11 INSPECT FOR ANY DEBRIS THAT WAS RUN OVER
 - 12 AND HIT THE UNDERCARRIAGE.
 - 13 QUESTION THE CUSTOMER TO WHAT ROAD THEY WHERE
 - 14 DRIVING ON WHEN THIS OCCURED
 - 15 CONTACT DPTSM

Information from Dealer

PASS SIDE (SIDE) AIR BAG DEPLOYED WHILE DRIVING DOWN THE ROAD. NO CONTACT WITH ANYTHING ELSE. CODE

STORED IS #F4-11. WANT TO KNOW WHAT I SHOULD REPLACE BECAUSE THE CAUSE IS UNKNOWN.

NOTHING YET.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1880919	GARYR	07/24/2006	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	PAS SIDE BAG AND CURTAIN	7/24: 3 IMPACT MARKS UNDER THE CHASSIS		
		ResIn Source:	Spoke w/ Dealer	Date:
		Status:	N/A	Mileage: 37,977
		Remarks / Requestor:		FE Status:

Dealer #: 206869	TZ: EST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: GARY FRENCH	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (607) 273-1926	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: DAVID EHRENTAUT		Doors: 4DR	WD:
Parts Mgr: DAVID LORMAND		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF ITHACA 315 ELMIRA ROAD ITHACA NY 14850		Desc: ACCORD 4DR EX-V6 6CYL 240.0HP	
Phone: (607) 273-1926	Fax #: (607) 273-5877	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KL	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/24/2006 GARYR
- 1 07/24/06 13:35:29 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 07/24/06 13:35:47 GARYR:----->
 - 6 CHK UNDER THE CHASSIS FOR IMPACT DAMAGE NEAR
 - 7 THE SIDE IMPACT SENSOR----->
 - 8 LOOK AT ALL THE WHEELS AND TIRES FOR DAMAGE-
 - >
 - 9 TAKE PHOTOS

Information from Dealer

SIDE AIR BAG/CURTAIN AIR BAG DEPLOYED WHILE DRIVING DOWN ROAD

NO

DPSM INSPECTED THE CAR AND NO DAMAGE.

FOUND 3 IMPACT MARKS UNDER THE CHASSIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2309950	JOHNB	03/27/2007	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	RT SIDE AIR CURTAIN DEPLYMENT	CUST ADMITS TO HITTING ROAD DEBRIS;DPSM		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 72,041
		Remarks / Requestor:		FE Status:

Dealer #: 207574	TZ: EST	VIN: 1HGCM66863A [REDACTED]	Err:
Dir Cont: SBRANA JAMES	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (609) 465-8600	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: ROSS SEIFERT		Doors: 4DR	WD:
Parts Mgr: ROSS SEIFERT		Fact: MARYSVILLE	Country: USA
Dir Name: AVALON HONDA 100 AVALON BLVD. SWAINTON NJ 08210		Desc: ACCORD 4DR EX-V6NV 6CYL 240.0 HP	
Phone: (609) 465-8600	Fax #: (609) 465-0002	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TIM SOUDER	Zone/Dist: 05J	Engine #: J30A41156347	Trans #: BAYA5152967
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 141204	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/27/2007 11:47:27 AM JOHN B

1

2

3 THE IMPACT WAS OBVIOUSLY HARD ENOUGH TO TRIGGER THE SIDE IMPACT SENSORS;THIS IS NOT A DEFECT;TECHNICALLY THIS IS CUSTOMER PAY;PLEASE CONTACT YOUR DPSM

Information from Dealer

CUSTOMER STATES PASS SIDE CURTIAN AIR BAD WENT OFFAFTER HITTING SOMETHING IN THE ROAD
CUSTOMER ADMITS THEY HIT AN OBJECT IN THE ROAD ON THE RIGHT SIDE OF THE VEHICLE;IT HIT UNDER THE ROCKER AREA;THE SIDE CURTAIN DEPLOYED AT THAT MOMENT;IS THIS POSSIBLE OR IS THIS A DEFECT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1934258	CHRISV	09/22/2006	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	RT SIDE AIRBAG DEPLOYED	IMPACT; CUST REFER TO INSURANCE COMPANY		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 29,833
		Remarks / Requestor:		FE Status:

Dealer #: 208412	TZ: EST	VIN: 1HGCM56623A [REDACTED]	Err:
Dir Cont: TRAVIS RHODES	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (724) 632-6854	Extn:	Tran: 5AT	Trim: EX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: RAINBOW HONDA 3153 NATIONAL PIKE RICHEYVILLE PA 15358		Desc: ACCORD 4DR EX 4CYL 160.0HP 2.4L	
Phone: (724) 632-6854	Fax #: (724) 632-6535	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: ART ESPINOZA	Zone/Dist: 05N	Engine #:	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/22/2006 CHRISV
- 1 09/22/06 11:35:27 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 09/22/06 11:35:29 CHRISV:----->
 - 5
 - 6
 - 7 WHAT DID THE CUST SAY----->
 - 8 NO WARRANTY, REFER TO CUST INSURANCE COMPANY

Information from Dealer

SIDE AIRBAG DEPLOYED FOR NO REASON.

NO

FOUND THE RT RR LOWER CONTROL ARM BENT AND SOME IMPACT MARKS ON THE UNDER SIDE OF THE BODY

THEY SAID THEY DID NOT HIT ANYTHING

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2753019	RUDYG	01/07/2009	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE A/B DEPLYD BY SELF	IMPACT?; NO KNOWN ISSUES OTHERWISE
	ResIn Source: None	Date:
	Status: N/A	Mileage: 76,247
	Remarks / Requestor:	FE Status:

Dealer #: 207953	TZ: CST	VIN: 1HGCM56613A [REDACTED]	Err:
Dir Cont: GARY OLSON	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (815) 439-2222	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: KEVIN STRATTON		Doors: 4DR	WD:
Parts Mgr: ED RANDA		Fact: MARYSVILLE	Country: USA
Dir Name: THE HONDA SUPERSTORE OF JOLIET 3225 PLAINFIELD ROAD JOLIET IL 60435		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (815) 439-2222	Fax #: 8154392380	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: TIA BATTLE	Zone/Dist: 08G	Engine #: K24A41160175	Trans #: BCLA5163660
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 334452	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/7/2009 4:10:34 PM RUDYG	
1 ORIGINAL COMPLAINT	SIDE AIRBAG DEPLOYED WHILE DRIVING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 THIS IS WHAT CUSTOMER CONTENDS?	YES
4 WHICH AIR BAG?	RIGHT SIDE SEAT A/B
5 INSPECTED FOR DAMAGE?	I FOUND 2 PUNCTURE MARKS IN MUFFLER.
6 DESCRIBE?	TOWARD THE FRONT OF MUFFLER AT THE BOTTOM.
7 DON'T THINK THAT WILL DO IT, NO KNOWN ISSUES FOR A/B GOING OFF BY THEMSELVES	OK
1/27/2009 12:42:51 PM RUDYG	
8 01/27/2009 12:42:58 PM RUDYG	(CARL FROM HONDACARE) WANTED TO DISCUSS THIS WITH YOU
9 (REVIEWED CONTACT WITH CARL) WE HAVE NO KNOWN ISSUES WITH A/B'S GOING OFF BY THEMSELVES. DPSM USUALLY MAKES THE DECISION ON THESE BUT GENERALLY IF WE CAN'T PROVE IMPACT WE COVER IT.	WHAT ABOUT IMPACT SENSORS AND OTHER ITEMS THAT ARE USUALLY REPLACED DURING A/B REPLACEMENT
10 I WOULD DO THEM. EVEN THOUGH WE CANNOT PROVE IMPACT, I BELIEVE THAT IMPACT DID OCCUR, WE JUST CAN'T PROVE IT. SO IF REPAIRED, REPLACE ALL COMPONENTS AS LISTED IN S/M UNDER ITEMS TO BE REPLACED AFTER A/B DEPLOYMENT	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1569546	GARYR	05/10/2005	GARYR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE BAG DEPLOYED	CHK FOR UNDER CHASSIS IMPACT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 44,964
		Remarks / Requestor:	FE Status:

Dealer #: 207450	TZ: EST	VIN: 1HGCM56693A [REDACTED]	Err:
Dir Cont: PETE	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (813) 935-8585	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JEFFREY KING		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: TAMPA HONDA LAND 11000 NO. FLORIDA AVE. TAMPA FL 33612		Desc: ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
Phone: (813) 935-8585	Fax #: (813) 935-2488	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: DONALD LOGAN	Zone/Dist: 07K	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 5/10/2005 GARYR
- 1 05/10/05 09:45:26 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 05/10/05 09:45:43 GARYR:----->
- 5 CHK FOR UNDER CHASSIS IMPACT
- 6 E-MAIL PHOTOS
- 7 CONTACT DPSM PER FAX 10277

Information from Dealer

SIDE AIR BAG DEPLOYED NO IMPACT CODE F411

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1660958	PETERL	10/10/2005	PETERL	1

Code	Original Complaint	Probable Cause/Solution		
P 8781	LOW THRESHLD DEPLOY	BENT WHEEL; CHECK IF OK THEN CONTACT THE DPTSM		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 27,036
		Remarks / Requestor:		FE Status:

Dealer #: 206719	TZ: EST	VIN: 1HGCM56653A [REDACTED]	Err:
Dir Cont: MARIO SANCHEZ	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (718) 507-5000	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: PAUL ACCIARITO		Fact: MARYSVILLE	Country: USA
Dir Name: PARAGON HONDA 57-02 NORTHERN BLVD. WOODSIDE NY 11377		Desc: ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
Phone: (718) 507-5000	Fax #: (718) 426-0299	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	Engine #:
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/10/2005 PETERL

1 10/10/05 12:29:00 ISIS:----->

2

3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

4 THIS PROBLEM?----->

5 10/10/05 12:29:06 peterl:----->

6

7

8 NO MARKS ON SUBFRAME AT ALL----->

9 CUSTOMER HAVE A FLAT TIRE----->

10 CHECK FOR BENT WHEELS----->

11 CHECK FOR BENT WHEELS IF OK CONTACT THE
DPTSM

12

Information from Dealer

C/S PASSNGR SIDE AIR BAG DEPLOYEDWHILE DRIVING
OVER BUMPS

NO

I INSPECTED THE VEHICLE AND I DID NOT
SEE ANYTHING. I ALOS INSPECTED UNDER CARRAIGE
AND I CANT SEE ANTTTHING.

NO

NO

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2978492	RUDYG	03/08/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	IMPACT?; DPSM DECISION-REFER TO INSUR CO.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 94,187
		Remarks / Requestor:	FE Status:

Dealer #: 208242	TZ: CST	VIN: 1HGCM56633A [REDACTED]	Err:
Dir Cont: MARK	Training %:	Year: 2003	Model: ACCORD
Serv Ph: 915-845-4321	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: CARLYLE MEEKS		Doors: 4DR	WD:
Parts Mgr: RUBEN ALVARADO		Fact: MARYSVILLE	Country: USA
Dir Name: RUDOLPH HONDA 5655 SOUTH DESERT BLVD EL PASO TX 79932		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (915) 544-9100	Fax #: 9152980363	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: CHRISTIAN CRUZ	Zone/Dist: 10E	Engine #: K24A41202570	Trans #: BCLA5197383
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 059229	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/8/2010 1:54:22 PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 WHICH AB?
- 5 SO SEAT A/B IS FULLY OUT?
- 6 THEN I WOULD REFER TO HIS INSURANCE CO. WE HAVE NO KNOWN ISSUES WITH AIRBAGS GOING OFF BY THEMSELVES

Information from Dealer

(JIM, SERVICE MANAGER) PASS SIDE AIRBAG DEPLOYED ON ITS OWN

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: AIRBAG]
PASS SEAT AB. C/S THAT IT JUST FELL OUT, DIDN'T DEPLOY YES, I DON'T BELIEVE THAT IT WASN'T A DEPLOYMENT. OUR DPSM WAS HERE AND SAW A AREA ON RIGHT SIDE WHERE IT HIT SOMETHING. CUST EVEN ADMITS HE HIT A CURB THERE
OK, DPSM SAID TO HAVE HIM CONTACT HIS INSURANCE CO TOO.

PE13-020

HONDA

12/3/2013

QUESTION 4

FIELD REPORTS

2003 ACCORD - CATEGORY

2

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2808826	RUDYG	04/21/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 11-A0	CABLE REEL?; REPL PER HSN JAN 04		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 63,748	
		Remarks / Requestor:	FE Status:	

Dealer #: 207857	TZ: CST	VIN: 1HGCM72673A [REDACTED]	Err:
Dir Cont: MARLON	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (281) 338-6666	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: TONY WEBB		Doors: 2DR	WD:
Parts Mgr: JOHN DENBY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF CLEAR LAKE 20233 GULF FRWY. WEBSTER TX 77598		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (281) 338-6666	Fax #: 2813324783	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: VERNON SAGE	Zone/Dist: 03C	Engine #: K24A41015044	Trans #: BCLA5014503
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 413190	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/21/2009 3:16:37 PM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 SEEN HSN JAN 04?
 - 5 THIS CAR HAD SOME STEERING RACK WORK DONE BACK AT 39K. POSS THAT CABLE REEL WAS DAMAGED. REPL CABLE REEL AS NEXT STEP
 - 6 NO CAN DO. PROBLEM IS INTERMITTENT SO WE WILL BE FORCED TO GUESS. COULD STILL BE A CONNECTION ISSUE, AIRBAG OR EVEN SRS C/U. I AM RECOMMENDING CABLE REEL DUE TO PREV WORK DONE

Information from Dealer

11-A0 DTC SET AFTER DRIVE FOR 500 MIL
NO
THIS IS 3RD TIME BACK. FIRST TIME NO CODE, 2ND TIME WE FOUND CODE 11-A0. WE CLEARED AND DID NOT RECODE. NOW BACK WITH SAME CODE
YES
CUST IS HOT, THEY WANT A GUARANTEE THIS WILL FIX IT
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3307419	SHAWNW	07/12/2012	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79	OPDS HARNESS?;TRY MAN INITIALIZATION FIRST	
		Resln Source: None	Date:
		Status: N/A	Mileage: 112,368
		Remarks / Requestor:	FE Status:

Dealer #: 207561	TZ: CST	VIN: 1HGCM66393A [REDACTED]	Err:
Dir Cont: FRANCISCO	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (512) 443-4300	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: JEFFREY DAHL		Doors: 4DR	WD:
Parts Mgr: DAN HEDGER		Fact: MARYSVILLE	Country: USA
Dir Name: HOWDY HONDA		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
5519 E. BEN WHITE BLVD		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
AUSTIN TX 78744		Engine #: J30A41000988	Trans #: BAYA5000554
Phone: (512) 443-4300	Fax #: (512) 443-9051	Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 03B	RO #: 536302	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/12/2012 1:35:00 PM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 ACCIDENT?
- 8 INITIALIZING OPDS (W/HDS OR SCS CONNECTOR)HSB-02-052 KB 9008
- 9 IF N/C REPLACE THE OPDS HARNESS

Information from Dealer

SRS LIGHT ON
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 85-79]
 Y
 OPDS UNIT, OPDS SENSOR, SRS UNIT
 N
 85-79: OPDS Sensor Drift Check Failure
 NOT THAT I KNOW
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2958951	TERRYP	01/23/2010	TERRYP	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 85-79	OPDS C/U?;CKG PIN FITS>REPLACING OPDS C/U		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 170,174
		Remarks / Requestor:		FE Status:

Dealer #: 207343	TZ: PST	VIN: 1HGCM66513A [REDACTED]	Err:
Dir Cont: THANH DANG	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (425) 643-3770	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: TERRY HILL		Doors: 4DR	WD:
Parts Mgr: RUSS ROBERTS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA AUTO CENTER OF BELLEVUE 13291 S.E. 36TH STREET BELLEVUE WA 98006		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (425) 643-3770	Fax #: 4256410795	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41002262	Trans #: BAYA5002438
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 967784	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/23/2010 12:46:23 PM TERRYP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 INITIALIZE WITH THE HDS?

5 CKG PIN FITS & IF NTF,REPL OPDS C/U

Information from Dealer

CUSTOMER STATE THAT THE SRS LIGHT IS ON. FOUND CODE 33-80, AND 54-50 REPLACED THE SRS UNIT AND SRS AND AIRBAG LIGHT BOTH CAME ON AND CAN NOT CLEAR IT. NEW CODE IS 85-79

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: 85-79]
YES,N/C

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3478387	CHRISR	09/13/2013	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79 AFT SRS R&R	OPDS?; DO HSB 02-052 PROCESS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 132,611
		Remarks / Requestor:	FE Status:

Dealer #: 206903	TZ: EST	VIN: 1HGCM82683A	Err:
Dir Cont: CLIFFORD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (706) 228-7000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KEVIN MASKEY		Doors: 2DR	WD:
Parts Mgr: TOMMY DUNN		Fact: MARYSVILLE	Country: USA
Dir Name: GERALD JONES HONDA 4022 WASHINGTON ROAD MARTINEZ GA 30907		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (706) 228-7000	Fax #: 706-228-7031	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JOHN KERRIGAN	Zone/Dist: 06M	Engine #: J30A41016021	Trans #: BAYA5016320
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 61136	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/13/2013 7:29:32 AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 WHAT WAS CODE BEFORE
- 7 THEN 85-79
- 8 POSS OPDS UNIT, USE 02-052

Information from Dealer

SRS LIGHT ON AFTER SRS UNIT REPLACEMENT. 85-79 WONT CLEAR. OPDS INITIALIZATION FAILED SIX TIMES [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: SRSUNIT][KEYWORD:]

Y

SRS UNIT

N

53-42

YES

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3165135	DAVIDK	06/27/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79 AFT SRS RPL 54-5	SEAT SENSOR?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 128,773
		Remarks / Requestor:	FE Status:

Dealer #: 208376	TZ: EST	VIN: 1HGCM71693A [REDACTED]	Err:
Dir Cont: BRET MARVIN	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (678) 318-3150	Extn:	Tran: 5MT	Trim: EX
Serv Mgr: THOMAS HOUSER		Doors: 2DR	WD:
Parts Mgr: THOMAS DUNLAP		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA MALL OF GEORGIA 3699 GEORGIA HWY. #20 BUFORD GA 30519		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (678) 318-3150	Fax #: (678) 318-3109	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	Engine #: K24A41024232	Trans #: APG61502365
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 389479	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/27/2011 7:15:43 AM DAVIDK
1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 REPLACE SEAT SENSOR.

Information from Dealer

SRS DTC 85-79 OPDS SENSOR INITIAL CHECK FAILURE COMES ON AFTER SRS UNIT IS REPLACED. PRIOR TO SRS UNIT REPLACEMENT HAD 22-80 (SHORT TO POWER ON PASSENGER SIDE RETRACKTOR) AND 54-50 (INTERNAL FAILURE OF SRS UNIT) STORED, PRVIOUS TECH REPLACED PASSENGER SIDE RETRACTOR AND ORDERED SRS UNIT.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: SRS]
[KEYWORD:]

CAR CAME IN WITH 22-80 AND 54-50. CODE RETURNED AFTER CLEARING. ONCE THE SRS UNIT AND RETRACTOR FOR THE PSNGR SIDE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3406882	LINDSEYA	03/08/2013	PAULI	4

Code	Original Complaint	Probable Cause/Solution		
P 7750	PASS AIRBAG DEPLOYED,53-41, 54	UNKNOWN;		
		ResIn Source: None	Date:	
		Status: P HCM	Mileage: 210,036	
		Remarks / Requestor:	FE Status:	

Dealer #: 208489	TZ: PST	VIN: 1HGCM82623A [REDACTED]	Err:
Dir Cont: MARK ATKINS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 760-328-8981	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: TODD HATCH		Doors: 2DR	WD:
Parts Mgr: MICHAEL PARTRIDGE		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF THE DESERT		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
68-025 KYLE ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
CATHEDRAL CITY CA 92234		Engine #: J30A41018057	Trans #: BAYA5018202
Phone: (760) 328-8981	Fax #: 7609691855	Em Type: KL	
DPSM: TIMOTHY CRAIN	Zone/Dist: 01F	RO #: 12054	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/8/2013 4:10:55 PM	LINDSEYA	
1 ORIGINAL COMPLAINT		PASS.SIDE AIR BAG DEPLOYED WHILE DRIVING
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:] [KEYWORD: 53-41]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 DTC 53-2x (53-20 to 53-29, 53-2A to 53-2F), 53-3x (53-30 to 53-39, 53-3A to 53-3F), 53-4x (53-40 to 53-49, 53-4A to 53-4F):Internal Failure of the SRS Unit , DTC 54-4x (54-40 to 54-49, 54-4A to 54-4F), 54-5x (54-50 to 54-59, 54-5A to 54-5F), 54-6x (54-60 to 54-69, 54-6A to 54-6F):Internal Failure of the SRS Unit		MARK - PASSENGER AIRBAG DEPLOYED. CHECK ENGINE LIGHT CAME ON AND WENT OFF AND THEN THE BAG DEPLOYED. I DON'T SEE THAT IT WAS HIT ANYWHERE. I DO HAVE A CODE 53-41 AND 54-50, BOTH SAY CHECK CHARGING SYSTEM FOR ISSUES AND REPLACE SRS UNIT.
7 OK.		DSM WANTED ME TO CALL AND SEE IF YOU HAVE ANY ADDITIONAL ITEMS WE SHOULD LOOK AT?
8 NOT SURE.		CUSTOMER THINKS THAT THE LIGHT ON THE DASH MIGHT HAVE BEEN ON. BUT SHE WASN'T SURE.
9 LOOKS LIKE IN THE CR CONTACT SHE INIDCATED THAT IT HAD BEEN.		OH.
10 REFER TO INSURANCE COMPANY. IF THEY THINK IT'S A PRODUCT FAILURE, THEY WILL LET YOU KNOW.		OK. SO YOU HAVEN'T SEEN THIS?
11 NO. OBVIOUSLY THERE'S AN ISSUE NOW TO ADDRESS, BUT I CAN'T SAY AT THIS POINT WHAT ELSE YOU SHOULD CHECK.		
4/10/2013 3:56:52 PM	PAULI	
12		E/M FROM MARIA,TRS
13		(DVR 490A)
14 [REDACTED] called to report a 2003 Accord with a non-collision airbar deployment. He stated the customer was driving on the freeway and her passenger side airbag deployed.		
15 There was no one in the passenger seat and no injuries. There is no collision damage and no history of accident.		He did mention that he thought he saw that a buckle was replaced but could not confirm as his computer system was down.
16 The vehicle does not have accessories or aftermarket. [REDACTED] also mentioned the technician removed the bumper to inspect the crash sensors and found them to be Good. The vehicle arrived to their dealer on 3/6/2013 and they did not know when the incident occurred.		
17		PER GARY G
18		WANT SRS C/U, SNSRS
19 (sas)		
20 FAXED SHIP REQ		
4/15/2013 10:27:27 AM	PAULI	
21 SRS C/U, SNSRS RCVD--FWD>GARY G		
4/17/2013 4:30:12 PM	PAULI	
22 SRS C/U, SNSRS FRWD>HCM, [REDACTED]		A/B 443786309026

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3431806	RUDYG	05/14/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 12-80, INTERMITTENT	PASS A/B?; REPLACE		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 148,592	
		Remarks / Requestor:	FE Status:	

Dealer #: 208176	TZ: PST	VIN: 1HGCM66553A [REDACTED]	Err:
Dir Cont: RONALDO	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (650) 758-4800	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JOHN CISEK		Doors: 4DR	WD:
Parts Mgr: NICKOLAS HENNEMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SERRAMONTE 485 SERRAMONTE BLVD. COLMA CA 94014		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (650) 758-4800	Fax #: (650) 985-1194	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	Engine #: J30A41003628	Trans #: BAYA5004051
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 367428	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/14/2013 1:34:49 PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 REPL PASS A/B FIRST STEP
- 7 IF COMES BACK DO HARNESS THAT GOES TO PASS A/B
- 8 THEN SRS UNIT
- 9 EDUCATE CUST REGARDING INTERMITTENT ISSUE AND WE CANT DO TESTS IF TAKES MONTHS TO RECODE. BEST WE CAN DO IS REPL PARTS SYSTEMATICALLY

Information from Dealer

SRS LIGHT ON /12-80 P PASS.AIRBAG ERASE THE CODES
NO LIGHT COMEBACK AFTER 4K MILES COUPLE MONTHS
SRS LIGHT ON SAME CODES FOUND
[MODEL: ACCORD][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: 12-80]
YES, BUT TAKES MONTHS TO RECODE
NO
NO
OK
OK
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2730578	RUDYG	11/26/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 54-50, 12-A0	SRS UNIT?; CK BATT AND CHARGING SYSTEM FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 39,813
		Remarks / Requestor:	FE Status:

Dealer #: 207734	TZ: EST	VIN: 1HGCM566X3A [REDACTED]	Err:
Dir Cont: MICHAEL	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 934-8500	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: OSCAR ORTIZ		Doors: 4DR	WD:
Parts Mgr: JAMES HERMANN		Fact: MARYSVILLE	Country: USA
Dir Name: ROSENTHAL FAIRFAX HONDA 11020 MAIN STREET FAIRFAX VA 22030		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (703) 934-8500	Fax #: 7032734036	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: K24A41003455	Trans #: BCLA5003598
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 703079	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/26/2008 8:11:20 AM RUDYG
1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 NO COMMON FAILURES FOR THIS. LOOKING AT PREV CONTACT I ONLY FOUND ONE WITH THIS COMBINATION OF CODES. I WOULD START WITH CHECKING BATT AND CHARGING SYSTEM. IF OK, REPL SRS UNIT

Information from Dealer

SRS LIGHT ON. FOUND DTC 12-A0 ON THE FIRST VISIT WITH A BAD BATTERY. REPLACED BATTERY AND CLEARED CODE. THE DTC NEVER CAME BACK. MILEAGE WAS 39371 AT THE TIME. NOW WITH 39813 MILES ON IT THE SRS LIGHT CAME BACK ON WITH DTC'S 54-50, AND 12-A0. CLEARED CODES AND WIGGLED PASS INFLATOR HARNESS, AND CHECK PIN FIT. EVERYTHING SEEMS OK AND NO CODES CAME BACK.

NO
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3055709	TOMP	09/10/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79	OPDS SENSOR; REPLACEMENT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 80,995
		Remarks / Requestor:	FE Status:

Dealer #: 207789	TZ: EST	VIN: 1HGCM56643A [REDACTED]	Err:
Dir Cont: MICHAEL JERVIS	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (919) 467-4747	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: KIMBERLY WATTERS		Doors: 4DR	WD:
Parts Mgr: JAMES PURYEAR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTO PARK HONDA 2100 AUTO PARK BLVD. CARY NC 27511		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (919) 467-4747	Fax #: 9194601886	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DANIEL MAY	Zone/Dist: 06K	Engine #: K24A41003979	Trans #: BCLA5004146
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 552581	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/10/2010 12:40:49 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 HISTORY?
 - 6 DTC?
 - 7 DID YOU DO DIAG?
 - 8
 - 9 TRY MANUAL OPDS INIT; IF STILL HAVE 85-79 REPLACE OPDS SENSOR

Information from Dealer

SRS LIGHT ON

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

MICHAEL:
DROVE IN OFF THE STREET
12-A0 AND 54-19
YES; REPLACED SRS UNIT.
NOW HAVE 85-79

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2963173	TOMP	02/02/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 53-31	DEALER CAN'T DUPLICATE; PWR/GRND,SRS UNIT
		Resln Source: None Date:
		Status: N/A Mileage: 84,120
		Remarks / Requestor: FE Status:

Dealer #: 207267	TZ: CST	VIN: 1HGCM82693A [REDACTED]	Err:
Dir Cont: KORDELL	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (605) 225-3078	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: BECKY GREY		Doors: 2DR	WD:
Parts Mgr: DAVID ZIMMERMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HARR HONDA 4255 6TH AVE. SE ABERDEEN SD 57401		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (605) 225-3078	Fax #: 6052258015	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RYAN WEIDAUER	Zone/Dist: 02F	Engine #: J30A41020429	Trans #: BAYA5020767
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 226149	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/2/2010 8:55:52 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 CAN YOU DUPLICATE THE COMPLAINT?
 - 6
 - 7 WAS THE SRS INDICATOR ON TODAY?
 - 8 DTC 53-3x (53-30 to 53-39, 53-3A to 53-3F):Internal Failure of the SRS Unit.
 - 9 ERRATIC SYSTEM VOLTAGE CAN CAUSE SRS DTCs AS CAN A FAULTY SRS UNIT.
 - 10 MAKE SURE BATTERY & CHARGE SYSTEMS ARE GOOD AND IN SPEC. CHECK ALL BATTERY, CABLE CONNETIONS, PINFITS AND TERMINATIONS ARE SECURE. AND SRS POWER/GROUND SYSTEMS ARE OK.

Information from Dealer

SRS LIGHT COMES ON AND OFF FLASHES

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]

KORD:
NO
53-31, AND A DEPLOYMENT CODE
NO; BUT DTC IS STORED.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2932793	TERRYP	11/25/2009	TERRYP	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 71-2	FLOOR HARNESS?PKG FOR OPEN OR SHORT IN FLR HARNESS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 89,472
		Remarks / Requestor:		FE Status:

Dealer #: 207392	TZ: MST	VIN: 1HGCM82233A [REDACTED]	Err:
Dir Cont: TOM MOORE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (480) 778-2440	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: RAYMOND KERBY		Doors: 2DR	WD:
Parts Mgr: DAVID VANCE		Fact: MARYSVILLE	Country: USA
Dir Name: RIGHT HONDA 7875E.FRNK.LLOYDWRIGHT SCOTTSDALE AZ 85260		Desc: ACCORD 2DR LX-V6 6CYL 240.0 HP	
Phone: (480) 778-2440	Fax #: 4809487982	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: RICHARD REBORI	Zone/Dist: 10D	Engine #: J30A41020550	Trans #: BAYA5021053
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 52372	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/25/2009 1:39:57 PM TERRYP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 77960-SDN-L82 SRS C/U?
 - 5 CK FLOOR HARNESS FOR OPEN OR SHORT

Information from Dealer

SRS LIGHT ON 9-3

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT: DRIVING SUPPORT & RESTRAINTS][KEYWORD: SRS]

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3126880	JERRYA	03/09/2011	JERRYA	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 11-A0	TECH ERR; 0 IS LESS THAN .5 FOLLOW S/M T/S
	Resln Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	86,538
	FE Status:	

Dealer #: 208058	TZ: PST	VIN: 1HGCM72683A [REDACTED]	Err:
Dir Cont: MINH NGUYEN	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (714) 436-5050	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr:		Doors: 2DR	WD:
Parts Mgr: STEVE KLEINE		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA COSTA MESA 2888 HARBOR BLVD. COSTA MESA CA 92626		Desc: ACCORD 2DR EX-L 4CYL 160.0 HP 2.4	
Phone: (714) 436-5050	Fax #: (714) 436-5061	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: KEN ILLMAN	Zone/Dist: 01E	Engine #: K24A41030741	Trans #: BCLA5030793
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 245590	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/9/2011 11:36:28 AM JERRYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 03/09/11 14:36:38 JERRYA: (CALL FROM DEALER)
- 7 ACCORDING TO THE T/S 0v IS LESS THAN .5v
CORRECT
- 8 0 IS LESS THAN .5
- 9 YES, ANT THEN THE T/S SEZ: Is the voltage as specified?
YES - Faulty SRS unit or poor connection at SRS unit
connector A (28P) and the SRS unit. Check the connection
between the connector and the SRS unit. If the connection is
OK, replace the SRS unit

Information from Dealer

CUSTOMER STATES AIR BAG LIGHT IS ON
[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 11-A0]

YES

NO

NO

MIHN;TECH I GOT TO THE END OF THE T/S AND I GOT 0v
REPLACE THE HARNESS OR THE SRS UNIT

?

AHH YEA SO 0 IS GOOD?

OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3409841	ROBS	03/18/2013	ROBS	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC: 11-80, 54-50	SRS C/U; REPL SRS C/U, WORK SRS CONNS
	Resln Source: None	Date:
	Status: N/A	Mileage: 79,578
	Remarks / Requestor:	FE Status:

Dealer #: 206717	TZ: EST	VIN: 1HGCM82203A [REDACTED]	Err:
Dir Cont: LYNN HAIR	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (727) 521-4000	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: JOSEPH DELUIGI		Doors: 2DR	WD:
Parts Mgr: MICHELE LEGGETT		Fact: MARYSVILLE	Country: USA
Dir Name: CROWN HONDA 7671 US HIGHWAY19NORTH PINELLAS PARK FL 33781		Desc: ACCORD 2DR LX-V6 6CYL 240.0 HP	
Phone: (727) 521-4000	Fax #: 7273291558	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DONALD LOGAN	Zone/Dist: 07K	Engine #: J30A41023023	Trans #: BAYA5023441
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 119327	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/18/2013 7:14:21 AM ROBS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 INTERNAL FAIL OF SRS C/U. REPL SRS C/U.
DISCON./CONNECT SRS C/U AND DRV's AIRBAG
CONNS 10 Xs. WORKS THE SURFACE AGING OFF THE
PLATING OF THE CONN TERMINALS. WATCH YOUR
OPDS INITIALIZATION.
- 7 PLS FDBK, USE IN.

Information from Dealer

SRS LIGHT IS BACK ON CHECK AND ADVISE:(VEHICLE
WASIN PREVIOUSLY-10 DAYS AGO WITH CODES 11-80 AND
54 -50) HAS CODES 11-80 AND 54-50
[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 54-50]
YES, IT'S BACK, AFTER PREV CLEAR/RESET
NO
NO
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3161903	TOMP	06/16/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79	AFTER NEW SRS UNIT; DO MANUAL INIT HSB 02-052	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 81,135
		Remarks / Requestor:	FE Status:

Dealer #: 208044	TZ: EST	VIN: 1HGCM56673A [REDACTED]	Err:
Dir Cont: STEVE LLOYD	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (704) 824-8844	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: GARY HOLDER		Doors: 4DR	WD:
Parts Mgr: BRIAN COSTNER		Fact: MARYSVILLE	Country: USA
Dir Name: MCKENNEY-SALINAS HONDA 4295 WILKINSON BLVD. GASTONIA NC 28056		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (704) 824-8844	Fax #: (704) 823-1819	Engine #: K24A41004527	Trans #: BCLA5003690
DPSM: PER BOLLNER	Zone/Dist: 06H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 192081	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/16/2011 12:15:33 PM TOMP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DOES SRS INDICATOR BULB CHECK, THEN STAY ON?
- 8 DOES SIDE AIRBAG OFF INDICATOR BULB CHECK?
- 9 REFER TO HSB-02-052 DO MANUAL INIT.INITIALIZING OPDS (W/HDS OR SCS CONNECTOR)

Information from Dealer

85-79 AFTER SRS UNIT REPLACED
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 85-79]
 NA
 SRS UNIT
 NA
 [REDACTED]
 YES
 NO; FLASHES ALL THE TIME.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3136913	ROBS	04/06/2011	ROBS	1

Code	Original Complaint	Probable Cause/Solution	
P 8700	SEATS,S/BLT,SRS	LWR IMPACT; REPL PARTS AS PER DEPLOY LIST	
		Resin Source: None	Date:
		Status: N/A	Mileage: 161,401
		Remarks / Requestor:	FE Status:

Dealer #: 207734	TZ: EST	VIN: 1HGCM56653A [REDACTED]	Err:
Dir Cont: MATT SHELTON	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 934-8500	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: OSCAR ORTIZ		Doors: 4DR	WD:
Parts Mgr: JAMES HERMANN		Fact: MARYSVILLE	Country: USA
Dir Name: ROSENTHAL FAIRFAX HONDA 11020 MAIN STREET FAIRFAX VA 22030		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (703) 934-8500	Fax #: (703) 273-4036	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: K24A41005922	Trans #: BCLA5006200
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 857554	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/6/2011 10:15:57 AM ROBS
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 ANY UNDERSIDE DAMAGE, LWR SILL DAMAGE?
 - 7 NO DEPLOY OF STEERING WHEEL OR PASS DASH SRS UNITS
 - 8 IS CAR THERE NOW?
 - 9 OK; COMPONENTS TO BE REPL AS PER SM PG. 23-193. INSPECT FLOOR WIRE HARNESS FOR PHYSICAL DAMAGE. ASSURE NO SHORTS TO GRND OF WIRES FROM SRS CONN 'B'. IF PROBLEM, FLOOR WIRE HARNESS NEEDS TO BE REPL'D.
 - 10 NONE SHOWN.

Information from Dealer

CUSTOMER SAID THE DRIVER SIDE AIRBAG DEPLOYED WITHOUT THE CAR HITTING ANYTHING.
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: AIRBAG]
 Y
 N
 BOTH FRONT JACK POINTS ARE BENT OVER AND METAL AROUND THEM.
 NO
 NO CUST HAS LEFT THE DEALER
 ANY RECORDS OF L SIDE SRS DEPLOYMENT FOR NO REASON?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2923106	CHRISR	11/05/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 11-A0 INTMRT	AIRBAG?; C-REEL= NC, REPLACE AIRBAG	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 84,204
		Remarks / Requestor:	FE Status:

Dealer #: 208213	TZ: EST	VIN: 1HGCM56623A [REDACTED]	Err:
Dir Cont: ZACHARY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (443) 535-0500	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: STEVEN SEELY		Doors: 4DR	WD:
Parts Mgr: LONNIE MAZZA		Fact: MARYSVILLE	Country: USA
Dir Name: JIM COLEMAN HONDA 12441 AUTO DRIVE CLARKSVILLE MD 21029		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (443) 535-0500	Fax #: 4435350792	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: BILL	Zone/Dist: 06E	Engine #: K24A41005895	Trans #: BCLA5006241
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 225973	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/5/2009 10:43:56 AM CHRISR

6 REPLACE A/B

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4 NOT SEEN MANY HERE, ONLY CAN SAY C-REEL AND AIRBAGS BOTH HAVE FIXED PRIOR CASES

5 HOW OFTEN

Information from Dealer

OK

SRS LIGHT IS ON INTERMITTENTLY - (DTC 11-A0) SHORT TO POWER IN THE DRIVERS AIRBAG SECOND INFLATOR.

YES

REPLACED THE CABLE REEL

OK

I REPLACE C-REEL 2 DAYS AGO AND IT CAME BACK TODAY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2928209	JOHNB	11/17/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 32-80	SEE IF CODE RESETS;DO TROUBLESHOOTING IF HARD CODE
Resln Source:	None	Date:
Status:	N/A	Mileage: 47,211
Remarks / Requestor:		FE Status:

Dealer #: 207577	TZ: EST	VIN: 1HGCM66583A [REDACTED]	Err:
Dir Cont: JON YOUNG	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (678) 957-5000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KAM CHEUNG		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: GWINNETT PLACE HONDA 3325 SATELLITE BLVD. DULUTH GA 30096		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (678) 957-5000	Fax #: (678) 957-5085	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	Engine #: J30A41004991	Trans #: BAYA5005173
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 117014	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 11/17/2009 6:10:48 AM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 SEE IF CODE RESETS;IF RESETS PERFORM TROUBLESHOOTING;IF RESETS INTERMITTENTLY, THEN POSS SIDE AIR BAG,FLOOR HARNESS,OR SRS ECM??;CHK CONNECTIONS,BATTERY,GROUND

Information from Dealer

SRS LIGHT ON. CODE 32-80. CLEARED CODE AND LIGHTNOT BACK ON. CHECKED PIN FIT.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: 32-80]
32-80, CODE NOT RESETTING

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3032859	MARKP	07/17/2010	MARKP	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 85-79 AFTER SRS C/U	HSB 02-052,OPDS SENS,OPDS C/U		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 105,603	
		Remarks / Requestor:	FE Status:	

Dealer #: 208059	TZ: PST	VIN: 1HGCM66533A [REDACTED]	Err:
Dir Cont: ARISTOTLE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (650) 856-6000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JEANETTE BALDWIN		Doors: 4DR	WD:
Parts Mgr: WILLIAM CLIFTON		Fact: MARYSVILLE	Country: USA
Dir Name: ANDERSON HONDA 1766 EMBARCADERO ROAD PALO ALTO CA 94303		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (650) 856-6000	Fax #: 6508431934	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	Engine #: J30A41007298	Trans #: BAYA5007276
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 414446	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/17/2010 11:18:35 AM MARKP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 PART NUMBER FOR SRS C/U IS CORRECT

5 HAVE YOU TRIED TO INITIALIZE MANUALLY

6 HSB 05-052

7 IF NC SEAT SENS

8 THEN OPDS C/U

Information from Dealer

CUSTOMER REPORTS AIR BAG LIGHT IS ON AGAIN. FOUNF DTC 21-80 (SHORT TO POWER IN THE DRIVER SEATBELT TENSIONER. PERFORMED TROUBLE SHOOTING PROCEDURE ANDCAME TO THE CONCLUSION TO REPLACE SRS UNIT. AFTER INSTALLING NEW SRS UNIT, NOW IT WOULD NOT INITIAL IZE AND DTC 85-79 (OPDS INITIAL CHECK FAIL) IS STORED.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]

YES

NO I HAVE NOT

OK

OK

THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3421103	DAVEM	04/16/2013	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	32-80 Short Power PASS SIDE AB	SHORT IN HRNSS/S?; INSPECT CONNECTORS> RPLC		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 114,041
		Remarks / Requestor:		FE Status: .

Dealer #: 208341	TZ: EST	VIN: 1HGCM56483A [REDACTED]	Err:
Dir Cont: ROBERT PARKER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 444-2010	Extn:	Tran: 5AT	Trim: LX SSRS
Serv Mgr: PAUL SPANGLER		Doors: 4DR	WD:
Parts Mgr: BRIAN SMITH		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA DULLES 21715 AUTO WORLD DRIVE STERLING VA 20166		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
Phone: (703) 444-2010	Fax #: 7037718203	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: K24A41007033	Trans #: BCLA5007420
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/16/2013 6:47:13 AM DAVEM
- 1
- 2 NO HIST. SUSPECT HRNSS. CHECK ALL CONNECTIONS
BTTWN THE pass aside a/b and the cu.
- 7/1/2013 8:12:09 AM DAVEM
- 3
- 4
- 5 STILL SAME, MOST LIKLY HRNSS. YOU'LL NEED TO
TALK IT OVER W/ CUST AND COME TO

Information from Dealer

SRS DTC 32-80. CODE CLRS, BUT COMES BACK LATER IN THE FUTURE, BUT WE CANNOT DUP

OK

ROBERT, 116522 MILES

SRS LIGHT ON CODE 32 80 STORED DOES NOT IMMEDIATELY RECODE--CAN TAKE WEEKS TO RECODE--
-HAVE DRIVEN CAR WITH SIMULATOR INSTALLED WITHH NO RESULT--PREVIOUS CONTACT EXISTS FOT THIS VEHICLE. ANY KNOWN PROBLEMS?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2832699	CHRISV	06/10/2009	TOMP	3

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 87-32	WRONG GAGE ASSY; INSTALL CORRECT PART	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 65,769
		Remarks / Requestor:	FE Status:

Dealer #: 208411	TZ: EST	VIN: 1HGCM56443A [REDACTED]	Err:
Dir Cont: JOSHUA	Training %:	Year: 2003	Model: ACCORD
Serv Ph: 774-760-0500	Extn:	Tran: 5AT	Trim: LX SSRS
Serv Mgr: LINDSEY MASTROMATTEO		Doors: 4DR	WD:
Parts Mgr: JONATHAN WHITE		Fact: MARYSVILLE	Country: USA
Dir Name: HERB CHAMBERS HONDA OF WESTBOROUGH 350 TURNPIKE ROAD WESTBOROUGH MA 01581		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
Phone: (774) 760-0500	Fax #: 7747600520	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: K24A41007055	Trans #: BCLA5007391
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 96325	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/10/2009 11:44:53 AM	CHRISV	
1 ORIGINAL COMPLAINT		SRS LIGHT ON. CODE 87-32; SIDE AIRBAG CUTOFF INDICATOR STAYS ON/OFF. CODE DOESNT APPLY TO VEHICLE YEAR
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3		THIS CAR DOES NOT HAVE A SIDE AIRBAG INDI
4 WHATS THE P/N ON THE SRS UNIT		77960-SDA-A84-M1
5 DOES THE CODE CLEAR		NO
6 WHATS THE P/N ON THE OPDS UNIT		GOT DISCONNECTED
6/10/2009 11:53:23 AM	JOHNB	
7		I WAS DISCONNECTED
8 OK SO YOU HAVE A 87-32		YES
9 PART NUMBER OF SRS ECM		77960 SDA A84 M1
10 WAS THE CAR IN AN ACCIDENT OR HAD ANY RECENT REPAIRS		I DO NOT KNOW;DOES LOOK LIKE BODY REPAIRS....
11		(PHONE LINE DISCONNECTED)
6/10/2009 12:11:38 PM	TOMP	
12		[REDACTED]
13 DOES THE SIDE AIRBAG INDICATOR BULB CHECK		THIS DOES NOT HAVE THE INDICATOR.
14 YES, THE CAR HAS SIDE AIRBAGS, THE YELLOW INDICATOR SHOULD BE JUST RIGHT OF THE RED SRS INDICATOR.		THERE IS NOTHING IN THE GAGE OR ABOVE THE HAZARD SW.
15 THIS WOULD NOT HAVE FRONT PASS AIRBAG OFF INDICATOR (HAZ SW) BUT SHOULD HAVE SIDE AIRBAG OFF INDICATOR IN GAGE.		
16 LOCATE C801 AND GROUND THE PINK/BLU WIRE WITH IG SW ON.		NOTHING.
17 PROBABLY HAS DX GAGE ASSY.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2974553	RUDYG	02/26/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79 AFT SRS C/U REPL	SEAT SENSOR?; CK PWR/GRND TO OPDS C/U FIRST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 160,070
		Remarks / Requestor:	FE Status:

Dealer #: 206871	TZ: EST	VIN: 1HGCM566X3A [REDACTED]	Err:
Dir Cont: MIKE KRESS	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (301) 843-8700	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: JOHN KERSHAW		Doors: 4DR	WD:
Parts Mgr: JOHN MCNAMEE		Fact: MARYSVILLE	Country: USA
Dir Name: KEN DIXON HONDA 2294 CRAIN HIGHWAY WALDORF MD 20601		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (301) 843-8700	Fax #: 3018706712	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: K24A41007169	Trans #: BCLA5007205
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 23213	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/26/2010 1:07:01 PM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 ORIG CODE?
 - 5 DTC 85-79: OPDS Sensor Drift Check Failure. SEE ETM PG 47-4, CK FOR 12V ACROSS PINS D4 AND D8. IF OK, DISCONNECT OPDS C/U AND MONITOR VOLTAGE AT D7 WHILE YOU WIGGLE C801, C501, C406. IF VOLTAGE ERRATIC, CK CONNECTIONS IN AREA YOU ARE WIGGLING
 - 6 IF OK, REPL SEAT SENSOR

Information from Dealer

AIR BAG LIGHT ON, CODE 85-79

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: 85-79]

51-40
OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3171537	SHAWNW	07/14/2011	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 12-80	SRS UNIT?;REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 70,471
		Remarks / Requestor:	FE Status:

Dealer #: 207228	TZ: EST	VIN: 1HGCM66573A [REDACTED]	Err:
Dir Cont: JOSE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (850) 244-7151	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: WAYNE OWENS		Doors: 4DR	WD:
Parts Mgr: DOUG ELLIOTTE		Fact: MARYSVILLE	Country: USA
Dir Name: GARY SMITH HONDA 225 MIRACLE STRIP PKWY FORT WALTON BEA FL 32548		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (850) 244-7151	Fax #: (850) 796-6714	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BOB WELLS	Zone/Dist: 07D	Engine #: J30A41009859	Trans #: BAYA5009980
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 32911	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/14/2011 9:44:47 AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES?
- 7 CLEAR?
- 8
- 9 THERE ISN'T MUCH ELSE LEFT

Information from Dealer

SRS LITE ON 12-80
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]
 Y
 AIRBAG REPLACED, CABLE REEL, DASH HARNESS
 N
 12-8x (12-80 to 12-89, 12-8A to 12-8F):Short to Power in Front Passenger's Airbag First Inflator
 COME BACK IN ABOUT 2 DAYS
 I THINK IT IS THE SRS UNIT
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769645	GARYR	02/04/2009	RAYD	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS 54-50 22-80	INITIALIZE OPDS AND SWS		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 44,767	
		Remarks / Requestor:	FE Status:	

Dealer #: 208149	TZ: PST	VIN: 1HGCM66313A [REDACTED]	Err:
Dir Cont: NICK NUNEZ	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (858) 486-4300	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: KENNETH BRADSHAW		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: POWAY HONDA 13747 POWAY ROAD POWAY CA 92064		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (858) 486-4300	Fax #: 8586792196	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: ROB CRAIG	Zone/Dist: 01G	Engine #: J30A41011360	Trans #: BAYA5011628
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 264607	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/4/2009 3:15:26 PM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 INITIALIZE THE OPDS AND SWS

2/4/2009 3:37:56 PM RAYD

4

5 HOW CAN I HELP?

6 WHAT DO YOU MEAN?

7 ANY AFTERMARKET STUFF OR ACCIDENT DAMAGE?

8 DO YOU STILL HAVE CODES?

9 AT THE SEAT BELT SWITCH, S/B AND CONNECTOR CONNECTED, WHAT IS THE VOLTAGE ON THE BU/RD AND RD/BU, SAME WITH SEAT BELT BUCKLED

10 DID YOU DO AN ALL SYSTEM CHECK FOR CODES?

11 WHAT DID YOU HAVE?

12 GO TO THE SRS UNIT, B17 LT GRN, GROUND THAT WIRE WITH THE S/BELT CONNECTED, IF THE LIGHT DOESNT GO OFF, SWAP KNOWN GOOD GAUGE ASSY MANNY D401551 IS AN EXPRESS TECH.

Information from Dealer

SRS LIGHT WAS ON FOUND CODES 54-50 AND 22-80 FOUND FAULTY SRS UNIT , NOW VEHICLE SEAT BELT WARNING LIGHT WORKS INTERMITIENLY DID PIN POINT TEST AND SEAT BELTBUCKLE LIGHT DID NOT ILUMINATE NO

MANNY D401551.

THE SEAT BELT LIGHT WORKS SOMETIMES IF YOU DISCONNECT THE S/BELT, SOMETIMES THE LIGHT WILL COME ON

NONE

NO, THEY ARE GONE

HANG.....UNBUCKLED BU/RD 4.4 RD/BU 0 BUCKLED WAS BU/RD 0 RD/BU 11.39

YES, WE CLEARED THEM OUT THOUGH

SOME COMM CODES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3173923	DAVIDK	07/20/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-64 AFT OPDS	SEAT SENSOR?; REPLACE PER S/M	
		Resln Source: None	Date:
		Status: N/A	Mileage: 178,291
		Remarks / Requestor:	FE Status:

Dealer #: 207072	TZ: CST	VIN: 1HGCM66343A [REDACTED]	Err:
Dir Cont: CALEB HARDIN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (337) 364-4126	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: JOHN KERRIDGE		Doors: 4DR	WD:
Parts Mgr: TOM LOUGHLIN		Fact: MARYSVILLE	Country: USA
Dir Name: J. P. THIBODEAUX HONDA 2511 HIGHWAY 90 WEST NEW IBERIA LA 70560		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (337) 364-3258	Fax #: (337) 365-2321	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	Engine #: J30A41011525	Trans #: BAYA5011844
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 160494	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/20/2011 12:42:23 PM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 PER DIAG SETP 4 SHOULD HAVE YOU REPLACE THE OPDS SENSOR SEAT FOAM
 - 8 START THERE

Information from Dealer

CUSTOMER STATES AIRBAG LIGHT ON 85-64
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: OPDS]

OPDS UNIT
 N
 REPLACED THE OPDS HAVE CODE 85-64 WILL NOT INITIALIZE
 I JUST SAW THAT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3023246	CHRISR	06/23/2010	JOHNB	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 12-80 INTERMITT	HARNES?; INSPECT HARNES FOR ANY PINCH POINTS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 79,737
		Remarks / Requestor:		FE Status:

Dealer #: 207713	TZ: CST	VIN: 1HGCM56453A [REDACTED]	Err:
Dir Cont: JAMES RAIL	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (501) 327-2777	Extn:	Tran: 5AT	Trim: LX SSRS
Serv Mgr: LANCE SMITH		Doors: 4DR	WD:
Parts Mgr: MARC SWANN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA WORLD		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
450 E. DAVE WARD DRIVE	AR 72032	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
CONWAY		Engine #: K24A41010351	Trans #: BCLA5010637
Phone: (501) 327-2777	Fax #: 5013295689	Em Type: KA	
DPSM: AMY CLAWSON	Zone/Dist: 03F	RO #: 18843	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/23/2010 1:30:19 PM	CHRISR
1 ORIGINAL COMPLAINT	SRS LIGHT ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:] [KEYWORD: 12-80]
4	[REDACTED] HAD THIS DTC LAST WEEK AND NOW BACK
5 THIS CODE IS BASED ON A OUTSIDE HARNES INFLUENCE, POSSIBLE PINCH POINT SOMEWHERE THAT IS STARTING TO RUB THROUGH	OK
6 INSPECT THE HARNES FROM INFLATOR TO SRS UNIT	OK
6/25/2010 8:45:43 AM	JOHNB
7	SRS 12-80;VERY INTERMITTENT;ALL TEST OK FOR NOW
8 POSS AIRBAG,HARNES,OR SRS ECM;IF THERE IS AN APPROVAL BY CUSTOMER OR DPSM FOR PART REPLACEMENT,ADVISE AIRBAG,HARNES FIRST;NOTE: THESE SUGGESTIONS MAY OR MAY NOT CORRECT THE SRS LIGHT/CODE CONDITION?	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2973274	CHRISV	02/24/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 61-10 62-10 85-61 F3-11	SRS UNIT; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 134,636
		Remarks / Requestor:	FE Status:

Dealer #: 206529	TZ: PST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: JOHNNY DAVIS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (916) 723-6151	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: CARMICHAEL HONDA 6151 AUBURN BLVD. CITRUS HEIGHTS CA 95621		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (916) 723-6151	Fax #: (916) 723-8236	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BARRY CHANDLER	Zone/Dist: 12B	Engine #: J30A41012016	Trans #: BAYA5011725
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 600974	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/24/2010 10:10:14 AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 DO THE CODES CLEAR
- 5 REPLACE THE SRS UNIT AND RECK

Information from Dealer

CODES 61-10, 62-10, 85-61, AND F3-11. NO OBVIOUS SIGNS OF COLLISION DAMAGE FOUND.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3470528	CHRISR	08/23/2013	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79 AFT SRS R&R	OPDS?; DO BCR, THEN MAN INIT HSB 02-052	
		Resln Source: None	Date:
		Status: N/A	Mileage: 133,632
		Remarks / Requestor:	FE Status:

Dealer #: 240005	TZ: CST	VIN: 1HGCM66513A [REDACTED]	Err:
Dir Cont: RON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (316) 729-1300	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: DOUG FAULKNER		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: SCHOLFIELD HONDA SERVICE CENTER 8880 WEST CENTRAL AVE WICHITA KS 67212		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (316) 729-1300	Fax #: (316) 729-1320	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RON CRISS	Zone/Dist: 10A	Engine #: J30A41012725	Trans #: BAYA5012812
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 167555	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/23/2013 2:11:14 PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 THEN
- 8 DO BAT RESET THEN TRY MAN INIT PER 02-052

Information from Dealer

THE SRS LIGHT IS ON.
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 85-79]
 Y
 N
 N
 32-80, 61-10 REPLACED BUCKLE
 32-80, SHORT TO POWER IN SIDE A/B CIRCUIT, USED SIM
 TOOL, SAME, D/C HARNESS, NO POWER, REPLACE SRS
 UNIT NOW THIS
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2809540	RUDYG	04/22/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 31-80, 54-50	SRS C/U?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 38,987
		Remarks / Requestor:	FE Status:

Dealer #: 207442	TZ: PST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: RODNEY RIVERA	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (925) 934-0530	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: TOM QUINLAN		Doors: 4DR	WD:
Parts Mgr: TOM ERVIN		Fact: MARYSVILLE	Country: USA
Dir Name: WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (925) 934-0530	Fax #: 9254764248	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: STEVE ROSTOMILY	Zone/Dist: 12C	Engine #: J30A41010544	Trans #: BAYA5010926
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 125371	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/22/2009 3:33:03 PM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 CODES?
 - 4
 - 5 BATTERY OK?
 - 6 MOST CONTACTS FOR 54-50 REPL SRS C/U. I WOULD REPL SRS C/U

Information from Dealer

SRS LIGHT ON
 NO
 31-80 AND 54-50. CLEARED AND ONLY 31-80 CAME BACK. I CONNECTED SIMULATOR AND IT CLEARED. RECONNECTED AIR BAG AND NO CODE.
 I LET IS SIT ABOUT 40 MIN. WHEN I RESTARTED IT I HAD THE SAME TWO CODES.
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2785931	KENE	03/06/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS LIGHT ON NO CODE	SRS C/U; POWER UP IND CIRCUIT		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 73,655	
		Remarks / Requestor:	FE Status:	

Dealer #: 207626	TZ: CST	VIN: 1HGCM726X3A [REDACTED]	Err:
Dir Cont: JASON WRIGHT	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (615) 791-1101	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ARCHIE BECQUET		Doors: 2DR	WD:
Parts Mgr: MARK TAYLOR		Fact: MARYSVILLE	Country: USA
Dir Name: DARRELL WALTRIP HONDA 1430 MURFREESBORO RD FRANKLIN TN 37067		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (615) 791-1101	Fax #: 6155996297	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Engine #: K24A41060927	Trans #: BCLA5060082
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 503039	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/6/2009 12:22:39 PM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 WHAT IS THE SRS CODE
 - 5 IF THE LIGHT WILL GO OUT POWER ING UP THE IND CIRCUIT THE SRS C/U

Information from Dealer

CK ENG LIGHT ON, ABS LIGHT ON, SRS LIGHT ON
 NO
 PGM CODE 44-2
 HAS NO CODE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3422193	MARKP	04/18/2013	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 54-50	SRS CU?; SWAP KG AND RECHCK AS PER TECH T/S	
		Resln Source: None	Date:
		Status: N/A	Mileage: 203,887
		Remarks / Requestor:	FE Status:

Dealer #: 207767	TZ: PST	VIN: 1HGCM66393A [REDACTED]	Err:
Dir Cont: VICTOR BATRES	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (714) 890-8900	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: RANDY HICKERSON		Doors: 4DR	WD:
Parts Mgr: MARK KOZEL		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA WORLD 13600 BEACH BLVD. WESTMINSTER CA 92683		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (714) 890-8900	Fax #: (714) 890-8979	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: KEN ILLMAN	Zone/Dist: 01E	Engine #: J30A41013477	Trans #: BAYA5014328
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 720027	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/18/2013 7:04:38 AM MARKP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 WHERE DOES THE S/M T/S LEAD YOU
- 7 SWAP KG AND RECHCK

Information from Dealer

SRS LIGHT ON DTC 54-50,,BATTERY AND CHARGING SYSTEM OK.
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 54-50]
 Y
 N
 N
 TO REPLACE THE SRS CU
 THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3343720	DAVEM	10/15/2012	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	85-00, AFTR 61-10	OPDS?; INIT OPDS AND MON	
		Resln Source: None	Date:
		Status: N/A	Mileage: 163,146
		Remarks / Requestor:	FE Status:

Dealer #: 208037	TZ: CST	VIN: 1HGCM66533A [REDACTED]	Err:
Dir Cont: MICHAEL	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (636) 928-1155	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: BOB HARPER		Fact: MARYSVILLE	Country: USA
Dir Name: ED NAPLETON HONDA 4780 NO. SERVICE ROAD SAINT PETERS MO 63376		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (636) 928-1155	Fax #: (636) 447-4040	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JOHN LENON	Zone/Dist: 08K	Engine #: J30A41014005	Trans #: BAYA5014430
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 275380	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/15/2012 6:11:07 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 INIT OPDS AND MON> FAXED KB 9846

Information from Dealer

SRS LIGHT ON...CODES 85-00, 61-10...NO TROUBLE SHOOTING OR DESCRIPTION OF CODE 85-00
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 85-10]
 Y
 PASS SEAT BLT BUCKLE
 NONE
 HAD CDE 61-1. CLR CODE AND REPLACED THE BUCKLE AND NO REODE. BUT NOW HAVE A 85-00 THATS NOT IN THE BOOK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3085162	CHRISV	11/23/2010	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 32-80	FBF: CUST DECLINED REPAIRS	
		Resln Source: Feedback forms	Date: 01/05/2011
		Status: N/A	Mileage: 157,016
		Remarks / Requestor:	FE Status:

Dealer #: 207442	TZ: PST	VIN: 1HGCM71673A [REDACTED]	Err:
Dir Cont: UWE THOMSEN	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (925) 934-0530	Extn:	Tran: 5MT	Trim: EX
Serv Mgr: TOM QUINLAN		Doors: 2DR	WD:
Parts Mgr: TOM ERVIN		Fact: MARYSVILLE	Country: USA
Dir Name: WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		Desc: ACCORD 2DR EX 4CYL 160.0 HP 2.4 L	
Phone: (925) 934-0530	Fax #: 9254764248	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: STEVE ROSTOMILY	Zone/Dist: 12C	Engine #: K24A41063327	Trans #: APG61506997
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 173614	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/23/2010 7:45:38 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DID IT EVER RECODE W/O THE SIMULATOR

5 REPLACE THE AIRBAG

1/5/2011 9:32:28 AM CHRISV

6 FBF

Information from Dealer

SRS WARN ON. CODE 32-80. CLEARED & DID NOT RESET. ROAD TEST 20 MILES & CAME BACK. CLEARED AGAIN. NO RESET. ROAD TEST WITH SIMULATOR INSTALLED. CODE DID NOT RETURN.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 32-80]

YES, IT DID DURING A TEST DRIVE

COMMENTS: VEHICLE HAD TO GO THAT NIGHT. CUSTOMER TOOK CAR AND WRITER HELD RO OPEN FOR SEVERAL WEEKS. THE CUSTOMER DECLINED FURTHER WORK. I DON'T KNOW IF THE CODE RESET. THANKS FOR THE HELP CHRIS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3170203	TOMP	07/11/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79	FAULTY OPDS UNIT;REFER TO KB 9846	
		Resln Source: None	Date:
		Status: N/A	Mileage: 104,041
		Remarks / Requestor:	FE Status:

Dealer #: 206671	TZ: EST	VIN: 1HGCM66533A [REDACTED]	Err:
Dir Cont: SYSOUNON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (770) 306-4600	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: CHRISTOPHER TOMLINSON		Doors: 4DR	WD:
Parts Mgr: ANDY OCONNELL		Fact: MARYSVILLE	Country: USA
Dir Name: NALLEY HONDA		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
4197 JONESBORO ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
UNION CITY GA 30291		Engine #: J30A41014390	Trans #: BAYA5014544
Phone: (770) 306-4600	Fax #: (770) 306-4640	Em Type: KA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	RO #: 115650	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/11/2011 1:19:26 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 DID YOU DO INIT PROCEDURE?
 - 8 PN OF ORIGINAL AND REPLACEMENT SRS UNITS?
 - 9 DSRS CODE 85-XX (INITIALIZE BEFORE R&R)HTL-INFO
KB 9846

Information from Dealer

SRS LIGHT ON CODE 53-42 INTERNAL FAILURE OF SRS UNIT
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 85-79]
 NA
 REPLACE SRS UNIT
 NA
 SYSOUNON:
 YES; NOT WORKING
 ORG 77960-SDA-C01 0M1REPLACEMENT 77960-SDA-D02 0M1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3199109	CHRISV	09/26/2011	CHRISV	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 85-79	10/14: REPLACED OPDS UNIT		
		Resln Source: Spoke w/ Dealer	Date:	10/14/2011
		Status: N/A	Mileage:	110,390
		Remarks / Requestor:	FE Status:	.

Dealer #: 206947	TZ: CST	VIN: 1HGCM66343A [REDACTED]	Err:
Dir Cont: RICK CHRISMAN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (417) 625-0841	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: JIM CLARK		Doors: 4DR	WD:
Parts Mgr: DARREN VICE		Fact: MARYSVILLE	Country: USA
Dir Name: ROPER HONDA 902 N. RANGELINE JOPLIN MO 64801		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (417) 625-0841	Fax #: 4176250855	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: MIKE WEHMEIR	Zone/Dist: 08H	Engine #: J30A41016939	Trans #: BAYA5017636
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 306340	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/26/2011 10:41:06 AM CHRISV

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 INITIALIZING OPDS (W/HDS OR SCS CONNECTOR)HSB-02-052 KB 9008
- 8 (WENT INTO DETAIL ABOUT DOING THE PROCEDURE)
- 9 P/N
- 10 DO YOU HAVE A KG
- 11 IF YOU DO SWAP A KG SEAT

Information from Dealer

AIR BAG LITE ON
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: SRS]
 YES
 SEE NOTES
 NO
 CAME IN W/ 11-80. REPLACED CABLE REEL. DURING TEST DRIVE GOT A CODE 54-50, REPLACED SRS UNIT THEN GOE 85-79. TRIED TO INITIALIZE BUT NC. I CAN REINSTALL THE ORG SRS UNIT AND I GET THE 54-50
 I DID THAT BUT NC
 I DID THAT
 77960-SDA-L82
 NOT SURE

10/14/2011 7:51:45 AM CHRISV

- 12 FBF
- COMMENTS: SWAP SEAT FROM KNOWN GOOD, SYSTEM INITIALIZED. REPLACED ORIGINAL OPDS UNIT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3181146	SHAWNW	08/09/2011	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 12-80	SRS UNIT?;REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 107,552
		Remarks / Requestor:	FE Status:

Dealer #: 207530	TZ: CST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: THONY SANCHEZ	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (936) 760-2446	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: SHAWN SMITH		Doors: 4DR	WD:
Parts Mgr: RON HORNE		Fact: MARYSVILLE	Country: USA
Dir Name: STREATER-SMITH HONDA 311 INTERSTATE45 SOUTH CONROE TX 77301		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (936) 760-2446	Fax #: (936) 523-2379	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: VERNON SAGE	Zone/Dist: 03C	Engine #: J30A41019918	Trans #: BAYA5019480
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 458221	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/9/2011 9:28:50 AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODES?
- 7 CLEAR?
- 8 OTHER CONTACTS HAVE BEEN REPLACING THE SRS UNIT, NEED TO LET ALL PARTIES INVOLVED KNOW THIS IS A BEST GUESS, WITH A PROBLEM THIS INT

Information from Dealer

SRS LIGHT IS ON 12-80 SHORT TO POWER IN THE PASSENGER'S AIRBAG FIRST INFLATOR. THE FIRST TIME WITH SRS LIGHT ON HAD THE SAME CODE 12-80 CLEAR IT AND TROUBLESHOOTING SAY INTERMITTEN FAILURE, SYSTEM IS OK AT THIS TIME.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 12-80]

N

N

N

12-8x (12-80 to 12-89, 12-8A to 12-8F):Short to Power in Front Passenger's Airbag First Inflator
TAKES A MONTH OR SO TO RESET
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3398722	JOHNB	02/18/2013	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS LIGHT ON,NO	CHK POWER,GROUND,DLC TO SRS,POSS SRS C/U	
		Resln Source: None	Date:
		Status: N/A	Mileage: 74,827
		Remarks / Requestor:	FE Status:

Dealer #: 206888	TZ: PST	VIN: 1HGCM82653A [REDACTED]	Err:
Dir Cont: VINCENTE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (626) 359-8291	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KARL SANDER		Doors: 2DR	WD:
Parts Mgr: ROGER WEISS		Fact: MARYSVILLE	Country: USA
Dir Name: SIERRA HONDA 1450 SO. SHAMROCK AVE. MONROVIA CA 91016		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (626) 359-8291	Fax #: 6269325668	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TONY FITENI	Zone/Dist: 01D	Engine #: J30A41056576	Trans #: BAYA5057113
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 135423	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/18/2013 9:31:31 AM JOHNB
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 CHK VOLTAGE AND GROUND AT SRS C/U;CHK FOR OPENS FROM DLC TO SRS C/U;IF ALL OK,THEN SRS C/U

Information from Dealer

SRS LIGHT IS ON AND THE HDS DOES NOT COMMUNICATE WITH SRS UNIT BUT WILL COMMUNICATE WITH OTHER CONTROL UNITS..

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]

[KEYWORD: SRS]

YES

NONE

NONE

SRS LIGHT ON,NO COMMUNICATION WITH SRS ONLY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3297215	JOHNB	06/13/2012	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	85-79 AFTR SRS ECM REPLCMNT	TRY HSB-02-052;IF NO CHANGE,ADVISE OPDS C/U	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 177,032
		Remarks / Requestor:	FE Status:

Dealer #: 206772	TZ: EST	VIN: 1HGCM56633A	Err:
Dir Cont: RONALD RAY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (301) 890-7661	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: JEANNE DUGAN		Doors: 4DR	WD:
Parts Mgr: CHRIS KOCH		Fact: MARYSVILLE	Country: USA
Dir Name: SPORT HONDA 3201 AUTOMOBILE BLVD. SILVER SPRING MD 20904		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (301) 890-7661	Fax #: (301) 847-1624	Engine #: K24A41018345	Trans #: BCLA5018383
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 98240	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/13/2012 10:17:04 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 PLEASE SEE: INITIALIZING OPDS (W/HDS OR SCS CONNECTOR) Tech Line Knowledge Base Name: 9008
Issue Date: 27-Aug-2002 Source: HSB-02-052 IF NO HELP,ADVISE REPLACEMENT THE OPDS C/U FIRST.
NOTE OPDS SENSOR MAYBE FAULT AS WELL
- 8 SRS CODE 85-XX (INITIALIZE BEFORE R&R) Tech Line Knowledge Base Name: 9846 Issue Date: 11-Nov-2002
Source: HTL-INFO

Information from Dealer

SRS LIGHT IS ON 54-50- SRS UNIT INTERNAL FAILURE SRS LIGHT IS ON AFTER REPLACING SRS UNIT- 85-79
[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: OPDS]
YES
NONE
NONE
CAR CAME IN SRS LIGHT ON CODE 54-50 INTERNAL FAILURE;HAD TO REPLACE THE SRS ECM,NOW CANNOT INITIALIZE GET A CODE 85-79

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3049497	TOMP	08/26/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 21-8	DEALER CAN'T DUPLICATE; NONE AT THIS TIME	
		Resln Source: None	Date:
		Status: N/A	Mileage: 56,508
		Remarks / Requestor:	FE Status:

Dealer #: 206998	TZ: CST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: DUWAYNE	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (952) 938-1717	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: CAROLINE GATES		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (952) 938-1717	Fax #: 9529088501	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RICHARD SARGENT	Zone/Dist: 08B	Engine #: J30A41019795	Trans #: BAYA5020055
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 501041	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/26/2010 6:24:48 AM TOMP
1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 HOW CAN I HELP YOU TODAY?
- 6 REVIEW "CASES" AND "KBs"
- 7 NO PATTERN FOUND ON THIS DTC AND REPAIR.

Information from Dealer

SRS LIGHT CAME ON 8/17/10 TESTED OUT TO 21-8 SHORTTO POWER IN DRIVERS SEAT TENSIONER. 56345 MILES. DECODED AND LIGHT DID NOT RESET, DID TEST PER INTERM. FAILURE, ROAD TEST WIGGLE WIRES AND LIGHT DID NOT RESET. AT THIS VISIT HAD A HISTORY CODE NOT HARD FAILURE. ON 8/25/10 56508 CAR CAME IN WITH SRS LIGHT ON SAME CODE BUT HARD FAILURE NOT HISTORY. RESET LIGHT AND IT DID NOT RESET, RETESTED IT PER MANUAL FOR INTERM. FAILURE AND DID NOT RESET LIGHT.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 21-8]

[REDACTED]
THE PROBLEM IS INTERMITTENT, SO WONDERING IF ANY KNOWN PROBLEMS?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3421716	CHRISV	04/17/2013	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 32-80	NEED TO DUP	
		Resln Source: None	Date:
		Status: N/A	Mileage: 112,442
		Remarks / Requestor:	FE Status:

Dealer #: 207881	TZ: CST	VIN: 1HGCM665X3A [REDACTED]	Err:
Dir Cont: SIMON DENNY	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (865) 970-2300	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: CHARLES QUIETT		Doors: 4DR	WD:
Parts Mgr: DANNY CLEVENGER		Fact: MARYSVILLE	Country: USA
Dir Name: AIRPORT HONDA 3069 AIRPORT HWY. ALCOA TN 37701		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (865) 970-2300	Fax #: (865) 970-4571	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ALAN CUNNINGHAM	Zone/Dist: 07B	Engine #: J30A41024672	Trans #: BAYA5025047
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 214720	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/17/2013 8:09:01 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 NO COMMON ISSUES, DO YOU HAVE A KG
 - 8 NOT SURE WHAT YOU CAN DO IF ITS NOT A HARD CODE

Information from Dealer

SRS LIGHT ON 32-80
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 32-80]
 YES
 NO
 NO
 THIS IS THE 3X BACK FOR THIS ISSUE, THE CODE CLEARS
 WHEN IT COMES IN
 NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2782240	STEVEN	02/27/2009	STEVEN	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC:85-79 WONT INITIALIZE	REFER TO HSB 02-052		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 64,047	
		Remarks / Requestor:	FE Status:	

Dealer #: 208362	TZ: PST	VIN: 1HGCM82773A [REDACTED]	Err:
Dir Cont: DAVID FLORES	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (951) 699-4444	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: CHRIS JOHNSON		Doors: 2DR	WD:
Parts Mgr: DAVID KAJFOSZ		Fact: MARYSVILLE	Country: USA
Dir Name: DCH HONDA OF TEMECULA		Desc: ACCORD 2DR EX-V6NV 6CYL 240.0 HP	
26755 YNEZ ROAD	CA 92591	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J30A41065531	Trans #: BAYA5064988
Phone: (951) 699-4444	Fax #: 9514912380	Em Type: KL	
DPSM: ROB CRAIG	Zone/Dist: 01G	RO #: 264636	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/27/2009 11:26:56 AM STEVEN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 ANY CODES?
- 5 ANY REPAIRS MADE?
- 6 PART NUMBER?
- 7 THATS RIGHT DID YOU TRY THE MANUAL METHOD?
- 8 REFER TO HSB 02-052 AND TRY AGAIN

Information from Dealer

SRS LIGHT IS ON
 YES
 SRS UNIT BOTH AIR BAGS SEAT BELTS AND BUCKLES
 YES 85-79
 WELL IT WONT INITIALIZE THE SRS UNIT
 77960-SDN-C02
 YES
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2582753	RAYD	03/26/2008	RUDYG	3

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 31-80 51-40	WARR: REPL'D SRS C/U		
		Resln Source: Warranty	Date:	04/22/2009
		Status: N/A	Mileage:	37,676
		Remarks / Requestor:	FE Status:	

Dealer #: 207343	TZ: PST	VIN: 1HGCM66363A [REDACTED]	Err:
Dir Cont: JONATHAN	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (425) 643-3770	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: TERRY HILL		Doors: 4DR	WD:
Parts Mgr: RUSS ROBERTS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA AUTO CENTER OF BELLEVUE 13291 S.E. 36TH STREET BELLEVUE WA 98006		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (425) 643-3770	Fax #: 4256410795	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41024341	Trans #: BAYA5024693
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 890003	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/26/2008 10:44:12 AM	RAYD		
1 ORIGINAL COMPLAINT		SRS INDICATOR STAYS ON	
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES	
3 PREVIOUS REPAIR DESCRIPTION		CAME IN FOR SRS INDICATOR STAYING ON. RETRIEVED SRS DTC 31-80 (SHORT TO POWER IN DR'S SIDE AIR BAG INFLATOR). PERFORMED DTC TROUBLESHOOTING, CLEARED SRS DTC. INTERMITTENT FAILURE, SYSTEM IS OK. CUST CAME BACK A FEW DAYS LATER AND STATED SRS INDICATOR ON AGAIN. VERIFIED COMPLAINT AND RETRIEVED DTC 31 -80 AND 51-40. PERFORMED DTC TROUBLESHOOTING AND RESULT IS A BAD DR'S SIDE AIR BAG INFLATOR.	
4 WAS THE CAR WRECKED?		NO	
5 ANY AFTERMARKET IN THE CAR?		NONE, I CONNECTED THE SIMULATOR AND IT IS THE AIR BAG	
6 SO HOW CAN I HELP?		MY S/MANAGER WANTED ME TO CALL AND MAKE SURE THATS WHAT IT IS	
7 SO YOU CONNECT THE SIMULATOR TO THE DRIVERS SIDE AIRBAG AND THE CODES ARE GONE?		YES,	
8 ITS THE BAG AND POSSIBLE A LOW BATTERY FOR THE OTHER CODE			
3/31/2008 7:40:07 AM	CHRISV		
9		REPLACED THE DRV SIDE AIR BAG BUT NOW ITS BACK W/ A 31-80 51-40	
10 CK CHARGE SYSTEM AND BATTERY		THEY ARE GOOD	
11 DO THE CODES CLEAR		THEY DO RIGHT NOW	
12 REPLACE THE SRS UNIT			
4/22/2009 3:37:56 PM	RUDYG		
13 04/22/2009 03:40:25 PM RUDYG(REVIEWED WARR CLAIMS)		FROM CLAIM: REPLACED SRS C/U	
14 FROM CLAIM; Labor: 751100 (SRS CONTROL UNIT - REPLACE. S/B# 02-014 S/B# 03-066) Contention: 03214 (CUSTOMER CAME IN TO REPLACE HER SIDE AIRBAG; DUE TO THE SRS LIGHT; HOWEVER THE LIGHT IS NOW ON AGAIN. PLEASE DIAGNOSE. THANK YOU.) Failed Part: 77960-SDA-L82 (SRS UNIT)			

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2934590	GARYR	12/01/2009	GARYR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 54-50 11-80	SUSPECT SRS C/U?; CHK H20	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 54,723
		Remarks / Requestor:	FE Status:

Dealer #: 207184	TZ: EST	VIN: 1HGCM56653A [REDACTED]	Err:
Dir Cont: DAVID	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (978) 851-4356	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: GREGG GRACE		Doors: 4DR	WD:
Parts Mgr: ROBERT WILLIAMS		Fact: MARYSVILLE	Country: USA
Dir Name: ATAMIAN HONDA 150 MAIN STREET TEWKSBURY MA 01876		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (978) 851-4356	Fax #: 9788519048	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: OPEN POSITION	Zone/Dist: 09H	Engine #: K24A41023266	Trans #: BCLA5023220
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 252253	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/1/2009 11:27:12 AM GARYR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 HARD CODE
 - 5 CHK BAT AND CHARGING SUSPECT SRS C/U IF 11-80
RETURNS SUSPECT CABLE REEL CHK H20

Information from Dealer

SRS LITE IS ON. DTC 11-80 AND 54-50

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: 54-50]
54-50

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3468003	TROYS	08/19/2013	DALILAS	3

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC F3-11	ACCIDENT; REF TO DPSM	
		Resln Source: None	Date:
		Status: N/A	Mileage: 142,136
		Remarks / Requestor:	FE Status:

Dealer #: 208524	TZ: YST	VIN: 1HGCM82603A [REDACTED]	Err:
Dir Cont: WILLIAM	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph:	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: VICTORIA KOSMAN		Doors: 2DR	WD:
Parts Mgr: FRANK STURDEVANT III		Fact: MARYSVILLE	Country: USA
Dir Name: KENDALL HONDA OF FAIRBANKS 1000 CADILLAC COURT FAIRBANKS AK 99701		Desc: ACCORD 2DR EX-V6 6CYL 240.0 HP	
Phone: (907) 456-6217	Fax #: 9074581220	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41074086	Trans #: BAYA5073562
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 976802	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/19/2013 10:05:35 AM TROYS
- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CODE
- 7 DEPLOYMENT CODE
- 8 GET PICS OF ANY AND ALL DAMAGE REF TO DPSM FOR EVALUATION

Information from Dealer

CUSTOMER STATES WHILE TRAVELING AT ABOUT 45 - 55 M.P.H., THE DRIVER SIDE AIR BAG, DRIVER SIDE CURTAIN AIR BAG AND DRIVER SEAT BELT TENSIONER ALL DEPLOYED.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: F3-11]

YES
NO
NO
F3-11

THERE IS DAMAGE HE SAID HE HIT A MOOSE 3 YEARS AGO

- 8/21/2013 3:29:18 PM RUDYG
- 9 08/21/2013 03:31:56 PM RUDYG(RECEIVED 20 PHOTOS VIA E MAIL. ATTACHED TO CONTACT, PEND TO TROYS)

- 9/5/2013 1:30:05 PM DALILAS
- 10 EMAIL MSG ATTACHED>>>> I am quite certain that the customer needs to turn this into his insurance company based on the damage to the vehicle. "Those who are victorious, plan effectively and change decisively!" "The Art of War" [REDACTED] DPSM 2A [REDACTED] Cell [REDACTED] FAX

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3290115	TROYS	05/23/2012	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 32-80	SRS CU; DO TS CORRECTLY	
		Resln Source: None	Date:
		Status: N/A	Mileage: 94,562
		Remarks / Requestor:	FE Status:

Dealer #: 207075	TZ: EST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: RICHARD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (978) 777-2550	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: STEPHEN BOUCHIE		Doors: 4DR	WD:
Parts Mgr: ERIK ADAMS		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA NORTH 382 NEWBURY STREET DANVERS MA 01923		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (978) 777-2550	Fax #: 9787749483	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: OPEN POSITION	Zone/Dist: 09H	Engine #: J30A41030575	Trans #: BAYA5030591
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 328266	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/23/2012 11:35:06 AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 DID YOU DC THE CU
- 8 GO BACK TO STEP 9

Information from Dealer

SRS LIGHT ON CODE 32-80
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: SRS]
 YES
 AB
 NO
 ON STEP 15 THERE IS MORE THAN BATTERY V
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3145243	MARKP	04/30/2011	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 12-80	SRS C/U	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 53,207
		Remarks / Requestor:	FE Status:

Dealer #: 208299	TZ: EST	VIN: 1HGCM56643A [REDACTED]	Err:
Dir Cont: MILTON SOLIS	Training %:	Year: 2003	Model: ACCORD
Serv Ph: 954-742-5227	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: DONELL CRUZ		Doors: 4DR	WD:
Parts Mgr: ROBERT BUTTON		Fact: MARYSVILLE	Country: USA
Dir Name: RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (954) 742-5227	Fax #: (954) 364-3297	Engine #: K24A41028743	Trans #: BCLA5028921
DPSM: ERIN BAILEY	Zone/Dist: 07M	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 624222	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/30/2011 9:03:31 AM MARKP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 WHERE ARE YOU AT
- 7 WHAT V DO YOU HAVE
- 8 THEN YOU NEED TO REPLACE THE SRS C/U

Information from Dealer

SRS LIGHT ON RETREIVE DTC 12-80, 61-10.
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 12-80]
 Y
 N
 N
 CONFUSED AT STEP 14 OF THE T/S.
 OV'S
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3450709	ROBS	07/05/2013	PHATL	2

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 61-10, 85-0(?)	MSG: RPLACED DRIVER'S SEATBELT BUCKLE TO FIX		
		Resln Source:	Message center	Date: 07/09/2013
		Status:	N/A	Mileage: 154,688
		Remarks / Requestor:		FE Status:

Dealer #: 207479	TZ: EST	VIN: 1HGCM56643A	Err:
Dir Cont: ERIC MAHAFFEY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (410) 553-8580	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: BOB BURKHARDT		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: BROWNS HONDA CITY HONDA & CLARK LEASING 7160 RITCHIE HIGHWAY GLEN BURNIE MD 21061		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (410) 553-8580	Fax #: 4105538654	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: BILL	Zone/Dist: 06E	Engine #: K24A41029469	Trans #: BCLA5029494
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 456120	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/5/2013 11:50:35 AM ROBS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANY CRASH/REPAIR.
- 7
- 8 GO WITH THE KNOWN, FIRST. REPL THE DRV'S SEAT BELT BUCKLE. SEE WHAT EFFECT THAT HAS ON GAUGE LIGHTS AND BEEPER. MAY NEED A GAUGE UNIT. DTC 85 IS MOSTLY ABOUT THE OPDS UNIT. INITIALIZE THE OPDS UNIT FOR SRS DTC 85. THEN, REPLACE THE OPDS UNIT IF THAT DOESN'T CORRECT FAULT. (FAX'd KB 9846)
- 9 PLS FDBK, USE IN.

Information from Dealer

AIR BAG LIGHT ON. FOUND DTC'S 85-0 AND 61-10. CLEAR CODE AND LIGHT COMES RIGHT BACK ON. ALSO NO SEAT BELT WARNING BEEPER AND NO FLASHING SEAT BELT WARNING.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 85-0]

YES

CHECK, CLEARED DTCs

NO

WE DON'T THINK SO.

61-10 IS A HARD RESET. WE KNOW WE WILL BE REPLACING THE DRV'S SEAT BELT BUCKLE. 85-0 HAS NOT COME BACK

OK

7/9/2013 2:28:54 PM PHATL

- 10 TECH LEFT MESSAGE CENTER COMMENTS

HAD 61-10 CODE AND 85-0 CODE. FOUND THE SEAT BELT BUCKLE WHEN UNBUCKLED HAD TOO MUCH RESISTANCE. THE SEAT BELT BUCKLE TOOK CARE OF THIS ONE. PUT THAT IN, CLEARED THE CODE AND IT SEEMED TO BE OK, THANK YOU

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3335031	DAVIDK	09/24/2012	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	RPL SRS C/U 53-42 CAN NOT INIT	SEAT SENSOR?; REPALCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 196,503
		Remarks / Requestor:	FE Status:

Dealer #: 207504	TZ: EST	VIN: 1HGCM66533A [REDACTED]	Err:
Dir Cont: SANG HA	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (703) 823-8085	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: LARRY SHIFFLETT		Doors: 4DR	WD:
Parts Mgr: MICHAEL CELICH		Fact: MARYSVILLE	Country: USA
Dir Name: ROSENTHAL LANDMARK HONDA 5125 DUKE STREET ALEXANDRIA VA 22304		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (703) 823-8085	Fax #: (703) 823-8037	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: J30A41030191	Trans #: BAYA5030635
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 677231	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/24/2012 8:19:22 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7
 - 8
 - 9 POSS SEAT SENSOR IS HAD PREVENTING THE INITIALIZATION.

Information from Dealer

SRS LIGHT ON DTC 53-42 INTERNAL FAILURE OF SRS
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 53-42]

C01 D020
 PART ANNLIST. THESE PARTS S/S TO THIS PART NUMBER
 AND HAVE NOT HAD ANY PROBLEMS WITH THEM
 NOW WE HAVE SIDE AIR BAG LIGHT TRYED INITIALIZE
 OPDS. INITIALIZE FAIL.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3039042	RAYD	08/02/2010	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 33-80,54.50 CANT FND 33-80	S/MANUAL PAGE 23-90	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 78,276
		Remarks / Requestor:	FE Status:

Dealer #: 208401	TZ: CST	VIN: 1HGCM66563A [REDACTED]	Err:
Dir Cont: TRAVIS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (816) 452-7000	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: DAVID ROSE		Doors: 4DR	WD:
Parts Mgr: JAMES EARY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF TIFFANY SPRINGS 9200 NW PRAIRIEVIEW RD KANSAS CITY MO 64153		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (816) 452-7000	Fax #: 8164525463	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MIKE WEHMEIR	Zone/Dist: 08H	Engine #: J30A41029594	Trans #: BAYA5029825
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 105480	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/2/2010 10:11:56 AM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 WHAT DTC'S?
 - 5 ACCIDENT DAMAGE?
 - 6 THAT DTC IS FOR THE LEFT SIDE CURTAIN AIR BAG, REFER TO PAGE 23-90 FOR T/SHOOTING

Information from Dealer

CUSTOMER STATES THE AIR BAG LIGHT IS ON

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: 54-50]
54-50 AND 33-80
NONE THAT I SEE, I CANT FIND THE 54-50
INFORMATION....ANOTHER TECH JUST TOLD ME THIS CAR
CAME FROM THE BODY SHOP, IT WAS HIT ON THE LEFT
SIDE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3407580	LINDSEYA	03/11/2013	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 21-80	FBF: REPLACED SRS UNIT	
		Resln Source: None	Date:
		Status: N/A	Mileage: 111,367
		Remarks / Requestor:	FE Status:

Dealer #: 208487	TZ: CST	VIN: 1HGCM66573A [REDACTED]	Err:
Dir Cont: BRANDON	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 731-668-3800	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KEVIN KNIPPER		Doors: 4DR	WD:
Parts Mgr: JAMES YOUNG		Fact: MARYSVILLE	Country: USA
Dir Name: VICTORY HONDA OF JACKSON 1408 HIGHWAY 45 BYPASS JACKSON TN 38305		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (731) 668-3800	Fax #: 7316684875	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Engine #: J30A41034190	Trans #: BAYA5034784
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 075257	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/11/2013 3:27:27 PM LINDSEYA

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 NO, DOESN'T LOOK LIKE IT.

8 OK.

9 OK.

3/18/2013 8:33:21 AM LINDSEYA

10 FBF:

Information from Dealer

VEHICLE CAME IN WITH 21-80 (SHORT TO POWER IN DRIVERS SEAT BELT TENSIONER). LIGHT COMES BACK ON AFTER VEHICLE IS RUNNING FOR APPROXIMATELY 20 MINUTES WITH EITHER SIMULATOR OR NEW RETRACTOR. FOLLOWING FLOW CHART UNPLUGGED BOTH FRONT RETRACTORS AND CHECK FOR ANY VOLTAGE IN CONNECTOR B TO SRS UNIT. DIAGNOSTIC SAYS TO REPLACE SRS UNIT. HAS THERE BEEN ANY OTHER INSTANCES THAT IT TAKE SO LONG FOR CODE TO TRIGGER IN SRS CONTROLLER?

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 21-80]

Y

Y

N

BRANDON - SRS ISSUE. LOOKING TO SEE IF YOU HAVE SEEN THIS?

OK. I JUST WANTED TO DOUBLE CHECK WITH YOU BEFORE I RECOMMEND THIS SRS UNIT.

I WILL FEEDBACK WITH WHAT I FIND.

COMMENTS: REPLACE SRS UNIT. LEFT VEHICLE TO RUN FOR ONE HOUR. DTC DID NOT RETURN. SRS UNIT REPAIRED THIS VEHICLES CONCERN.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2872489	CHRISR	07/28/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 53-42	OPDS/; SEE HSB 02-052, USE MAN INTIAL PROCESS		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 51,977
		Remarks / Requestor:		FE Status:

Dealer #: 208299	TZ: EST	VIN: 1HGCM66883A [REDACTED]	Err:
Dir Cont: JIM HARRIS	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 954-742-5227	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: DONELL CRUZ		Doors: 4DR	WD:
Parts Mgr: ROBERT BUTTON		Fact: MARYSVILLE	Country: USA
Dir Name: RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		Desc: ACCORD 4DR EX-V6NV 6CYL 240.0 HP	
Phone: (954) 742-5227	Fax #: 9543643297	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ERIN BAILEY	Zone/Dist: 07M	Engine #: J30A41038102	Trans #: BAYA5038658
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 511944	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/28/2009 8:14:30 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 SEE HSB 02-052 AND TRY MANUAL PROCEDURE

Information from Dealer

AIRBAG LIGHT ON
 NO
 I REPLACED THE SRS UNIT DUE TO 53-42 HARD CODE AND
 NOW THE PASS A/B OFF LIGHT FLASHES ON/OFF AND I
 CANT INTIALIZE
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3300520	TROYS	06/22/2012	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 12-80	AB; YOUR GUESS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 166,866
		Remarks / Requestor:	FE Status:

Dealer #: 207440	TZ: EST	VIN: 1HGCM56663A [REDACTED]	Err:
Dir Cont: DANIEL GARNER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (610) 777-7601	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: MARCO MALDONADO		Doors: 4DR	WD:
Parts Mgr: GARY JABLONSKI		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF READING 915 LANCASTER AVENUE READING PA 19607		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (610) 777-7601	Fax #: 6107754189	Engine #: K24A41033937	Trans #: BCLA5033523
DPSM: JOSEPH(TURK)	Zone/Dist: 05G	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 330068	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/22/2012 9:40:32 AM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 NO CONFIRMED FIXES
- 7 DO NOT DO THAT POSS CU HARNESS OR AB

Information from Dealer

SRS LT ON CODE 12-80
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: AIRBAG]
 NO IT TAKES 3 WEEKS TO RECODE
 NO JUST CLEARED
 W THE SIMULATOR THE LIGHT STAYS OUT IT TAKES 3 WEEKS TO RECODE WANT TO SEND CAR OUT WITH SIMULATOR INSTALLED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3041278	CHRISV	08/06/2010	CHRISR	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-79	MANUALY INITIALIZE AND RECK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 175,234
		Remarks / Requestor:	FE Status:

Dealer #: 208448	TZ: EST	VIN: 1HGCM66813A [REDACTED]	Err:
Dir Cont: MATTHEW	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: 352-372-2329	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: NANCY VOSS		Doors: 4DR	WD:
Parts Mgr: ELDWIN ROMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF GAINESVILLE 3801 NORTH MAIN STREET GAINESVILLE, FL 32609		Desc: ACCORD 4DR EX-V6NV 6CYL 240.0 HP	
Phone: (352) 372-2329	Fax #: 3523723103	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DAVID CATHCART	Zone/Dist: 07H	Engine #: J30A41041396	Trans #: BAYA5041712
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 453497	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/6/2010 7:42:28 AM CHRISV
- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 REFER TO INITIALIZING OPDS (W/HDS OR SCS CONNECTOR)HSB-02-052 KB 9008
- 8/6/2010 7:58:32 AM CHRISR
- 5
- 6 PLUG IN OLD ONE AND VFY CODE GONE IF SO THEN SRS AND OPDS MAY NOT BE HANDSHAKING. CK PART # ON SRS UNIT
- 7 MAY NEED OPDS UNIT BUT VFY FIRST

Information from Dealer

AIR BAG LIGHT ON 21-80 REPLACED SRS UNIT NOW HAS CODE 85-79 SIDE AIR BAG LIGHT FLASHING

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]

[REDACTED] STILL CANT GET INTIALIZED
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3177635	TOMP	07/29/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC F4-11	SRS UNIT; REPLACEMENT		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 100,307	
		Remarks / Requestor:	FE Status:	

Dealer #: 206611	TZ: EST	VIN: 1HGCM55623A [REDACTED]	Err:
Dir Cont: JAMES CHI	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 533-9700	Extn:	Tran: 5MT	Trim: EX
Serv Mgr: THOMAS LANZONE		Doors: 4DR	WD:
Parts Mgr: BETH PURCELL-MILLER		Fact: MARYSVILLE	Country: USA
Dir Name: BILL PAGE HONDA 6715 ARLINGTON BLVD. FALLS CHURCH VA 22042		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (703) 533-9700	Fax #: (703) 538-5407	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: K24A41035909	Trans #: APG61502718
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 300097	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/29/2011 12:44:25 PM TOMP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 HOW CAN I HELP YOU?
- 8 CLEAR DTC?
- 9 FAULTY SRS UNIT?

Information from Dealer

F4-11
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: F4-11]
 YES
 NO
 NA
 JAMES:
 CUSTOMER SAYS NO DEPLOYMENT HAPPEN.
 DOES NOT CLEAR.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2698221	CHRISR	10/02/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 32-80 INTRMTT 2X IN 1 YR	HARNNESS?; CK CONN AND HRNSS, ASK IF SEAT OCCU W/LT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 64,435
		Remarks / Requestor:	FE Status:

Dealer #: 207385	TZ: CST	VIN: 1HGCM66553A [REDACTED]	Err:
Dir Cont: RICHARD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (847) 965-8833	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: MICHAEL WALSH		Fact: MARYSVILLE	Country: USA
Dir Name: CASTLE HONDA 6900 W.DEMPSTER STREET MORTON GROVE IL 60053		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (847) 965-8833	Fax #: 8479651903	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MIKE CLARK	Zone/Dist: 08E	Engine #: J30A41051965	Trans #: BAYA5052433
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 297138	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/2/2008 9:41:04 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 PREVIOUS REPAIR DESCRIPTION
 - 4 NOT A HARD CODE NOW?
 - 5 NO VISIBLE DAMAGE
 - 6 CK ALL CONN AND PIN QUALITY
 - 7 CK FLOOR HARNNESS AND ASK CUST IF LIGHT CAME WHEN SEAT WAS OCCUPIED
 - 8 ASK DPSM IF HE WILL OK

Information from Dealer

SRS LIGHT ON 32-80
 YES
 CLEARED CODE CAME BACK ON 3 MONTHS LATER. PER SERVICE BOOK CLEARED CODE INTER.AT THIS TIME
 NO
 NO
 OK
 SHOULD I REPLACE THE SRS UNIT TO AT LEAST START SOME KIND OF ACTION
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3200796	RUDYG	09/29/2011	DAVIDK	2

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 85-79	OPDS SENSOR?; VERIFY PWR/GRND TO OPDS FIRST
	Resln Source: None	Date:
	Status: N/A	Mileage: 135,826
	Remarks / Requestor:	FE Status:

Dealer #: 207027	TZ: EST	VIN: 1HGCM56643A [REDACTED]	Err:
Dir Cont: DAVID CARDEN	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (302) 658-7245	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: GERALD HUSBANDS		Doors: 4DR	WD:
Parts Mgr: ELMER GREER		Fact: MARYSVILLE	Country: USA
Dir Name: UNION PARK HONDA 1704 PENNSYLVANIA AVE. WILMINGTON DE 19806		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (302) 658-7245	Fax #: 3025735272	Engine #: K24A41054526	Trans #: BCLA5054240
DPSM: TIM SOUDER	Zone/Dist: 05J	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 807839	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/29/2011 11:07:43 AM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 BEST BET IS TO SWAP K/G SEAT IF POSSIBLE. IF OK WITH K/G SEAT WE KNOW PROBLEM IS IN SEAT

7 I WOULD THEN CK PWR AND GROUND, DO THIS BY DISCONNECT OPDS C/U AND SHORT D4 TO D8, TURN KEY ON AND FUSE 10 UDFB SHOULD POP

8 IF YES, REMOVE SHORT, REPL FUSE AND LEAVE OPDS C/U DISCONNECTED. CK FOR V AT D7 ORG WIRE AT OPDS. SHOULD HAVE SLIGHTLY LESS THAN BATT V

9 IF ALL OK, REPL OPDS SENSOR

9/30/2011 11:03:44 AM DAVIDK

10

11

12 TRY SEAT SENSOR. FOAM.

Information from Dealer

REPLACED SRS CONTROL UNIT FOR 91-10 AND 54-10. SIDE AIRBAG LITE FLASHES AND SRS LITE ON WITH 85-79 STORED. UNABLE TO INITIALIZE OPDS MANUALLY OR WITH HDS

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

YES

SRS C/U

NO

OK

OK

OK

OK

D4 TO D8 BLOW FUSE. D7 HAS 11.7V.

CAN NOT FIND A K/G SEAT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3126159	DAVIDK	03/08/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 85-79 AFT SRS	SEAT SENSOR?; REPLACE		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 133,915	
		Remarks / Requestor:	FE Status:	

Dealer #: 207964	TZ: EST	VIN: 1HGCM56603A [REDACTED]	Err:
Dir Cont: VINCE CHANNON	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 491-4499	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: JOHN PITTS		Doors: 4DR	WD:
Parts Mgr: JEFFREY HUGHES		Fact: MARYSVILLE	Country: USA
Dir Name: HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (703) 491-4499	Fax #: (703) 490-2059	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	Engine #: K24A41060564	Trans #: BCLA5059974
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 681817	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/8/2011 8:12:56 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 53-31 CODE RETURN
- 8 INITIALIZE SWS AND OPDS SEPERATE. IF OPDS FAILS. CK V TO OPDS. IF OK TRY OPDS THEN SEAT SENSOR/SEAT BACK FOAM

Information from Dealer

CAR HAD SRS DTC 53-31 AND I REPLACED THE SRS UNIT. NOW IT HAS SRS DTC 85-79 WILL NOT ERASE AND WILL NOT INITIALIZE, 50 TIMES OR MORE WILL NOT COMPLETE.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 85-79]

CAME IN W 53-31 REPLACED SRS C/U. NOW HAVE 85-79. BATTERY TESTED GOOD.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2938177	RUDYG	12/08/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-61	OPDS C/U?; INIT OPDS, REPL IF RECODES	
		Resln Source: None	Date:
		Status: N/A	Mileage: 69,442
		Remarks / Requestor:	FE Status:

Dealer #: 208176	TZ: PST	VIN: 1HGCM66533A [REDACTED]	Err:
Dir Cont: STEVEN PRIETO	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (650) 758-4800	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JOHN CISEK		Doors: 4DR	WD:
Parts Mgr: NICKOLAS HENNEMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SERRAMONTE 485 SERRAMONTE BLVD. COLMA CA 94014		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (650) 756-7700	Fax #: 6509851194	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	Engine #: J30A41068342	Trans #: BAYA5068029
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 272239	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 12/8/2009 11:02:21 AM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 CODE?
 - 5 DOES IT CLEAR?
 - 6 DO OPDS INIT. IF IT RECODES AFTER THAT REPL
OPDS C/U
 - 7 ANY SEAT WORK DONE ON THIS CAR RECENTLY OR
AFTERMARKET COVERS?
 - 8 OK

Information from Dealer

CUSTOMER STATES SRS INTERMITTENTLY COMES ON.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]
[KEYWORD: SRS]
85-61
YES, HAS NOT RECODED
OK
NO, ALL ORIG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2711575	DAVIDK	10/24/2008	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC A2-11	SRS UNIT?; SWAP W K/G	
		Resln Source: None	Date:
		Status: N/A	Mileage: 69,253
		Remarks / Requestor:	FE Status:

Dealer #: 207365	TZ: PST	VIN: 1HGCM55363A [REDACTED]	Err:
Dir Cont: TOM MILLER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (541) 672-7751	Extn:	Tran: 5MT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HORIZON HONDA OF ROSEBURG 580 S.E. OAK STREET ROSEBURG OR 97470		Desc: ACCORD 4DR LX 4CYL 160.0 HP 2.4 L	
Phone: (541) 672-7751	Fax #: 5414406332	WhtBdy: POWER STEERING, ABS, USA	
DPSM: PERRY MORRIS	Zone/Dist: 02G	Engine #: K24A41063785	Trans #: APG61506764
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 368609	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/24/2008 2:11:59 PM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 DONE

 - 5 GROUND P18
 - 6 IF YOU HAVE ANOTHER CAR TRY SWAPING C/U. IF CODE RETURNS REPLACE HARNESS IF NOT REPLACE SRS UNIT W FACTORY

Information from Dealer

SRS LIGHT IS ON
 NO
 A2-11 USED CAR LOT CAR
 PER S/M IT LEAD ME TO REPLACE SRS C/U. USED CAR SENT THE SRS UNIT TO SOME OUT SIDE SHOP FOR REPAIR. IT COMES BACK WITH THE SAME FUSE BLOWS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3274077	TOMP	04/05/2012	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-64	OPDS SENSOR; REPLACEMENT	
		Resln Source: None	Date:
		Status: N/A	Mileage: 120,239
		Remarks / Requestor:	FE Status:

Dealer #: 206881	TZ: CST	VIN: 1HGCM66363A [REDACTED]	Err:
Dir Cont: RONALD TAYLOR	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (504) 368-5640	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: TIM MAYWALT		Doors: 4DR	WD:
Parts Mgr: ALAN SESSIONS		Fact: MARYSVILLE	Country: USA
Dir Name: SUPERIOR HONDA 1845 WESTBANK EXPWY HARVEY LA 70058		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (504) 368-5640	Fax #: 5043672606	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	Engine #: J30A41078397	Trans #: BAYA5077539
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 200166	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/5/2012 7:58:36 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 HOW CAN I HELP YOU?
 - 8
 - 9 INTERNET?
 - 10 ALL SERVICE DATA ON ISIS IS THE MOST CURRENT.
 - 11 ALWAYS USE ISIS FOR TROUBLESHOOTING.

Information from Dealer

SRS/AIRBAG LIGHT IS ON
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: SRSUNIT][KEYWORD:]

RON:
 THE SERVICE MANUAL SAYS REPLACE OPDS UNIT AGAIN.
 BUT THE INTERNET SAYS REPLACE THE OPDS SENSOR.
 ISIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3455247	TROYS	07/17/2013	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 12-90	SRS CU;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 121,831
		Remarks / Requestor:	FE Status:

Dealer #: 208341	TZ: EST	VIN: 1HGCM56643A [REDACTED]	Err:
Dir Cont: ROBERT PARKER	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (703) 444-2010	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: PAUL SPANGLER		Doors: 4DR	WD:
Parts Mgr: BRIAN SMITH		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA DULLES 21715 AUTO WORLD DRIVE STERLING VA 20166		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (703) 444-2010	Fax #: 7037718203	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: TOM ZUIDEMA	Zone/Dist: 06C	Engine #: K24A41078169	Trans #: BCLA5077139
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 402108	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/17/2013 11:02:09 AM TROYS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 REPLACE IT HAVE NO OTHER ISSUES

Information from Dealer

SRS LIGHT ON--CODE 12-90 STORED-(SHORT TO GROUND PASS 1ST AIRBAG INFLATOR) HARD CODE---CODES WITH SIMULATOR INSTALLED--NO CONTINUITY TO GROUND WITHSRS UNIT CONNECTOR A DISCONNECTED--SUSPECT SRS U NIT--ANY KNOWN PROBLEMS A OR ADDITIONAL CHECKS?

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: SRS SCHEMATIC]

YES

NO HAVE IT NARROWED DOWN TO THE CU

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2828642	TOMP	06/02/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC F4-11	6/2: SIDE IMPACT; REPAIR AS NEEDED	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 56,236
		Remarks / Requestor:	FE Status:

Dealer #: 208379	TZ: EST	VIN: 1HGCM56613A [REDACTED]	Err:
Dir Cont: ROBERT	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (828) 286-2614	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: STEPHEN WILLIAMS		Doors: 4DR	WD:
Parts Mgr: JERRY LYNCH		Fact: MARYSVILLE	Country: USA
Dir Name: FOREST CITY HONDA 284 DANIEL ROAD FOREST CITY NC 28043		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (828) 286-2614	Fax #: 8282868002	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PER BOLLNER	Zone/Dist: 06H	Engine #: K24A41078614	Trans #: BCLA5077315
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 52885	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 6/2/2009 1:55:36 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4
 - 5 REFER TO COMPONENT REPLACEMENT IN SERVICE MANUAL. SUBMIT ESTIMATE TO CUSTOMER OR THEIR INS/CO. REPAIR AS NEEDED

Information from Dealer

PASS SIDE AIR BAG DEPLOYED FOR NO OBVIOUS REASON
 NO [REDACTED]
 F411

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2884883	CHRISR	08/20/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS LT ON, NO DTC'S	UNKNOWN?; NEED TO DUP, GET MORE INFO		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 109,969
		Remarks / Requestor:		FE Status:

Dealer #: 208011	TZ: MST	VIN: 1HGCM66513A [REDACTED]	Err:
Dir Cont: MATTHEW	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (623) 974-9700	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: CHRISTOPHER THOMAS		Doors: 4DR	WD:
Parts Mgr: RANDY HOOKER		Fact: MARYSVILLE	Country: USA
Dir Name: ARROWHEAD HONDA 8380 WEST BELL ROAD PEORIA AZ 85382		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (623) 974-9700	Fax #: 6238152087	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RICHARD REBORI	Zone/Dist: 10D	Engine #: J30A41091150	Trans #: BAYA5089836
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 507097	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/20/2009 10:44:11 AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 NO DTC'S
- 4 OK, TRY TO DUP AND GET BETTER INFO

Information from Dealer

CUSTOMER STATES THAT THE SRS LIGHT IS COMING ON INTERMINTALY
 NO
 NO, POSSIBLE SIDE A/B OFF LIGHT. CUST IS OLDER AND INFO IS SKETCHY
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2953894	CHRISR	01/13/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS F1-11,F3-11,53-31,61-10	DEPLOY?; CK CAR AND REPLACE SRS UNIT TO START
	ResIn Source: None	Date:
	Status: N/A	Mileage: 89,858
	Remarks / Requestor:	FE Status:

Dealer #: 206594	TZ: CST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: JAMES REJINO	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (210) 680-3371	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: RUSSELL ZEMIS		Doors: 4DR	WD:
Parts Mgr: ALLEN POOLE		Fact: MARYSVILLE	Country: USA
Dir Name: GUNN HONDA 14610 IH 10 WEST SAN ANTONIO TX 78249		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (210) 680-3371	Fax #: 2106475545	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JERRY MEADE	Zone/Dist: 03B	Engine #: J30A41096256	Trans #: BAYA5094871
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 729347	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/13/2010 9:51:47 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 CK FOR DAMAGE OR DEPLOYED PARTS

5 REPLACE SRS UNIT

Information from Dealer

53-31, 61-10, F1-11, F3-11. CUSTOMER WAS WAITING LAST TIME, BUT HAS DROPPED CAR OFF FOR DIAG. SAY SHE WASNT IN AN ACCIDENT. BOUGHT USED AT ANOTHER DEALER AT 24K MILES. LIGHT JUST CAME ON. TENSIONERS DONT APPEAR TO HAVE DEPLOYED. WASNT SURE IF SOMETHING LIKE THIS WOULD HAPPEN IF PARTS WERE REPLACED AFTER AN ACCIDENT, BUT THE SAME CONTROL UNIT WAS LEFT IN VEHICLE.

[MODEL: ACCORD][YEAR: 2003][PUBID:][SUBJECT:]

[KEYWORD: F3-11]

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2926054	GARYR	11/11/2009	GARYR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 32-80	CHK HARNESS AND CONN AT SRS C/U?; SRS C/U	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 52,124
		Remarks / Requestor:	FE Status:

Dealer #: 206822	TZ: EST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: MICHEAL ALFORD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (478) 788-4514	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: JACK WOODS		Doors: 4DR	WD:
Parts Mgr: HUGO SAVAGE		Fact: MARYSVILLE	Country: USA
Dir Name: WALSH HONDA 2056 EISENHOWER PARKWY MACON GA 31206		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (478) 788-4514	Fax #: 4787812445	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: GEORGE OPPEL	Zone/Dist: 07F	Engine #: J30A41099832	Trans #: BAYA5098408
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 001661	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/11/2009 1:01:57 PM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4 CHK THE HARNESS AND CONN AT THE SRS C/U IF NTF THEN SUSPECT SRS C/U

Information from Dealer

SRS LIGHT ON CUSTOMER STATES SRS LIGHT STAYS ON. CODE PRESENT IS 32-80 SHORT TO POWER IN FRONT PASSANGER SIDE AIRBAG INFLATOR.

YES

DTC 32-80 STORED SHORT TO POWER IN FRONT PASSANGERSIDE AIRBAG INFLATOR CLEARED CODE CONNECTED SRS SIMULATOR TO THE FLOOR HARNESS DTC WAS NOT INDICATED MANUAL SAYS TO REPLACE THE FRONT PASSENGERS SIDE AIRBAG INFLATOR. REPLACED FRONT PASSANGER AIRBAG INFLATOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2805925	DAVIDK	04/15/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC F3-11 W/O DEPLOY	DEPLOY?; REPAIR PER S/M		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 86,115	
		Remarks / Requestor:	FE Status:	

Dealer #: 206709	TZ: EST	VIN: 1HGCM66523A [REDACTED]	Err:
Dir Cont: KEITH JARRETT	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (215) 368-1840	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: MATTHEW BEATTY		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: J. L. FREED HONDA 685 BETHLEHEM PIKE, RO MONTGOMERYVILLE PA 18936		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (215) 368-1840	Fax #: 2153626209	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JOSEPH(TURK)	Zone/Dist: 05G	Engine #: J30A41100599	Trans #: BAYA5099047
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 012637	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/15/2009 11:01:37 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4
 - 5 REPAIR IS STILL THE SAME. REPLACE SRS UNIT AND ANY SENSORS PER S/M. IF CUST IS CLAIMING WARR THEN HAVE DPSM REVIEW

Information from Dealer

AIR BAG LIGHT ON. SIDE AIRBAG OFF IS FLASHING. CANNOT CLEAR DTC. CUSTOMER SAYS NO CRASH AND NO REPAIRS. FIRTS TIME HERE.

NO

F3-11 SEAT BELT WORK NORMAL

CAR HAS NEVER BEEN CRASHED. LIGHT CAME ON WHEN DRIVING.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769082	DAVIDK	02/04/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 85-79	SEAT SENSOR?; REPLACE AGAIN
		ResIn Source: None
		Status: N/A
		Remarks / Requestor:
		Date:
		Mileage: 64,955
		FE Status:

Dealer #: 208010	TZ: EST	VIN: 1HGCM55433A [REDACTED]	Err:
Dir Cont: ROY BRAMLEY	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (229) 242-3835	Extn:	Tran: 5MT	Trim: LX SSRS
Serv Mgr: CHUCK HIGGINS		Doors: 4DR	WD:
Parts Mgr: BEN WILSON		Fact: MARYSVILLE	Country: USA
Dir Name: LANGDALE HONDA OF VALDOSTA 1508 NO. ASHLEY STREET VALDOSTA GA 31602		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
Phone: (229) 242-3835	Fax #: 2292411139	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: GEORGE OPPEL	Zone/Dist: 07F	Engine #: K24A41096747	Trans #: APG61514064
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 64955	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/4/2009 7:58:53 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 SEAT HEATER OR COVER
 - 5 REPLACE SEAT SENSOR AGAIN. CARE NOT TO SCRATCH THE SENSOR

Information from Dealer

SRS LIGHT ON. 85-79 WAS STORED. FOLLOWED TROUBLE SHOOTING FOR CODE. LIGHT STILL ON.

NO

OPDS AND SENSOR WAS REPALCED. INITIALIZE

NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2799533	CHRISV	04/02/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS LIGHT ON NO CODE	SRS UNIT?; CK A19		
		Resln Source: None	Date:	
		Status: N/A	Mileage: 59,776	
		Remarks / Requestor:	FE Status:	

Dealer #: 208348	TZ: EST	VIN: 1HGCM56653A [REDACTED]	Err:
Dir Cont: CHARLES	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (813) 872-4841	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: KEVIN LOUBIER		Doors: 4DR	WD:
Parts Mgr: DAVID NICELY		Fact: MARYSVILLE	Country: USA
Dir Name: KUHN HONDA 3934 W. KENNEDY BLVD. TAMPA FL 33609		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (813) 872-4841	Fax #: 8138646844	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: DONALD LOGAN	Zone/Dist: 07K	Engine #: K24A41105973	Trans #: BCLA5104764
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 475534	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/2/2009 7:02:01 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 DOES THE HDS COMM W/ THE SRS UNIT
 - 4 DOES THE ABS CODE CLEAR
 - 5 CK TO SEE IF IT CLEARS, CK V AT A19 OF THE SRS UNIT, IF YOU GND THAT WIRE AND THE LIGHT TURNS OFF REPLACE THE SRS UNIT

Information from Dealer

SRS INDUCTOR WONT TURN OFF NO DTC FOUND
 PEFORMED SERVICE NEWS ABOUT ALTNATOR NO
 PROBLEM FOUND THERE ALSO FOUND ABS CODE FOR RF
 WHEEL SPEED SENSOR
 NO
 YES
 DID NOT CK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3172670	TROYS	07/18/2011	TROYS	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 85-63	HARNASS:INSPECT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 129,162
		Remarks / Requestor:	FE Status:

Dealer #: 208107	TZ: EST	VIN: 1HGCM66553A [REDACTED]	Err:
Dir Cont: JEFFERY	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (252) 399-0800	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: HEITH CUMMINGS		Doors: 4DR	WD:
Parts Mgr: MELISSA BOYD		Fact: MARYSVILLE	Country: USA
Dir Name: HUBERT VESTER HONDA 3701 RALEIGH ROAD PARK WILSON NC 27896		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (252) 399-0800	Fax #: (252) 265-5121	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: STEPHANIE BARKER	Zone/Dist: 06L	Engine #: J30A41119975	Trans #: BAYA5117680
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 87755	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/18/2011 10:35:15 AM TROYS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 INSPECT HARNASS

Information from Dealer

SRS LIGHT IS ON. DTC 85-63 SET. OPDS UNIT AND SEATBACK WITH SENSOR HAVE BEEN REPLACED. DTC 85-63 IS STILL PRESENT.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: 85-63]

YES

SENSOR AND OPDS UNIT

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3163636	TOMP	06/22/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC E3-11	FAULTY SRS UNT; REPLACEMENT	
		Resln Source: None	Date:
		Status: N/A	Mileage: 142,750
		Remarks / Requestor:	FE Status:

Dealer #: 208272	TZ: EST	VIN: 1HGCM56683A	Err:
Dir Cont: PAUL REMENAR	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (845) 623-1200	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JEFF JAMISON		Doors: 4DR	WD:
Parts Mgr: JORGE VALLE		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF NANUET 10 ROUTE 304 NANUET NY 10954		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (845) 623-1200	Fax #: (845) 624-3588	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RENA BAEZA	Zone/Dist: 05E	Engine #: K24A41112435	Trans #: BCLA5111012
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 246661	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/22/2011 7:17:12 AM TOMP

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 WHAT SYSTEM?
- 8 WHEN DID PROBLEM START?
- 9 CRASH DAMAGE, REPAIRS; OTHER ELECTRICAL COMPLAINTS OR REPAIRS?
- 10 HOW CAN I HELP YOU?
- 11
- 12 REPLACE THE SRS UNIT.

Information from Dealer

CODE E3-11 RESET LAMP RUN TEST LAMP STAYS OFF FOR A COUPLE OF MONTHS AND THEN COMES BACK
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: SRS]
 YES
 CLEAR DTC; REINIT OPDS 2 MONTHS AGO.
 NO
 PAUL:
 SRS
 A COUPLE MONTHS AGO.
 NONE
 THE SRS LIGHT WAS OFF AFTER CLEARING THE DTC FOR ABOUT 2 MONTHS.
 SRS LIGHT IS BACK ON WITH DTC E3-11 AGAIN.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3145159	RUDYG	04/29/2011	CHRISR	2

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DEPLOYMENT CODES	IMPACT?; USE COMP REPL AFT DEPLOYMENT
	Resln Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	149,437
	FE Status:	

Dealer #: 207443	TZ: EST	VIN: 1HGCM56613A [REDACTED]	Err:
Dir Cont: PETER LUTZ	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (434) 973-1351	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: JACQUELINE GITS		Doors: 4DR	WD:
Parts Mgr: BRIAN PEREGOY		Fact: MARYSVILLE	Country: USA
Dir Name: BROWN HONDA 960 HILTON HEIGHTS ROA CHARLOTTESVILLE VA 22901		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (434) 973-1351	Fax #: 4349738960	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	Engine #: K24A41123516	Trans #: BCLA5121672
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 337192	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/29/2011 2:08:38 PM	RUDYG
1 ORIGINAL COMPLAINT	SRS LIGHT ON FOUND CODES F6-11, F5-11, E4-11, E2-11, F1-11, F2-11, 53-31, 53-33, 61-10 OWNER SAYS THEY WERE HIT IN THE BUMPER A YEAR AGO AND THEY JUST REPLACED THE BUMPER
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 ACCIDENT DAMAGE?	NOT THAT I CAN SEE
7 FOR DEPLOYMENT CODES USE S/M COMPONENT REPLACEMENT AFTER DEPLOYMENT, REPL ALL COMPONENTS CALLED OUT FOR THOSE CODES UNLESS THEY HAVE ALREADY BEEN REPLACED	OK
8 NO KNOWN ISSUES WITH SRS UNITS STORING DEPLOYMENT CODES WITHOUT ACTUAL DEPLOYMENT	OK
5/6/2011 1:39:49 PM	CHRISR
9	NEED TO MAKE SURE ABOUT DEPLOYMENT CODES
10 DEPLOYMENT CODES ARE STORED ONLY DEPLOYMENT ACTION HAS OCCURED	OK, WHAT IF DEPLOYED PARTS WERE IN CAR
11 A NEW UNIT WOULD SEE OPEN OR HIGH RESISTANCE	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3412299	CHRISR	03/22/2013	CHRISR	3

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 53-31, F2-11	SRS UNIT?; CALLING BACK ON MONDAY.	
		Resln Source: None	Date:
		Status: N/A	Mileage: 112,948
		Remarks / Requestor:	FE Status:

Dealer #: 206765	TZ: EST	VIN: 1HGCM56633A [REDACTED]	Err:
Dir Cont: JIM BERDINI	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (856) 983-2626	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: ERIC RAUP		Doors: 4DR	WD:
Parts Mgr: ELVING GUZMAN		Fact: MARYSVILLE	Country: USA
Dir Name: BURNS HONDA 325 NORTH ROUTE 73 MARLTON NJ 08053		Desc: ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
Phone: (856) 983-2626	Fax #: 8569836221	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	Engine #: K24A41125369	Trans #: BCLA5123290
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 111177	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/22/2013 2:24:26 PM	CHRISR	
1 ORIGINAL COMPLAINT		SRS LIGHT CODES 53-31 AND F2-11
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:] [KEYWORD: F2-11]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		CODES WONT CLEAR RIGHT NOW BUT HAVE BEFORE
7 DID YOU INSPECT THE CAR FOR ANY CONTACT INCLUDING UNDERNEATH		YES, IT IS MY SISTERS CAR AND SHE SAID SHE DIDNT HIT ANYTHING
8 LET ME GET SOME INFO AND CALL BACK		CAN YOU DO MONDAY, LEAVING NOW
9 OK, JUST DONT SDO ANYTHING ON CAR		OK
3/25/2013 6:07:58 AM	SHAWNW	
10		[REDACTED] PLEASE
11 ON A CALL ,CAN I HELP OR WOULD YOU LIKE HIM TO GIVE YOU A CALL BACK?		CELL [REDACTED]
12 PEND TO CHRISR FOR CALL BACK		
3/25/2013 6:11:12 AM	CHRISR	
13 CALLED BACK		JIM
14 VFY BY INSPECTION ALL AIRBAGS OK, REPLACE SRS UNIT. IF THERE ARE MORE DTCS AFTER LET ME KNOW		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2785471	DAVIDK	03/05/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC F1-11 F2-11 W NEW SRS	BAD UNIT FROM PARTS?; TRY ANOTHER REVER TO DPSM		
		Resln Source: None		Date:
		Status: N/A		Mileage: 95,817
		Remarks / Requestor:		FE Status:

Dealer #: 207996	TZ: CST	VIN: 1HGCM66503A [REDACTED]	Err:
Dir Cont: ISMAEL CANTU	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (956) 686-0555	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: PASCUAL RODRIGUEZ JR.		Doors: 4DR	WD:
Parts Mgr: JOSE MARTINEZ		Fact: MARYSVILLE	Country: USA
Dir Name: CLARK-KNAPP HONDA OF MCALLEN 701 WEST HIGHWAY 83 MCALLEN TX 78501		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (956) 686-0555	Fax #: 9566830458	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ERIC PIZZECK	Zone/Dist: 03G	Engine #: J30A41134875	Trans #: BAYA5132222
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 204744	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/5/2009 2:48:21 PM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 POSS THE OLD UNIT INSTALLED
- 5 POSS BAD UNIT FROM PARTS
- 6 REPORT TO DPSM. GET ANOTHER UNIT

Information from Dealer

SRS LIGHT ON
 NO
 CODE F1-11 AND F2-11 CRASH CAR. TENTIONERS HAVE BEEN REPALECD. WE REPALCED THE SRS UNIT. STILL HAVE THIS CODE.
 NO.
 PACKAGE WAS TAPED TOGETHER. UNT WAS NOT IN A BAG OR HAVE ANY BUBBLE WRAP

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3426682	JOHNB	04/30/2013	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 7750	SRS DTC 11-80,54-50	SRS ECM?,CHK VOLTAGE,GROUND;IF OK,ADVISE REPLCEMNT
	Resln Source: None	Date:
	Status: N/A	Mileage: 63,462
	Remarks / Requestor:	FE Status:

Dealer #: 206772	TZ: EST	VIN: 1HGCM66893A [REDACTED]	Err:
Dir Cont: MARK KELM	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (301) 890-7661	Extn:	Tran: 5AT	Trim: EX-V6NV
Serv Mgr: JEANNE DUGAN		Doors: 4DR	WD:
Parts Mgr: CHRIS KOCH		Fact: MARYSVILLE	Country: USA
Dir Name: SPORT HONDA 3201 AUTOMOBILE BLVD. SILVER SPRING MD 20904		Desc: ACCORD 4DR EX-V6NV 6CYL 240.0 HP	
Phone: (301) 890-7661	Fax #: 3018471624	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: RAFIK ABDULLAHI	Zone/Dist: 06A	Engine #: J30A41135876	Trans #: BAYA5133201
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 41425	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/30/2013 12:55:49 PM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 54-50 IS INTERNAL FAILURE OF SRS ECM;CHK POWER AND GROUND TO SRS ECM;IF OK,THEN LIKELY UNIT;POSS 11-80 MAY BE ELIMINATED WITH THAT REPAIR AS WELL??? OR MAY BE SEPERATE?

Information from Dealer

HAD CODE 11-80. DIAGNOSED USING AIRBAG SIMULATOR AS A FAILED CABLE REEL. REPLACED CABLE REEL, NOW ATTIMES WHILE DRIVING THE SRS LIGHT WILL RETURN WITH CODES 11-80 AND 54-50.

[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

YES

NONE

NONE

SRS CODE 11-80,CODE WOULD RESET;DID TROUBLESHOOTING AND WITH LOAD SIMULATOR,IN PLACE OF THE AIRBAG,CODE STILL RESET;REPLACED CABLE REEL,CODE DID NOT RESET;RELEASED TO CUSTOMER;NOW BACK WITH 11-80 AGAIN AND A 54-50;CLEAR AND THEY WILL NOT RESET IMMEDIATELY,ONLY AFTER A PERIOD OF DAYS;THEN BOTH CODES RETURN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3260220	MARKP	02/25/2012	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS CAN'T COMMUNICATE	SRS CU?? SWAP KG	
		Resln Source: None	Date:
		Status: N/A	Mileage: 106,368
		Remarks / Requestor:	FE Status:

Dealer #: 207617	TZ: PST	VIN: 1HGCM66583A [REDACTED]	Err:
Dir Cont: LUKE KUTRICH	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (206) 382-8800	Extn:	Tran: 5AT	Trim: EX-V6
Serv Mgr: KIRSTEN MASON		Doors: 4DR	WD:
Parts Mgr: JOHN SWANSTROM		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SEATTLE 1015 OLIVE WAY SEATTLE WA 98101		Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP	
Phone: (206) 382-8800	Fax #: (206) 625-9744	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: PETER HOLT	Zone/Dist: 02A	Engine #: J30A41144249	Trans #: BAYA5141251
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 134798	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/25/2012 10:06:26 AM MARKP

Information from Dealer

1 ORIGINAL COMPLAINT	CUSTOMER STATES THE SRS LIGHT IS ON
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
	[KEYWORD: SRS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 WHAT IS THE DTC	I CAN'T COMMUNICATE
7 CAN YOU WITH THE PCM	YES
8 CHCK PWR AND GRNDS TO SRS CU	OK
9 IF OK SWAP KG	I DON'T KNOW IF WE HAVE BUT I'LL LOOK. IF WE DON'T
	HAVE CAN YOU SEND ONE
10 DON'T KNOW IF WE HAVE ONE. C/B ON MONDAY TO FIND OUT	OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2884048	DAVEM	08/19/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS DTC 85-64	SEAT SNSR?; TRY MANUAL INIT PER HSB 02-052 1ST		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 158,080
		Remarks / Requestor:		FE Status:

Dealer #: 207169	TZ: EST	VIN: 1HGCM663X3A [REDACTED]	Err:
Dir Cont: JIMMY BOYD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (812) 473-6500	Extn:	Tran: 5AT	Trim: LX-V6
Serv Mgr: TOM MATTHEWS		Doors: 4DR	WD:
Parts Mgr: MARY GENTRY		Fact: MARYSVILLE	Country: USA
Dir Name: D-PATRICK HONDA 4300 DIVISION STREET EVANSVILLE IN 47715		Desc: ACCORD 4DR LX-V6 6CYL 240.0 HP	
Phone: (812) 473-6500	Fax #: 8124743152	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: WILLIAM KIRK	Zone/Dist: 04K	Engine #: J30A41148165	Trans #: BAYA5144973
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 701724	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/19/2009 9:25:50 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
- 4 PART NUMBER CORRECT PER THE VIN?
- 5 TRY HSB 02-052 AND LET'S SEE IF THE MANAUL INIT WORKS
- 6 TRY AND OPDS SNSR NEXT IF SAME

Information from Dealer

SRS LIGHT ON AND HAS CODE 85-64 JUST REPLACED OPDS UNIT AND RE-CODES EVERY TIME, WILL NOT LEARN NEW OPDS CAUSE OF CODE.

NO

CAME IN FOR THIS CODE. S/M T/S SAYS TO RPLC THE OPDS CU,BUT IT WON'T INIT AND WE STILLHAVE THE SAME CODE

YES

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2800622	TOMP	04/03/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7750	SRS IND ON; NO CODE	FAULTY SRS UNIT; DO S/M TROUBLESHOOTING		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 74,538
		Remarks / Requestor:		FE Status:

Dealer #: 206801	TZ: CST	VIN: 1HGCM56643A [REDACTED]	Err:
Dir Cont: BILL MARCO	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (256) 539-5300	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JONATHAN NELSON		Doors: 4DR	WD:
Parts Mgr: RANDY KEEL		Fact: MARYSVILLE	Country: USA
Dir Name: JERRY DAMSON HONDA 2200 BOB WALLACE AV.SW HUNTSVILLE AL 35805		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (256) 539-5300	Fax #: 2563823756	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: VANCE CROCKER	Zone/Dist: 07C	Engine #: K24A41153084	Trans #: BCLA5150242
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 502004	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 4/3/2009 1:51:38 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 HOW CAN I HELP?
 - 5 GAGE, SRS UNIT OR WIRING.
 - 6 NEED TO ; DO S/M TROUBLESHOOTING FOR SYMPTOM

Information from Dealer

SRS LIGHT ON,NO CODES
NO
BILL:
ANY KNOWN PROBLEMS?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3241576	TOMP	01/10/2012	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 31-10	FLOOR WIRE HARNESS; REPLACEMENT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 137,290
		Remarks / Requestor:	FE Status:

Dealer #: 207844	TZ: EST	VIN: 1HGCM56623A [REDACTED]	Err:
Dir Cont: FRED BRUNE	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (860) 449-0411	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: FRED REVOIR		Doors: 4DR	WD:
Parts Mgr: VAL LABREC		Fact: MARYSVILLE	Country: USA
Dir Name: CARDINAL HONDA 531 ROUTE 12 GROTON CT 06340		Desc: ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
Phone: (860) 449-0411	Fax #: 8604496915	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: BARRY ZOLL	Zone/Dist: 09E	Engine #: K24A41181129	Trans #: BCLA5177128
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 150758	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/10/2012 7:39:16 AM TOMP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 DTC 31-1x (31-10 to 31-19, 31-1A to 31-1F):Open in Driver's Side Airbag Inflator

8 IF THE DTC IS CORRECT, THE SIDE AIRBAG (IN DRIVER FRONT SEAT BACK) AND THE SRS UNIT HAVE BEEN REPLACED.

9 THEN THE FLOOR WIRE HARNESS HAS A PROBLEM.

Information from Dealer

SRS LIGHT ON SCANNED CODE 31-10, REPALCED SIDE AREBAG. CODE WOULD NOT RESET,RETESTED DETRIMINED THA T THE SRS CONTRL UNIT WAS AT FAULT. REPL SRS CONTRL UNIT. CODE WAS STILL THERE WOULD NOT RESET. SUSPECT FLOOR HARNESS
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: SRS] 31-10
 YES
 DRIVER'S SIDE AIRBAG (IN THE SEAT)
 NA
 FRED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2739401	TOMP	12/11/2008	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS INDICATOR ON; 52-80	FAULTY SRS UNIT; DSM PAYS FOR UNIT,CUST PAY LABOR	
		Resln Source: None	Date:
		Status: N/A	Mileage: 0
		Remarks / Requestor:	FE Status:

Dealer #: 208345	TZ: AHST	VIN: 1HGCM56443A [REDACTED]	Err:
Dir Cont: BONNIE	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (808) 329-8101	Extn:	Tran: 5AT	Trim: LX SSRS
Serv Mgr: JODY BADE-DEVINEY		Doors: 4DR	WD:
Parts Mgr: STEVE MARKS		Fact: MARYSVILLE	Country: USA
Dir Name: BIG ISLAND HONDA-KONA 75-5608 KUAKINI HWY. KAILUA-KONA HI 96740		Desc: ACCORD 4DR LX SSRS 4CYL 160.0 HP	
Phone: (808) 329-8101	Fax #: 8083298918	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: WYNNE WYCOFF	Zone/Dist: 02D	Engine #: K24A41190606	Trans #: BCLA5186289
Previous Dealer/Contact	Date	Em Type: KA	
		RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/11/2008 12:03:13 PM	TOMP
1 SPOKE TO S/M BONNIE.	
2 THE SEAT BELT BUCKLE SWITCHES WERE REPLACED IN OCT/08, THEN A COUPLE DAYS LATER THE SRS LIGHT WAS ON AGAIN AND THE SRS UNIT WAS BAD.	
3 THE , DSM OFFERED TO PAY FOR SRS UNIT, IF THE CUSTOMER WOULD PAY \$150 DIAG AND INSTALLATION.	
4 DO YOU KNOW WHAT THE CURRENT DTC IS?	52-80
5	WE HAVE THE PART HERE TO INSTALL, CUSTOMER HAS NOT RETURNED.
6 TECHNICALLY MAKE SURE THE BATTERY IS GOOD, FULLY CHARGED AND THE CHARGING SYSTEM CHECKS GOOD.	
7 CYCLE SRS CONNECTIONS, CHECK SRS MAIN GROUND.	
8 IF DTC CLEARS AND RESETS OR DOES NOT CLEAR; THEN SRS UNIT IS FAULTY.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3100714	JOHNB	01/04/2011	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS 12-A0,54-50;2X	FBF: REPLACED SRS ECM	
		Resln Source: Feedback forms	Date: 01/21/2011
		Status: N/A	Mileage: 45,425
		Remarks / Requestor:	FE Status:

Dealer #: 206998	TZ: CST	VIN: 3HGCM56303G [REDACTED]	Err:
Dir Cont: TIMOTHY OPITZ	Training %:	Year: 2003	Model: ACCORD
Serv Ph: (952) 938-1717	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: CAROLINE GATES		Doors: 4DR	WD:
Parts Mgr:		Fact: GUADALAJARA	Country: MEX
Dir Name: LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343		Desc: ACCORD 4DR LX 4CYL 160.0 HP 2.4 L	
Phone: (952) 938-1717	Fax #: 9529088501	WhtBdy: POWER STEERING, ABS, USA	
DPSM: RICHARD SARGENT	Zone/Dist: 08B	Engine #: K24A41400918	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 520774	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/4/2011 6:27:20 AM JOHNB

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 THE 54-50,CHK CHARGING SYSTEM AND BATTERY;CHK FOR VOLTAGE AND GROUNDS AT THE SRS ECM;IF OK,POSS SRS ECM;CANNOT SAY IF RELATED TO 12-A0 OR NOT AS WELL???

1/21/2011 11:47:29 AM JOHNB

8 (1ST METHOD-IN EMAIL) / RECEIVED FEEDBACK

FAX: 3100714 3HGCM56303G [REDACTED] 01/21/2011
 ACCORD 2003 206998 JOHN_BURNSIDE COMMENTS:
 REPLACED THE SRS CONTROL UNIT AND THE SRS
 LIGHT DID NOT RETURN CUSTOMER HAS NOT CALLED
 OR RETURNED AFTER 3 WEEKS

Information from Dealer

SECOND TIME IN FOR 2 SRS CODES 12-A0 SHORT IN PASSECOND AIR BAG INFLATOR AND 54-50 INTERNAL FAILUR E OF THE SRS UNIT. CANNOT FIND A PROBLEM FOLLOWINGTH FLOW CHART. HAVE THESE TWO CODES BEEN SEEN WIT H EACHOTHER BEFORE?
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT:]
 [KEYWORD: 12-A0]
 YES
 NONE
 NONE
 2ND TIME BACK FOR INTERMITTENT CODES 12-A0 AND 54-50;WILL NOT RESET WHEN AT DEALER

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2726400	CHRISR	11/19/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7750	SRS DTC 32-80	SRS C/U?; CK HARNESS IF OK REPL SRS C/U	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 148,212
		Remarks / Requestor:	FE Status:

Dealer #: 208198	TZ: EST	VIN: 1HGCM66443A [REDACTED]	Err:
Dir Cont: RICHARD	Training %:	Year: 2003	Model: ACCORD V6
Serv Ph: (518) 793-3811	Extn:	Tran: 5AT	Trim: EX-LV6
Serv Mgr: JONATHAN HESS		Doors: 4DR	WD:
Parts Mgr: LARRY GOTTSCHÉ		Fact: MARYSVILLE	Country: USA
Dir Name: D'ELLA HONDA OF GLENS FALLS 313 QUAKER ROAD QUEENSBURY NY 12804		Desc: ACCORD 4DR EX-LV6 6CYL 240.0 HP	
Phone: (518) 793-3811	Fax #: 5187451061	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: KEITH MANNING	Zone/Dist: 09C	Engine #: J30A41012534	Trans #:
Previous Dealer/Contact	Date	Em Type: KC	
		RO #: 150021	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/19/2008 9:42:08 AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 IS IT A HARD CODE
- 5 IF HARNESS OK, REPL SRS C/U

Information from Dealer

SRS LIGHT ON 32-80 SHORT TO POWER IN PASS SIDE AIRBAG
NO
I USED THE 2 OHM RESISTOR AND IT WILL STILL CODE
NO BUT WILL REOCCUR
OK