

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 10/12/2011 1:51:33 PM
Case Originator : Khia Eaton (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/12/2011 1:56:02 PM
Case Owner : Khia Eaton (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Khia Eaton (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM81663A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8163JNW / A
 Miles / Hours : 108,000
 In Service Date : 08/05/2003
 Months In Use : 98
 Engine Number : J30A41135065
 Originating Dealer No. / Name : 207435 / COGGIN HONDA
 Selling Dealer No. / Name : 207435 / COGGIN HONDA
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 6MT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207435 / COGGIN HONDA
 Phone No. : 904-565-8800
 Address : 11003 ATLANTIC BLVD
 City / State / Zip : JACKSONVILLE, FL 32225
 Svc District / Sls District : 07H / H07
 Warranty Labor Rate / Date : \$107.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2011 1:55:42 PM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 10/12/2011 1:55:58 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT CONCERN

*** CASE CREATE 10/12/2011 1:51:33 PM, kheaton
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/12/2011 1:52:14 PM, kheaton
into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2011 1:52:31 PM, kheaton
into WIP default and Status of Solving.

*** NOTES 10/12/2011 1:55:16 PM, kheaton, Action Type : Call from Customer
Customer information was verified

Situation: Customer has contacted ACS stating that his SRS light is illuminated.

Request: Customer would like ACS to verify any and all warranties that his vehicle has.

Probing Questions: Customer states that he has found online that there is an extended warranty in which vehicles similar to his has. Customer states that he also found that there is an unlimited seat belt warranty in which he is asking AHM to elaborate on.

Inbound Summary: ACS explained to the customer that his vehicle is not affected by any extended warranties for the SRS light being illuminated and supported that statement by explaining to the customer that all known issues are VIN specific. ACS explained to the customer that the lifetime seat belt warranty entails that the coverage is offered if the seat belt mechanically does not buckle. ACS urged the customer have the vehicle inspected by an authorized Honda dealer to inquire about the reason for the SRS light. Customer understood, and thanked ACS for information provided, and the call was ended.

*** SUBCASE [REDACTED] CREATE 10/12/2011 1:55:42 PM, kheaton
Created in WIP Default with Due Date 10/12/2011 1:55:42 PM.

*** SUBCASE [REDACTED] CLOSE 10/12/2011 1:55:58 PM, kheaton
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/12/2011 1:56:02 PM, kheaton
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 4/9/2009 12:50:17 PM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/9/2009 12:58:49 PM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM82693A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8263JNW / A
 Miles / Hours : 64,400
 In Service Date : 07/31/2003
 Months In Use : 69
 Engine Number : J30A41137092
 Originating Dealer No. / Name : 206888 / SIERRA HONDA
 Selling Dealer No. / Name : 206888 / SIERRA HONDA
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207427 / METRO HONDA
 Phone No. : 909-625-5000
 Address : 9399 AUTOPLEX DRIVE
 City / State / Zip : MONTCLAIR, CA 91763
 Svc District / Sls District : 01D / D01
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 4/9/2009 12:58:09 PM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 4/9/2009 12:58:49 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 4/9/2009 12:50:17 PM, mwells

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

*** CASE CAMPAIGN LOOKUP 4/9/2009 12:50:43 PM, mwells

CAMPAIGN CHECK 04/09/2009 12:50:43 PM mwells

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/14/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE CLAIMS LOOKUP 4/9/2009 12:50:47 PM, mwells

CLAIM CHECK 04/09/2009 12:50:47 PM mwells

The following Claim History information was found

0; 2008-08-04; 207427; 517360; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 4/9/2009 12:50:48 PM, mwells

WARRANTY CHECK 04/09/2009 12:50:48 PM mwells

No data found for VIN.

*** CASE VSC LOOKUP 4/9/2009 12:51:00 PM, mwells

VSC CHECK 04/09/2009 12:50:59 PM mwells

The following VSC information was found

ROBERT;METZGER;V002749205;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2006-08-10;2010-07-30;100000;47199;2074
27;0.00

*** CASE CUC LOOKUP 4/9/2009 12:51:00 PM, mwells

CUC CHECK 04/09/2009 12:51:00 PM mwells

The following CUC information was found

[REDACTED] ACTIVE;105000;47199;59799;2006-08-10;2010-07-31;2003-07-31;2006-08-10;2006-08-10;207427;2006-09
-14;47749;2006-08-31;2006-08-11

*** CASE MODIFY 4/9/2009 12:51:12 PM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/9/2009 12:51:58 PM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/9/2009 12:52:01 PM, mwells

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 4/9/2009 12:57:02 PM, mwells

VSC CHECK 04/09/2009 12:57:02 PM mwells

The following VSC information was found

[REDACTED];V002749205;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2006-08-10;2010-07-30;100000;47199;2074
27;0.00

*** CASE CUC LOOKUP 4/9/2009 12:57:02 PM, mwells

CUC CHECK 04/09/2009 12:57:02 PM mwells

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

The following CUC information was found

[REDACTED];ACTIVE;105000;47199;59799;2006-08-10;2010-07-31;2003-07-31;2006-08-10;2006-08-10;207427;2006-09-14;47749;2006-08-31;2006-08-11

*** NOTES 4/9/2009 12:57:36 PM, mwells, Action Type : Call from Customer

ACS spoke to Mrs [REDACTED]

ACS verified customer information

Situation: SRS light is on

Customer stated that her SRS light was on and the dealer had her vehicle. She stated that she wanted to know if this was covered under her warranty. ACS asked her if the dealer knew why the light was on. ACS does not see any OPDS extended warranty, But she is over the 12/12. Customer stated no. She stated that she was told this was covered by warranty and wanted to know if Honda Care would cover this

ACS advised that she may contact Honda Care and they would be able to provide that information. She thanked ACS and had no further requests

*** CASE MODIFY 4/9/2009 12:57:38 PM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/9/2009 12:58:09 PM, mwells

Created in WIP Default with Due Date 4/9/2009 12:58:09 PM.

*** CASE MODIFY 4/9/2009 12:58:47 PM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/9/2009 12:58:49 PM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/9/2009 12:58:49 PM, mwells

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 12/21/2011 3:04:21 PM
 Case Originator : Marshon McKenzie (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/21/2011 3:26:18 PM
 Case Owner : John Starling (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : John Starling (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ND-██████████ - COMPLAINT/SRS LIGHT AND No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : ██████████
 In Service Date : 01/03/2003
 Months In Use : 107
 Engine Number : K24A41047790
 Originating Dealer No. / Name : 206500 / PACIFIC HONDA
 Selling Dealer No. / Name : 206500 / PACIFIC HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Corporate	Addr/Phone Request		
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Corporate	Status : Subcase Close	Open Date : 12/21/2011 3:06:15 PM
Issue Owner : Marshon McKenzie	Type 2 : Addr/Phone Request	Queue :	Close Date : 12/21/2011 3:06:23 PM
Issue Title : [REDACTED] - CORPORATE -			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 12/21/2011 3:24:27 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 12/21/2011 3:26:18 PM
Issue Title : ERROLD RUBIN RUBIN ENTERPRISES LLC - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : ND-[REDACTED] - COMPLAINT/SRS LIGHT AND SEAT B

*** CASE CREATE 12/21/2011 3:04:21 PM, mmckenz

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

*** CASE MODIFY 12/21/2011 3:05:17 PM, mmckenz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/21/2011 3:06:15 PM, mmckenz

Created in WIP Default with Due Date 12/21/2011 3:06:15 PM.

*** SUBCASE [REDACTED] CLOSE 12/21/2011 3:06:23 PM, mmckenz

Status = Solving, Resolution Code = Instruction Given

*** CASE YANKED 12/21/2011 3:12:36 PM, jstarlin

Yanked by jstarlin into WIPbin default.

*** CASE MODIFY 12/21/2011 3:19:37 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/21/2011 3:20:10 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/21/2011 3:21:58 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/21/2011 3:24:12 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/21/2011 3:24:27 PM, jstarlin

Created in WIP Default with Due Date 12/21/2011 3:24:27 PM.

*** NOTES 12/21/2011 3:26:11 PM, jstarlin, Action Type : Call from Customer

Best [REDACTED]

The customer states that for the past few years the SRS light has come on and the DLR is unable to find the problem. The customer states that the driver side seat belt has buckling issues and was replaced twice last year. ACS advised the customer that the vehicle would first have to be diagnosed at a Honda DLR before any request for assistance can be reviewed. ACS recommended the customer contact the SM for further diagnosis and he can return a call to ACS if he requires further assistance. Case Closed

*** CASE MODIFY 12/21/2011 3:26:15 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/21/2011 3:26:18 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/21/2011 3:26:18 PM, jstarlin

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/11/2012 9:28:19 AM
 Case Originator : Stephanie McDaniel (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2012 9:36:46 AM
 Case Owner : Stephanie McDaniel (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Stephanie McDaniel (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6313
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : FT WASHINGTON, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6313
 VIN Type / No. : US VIN / 1HGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 56,953
 In Service Date : 01/02/2003
 Months In Use : 114
 Engine Number : K24A41048154
 Originating Dealer No. / Name : 208244 / SHEEHY HONDA
 Selling Dealer No. / Name : 208244 / SHEEHY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie McDaniel	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2012 9:36:05 AM
Issue Owner : Stephanie McDaniel	Type 2 : Operation	Queue :	Close Date : 7/11/2012 9:36:27 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 22 - Seats
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 7/11/2012 9:28:19 AM, smcdanie

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

*** NOTES 7/11/2012 9:34:42 AM, smcdanie, Action Type : Call from Customer

Updated Customer's Info

Customer called because her SRS light came on yesterday. She went to Pohanka Honda and they said the sensor needs to be replace. Customer wants to know if there is a recall on her SRS light.

ACS empathized and checked and there is no recall on her SRS light.

Customer understood and required no further assistance.

*** CASE MODIFY 7/11/2012 9:34:48 AM, smcdanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/11/2012 9:36:05 AM, smcdanie

Created in WIP Default with Due Date 7/11/2012 9:36:05 AM.

*** SUBCASE [REDACTED] CLOSE 7/11/2012 9:36:27 AM, smcdanie

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/11/2012 9:36:38 AM, smcdanie

into WIP default and Status of Solving.

*** CASE CLOSE 7/11/2012 9:36:46 AM, smcdanie

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/19/2011 11:06:54 AM
Case Originator : Christina Cotto (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/19/2011 11:20:30 AM
Case Owner : Christina Cotto (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christina Cotto (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1195
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : BOYNTON BCH, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1195
VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 55,000
In Service Date : 02/10/2003
Months In Use : 98
Engine Number : J30A41056847
Originating Dealer No. / Name : 207775 / ED MORSE HONDA
Selling Dealer No. / Name : 207775 / ED MORSE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Cotto	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2011 11:15:10 AM
Issue Owner : Christina Cotto	Type 2 : Operation	Queue :	Close Date : 4/19/2011 11:15:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR LIGHT ON

*** CASE CREATE 4/19/2011 11:06:54 AM, ccotto01

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

*** CASE MODIFY 4/19/2011 11:07:01 AM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 4/19/2011 11:13:49 AM, ccotto01

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/19/2011 11:15:10 AM, ccotto01

Created in WIP Default with Due Date 4/19/2011 11:15:10 AM.

*** SUBCASE [REDACTED] CLOSE 4/19/2011 11:15:24 AM, ccotto01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/19/2011 11:15:27 AM, ccotto01

into WIP default and Status of Solving.

*** NOTES 4/19/2011 11:20:08 AM, ccotto01, Action Type : Call from Customer

I verified the customer's contact information.

The best number to contact the customer is at [REDACTED]

The customer called ACS and stated that his SRS indicator light is coming on and staying on and then going off while operating the vehicle. The customer stated that he first noticed this about 2 weeks ago. The customer stated that his seat belt, the retracting part of the belt, does not work properly any longer, and could be the cause of the SRS indicator light coming on. The customer stated that he would like to know if there are any recalls on this failure and how to have this problem resolved.

ACS advised the customer that his concerns are being documented and apologized for the inconvenience. ACS advised the customer that there are no safety recalls on this issue at this time. ACS advised the customer that the best option is to have the vehicle checked by the Honda dealership to make sure that the system is operating properly. ACS advised the customer that the seat belt may be the issue triggering the SRS indicator, however it must be determined by the Honda dealership. ACS offered to locate dealer, customer declined. The customer will be contacting the dealership

The customer understood and required no further assistance.

*** CASE MODIFY 4/19/2011 11:20:27 AM, ccotto01

into WIP default and Status of Solving.

*** CASE CLOSE 4/19/2011 11:20:30 AM, ccotto01

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 2/20/2012 9:29:24 AM
 Case Originator : Evelyn Jovel (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 3/19/2012 11:10:16 AM
 Case Owner : Ron Rubinoff (Team HE) Method : Fax Queue : Days Open : 28
 Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7N (BRAMAN HONDA) - [REDACTED] AIRBAG LIGHT AND RADIO BACKL No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM72653A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM7263JNW / A
 Miles / Hours : 100,117
 In Service Date : 08/24/2003
 Months In Use : 102
 Engine Number : K24A41198786
 Originating Dealer No. / Name : 208299 / RICK CASE HONDA
 Selling Dealer No. / Name : 208299 / RICK CASE HONDA
 Trim : EX-L
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207367 / BRAMAN HONDA
 Phone No. : 305-266-9900
 Address : 7000 CORAL WAY
 City / State / Zip : MIAMI, FL 33155
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	010	Radio, EQ & CD
[REDACTED]	Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 2/21/2012 1:26:43 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 3/19/2012 11:07:43 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
 Condition Code Desc : Radio Display 010U
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 2/28/2012 11:22:04 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/19/2012 11:07:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 7N (BRAMAN HONDA) - [REDACTED] - AIRBAG LIGHT AND RADIO BACKLIGHT

*** CASE CREATE 2/20/2012 9:29:24 AM, ejovel
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 2/20/2012 9:29:24 AM, ejovel, Action Type :
On 2/20/12 ACS received a 1 page fax from the customer regarding airbag light and radio backlight.

*** CASE MODIFY 2/20/2012 9:31:11 AM, ejovel
into WIP default and Status of Solving.

*** CASE DISPATCH 2/20/2012 9:31:34 AM, ejovel
from WIP default to Queue Honda Team E.

*** CASE ADD ATTACHMENT 2/20/2012 9:45:17 AM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-02-2002231_1.PDF

*** CASE ACCEPT 2/20/2012 12:44:57 PM, kschroed
from Queue Honda Team E to WIP Default.

*** CASE ASSIGN 2/21/2012 1:08:24 PM, kschroed
[REDACTED] 1 to rrubinof, WIP y

*** CASE RULE ACTION 2/21/2012 1:08:24 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 2/21/2012 1:26:43 PM, rrubinof
Created in WIP Default with Due Date 2/21/2012 1:26:43 PM.

*** NOTES 2/21/2012 1:27:35 PM, rrubinof, Action Type : Call to Customer
Customer's cell # was not working. Could not LM.

*** COMMIT 2/21/2012 1:27:39 PM, rrubinof, Action Type : N/A
Made to [REDACTED] due 02/22/2012 01:27:40 PM.
Try customer 2nd time.

*** NOTES 2/22/2012 7:50:46 AM, rrubinof, Action Type : Call to Customer
Called customer 2nd time and the line went to a VM. Provided my ext., the 800# to ACS and my available hours.

*** CASE FULFILL 2/22/2012 7:51:14 AM, rrubinof
Fulfilled for [REDACTED] due 02/22/2012 01:27:40 PM.

*** COMMIT 2/22/2012 7:51:18 AM, rrubinof, Action Type : N/A
Made to [REDACTED] due 02/24/2012 07:51:20 AM.
Customer respond? If not send 10-day letter.

*** CASE FULFILL 2/24/2012 7:52:31 AM, rrubinof
Fulfilled for [REDACTED] due 02/24/2012 07:51:20 AM.

*** NOTES 2/24/2012 9:31:02 AM, rrubinof, Action Type : Call from Customer
Customer LM.

*** NOTES 2/24/2012 9:31:31 AM, rrubinof, Action Type : Call to Customer
Called customer back and the line went to a VM. Provided my ext., the 800# to ACS and my available hours.

Case History

Case ID : [REDACTED]

Case Title : 7N (BRAMAN HONDA) - [REDACTED] AIRBAG LIGHT AND RADIO BACKLIGHT

*** COMMIT 2/24/2012 9:32:10 AM, rrubinof, Action Type : N/A

Made to [REDACTED] due 02/28/2012 09:32:12 AM.

Customer call back?

*** CASE MODIFY 2/24/2012 9:43:20 AM, rrubinof
into WIP Other and Status of Solving.*** CASE FULFILL 2/28/2012 10:54:53 AM, rrubinof
Fulfilled for [REDACTED] due 02/28/2012 09:32:12 AM.*** CASE MODIFY 2/28/2012 11:14:28 AM, rrubinof
into WIP Other and Status of Solving.*** CASE MODIFY 2/28/2012 11:17:15 AM, rrubinof
into WIP Other and Status of Solving.*** NOTES 2/28/2012 11:19:23 AM, rrubinof, Action Type : Call from Customer
Customer LM stating that she is not reachable by phone due to her type of work.

Problem:

Customer stated the red airbag light is on and has been on for 4 years and the radio back light is off which happened about 2 months ago.

Expectation:

The customer asked that AHM assist her with the cost of repairing her SRS light and radio back light issues

Decision:

Call BRAMAN HONDA to review with SM.

*** NOTES 2/28/2012 11:20:29 AM, rrubinof, Action Type : Call to Customer

L< for the customer informing that I received her VM/request and will call the SM at BRAMAN HONDA to reievew the case and then get back to her on or before 3/2.

*** NOTES 2/28/2012 11:21:12 AM, rrubinof, Action Type : Call to Dealer

Asked for the SM or an available SA at BRAMAN HONDA. All were with customers. LM for the SM asking to review case with him.

*** SUBCASE N012012-02-2002231-2 CREATE 2/28/2012 11:22:04 AM, rrubinof

Created in WIP Default with Due Date 2/28/2012 11:22:04 AM.

*** COMMIT 2/28/2012 11:22:30 AM, rrubinof, Action Type : N/A

Made to [REDACTED] due 02/29/2012 11:22:31 AM.

SM call back?

*** CASE FULFILL 2/29/2012 1:22:08 PM, rrubinof

Fulfilled for [REDACTED] due 02/29/2012 11:22:31 AM.

*** NOTES 2/29/2012 2:23:17 PM, rrubinof, Action Type : Call from Dealer

Case History

Case ID : [REDACTED] Case Title : 7N (BRAMAN HONDA) - [REDACTED] AIRBAG LIGHT AND RADIO BACKLIGHT

Charity Fernandez at Braman Honda LM re. the customer.

*** COMMIT 2/29/2012 2:23:21 PM, rrubinof, Action Type : N/A

Made to [REDACTED] due 03/01/2012 02:23:22 PM.

Call dlr. back.

*** CASE FULFILL 3/1/2012 12:33:54 PM, rrubinof

Fulfilled for [REDACTED] due 03/01/2012 02:23:22 PM.

*** NOTES 3/1/2012 2:26:43 PM, rrubinof, Action Type : Call to Dealer

Called Charity Fernandez at Braman Honda back however recieved VM. LM with my direct line.

*** COMMIT 3/1/2012 2:26:49 PM, rrubinof, Action Type : N/A

Made to [REDACTED] due 03/02/2012 07:26:50 AM.

Dealer call back? Call SM and customer.

*** NOTES 3/2/2012 8:29:10 AM, rrubinof, Action Type : Note-General

AIRBase:

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
156006201		907573206	INGRID	FERNANDEZ	1HGCM72653A0	[REDACTED] 12/12/2007 12:00:00
AM 28.38	54194	207814	HOND	ACCORD		
121709855		907573206	INGRID	FERNANDEZ	1HGCM72653A0	[REDACTED] 03/01/2006 12:00:00
AM 18.12	34681	207814	HOND	ACCORD		
133214952		907573206	INGRID	FERNANDEZ	1HGCM72653A0	[REDACTED] 11/13/2006 12:00:00
AM 27.04	42949	207814	HOND	ACCORD		
169869309		967508359	.NULL.	.NULL.	1HGCM72653A03459	[REDACTED] /2008 12:00:00
AM 187.26	55558	207367	HOND	ACCORD		
170093720		967508359	.NULL.	.NULL.	1HGCM72653A03459	[REDACTED] /2008 12:00:00
AM 97.5	55558	207367	HOND	ACCORD		
269169753		A58965081	[REDACTED]	[REDACTED]	1HGCM72653A034	[REDACTED] /18/2009 12:00:00
AM 341	65235	207367	HOND	ACCORD		
297287649		A58965081	[REDACTED]	[REDACTED]	1HGCM72653A034	[REDACTED] /16/2011 12:00:00
AM 32.4	95152	207367	HOND	ACCORD		

*** NOTES 3/2/2012 8:31:41 AM, rrubinof, Action Type : Note-General

iN:

Service Bulletin

September 4, 2010

04-027

Applies To: See VEHICLES AFFECTED

Warranty Extension and Out-of-Warranty Repair: Audio-HVAC Display Is

Dim or Dark

(Supersedes 04-027, Warranty Extension: Audio-HVAC Display Is Dim or Dark, dated July 7, 2009, to update the information marked by the black bars)

Case History

Case ID : [REDACTED]

Case Title : 7N (BRAMAN HONDA) [REDACTED] - AIRBAG LIGHT AND RADIO BACKLIGHT

REVISION SUMMARY

- Under BACKGROUND, PARTS INFORMATION, and ORDERING INFORMATION, information about out-of-warranty parts was added.
- A new section, OUT-OF-WARRANTY REPAIR ORDERING AND CORE RETURN INFORMATION, was added.

BACKGROUND

NOTE: Because of a class action settlement, the warranty extension coverage for the audio unit display on affected vehicles purchased or leased between April 13, 2002, and November 7, 2006, is now 7 years or 105,000 miles, whichever occurs first. For more information, refer to Service Bulletin 06-085, Warranty Extension: Vehicle Warranty Mileage.

In some audio units, a component failure on the PCB (printed circuit board) could cause the audio display to become dark or dim, and prevent the audio/HVAC panel buttons from illuminating.

To ensure that customers have adequate warranty coverage for this potential problem, American Honda is increasing the warranty on the audio unit display to 7 years or 100,000 miles, whichever occurs first. For other defects, the standard 3 years or 36,000 miles warranty applies, whichever occurs first.

If the warranty extension has expired, refer to PARTS INFORMATION to determine which part number you need to order. If you order a Customer Contribution P/N, refer to PIB A10-0012, Customer Pay PCB Program: Audio-HVAC Display is Dim or Dark, for more information about prices, ordering, and core return.

VEHICLES AFFECTED

NOTE: Affected vehicles do not have the navigation system.

Only a small number of vehicles within a wide range of vehicles are affected by this warranty extension.

Before beginning work, verify vehicle eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

*** NOTES 3/2/2012 8:39:05 AM, rrubinof, Action Type : Call to Dealer

Called BRAMAN HONDA and asked for the SM again. Was put in to VM for Alex, SM. Called dealership back again in an effort to expedite the case and asked for the SM or Charity Fernandez at BRAMAN HONDA who had called back. Was informed that the SM, Alex was with a customer and Ms. Fernandez

Case History

Case ID : N012012-02-2002231

Case Title : 7N (BRAMAN HONDA) - [REDACTED] AIRBAG LIGHT AND RADIO BACKLIGHT

was off today however, the SA that answered took down my direct line and the customer's last 8 of the VIN and stated he would have the SM contact me back.

*** NOTES 3/2/2012 8:51:46 AM, rrubinof, Action Type : Call from Dealer

Spoke to: Alex, SM at BRAMAN HONDA. Direct line 305-260-3907.

Date at dealer: 9/16/11 last time car was in.

R/O: 917369

Mileage: 95,152

Customer's complaint: Customer came in for a ignition interlock recall. (10-059; R44; IGNITION SWITCH RECALL; 09/16/11; FX). No notes on an SRS or radio display issue at that time.

Dealer's diagnosis: None

Dealer resolution: None

Service history at dealer: Poor

DPSM involvement: No

Notes/Dealership input: The SM stated that he has the customer's e-mail address as he was informed that ACS could not make contact with the customer via phone at this time and the customer has indicated via VM that she cannot speak during business hours and prefers e-mail. The SM stated he will first try to reach the customer at the phone numbers and then e-mail the customer to try to set her up with an appt. for a more recent diagnosis on the two issues and then let ACS know what they find and we can review from there. Thanked the SM for his assistance.

*** NOTES 3/2/2012 8:55:40 AM, rrubinof, Action Type : Call to Customer

LM for the customer again informing that I have contacted Alex, SM at BRAMAN HONDA and he did not have a diagnosis on her radio display or SRS light at this time and will be trying to make contact with her by phone and e-mail to make arraignment to get the vehicle to the dealership for a diagnosis of her SRS light and radio display light concerns and then report to AHM what they find once the diagnosis is performed for us to review the case further for her.

*** CASE FULFILL 3/2/2012 8:55:48 AM, rrubinof

Fulfilled for [REDACTED] due 03/02/2012 07:26:50 AM.

*** COMMIT 3/2/2012 8:55:50 AM, rrubinof, Action Type : N/A

Made to [REDACTED] due 03/07/2012 08:55:51 AM.

SM call back and able to make contact with customer?

*** CASE FULFILL 3/7/2012 12:40:53 PM, rrubinof

Fulfilled for [REDACTED] due 03/07/2012 08:55:51 AM.

*** NOTES 3/7/2012 2:08:57 PM, rrubinof, Action Type : Call from Dealer

SM has not returned call.

*** COMMIT 3/7/2012 2:09:01 PM, rrubinof, Action Type : N/A

Case History

Case ID : [REDACTED]

Case Title : 7N (BRAMAN HONDA) - [REDACTED] AIRBAG LIGHT AND RADIO BACKLIGHT

Made to [REDACTED] due 03/08/2012 07:09:02 AM.

Call SM and customer.

*** CASE FULFILL 3/8/2012 7:56:57 AM, rrubinof

Fulfilled for [REDACTED] due 03/08/2012 07:09:02 AM.

*** COMMIT 3/8/2012 7:59:55 AM, rrubinof, Action Type :

Made to [REDACTED] due 03/11/2012 07:59:59 AM.

DCS Follow-Up

*** NOTES 3/8/2012 8:01:04 AM, rrubinof, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/11/2012

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

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

This is a summary of our discussion on this vehicle with your dealership.

Date at dealer: 9/16/11 last time car was in.

R/O: 917369

Mileage: 95,152

Customer's complaint: Customer came in for a ignition interlock recall. (10-059; R44; IGNITION SWITCH RECALL; 09/16/11; FX). No notes on an SRS or radio display issue at that time.

Dealer's diagnosis: None

Dealer resolution: None

Service history at dealer: Poor

DPSM involvement: No

Notes/Dealership input: The SM stated that he has the customer's e-mail address as he was informed that ACS could not make contact with the customer via phone at this time and the customer has indicated via VM that she cannot speak during business hours and prefers e-mail. The SM stated he will first try to reach the customer at the phone numbers and then e-mail the customer to try to set her up with an appt. for a more recent diagnosis on the two issues and then let ACS know what they find and we can review from there. Thanked the SM for his assistance.

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

Ron Rubinoff
Automobile Customer Service

Case History

Case ID : [REDACTED] Case Title : 7N (BRAMAN HONDA) [REDACTED] - AIRBAG LIGHT AND RADIO BACKLIGHT
310-783-7732

*** CASE FULFILL 3/8/2012 8:01:13 AM, rrubinof

Fulfilled for [REDACTED] due 03/11/2012 07:59:59 AM.

*** NOTES 3/8/2012 10:09:48 AM, rrubinof, Action Type : Call to Dealer

Called Alex, SM at BRAMAN HONDA. LM as line went to VM.

*** CASE MODIFY 3/8/2012 10:10:59 AM, rrubinof

into WIP Other and Status of Solving.

*** NOTES 3/8/2012 10:18:28 AM, rrubinof, Action Type : Call to Dealer

Called BRAMAN HONDA again and asked if the SM could be paged. He was not available. Spoke to Charity, Dive Manager. Asked if the dealership was able to make contact with the customer and get her to take the vehicle to the dealership for a formal diagnosis. She stated that they still have nothing on the vehicle since Sept. 16, 2011 which was for an ignition switch recall. She checked with the SM, Alex who was eating lunch and he indicated that an e-mail was sent to the customer on 3/2/12 and they have not received a response. Thanked the Drive Manager for the information.

*** NOTES 3/8/2012 10:24:11 AM, rrubinof, Action Type : Letter/Fax

Mailed a 10-day letter to the customer due to inability to make contact with the customer and the customer not taking the vehicle to the dealership for a formal diagnosis of her concerns after repeated requests via VM to the customer to take the vehicle to the dealership for a diagnosis so AHM may review the case further.

*** COMMIT 3/8/2012 10:26:00 AM, rrubinof, Action Type : N/A

Made to [REDACTED] due 03/16/2012 10:26:04 AM.

Customer respond to 10-day letter?

*** CASE MODIFY COMMITMENT 3/14/2012 2:23:39 PM, kschroed

with [REDACTED] due 03/19/2012 10:26:04 AM.

*** NOTES 3/14/2012 2:23:43 PM, kschroed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding customers concern. Advised CM out of the office. Left ACS contact information, hours of operation and a call back date of 3/19/12

*** CASE RULE ACTION 3/19/2012 8:29:24 AM, sa

Action owner - 30 days of rule Case Closure fired

*** SUBCASE [REDACTED] CLOSE 3/19/2012 11:07:43 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/19/2012 11:07:48 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/19/2012 11:09:47 AM, rrubinof, Action Type : Note-General

Customer has not responded to multiple messages and 10-day letter that was mailed. After exhausting all avenues to make contact with the customer including the dealership sending the customer an e-mail with no response case will be closed a this time. If the customer should contact ACS will reopen the case and address from that point on.

*** CASE CLOSE 3/19/2012 11:10:16 AM, rrubinof

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 1/6/2009 8:27:06 AM
Case Originator : Jamel Applewhite (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/6/2009 8:34:57 AM
Case Owner : Jamel Applewhite (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jamel Applewhite (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - VEHICLE---INFORMATION----SRS UNIT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 192
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : PALM SPRINGS, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 192
VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 80,000
In Service Date : 12/23/2002
Months In Use : 73
Engine Number : K24A41048470
Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
Selling Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : **Party 3 :**
Party 2 : **Party 4 :**

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jamel Applewhite	Type 1 : Warranty	Status : Subcase Close	Open Date : 1/6/2009 8:34:29 AM
Issue Owner : Jamel Applewhite	Type 2 : Coverage	Queue :	Close Date : 1/6/2009 8:34:52 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - VEHICLE---INFORMATION----SRS UNIT

***** CASE CREATE 1/6/2009 8:27:06 AM, japplewh**

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

***** CASE EXTENDED WARRANTY LOOKUP 1/6/2009 8:27:09 AM, japplewh**

WARRANTY CHECK 01/06/2009 08:27:09 AM japplewh

No data found for VIN.

***** CASE CLAIMS LOOKUP 1/6/2009 8:27:14 AM, japplewh**

CLAIM CHECK 01/06/2009 08:27:13 AM japplewh

The following Claim History information was found

0; 2007-12-17; 207487; 917710; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

***** CASE CAMPAIGN LOOKUP 1/6/2009 8:27:33 AM, japplewh**

CAMPAIGN CHECK 01/06/2009 08:27:33 AM japplewh

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 07/09/04; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 07/0

***** CASE VSC LOOKUP 1/6/2009 8:30:42 AM, japplewh**

VSC CHECK 01/06/2009 08:30:42 AM japplewh

The following VSC information was found

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

***** CASE CUC LOOKUP 1/6/2009 8:30:42 AM, japplewh**

CUC CHECK 01/06/2009 08:30:42 AM japplewh

The following CUC information was found

[REDACTED];ACTIVE;105000;14922;50400;2005-12-23;2009-12-23;;2004-07-07;2004-07-07;207487;;0;2004-07-31;2004-07-09

***** CASE CAMPAIGN LOOKUP 1/6/2009 8:31:02 AM, japplewh**

CAMPAIGN CHECK 01/06/2009 08:31:02 AM japplewh

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 07/09/04; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 07/0

***** CASE MODIFY 1/6/2009 8:31:49 AM, japplewh**

into WIP default and Status of Solving.

***** NOTES 1/6/2009 8:33:54 AM, japplewh, Action Type : Call from Customer**

Customer contacted ACS to request information on his SRS system. I first verified the owner information. The customer stated that he recently noticed his SRS light came on. The customer stated that he wanted to know if that is something that is covered.

I informed the customer that the SRS system is covered under the 3/36 warranty. The customer does have a CUC warranty, but the SRS system is not covered under that warranty.

Customer understood needed no further assistance and the call was ended.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - VEHICLE---INFORMATION----SRS UNIT

*** SUBCASE [REDACTED] CREATE 1/6/2009 8:34:29 AM, japplewh

Created in WIP Default with Due Date 1/6/2009 8:34:29 AM.

*** SUBCASE [REDACTED] CLOSE 1/6/2009 8:34:52 AM, japplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/6/2009 8:34:57 AM, japplewh

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/24/2010 12:54:11 PM
Case Originator : Brian Magana (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/24/2010 12:58:42 PM
Case Owner : Brian Magana (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Brian Magana (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 03D - [REDACTED] - AIR BAG LIGHT			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4320
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : ZACHARY, LA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4320
VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 85,200
In Service Date : 01/06/2003
Months In Use : 89
Engine Number : K24A41048681
Originating Dealer No. / Name : 206627 / RICHARDS HONDA
Selling Dealer No. / Name : 206627 / RICHARDS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Magana	Type 1 : Product	Status : Subcase Close	Open Date : 6/24/2010 12:57:58 PM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date : 6/24/2010 12:58:41 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 03D - [REDACTED] - AIR BAG LIGHT

*** CASE CREATE 6/24/2010 12:54:11 PM, bmagana

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

*** CASE MODIFY 6/24/2010 12:54:21 PM, bmagana

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/24/2010 12:54:35 PM, bmagana

WARRANTY CHECK 06/24/2010 12:54:35 PM bmagana
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/24/2010 12:54:39 PM, bmagana

CLAIM CHECK 06/24/2010 12:54:39 PM bmagana
The following Claim History information was found
0; 2009-09-15; 207532; 742251; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/24/2010 12:54:56 PM, bmagana

CAMPAIGN CHECK 06/24/2010 12:54:56 PM bmagana
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 08/30/03; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/30

*** CASE VSC LOOKUP 6/24/2010 12:54:57 PM, bmagana

VSC-CUC CHECK 06/24/2010 12:54:57 PM bmagana
No data found for VIN.

*** CASE MODIFY 6/24/2010 12:55:57 PM, bmagana

into WIP Default and Status of Solving.

*** NOTES 6/24/2010 12:57:10 PM, bmagana, Action Type : Call from Customer

Verified customer contact information.

Customer indicated she is calling to ask how to turn off the air bag light on the instrument cluster.
ACS asked if it was the SRS indicator and the customer indicated its a light with an air bag.
ACS then advised the customer she will need to take the vehicle to a local Honda dealer to have this indicator inspected properly.
Customer understood and thanked ACS for the assistance.
Call ended.

*** SUBCASE [REDACTED] CREATE 6/24/2010 12:57:58 PM, bmagana

Created in WIP Default with Due Date 6/24/2010 12:57:58 PM.

*** CASE MODIFY 6/24/2010 12:58:36 PM, bmagana

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/24/2010 12:58:41 PM, bmagana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/24/2010 12:58:42 PM, bmagana

Case History

Case ID : [REDACTED]

Case Title : 03D - [REDACTED] - AIR BAG LIGHT

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/25/2013 11:10:35 AM
Case Originator :	Chanise Gordon (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/25/2013 11:17:04 AM
Case Owner :	Chanise Gordon (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Chanise Gordon (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SRS LIGHT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM81643A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8163JNW / A
 Miles / Hours : 92,000
 In Service Date : 07/25/2003
 Months In Use : 119
 Engine Number : J30A41141335
 Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
 Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 6MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2013 11:12:13 AM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 6/25/2013 11:17:04 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Updated Information, Documented Concern,
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 6/25/2013 11:10:35 AM, cgordon

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

*** CASE MODIFY 6/25/2013 11:11:38 AM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/25/2013 11:12:13 AM, cgordon

Created in WIP Default with Due Date 6/25/2013 11:12:13 AM.

*** CASE MODIFY 6/25/2013 11:12:40 AM, cgordon

into WIP default and Status of Solving.

*** NOTES 6/25/2013 11:16:40 AM, cgordon, Action Type : Call from Customer

Updated Customer's Information.

Best contact number: [REDACTED]

updated name, address & phone number

Customer called today regarding the SRS light being on. He said everything he's reading online suggest that issue he's having relates to his seat belt buckle. He said he contacted some dealers, they told him that the seat belt lifetime warranty only covers mechanical parts of the seat belt.

Customer called to get clarification. ACS informed him that he has been provided with the correct information. ACS stated his seat belt warranty doesn't cover anything electrical. Customer wanted to know what happens if something electrical has to be replaced in the seat belt. ACS stated he can call back to see if any assistance could be provided but couldn't guarantee since electrical components are not covered.

Call ended.

*** CASE MODIFY 6/25/2013 11:16:44 AM, cgordon

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2013 11:17:02 AM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/25/2013 11:17:04 AM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2013 11:17:04 AM, cgordon

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/5/2011 8:01:07 AM
 Case Originator : Fenton Hulse (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 7/5/2011 8:17:05 AM
 Case Owner : Fenton Hulse (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Fenton Hulse (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS INDICATOR/ WINDOW FAILURE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM82683A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8263JNW / A
 Miles / Hours : 95,000
 In Service Date : 08/25/2003
 Months In Use : 95
 Engine Number : J30A41141869
 Originating Dealer No. / Name : 206841 / CONTINENTAL HONDA
 Selling Dealer No. / Name : 206993 / ED NAPLETON HONDA
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208014 / HONDA EAST
 Phone No. : 513-528-8000
 Address : 529 OHIO PIKE
 City / State / Zip : CINCINNATI, OH 45255
 Svc District / Sls District : 04H / B04
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS
[REDACTED]	Subcase Close	Product	Operation	826	Dr glass, Lt Frt

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2011 8:10:00 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 7/5/2011 8:17:04 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2011 8:10:58 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 7/5/2011 8:17:05 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 826 / Dr glass, Lt Frt
 Condition Code Desc Inoperative 8266
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR/ WINDOW FAILURE

*** CASE CREATE 7/5/2011 8:01:07 AM, fhulse

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

*** CASE MODIFY 7/5/2011 8:09:41 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/5/2011 8:10:00 AM, fhulse

Created in WIP Default with Due Date 7/5/2011 8:10:00 AM.

*** SUBCASE [REDACTED] CREATE 7/5/2011 8:10:58 AM, fhulse

Created in WIP Default with Due Date 7/5/2011 8:10:58 AM.

*** NOTES 7/5/2011 8:16:11 AM, fhulse, Action Type : Call from Customer

Verified customer info.

best phn# [REDACTED]

Ms. [REDACTED] stated that she purchased this vehicle about 3 yrs ago. She stated that shortly after, the dealer did provide her goodwill towards 3 door lock actuators. She stated that ever since she has been having an intermittent concern with the window operation. Recently the windows no longer open and now she has a srs light on as well. She feels these are safety related and wants to know if AH M can offer assistance towards the repairs.

ACS advised Ms. [REDACTED] that she has exceeded the 3/36 manufacturers warranty. ACS advised that there are currently no campaigns associated with the door lock actuators, window operation, or srs light. ACS advised that regarding the door lock and window concerns, AHM would not be in a position to offer assistance towards these repairs. ACS advised that diagnosis would be necessary for the srs light. ACS advised of the diagnosis fee. ACS advised that the dealer diagnosis will determine if the limited lifetime seat belt warranty may be applicable. Ms. [REDACTED] understood. No further assistance necessary. Case closed.

*** CASE MODIFY 7/5/2011 8:16:59 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/5/2011 8:17:04 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2011 8:17:05 AM, fhulse

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

*** SUBCASE [REDACTED] CLOSE 7/5/2011 8:17:05 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 10/23/2012 2:02:43 PM
 Case Originator : Lisa Gettler (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/24/2012 6:35:14 AM
 Case Owner : Kangsan Kim (Team HF) Method : Phone Queue : Days Open : 1
 Last Closed By : Kangsan Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 5K (BAIERL) ██████████ - SEAT BELT SWITCH REIMBURSEMENT REQUE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : PITTSBURGH, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1586
 VIN Type / No. : US VIN / 1HGCM56693A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 150,000
 In Service Date : 12/28/2002
 Months In Use : 118
 Engine Number : K24A41049271
 Originating Dealer No. / Name : 206839 / BAIERL HONDA
 Selling Dealer No. / Name : 206839 / BAIERL HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206839 / BAIERL HONDA
 Phone No. : 724-935-3711
 Address : 10430 PERRY HIGHWAY
 City / State / Zip : WEXFORD, PA 15090
 Svc District / Sls District : 05K / E05
 Warranty Labor Rate / Date : \$82.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2012 6:35:03 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 10/24/2012 6:35:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 5K (BAIERL) [REDACTED] - SEAT BELT SWITCH REIMBURSEMENT REQUEST

*** CASE CREATE 10/23/2012 2:02:43 PM, lgettler

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

*** NOTES 10/23/2012 2:04:24 PM, lgettler, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED]

The customer stated that his wife is the owner of the vehicle. The customer stated that he took the vehicle to the dealer, and they had to replace the front seat (driver's) belt buckle, and he was charged for this. The customer stated that the dealer advised him that they had to replace the switch itself. The customer stated that his SRS light came on because of this issue. The customer stated that he took the vehicle to BAIERL HONDA on October 10th. The customer stated that the repair cost \$156.04. The customer stated that he would like to know if this should be covered under warranty. The customer stated that he would like to be reimbursed because he considers this to be a safety issue. The customer stated that this is his 1st Honda, he usually services his vehicle at the dealer, and he is the original owner of the vehicle.

I advised the customer that if the seat belt was able to buckle, replacing the switch, even though it meant replacing the entire buckle, would not be covered under warranty. I advised the customer that I could dispatch their case to a case manager for further review. I informed the customer that every case is considered on a case-by-case basis, and there is no guarantee of financial assistance. I informed the customer that the case manager would give them a call by the close of the next business day. I provided the customer with a case number for future reference.

The customer understood the information presented, and the case is dispatched for further review.

*** CASE MODIFY 10/23/2012 2:04:37 PM, lgettler

into WIP default and Status of Solving.

*** CASE MODIFY 10/23/2012 2:04:40 PM, lgettler

into WIP default and Status of Solving.

*** CASE MODIFY 10/23/2012 2:04:40 PM, lgettler

into WIP default and Status of Solving.

*** CASE DISPATCH 10/23/2012 2:04:47 PM, lgettler

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 10/23/2012 2:17:32 PM, kkim

from Queue Honda Team G to WIP ** Default **.

*** NOTES 10/24/2012 6:34:28 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to introduce myself as the RCM. The customer confirmed that the seat belt buckle was functioning properly still at that time. I advised that the sensor is under the new vehicle limited warranty of 3 years or 36,000 miles, whichever comes first. I advised that, at this time, AHM would not consider reimbursement for the repair. The customer stated that he disagrees with the decision, but understood and required no further assistance.

*** CASE MODIFY 10/24/2012 6:34:39 AM, kkim

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

*** SUBCASE [REDACTED] CREATE 10/24/2012 6:35:03 AM, kkim

Created in WIP Default with Due Date 10/24/2012 6:35:03 AM.

*** CASE MODIFY 10/24/2012 6:35:12 AM, kkim

Case History

Case ID [REDACTED] Case Title : 5K (BAIERL) [REDACTED] - SEAT BELT SWITCH REIMBURSEMENT REQUEST

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

*** CASE MODIFY 10/24/2012 6:35:12 AM, kkim

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

*** SUBCASE [REDACTED] CLOSE 10/24/2012 6:35:14 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/24/2012 6:35:14 AM, kkim

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/28/2010 10:13:14 AM
Case Originator : Ryan Watkins (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/28/2010 10:32:14 AM
Case Owner : Ryan Watkins (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ryan Watkins (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS ND		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 7220
VIN Type / No. : US VIN / 1HGCM56673A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 130,000
In Service Date : 12/13/2002
Months In Use : 90
Engine Number : K24A41049926
Originating Dealer No. / Name : 207789 / AUTO PARK HONDA
Selling Dealer No. / Name : 207789 / AUTO PARK HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 6/28/2010 10:31:52 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 6/28/2010 10:32:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ - SRS ND

*** CASE CREATE 6/28/2010 10:13:14 AM, rwatkins

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

*** CASE MODIFY 6/28/2010 10:13:25 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2010 10:13:31 AM, rwatkins

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/28/2010 10:13:46 AM, rwatkins

CAMPAIGN CHECK 06/28/2010 10:13:46 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 02/12/04; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/1

*** CASE MODIFY 6/28/2010 10:13:50 AM, rwatkins

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/28/2010 10:15:42 AM, rwatkins

CAMPAIGN CHECK 06/28/2010 10:15:42 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 02/12/04; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/1

*** CASE EXTENDED WARRANTY LOOKUP 6/28/2010 10:17:26 AM, rwatkins

WARRANTY CHECK 06/28/2010 10:17:26 AM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/28/2010 10:17:29 AM, rwatkins

CLAIM HISTORY CHECK 06/28/2010 10:17:29 AM rwatkins

No data found for VIN.

*** CASE VSC LOOKUP 6/28/2010 10:17:35 AM, rwatkins

VSC CHECK 06/28/2010 10:17:35 AM rwatkins

The following VSC information was found

CAROLYN;LENNON;V001487322;B50;(NEW) PREMIUM 5YR 100K 0 DED;EXPIRED;;2002-12-13;2007-12-12;100000;3;207789;0.00

*** CASE CUC LOOKUP 6/28/2010 10:17:36 AM, rwatkins

CUC CHECK 06/28/2010 10:17:35 AM rwatkins

The following CUC information was found

;;0;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 6/28/2010 10:17:53 AM, rwatkins

CAMPAIGN CHECK 06/28/2010 10:17:53 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 02/12/04; FX;

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS ND

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/1

*** [CASE CAMPAIGN LOOKUP 6/28/2010 10:18:12 AM, rwatkins](#)

CAMPAIGN CHECK 06/28/2010 10:18:11 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 02/12/04; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/1

*** [CASE MODIFY 6/28/2010 10:18:47 AM, rwatkins](#)

into WIP default and Status of Solving.

*** [CASE EXTENDED WARRANTY LOOKUP 6/28/2010 10:18:50 AM, rwatkins](#)

WARRANTY CHECK 06/28/2010 10:18:50 AM rwatkins

No data found for VIN.

*** [NOTES 6/28/2010 10:30:11 AM, rwatkins, Action Type : Call from Customer](#)

[REDACTED] verified contact info.

Customer states SRS indicator has been illuminated. Customer is seeking campaign which will allow for free diagnosis. ACS informed customer that there are no SRS campaigns related to vin. ACS referred customer to dlr for diagnosis.

Customer declined DLR info. Customer does not wish to have vehicle diagnosed by dLR.

No further assistance. Call end.

*** [SUBCASE \[REDACTED\] CREATE 6/28/2010 10:31:52 AM, rwatkins](#)

Created in WIP Default with Due Date 6/28/2010 10:31:52 AM.

*** [SUBCASE \[REDACTED\] CLOSE 6/28/2010 10:32:06 AM, rwatkins](#)

Status = Solving, Resolution Code = Instruction Given

*** [CASE CLOSE 6/28/2010 10:32:14 AM, rwatkins](#)

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

Case Detail Report

Run Date : 11/18/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/15/2005 1:21:33 PM
 Case Originator : Carla Siders Sub Division : Customer Relations Status : Closed Close Date : 6/15/2005 1:37:45 PM
 Case Owner : Carla Siders Method : Phone Queue : Days Open : 0
 Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS/AIRBAG SENSOR LIGHT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM72223A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM7223PLW / A
 Miles / Hours : 19,000
 In Service Date : 09/07/2003
 Months In Use : 21
 Engine Number : K24A41204169
 Originating Dealer No. / Name : 207954 / SELMA HONDA
 Selling Dealer No. / Name : 207954 / SELMA HONDA
 Trim : LX
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Roadside Service Coverage :
 Factory Warranty Start / End Date : /
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start/End Date : /
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date : /
 Extended Warranty Cancellation Date

Current Dealer Info :

Current Dealer No. / Name : 206796 / BARBER HONDA
 Phone No. : 661-834-6632
 Address : 4500 WIBLE ROAD
 City / State / Zip : BAKERSFIELD, CA 93313
 Svc District / Sls District : 01A / D12
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carla Siders	Type 1 : Product	Status : Subcase Close	Open Date : 6/15/2005 1:36:45 PM
Issue Owner : Carla Siders	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/15/2005 1:37:45 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION - "SAFETY"		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to 3rd Party
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS/AIRBAG SENSOR LIGHT

*** CASE CREATE 6/15/2005 1:21:33 PM, csiders

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

*** CASE VSC LOOKUP 6/15/2005 1:29:32 PM, csiders

VSC CHECK 06/15/2005 01:29:32 PM csiders

The following VSC information was found

BERTHA;SORIA;V001758139;A70;(NEW) PREMIUM 7YR 100K \$50 DED;ACTIVE;;2003-09-07;2010-09-06;100000;10;207954;50.0
0

*** CASE CUC LOOKUP 6/15/2005 1:29:32 PM, csiders

CUC CHECK 06/15/2005 01:29:32 PM csiders

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

*** CASE CLAIMS LOOKUP 6/15/2005 1:31:10 PM, csiders

CLAIM HISTORY CHECK 06/15/2005 01:31:10 PM csiders

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/15/2005 1:31:14 PM, csiders

CAMPAIGN CHECK 06/15/2005 01:31:14 PM csiders

No data found for VIN

*** CASE EXTENDED WARRANTY LOOKUP 6/15/2005 1:31:17 PM, csiders

WARRANTY CHECK 06/15/2005 01:31:17 PM csiders

No data found for VIN.

*** NOTES 6/15/2005 1:33:35 PM, csiders, Action Type : Call from Customer

The customer called ACS because she hit a bump in the road and her airbag sensor came on and the seatbelts locked. She took it to Wible Honda that it is not under warranty and that it will cost her \$2,600. 00 to fix it. I informed the customer that she would need to contact her insurance company and file a claim with them. She also wanted to know everything that is covered and not covered on her Vehicle Service Contract, so I gave her the number to Honda Care Customer Service. I also gave her the case number just in case she needed to call us back to reference our conversation. No further assistance needed.

*** SUBCASE [REDACTED] CREATE 6/15/2005 1:36:45 PM, csiders

Created in WIP Default with Due Date 6/15/2005 1:36:45 PM.

*** CASE MODIFY 6/15/2005 1:37:28 PM, csiders

into WIP default and Status of Solving.

*** CASE CLOSE 6/15/2005 1:37:45 PM, csiders

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

*** SUBCASE [REDACTED] CLOSE 6/15/2005 1:37:45 PM, csiders

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 10/19/2009 9:03:34 AM
 Case Originator : Jeff McCaughan (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 10/19/2009 9:10:43 AM
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 04H - ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2107
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : EUCLID, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56373A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 72,000
 In Service Date : 01/15/2003
 Months In Use : 81
 Engine Number : K24A41050406
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206760 / MOTORCARS HONDA
 Phone No. : 216-932-2400
 Address : 2953 MAYFIELD ROAD
 City / State / Zip : CLEVELAND HEIGH, OH 44118
 Svc District / Sls District : 04G / C04
 Warranty Labor Rate / Date : \$107.10 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2009 9:08:48 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 10/19/2009 9:10:40 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 04H - [REDACTED] - SRS LIGHT ON

*** CASE CREATE 10/19/2009 9:03:34 AM, jmccaugh

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

*** CASE CAMPAIGN LOOKUP 10/19/2009 9:04:15 AM, jmccaugh

CAMPAIGN CHECK 10/19/2009 09:04:15 AM jmccaugh

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 10/09/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/0

*** CASE MODIFY 10/19/2009 9:06:36 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2009 9:06:58 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 10/19/2009 9:08:28 AM, jmccaugh, Action Type : Call from Customer

Customer called and informed me that her SRS light is on. She wanted to know if we have any recalls on the airbag? I informed her that we do not have any recalls on the airbags. She said she would take the vehicle in for an inspection. No further assistance requested at this time. I thanked Ms. [REDACTED] for calling AHM.

*** CASE MODIFY 10/19/2009 9:08:35 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/19/2009 9:08:48 AM, jmccaugh

Created in WIP Default with Due Date 10/19/2009 9:08:48 AM.

*** NOTES 10/19/2009 9:10:23 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):SRS light is on. Customer said she would schedule an appt.

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

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

*** SUBCASE [REDACTED] CLOSE 10/19/2009 9:10:40 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/19/2009 9:10:43 AM, jmccaugh

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

Case Details

Case ID :	Division :	Condition :	Open Date :
Case Originator : Irene Parra (Team CD)	Honda - Auto	Closed	5/14/2012 2:51:58 PM
Case Owner : Irene Parra (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/14/2012 3:00:18 PM
Last Closed By : Irene Parra (Team CD)	Method : Phone	Queue :	Days Open : 0
Case Title : - SRS	Point of Origin : Customer	Wipbin :	
		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66523A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 70,000
 In Service Date : 01/20/2003
 Months In Use : 112
 Engine Number : J30A41053468
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Irene Parra	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 3:00:05 PM
Issue Owner : Irene Parra	Type 2 : Operation	Queue :	Close Date : 5/14/2012 3:00:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS

*** CASE CREATE 5/14/2012 2:51:58 PM, iparra

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

*** CASE MODIFY 5/14/2012 2:52:12 PM, iparra

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 2:57:11 PM, iparra

into WIP default and Status of Solving.

*** NOTES 5/14/2012 2:59:22 PM, iparra, Action Type : Call from Customer

Customer's contact information was updated. [REDACTED]

The customer, Ms. [REDACTED], is contacting AHM due to her SRS light being on. She states that it is all over the Internet and is a known problem and is very expensive to fix. I tried to explain there is no outstanding recall or warranty extension for her vehicle for the OPDS, but the customer is adamant stating that her vehicle should be included. She states she will never buy another Honda again. I warm transferred the call to AHM rep -Latania in product relations. Call ended.

*** CASE MODIFY 5/14/2012 2:59:24 PM, iparra

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/14/2012 3:00:05 PM, iparra

Created in WIP Default with Due Date 5/14/2012 3:00:05 PM.

*** CASE MODIFY 5/14/2012 3:00:16 PM, iparra

into WIP default and Status of Solving.

*** CASE CLOSE 5/14/2012 3:00:18 PM, iparra

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

*** SUBCASE [REDACTED] CLOSE 5/14/2012 3:00:18 PM, iparra

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/22/2010 8:19:08 AM
Case Originator : John Starling (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/22/2010 8:30:55 AM
Case Owner : John Starling (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : John Starling (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title : [REDACTED] - INFO/CAMPAIGN ELIGIBILITY/SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM66563A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	44,000
In Service Date :	02/05/2003
Months In Use :	84
Engine Number :	J30A41059290
Originating Dealer No. / Name :	206788 / HILLSIDE HONDA
Selling Dealer No. / Name :	206788 / HILLSIDE HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/22/2010 8:26:39 AM
Issue Owner : John Starling	Type 2 : Eligibility	Queue :	Close Date : 2/22/2010 8:30:34 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - INFO/CAMPAIGN ELIGIBILITY/SRS LIGHT ON

***** CASE CREATE 2/22/2010 8:19:08 AM, jstarlin**

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

***** CASE EXTENDED WARRANTY LOOKUP 2/22/2010 8:19:11 AM, jstarlin**

WARRANTY CHECK 02/22/2010 08:19:11 AM jstarlin

No data found for VIN.

***** CASE CLAIMS LOOKUP 2/22/2010 8:19:15 AM, jstarlin**

CLAIM CHECK 02/22/2010 08:19:15 AM jstarlin

The following Claim History information was found

0; 2009-09-08; 208226; 792110; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

***** CASE VSC LOOKUP 2/22/2010 8:19:16 AM, jstarlin**

VSC-CUC CHECK 02/22/2010 08:19:16 AM jstarlin

No data found for VIN.

***** CASE CAMPAIGN LOOKUP 2/22/2010 8:19:26 AM, jstarlin**

CAMPAIGN CHECK 02/22/2010 08:19:26 AM jstarlin

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 09/08/09; FX;

08

***** CASE VSC LOOKUP 2/22/2010 8:20:56 AM, jstarlin**

VSC-CUC CHECK 02/22/2010 08:20:56 AM jstarlin

No data found for VIN.

***** CASE EXTENDED WARRANTY LOOKUP 2/22/2010 8:23:22 AM, jstarlin**

WARRANTY CHECK 02/22/2010 08:23:22 AM jstarlin

No data found for VIN.

***** CASE CLAIMS LOOKUP 2/22/2010 8:23:26 AM, jstarlin**

CLAIM CHECK 02/22/2010 08:23:26 AM jstarlin

The following Claim History information was found

0; 2009-09-08; 208226; 792110; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

***** CASE VSC LOOKUP 2/22/2010 8:23:28 AM, jstarlin**

VSC-CUC CHECK 02/22/2010 08:23:28 AM jstarlin

No data found for VIN.

***** CASE CAMPAIGN LOOKUP 2/22/2010 8:24:31 AM, jstarlin**

CAMPAIGN CHECK 02/22/2010 08:24:31 AM jstarlin

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 09/08/09; FX;

08

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - INFO/CAMPAIGN ELIGIBILITY/SRS LIGHT ON

*** CASE MODIFY 2/22/2010 8:24:42 AM, jstarlin
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/22/2010 8:26:39 AM, jstarlin
Created in WIP Default with Due Date 2/22/2010 8:26:39 AM.

*** NOTES 2/22/2010 8:30:27 AM, jstarlin, Action Type : Call from Customer
Updated Customer s Information

Best Contact Number: [REDACTED]

Past week SRS light is on

The customer called because his SRS light is on. The customer called to see if this vehicle is affected by the airbag inflator recall. ACS advised the customer that the recall does not affect this vehicle at this time, but for future campaign information the customer should refer to ahm-ownerlink.com. ACS advised the customer to visit a local DLR for diagnosis The customer understood. Case Closed

*** SUBCASE [REDACTED] CLOSE 2/22/2010 8:30:34 AM, jstarlin
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/22/2010 8:30:36 AM, jstarlin
into WIP default and Status of Solving.

*** CASE CLOSE 2/22/2010 8:30:55 AM, jstarlin
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/9/2011 10:42:52 AM
Case Originator : Kangsan Kim (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/9/2011 10:48:47 AM
Case Owner : Kangsan Kim (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kangsan Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1022
VIN Type / No. : US VIN / 1HGCM566X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 130,000
In Service Date : 12/30/2002
Months In Use : 101
Engine Number : K24A41051252
Originating Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
Selling Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 5/9/2011 10:48:20 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 5/9/2011 10:48:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 5/9/2011 10:42:52 AM, kkim

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

*** NOTES 5/9/2011 10:47:35 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED].

The customer called ACS and stated that he is experiencing some issues with the SRS light. If the customer latches his seat belt before turning on the vehicle, the SRS light comes on. The customer states that whenever he takes the seatbelt off while driving, the SRS comes on, but the seat belt off light does not. The customer would like to know what to do next. The customer also states that he has issues with his CD player.

ACS advised the customer to contact a Honda dealership for a diagnosis. ACS stated that the latching mechanism is the only component covered under the seat belt limited warranty.

The customer understood and required no further assistance.

*** CASE MODIFY 5/9/2011 10:47:44 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/9/2011 10:48:20 AM, kkim

Created in WIP Default with Due Date 5/9/2011 10:48:20 AM.

*** CASE CLOSE 5/9/2011 10:48:47 AM, kkim

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

*** SUBCASE [REDACTED] CLOSE 5/9/2011 10:48:47 AM, kkim

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/25/2012 10:41:25 AM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/27/2012 9:46:19 AM
 Case Owner : Ray Saeini (Team SB) Method : Phone Queue : Days Open : 2
 Last Closed By : Ray Saeini (Team SB) Point of Origin : Customer Wipbin :
 Case Title : 03A - (MCDAVID FRISCO) [REDACTED] COMPLAINT/SRS WARN LIGHT ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM72603A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM7263JW / A
 Miles / Hours : 84,000
 In Service Date : 11/24/2003
 Months In Use : 106
 Engine Number : K24A41206909
 Originating Dealer No. / Name : 208110 / INDEPENDENCE HONDA
 Selling Dealer No. / Name : 208110 / INDEPENDENCE HONDA
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208353 / DAVID MCDAVID HONDA OF FRISCO
 Phone No. : 972-731-3000
 Address : 1601 N. DALLAS PARKWAY
 City / State / Zip : FRISCO, TX 75034
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 9/26/2012 4:10:20 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 9/27/2012 9:46:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 15 - Seat Belts
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 03A - (MCDAVID FRISCO) [REDACTED] COMPLAINT/SRS WARN LIGHT ON

*** CASE CREATE 9/25/2012 10:41:25 AM, jstarlin
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/25/2012 10:42:09 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:42:17 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:42:26 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:43:18 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:46:13 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:46:23 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:48:01 AM, jstarlin
into WIP default and Status of Solving.

*** NOTES 9/25/2012 10:50:25 AM, jstarlin, Action Type : Call from Customer
Updated Information

Best Contact [REDACTED]

The customer states that she went in for ignition switch recall 8/28/12 and the SRS light was on as well. The customer states that the DLR noted that it was on, but did not tell her why. The customer states that an IRF found code 61-10 in reference to a seat belt buckle sensor. The customer purchased the vehicle 2 years ago and normally services at an IRF. The customer is calling to see if AHM can assist with the repair cost associated. ACS advised the customer that the request for assistance will be reviewed, but no out of warranty assistance is guaranteed. Case Dispatched

*** CASE MODIFY 9/25/2012 10:50:27 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:50:38 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:51:13 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 10:51:26 AM, jstarlin
into WIP default and Status of Solving.

*** CASE DISPATCH 9/25/2012 10:51:31 AM, jstarlin
from WIP default to Queue Honda Team C.

*** NOTES 9/25/2012 10:52:05 AM, jstarlin, Action Type : Call from Customer
the customer is unsure of the repair cost because she states that the DLR was rude and only told her the SRS DTC Code, but wouldn't disclose what it

Case History

Case ID : [REDACTED]

Case Title : 03A - (MCDAVID FRISCO, [REDACTED]) - COMPLAINT/SRS WARN LIGHT ON

meant

*** CASE ASSIGN 9/25/2012 12:03:33 PM, ksulliva

[REDACTED] to rsaeini, WIP "6"

*** CASE RULE ACTION 9/25/2012 12:03:34 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/26/2012 4:09:52 PM, rsaeini

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/26/2012 4:10:20 PM, rsaeini

Created in WIP Default with Due Date 9/26/2012 4:10:20 PM.

*** NOTES 9/26/2012 4:11:08 PM, rsaeini, Action Type : Call to Customer

Left a voicemail for the client. Introduced myself and asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 9/26/2012 4:11:12 PM, rsaeini

into WIP default and Status of Solving.

*** COMMIT 9/26/2012 4:11:32 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 10/02/2012 04:11:35 PM.

call customer again

*** CASE MODIFY 9/26/2012 4:11:48 PM, rsaeini

into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2012 4:12:10 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 9/27/2012 9:45:58 AM, rsaeini, Action Type : Call from Customer

The customer called me back to discuss the case. The customer confirmed the SRS light was illuminated and the vehicle was taken to the dealership. They diagnosed the problem and advised her not to place her purse on the passenger seat. The customer purchased the vehicle about 2 years ago. The customer stated that she was calling to have the repairs completed by AHM. The customer stated that she expects AHM to take care of any safety related items regardless of the mileage/age. I explained the parameters of the new vehicle limited warranty. The dealership also noted some additional repairs her vehicle needed: Cracked engine belt, Inner cv boot is leaking, etc.

The customer took the vehicle to an IRF to perform the repairs.

I explained to the customer that AHM will stand behind the terms and conditions of the new vehicle limited warranty.

*** SUBCASE [REDACTED] CLOSE 9/27/2012 9:46:14 AM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/27/2012 9:46:15 AM, rsaeini

into WIP 03A - Olen Curl and Status of Solving.

*** CASE MODIFY 9/27/2012 9:46:16 AM, rsaeini

into WIP 03A - Olen Curl and Status of Solving.

*** CASE CLOSE 9/27/2012 9:46:19 AM, rsaeini

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/25/2012 3:23:44 PM
 Case Originator : Hulita Fakatoumafi (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/25/2012 3:41:02 PM
 Case Owner : Hulita Fakatoumafi (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Hulita Fakatoumafi (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SUPPLEMENTAL RESTRAINT SYSTEM INDICATOR INFO No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM72613A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM7263JW / A
 Miles / Hours : 78,348
 In Service Date : 09/19/2003
 Months In Use : 103
 Engine Number : K24A41207252
 Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Selling Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Hulita Fakatoumafi	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2012 3:40:14 PM
Issue Owner : Hulita Fakatoumafi	Type 2 : Operation	Queue :	Close Date : 4/25/2012 3:41:02 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SUPPLEMENTAL RESTRAINT SYSTEM INDICATOR INFORMATI

*** CASE CREATE 4/25/2012 3:23:44 PM, hfakatou

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

*** NOTES 4/25/2012 3:39:24 PM, hfakatou, Action Type : Call from Customer

Verified customer's information.

Best contact number: [REDACTED]

Customer stated the light with the passenger and airbag in front illuminated in her vehicle and she wanted to know what it meant.

ACS advised the customer that the light that illuminated is the Supplemental Restraint System Indicator which states what the light is on pg#63 of her owner's manual. ACS advised the customer that this indicator lights briefly when you turn the ignition switch to ON (II). If it comes on at any other time, it indicates a potential problem with your front airbags. This light will also alert you to a potential problem with your side airbags, passenger's side airbag automatic cutoff system, side curtain airbags or automatic seat belt tensioners. For complete information, see page 52 of her owner's manual. ACS advised the customer that I cannot tell her why the light is on, but advised her that our trained technicians at teh DLR can advise her of that information. ACS advised the customer she can locate any DLR in her area on automobiles.honda.com.

Customer understood and required no further assistance.

*** CASE MODIFY 4/25/2012 3:39:37 PM, hfakatou

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/25/2012 3:40:14 PM, hfakatou

Created in WIP Default with Due Date 4/25/2012 3:40:14 PM.

*** CASE MODIFY 4/25/2012 3:40:59 PM, hfakatou

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/25/2012 3:41:02 PM, hfakatou

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/25/2012 3:41:02 PM, hfakatou

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2010 9:36:10 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/21/2010 9:55:34 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 410
Dealer No. :
Site Phone No. :
Contact Name : [REDACTED]
Day Phone No. : [REDACTED] 6
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : NORFOLK, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 90,500
In Service Date : 02/05/2003
Months In Use : 86
Engine Number : J30A41060094
Originating Dealer No. / Name : 207280 / WEST BROAD HONDA
Selling Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208283 / FIRST TEAM HONDA
Phone No. : 757-686-1000
Address : 3444 WESTERN BRANCH BL
City / State / Zip : CHESAPEAKE, VA 23321
Svc District / Sls District : 06G / G06
Warranty Labor Rate / Date : \$93.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2010 9:54:57 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 4/21/2010 9:55:33 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 4/21/2010 9:36:10 AM, mwells

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

*** CASE MODIFY 4/21/2010 9:36:16 AM, mwells

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/21/2010 9:36:26 AM, mwells

CAMPAIGN CHECK 04/21/2010 09:36:25 AM mwells

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/27/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE CLAIMS LOOKUP 4/21/2010 9:36:27 AM, mwells

CLAIM HISTORY CHECK 04/21/2010 09:36:27 AM mwells

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 4/21/2010 9:36:30 AM, mwells

WARRANTY CHECK 04/21/2010 09:36:29 AM mwells

No data found for VIN.

*** CASE VSC LOOKUP 4/21/2010 9:36:32 AM, mwells

VSC-CUC CHECK 04/21/2010 09:36:32 AM mwells

No data found for VIN.

*** CASE MODIFY 4/21/2010 9:36:35 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/21/2010 9:36:40 AM, mwells

into WIP default and Status of Solving.

*** NOTES 4/21/2010 9:47:52 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS verified customer information

Situation: SRS light

Customer stated the SRS light will come on and off randomly. He requested to know if there was any recall for the issue or if the complaint could be diagnosed by the dealer without the light being on.

ACS advised his vehicle did not have any recalls that could be related to the complaint of the SRS light coming on. He was advised with review of the owners manual pages 48-49

The SRS indicator alerts
you to a potential problem
with the front airbags or seat belt

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

tensioners. If equipped, it also alerts you to a potential problem with the side airbags, the automatic cutoff system for the passenger's side airbag, or the side curtain airbags. When you turn the ignition ON (II), this indicator will light briefly then go out. This tells you that the system is working properly.

If the light comes on at any other time, or does not come on at all, you should have the system checked by your dealer. For example:

If the SRS indicator light does not come on after you turn the ignition switch to ON (II).

If the light stays on after the engine starts.

If the light comes on or flashes on and off while you drive.

Customer thanked ACS and had no further requests

*** CASE MODIFY 4/21/2010 9:47:54 AM, mwells
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/21/2010 9:54:57 AM, mwells
Created in WIP Default with Due Date 4/21/2010 9:54:57 AM.

*** CASE MODIFY 4/21/2010 9:55:00 AM, mwells
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/21/2010 9:55:33 AM, mwells
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/21/2010 9:55:34 AM, mwells
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/28/2012 6:18:34 AM
Case Originator :	Leticia Muniz (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/28/2012 7:34:01 AM
Case Owner :	Leticia Muniz (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Leticia Muniz (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM826X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8263JNW / A
 Miles / Hours : 120,000
 In Service Date : 08/07/2003
 Months In Use : 108
 Engine Number : J30A41150551
 Originating Dealer No. / Name : 206855 / MULLER HONDA
 Selling Dealer No. / Name : 206855 / MULLER HONDA
 Trim : EX-V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206602 / GILLMAN HONDA
 Phone No. : 713-776-4800
 Address : 10595 WSAMHOUSTON PK S
 City / State / Zip : HOUSTON, TX 77099
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/28/2012 6:22:33 AM
Issue Owner : Leticia Muniz	Type 2 : Eligibility	Queue :	Close Date : 8/28/2012 7:34:01 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON

*** CASE CREATE 8/28/2012 6:18:34 AM, Imuniz

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

*** CASE MODIFY 8/28/2012 6:19:21 AM, Imuniz

into WIP default and Status of Solving.

*** NOTES 8/28/2012 6:22:09 AM, Imuniz, Action Type : Call from Customer

Best contact # is [REDACTED]

Customer called and stated his SRS light is on and will like to know if there are any recalls pertaining to this matter applicable to his vehicle. ACS empathized with the customer and informed him there are no recalls in regards to his air bags. ACS referred customer to his local Honda DLR for proper resolution. ACS referred customer to recalls.honda.com for more recall information.

Customer understood, case closed.

*** SUBCASE [REDACTED] CREATE 8/28/2012 6:22:33 AM, Imuniz

Created in WIP Default with Due Date 8/28/2012 6:22:33 AM.

*** CASE MODIFY 8/28/2012 6:25:33 AM, Imuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/28/2012 7:34:01 AM, Imuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/28/2012 7:34:01 AM, Imuniz

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2010 7:37:21 AM	
Case Originator :	Riano Sugito (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/22/2010 7:46:30 AM
Case Owner :	Riano Sugito (Team SB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Riano Sugito (Team SB)	Point of Origin :	Customer	Wipbin :			
Case Title :	AIR BAG LIGHT INDICATOR ISSUE				No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM72613A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM7263JNW / A
 Miles / Hours : 67,000
 In Service Date : 09/17/2003
 Months In Use : 76
 Engine Number : K24A41208526
 Originating Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
 Selling Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
 Trim : EX-L
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
 Phone No. : 772-467-9998
 Address : 4450 SOUTH U.S. 1
 City / State / Zip : FORT PIERCE, FL 34982
 Svc District / Sls District : 07M / C07
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2010 7:46:14 AM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 1/22/2010 7:46:26 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIR BAG LIGHT INDICATOR ISSUE

*** CASE CREATE 1/22/2010 7:37:21 AM, rsugito
Contact = [REDACTED] priority = N/A, Status = Solving.

*** CASE MODIFY 1/22/2010 7:37:26 AM, rsugito
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/22/2010 7:37:40 AM, rsugito
VSC-CUC CHECK 01/22/2010 07:37:40 AM rsugito
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2010 7:37:43 AM, rsugito
WARRANTY CHECK 01/22/2010 07:37:42 AM rsugito
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/22/2010 7:37:46 AM, rsugito
CLAIM CHECK 01/22/2010 07:37:46 AM rsugito
The following Claim History information was found
0; 2007-07-05; 207474; 966113; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE MODIFY 1/22/2010 7:42:07 AM, rsugito
into WIP default and Status of Solving.

*** CASE MODIFY 1/22/2010 7:44:55 AM, rsugito
into WIP default and Status of Solving.

*** NOTES 1/22/2010 7:45:30 AM, rsugito, Action Type : Call from Customer
Verified customer information
Customer called in because her airbag indicator kept coming back on and off.
Customer would like to know if there are any recall/campaign.
ACS advised the customer that there are no recall/campaign regarding this issue.
ACS suggested the customer to take the vehicle in to Honda dealership for the inspection to determine the issue
Customer understood and no further assistance needed at this time

*** CASE MODIFY 1/22/2010 7:45:32 AM, rsugito
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/22/2010 7:45:36 AM, rsugito
CAMPAIGN CHECK 01/22/2010 07:45:36 AM rsugito
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 07/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHHT; ; ;

*** SUBCASE [REDACTED] CREATE 1/22/2010 7:46:14 AM, rsugito
Created in WIP Default with Due Date 1/22/2010 7:46:14 AM.

*** SUBCASE [REDACTED] CLOSE 1/22/2010 7:46:26 AM, rsugito
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/22/2010 7:46:29 AM, rsugito

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIR BAG LIGHT INDICATOR ISSUE

into WIP default and Status of Solving.

*** CASE CLOSE 1/22/2010 7:46:30 AM, rsugito

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/26/2010 6:22:25 AM
 Case Originator : Walter Menjivar (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 8/26/2010 6:48:20 AM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - OPDS WARRANTY INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 110,000
 In Service Date : 02/26/2003
 Months In Use : 90
 Engine Number : J30A41055122
 Originating Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
 Selling Dealer No. / Name : 206662 / VANDERGRIFF HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2010 6:48:02 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 8/26/2010 6:48:19 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - OPDS WARRANTY INQUIRY

*** CASE CREATE 8/26/2010 6:22:25 AM, wmenjiva

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

*** CASE VSC LOOKUP 8/26/2010 6:22:49 AM, wmenjiva

VSC-CUC CHECK 08/26/2010 06:22:48 AM wmenjiva
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/26/2010 6:23:05 AM, wmenjiva

CAMPAIGN CHECK 08/26/2010 06:23:05 AM wmenjiva
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/06/09; PA;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 06/07/07; FX;
08

*** CASE EXTENDED WARRANTY LOOKUP 8/26/2010 6:23:07 AM, wmenjiva

WARRANTY CHECK 08/26/2010 06:23:07 AM wmenjiva
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/26/2010 6:23:13 AM, wmenjiva

CLAIM CHECK 08/26/2010 06:23:13 AM wmenjiva
The following Claim History information was found
0; 2008-10-15; 208208; 033139; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE MODIFY 8/26/2010 6:23:38 AM, wmenjiva

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

*** NOTES 8/26/2010 6:46:53 AM, wmenjiva, Action Type : Call from Customer

Updated new owner information.
Customer contacted AHM inquiring if his vehicle was affected by OPDS recall?
He stated that his airbag light keeps coming on and wont turn off, and feels it is related to OPDS.
Informed customer that his vehicle is not affected by OPDS warranty extension or airbag recall.
He asked how that could be?
Explained to customer that recalls and warranty extensions are VIN specific.
He asked if Honda could assist with cost?
Informed customer that warranty on his vehicle was 3 years/36,000 miles whichever comes first, which has long expired on his vehicle. Therefore, AHM would not be in a position to provide customer any assistance with this repair.
He stated that this is a safety issue, and should be covered by Honda.
Informed customer that his seatbelts have a lifetime limited warranty, being that they are the primary restraint system. Airbags are secondary.
Explained to customer that if he feels this is a safety issue, he is aware of the re precautions if he does not get his issue repaired.
He stated that this was B**S**T.
He stated that he wanted to speak with my manager.
Explained to customer that I was a RCM, and this was AHM's position as a company. And no matter who he spoke within AHM, this position would not change, being that it is our company's position, based on the age and mileage of his vehicle.
He asked if RCM had any suggestions, ie. burn his car, throw it down the river?

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - OPDS WARRANTY INQUIRY

Informed customer that RCM would suggest he get his concern repaired.
He stated that he is quite upset about this.
Informed customer that RCM understood why.
He asked if Honda had a complaints dept.?
Informed customer that he was talking to the right dept., and RCM would document his complaint for the record.
Provided customer case number, as reference.
Customer stated that this will be his last Honda.
Customer had no further questions.

*** CASE MODIFY 8/26/2010 6:47:07 AM, wmenjiva

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

*** SUBCASE [REDACTED] CREATE 8/26/2010 6:48:02 AM, wmenjiva

Created in WIP Default with Due Date 8/26/2010 6:48:02 AM.

*** CASE MODIFY 8/26/2010 6:48:16 AM, wmenjiva

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

*** SUBCASE [REDACTED] CLOSE 8/26/2010 6:48:19 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/26/2010 6:48:20 AM, wmenjiva

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

Case Details

Case ID : [REDACTED] **Division :** Honda - Auto **Condition :** Closed **Open Date :** 11/14/2006 7:11:12 AM
Case Originator : Cynthia Sudario (Team HB) **Sub Division :** Customer Relations **Status :** Closed **Close Date :** 12/4/2006 8:36:24 AM
Case Owner : Kentaro Ogawa (Team HH) **Method :** Phone **Queue :** **Days Open :** 20
Last Closed By : Kentaro Ogawa (Team HH) **Point of Origin :** Customer **Wipbin :** **No. of Attachments :** 0
Case Title : 03D (BALE HONDA) [REDACTED] - SRS LIGHTSTAYS ON

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 108
VIN Type / No. : US VIN / 1HGCM66503A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 139,000
In Service Date : 01/20/2003
Months In Use : 46
Engine Number : J30A41055176
Originating Dealer No. / Name : 208249 / FRANK FLETCHER HONDA
Selling Dealer No. / Name : 208159 / BALE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208159 / BALE HONDA
Phone No. : 501-227-7000
Address : 10 COLONEL GLENN COURT
City / State / Zip : LITTLE ROCK, AR 72210
Svc District / Sls District : 03F / D03
Warranty Labor Rate / Date : \$92.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 11/20/2006 8:40:37 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 12/4/2006 8:36:21 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 03D (BALE HONDA) [REDACTED] - SRS LIGHTSTAYS ON

*** CASE CREATE 11/14/2006 7:11:12 AM, csudario

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

*** CASE EXTENDED WARRANTY LOOKUP 11/14/2006 7:11:16 AM, csudario

WARRANTY CHECK 11/14/2006 07:11:16 AM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/14/2006 7:11:21 AM, csudario

CLAIM CHECK 11/14/2006 07:11:21 AM csudario

The following Claim History information was found

0; 2003-09-26; 208159; 184326; 510; 219133 ; INTERMEDIATE SHAFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 11/14/2006 7:11:24 AM, csudario

CAMPAIGN CHECK 11/14/2006 07:11:24 AM csudario

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-24; FX

*** CASE VSC LOOKUP 11/14/2006 7:11:26 AM, csudario

VSC-CUC CHECK 11/14/2006 07:11:26 AM csudario

No data found for VIN.

*** CASE MODIFY 11/14/2006 7:12:09 AM, csudario

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/14/2006 7:12:10 AM, csudario

WARRANTY CHECK 11/14/2006 07:12:10 AM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/14/2006 7:12:18 AM, csudario

CLAIM CHECK 11/14/2006 07:12:18 AM csudario

The following Claim History information was found

0; 2003-09-26; 208159; 184326; 510; 219133 ; INTERMEDIATE SHAFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 11/14/2006 7:12:22 AM, csudario

CAMPAIGN CHECK 11/14/2006 07:12:22 AM csudario

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-24; FX

*** CASE MODIFY 11/14/2006 7:15:15 AM, csudario

into WIP default and Status of Solving.

*** NOTES 11/14/2006 7:22:38 AM, csudario, Action Type : Contention

ACS received a call from customer saying that the SRS light is always staying on. ACS checked for any service campaigns under customer's vehicle, ACS shows no campaigns. Customer says drives vehicle 140 miles everyday to and from work. Customer says that she takes her vehicle to Bale Honda for maintenance and just had the major scheduled maintenance done yesterday. Customer says that codes 53-33 and 68-1 came up on vehicle, but is going to cost.

Customer says would like AHM to consider customer for assistance. ACS advised customer that AHM cannot guarantee assistance and will forward file to a CM for review. ACS provided customer with case no. and will be contacted within 1 to 2 business days.

Case History

Case ID : [REDACTED]

Case Title : 03D (BALE HONDA) [REDACTED] - SRS LIGHTSTAYS ON

*** CASE MODIFY 11/14/2006 7:23:17 AM, csudario
into WIP default and Status of Solving.

*** CASE DISPATCH 11/14/2006 7:23:41 AM, csudario
from WIP default to Queue Honda Team E.

*** CASE MODIFY 11/14/2006 7:23:47 AM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 11/14/2006 7:23:57 AM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 11/14/2006 7:27:12 AM, csudario
into WIP default and Status of Solving.

*** CASE ACCEPT 11/14/2006 7:33:26 AM, kogawa
from Queue Honda Team E to WIP Default.

*** CASE MODIFY 11/14/2006 7:34:20 AM, kogawa
into WIP Default and Status of Solving.

*** COMMIT 11/14/2006 7:50:19 AM, kogawa, Action Type :

Made to [REDACTED] due 11/17/2006 07:50:36 AM.

DCS Follow-Up

*** NOTES 11/14/2006 7:50:55 AM, kogawa, Action Type : Dealer Communication

ATTN: Jason, SERVICE MANAGER

high mileage, but is she the good customer she claims to be? 800-999-1009 x118016

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

ACS received a call from customer saying that the SRS light is always staying on. ACS checked for any service campaigns under customer's vehicle, ACS shows no campaigns. Customer says drives vehicle 140 miles everyday to and from work. Customer says that she takes her vehicle to Bale Honda for maintenance and just had the major scheduled maintenance done yesterday. Customer says that codes 53-33 and 68-1 came up on vehicle, but is going to cost.

Customer says would like AHM to consider customer for assistance. ACS advised customer that AHM cannot guarantee assistance and will forward file to a CM for review.

Thank you for your attention to this matter.

Kentaro Ogawa

Automobile Customer Service

*** COMMIT 11/14/2006 7:51:08 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 11/15/2006 12:00:00 AM.

initial

*** NOTES 11/15/2006 9:48:53 AM, kogawa, Action Type : Call to Dealer

Service advisor advises customer has excellent service records via Bale. Would endorse assistance. ACS suggested we may be willing to cover the parts, ask customer to pay labor.

Case History

Case ID : [REDACTED] Case Title : 03D (BALE HONDA) [REDACTED] - SRS LIGHTSTAYS ON

*** NOTES 11/15/2006 9:53:28 AM, kogawa, Action Type : Call to Customer

Customer would be appreciative of any help we can provide on this well maintained vehicle with a lot of highway miles. ACS advised given her service records, we believe we can help, and offered to cover parts (\$500-\$600), should she be willing to cover labor (\$200 approx). Customer would be happy if we could do so, and ACS referred her back to Coby, her service advisor.

*** COMMIT 11/15/2006 9:53:40 AM, kogawa, Action Type :

Made to [REDACTED] due 11/18/2006 09:54:08 AM.

DCS Follow-Up

*** NOTES 11/15/2006 9:54:17 AM, kogawa, Action Type : Dealer Communication

ATTN: Jason, Coby, SERVICE MANAGER

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

Customer will contact you, ACS is willing to goodwill SRS parts, customer to pay labor. Auth# 19414.

Thank you for your attention to this matter.

Kentaro Ogawa

800-999-1009 x118016

Automobile Customer Service

*** CASE FULFILL 11/15/2006 9:55:18 AM, kogawa

Fulfilled for [REDACTED] due 11/15/2006 12:00:00 AM.

*** COMMIT 11/15/2006 9:55:19 AM, kogawa, Action Type : N/A

repaired?

*** SUBCASE [REDACTED] CREATE 11/20/2006 8:40:37 AM, kogawa

Created in WIP Default with Due Date 11/20/2006 8:40:37 AM.

*** CASE MODIFY 11/20/2006 8:52:41 AM, kogawa

into WIP Dist 3D Butch Clark and Status of Solving.

*** CASE FULFILL 11/29/2006 3:54:54 PM, kogawa

Fulfilled for [REDACTED] due 11/17/2006 07:50:36 AM.

*** CASE FULFILL 11/29/2006 3:55:00 PM, kogawa

Fulfilled for [REDACTED] due 11/18/2006 09:54:08 AM.

*** NOTES 11/29/2006 3:57:02 PM, kogawa, Action Type : Call to Customer

Called customer, left message on voicemail in efforts to confirm satisfaction with repairs.

*** CASE FULFILL 11/29/2006 3:57:09 PM, kogawa

Fulfilled for [REDACTED] due 11/28/2006 12:00:00 AM.

*** COMMIT 11/29/2006 3:57:12 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 11/30/2006 8:07:35 AM, kogawa, Action Type : Call from Customer

Customer called to advise she was out of town, thus repairs not completed, but appreciates the follow up. Satisfactory arrangements with dealer in place to

Case History

Case ID : [REDACTED] **Case Title :** 03D (BALE HONDA) [REDACTED] - SRS LIGHTSTAYS ON

complete repairs next week.

*** **NOTES** 12/4/2006 8:35:08 AM, kogawa, Action Type : Call to Customer

Left message on voicemail acknowledging her call to me last week, and asked for call back if has any further concerns.

*** **SUBCASE** [REDACTED] **CLOSE** 12/4/2006 8:36:21 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE** 12/4/2006 8:36:24 AM, kogawa

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/30/2007 12:29:21
Case Originator :	Erica Ashley (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/31/2007 11:38:22
Case Owner :	Erica Dotson (Team CA)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Erica Dotson (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	01D [REDACTED] SRS LIGHT ASSISTANCE			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM82673A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM8263JNW / A
Miles / Hours :	56,000
In Service Date :	08/29/2003
Months In Use :	50
Engine Number :	J30A41152294
Originating Dealer No. / Name :	208220 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name :	208220 / NORM REEVES HONDA SUPERSTOR
Trim :	EX-V6
No. Of Doors :	2
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208189 / MILLER HONDA-CULVER CITY
Phone No. :	310-815-3888
Address :	9055 WASHINGTON BLVD.
City / State / Zip :	CULVER CITY, CA 90232
Svc District / SIs District :	01C / A01
Warranty Labor Rate / Date :	\$120.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/30/2007 12:31:30
Issue Owner : Erica Ashley	Type 2 : Eligibility	Queue :	Close Date : 10/30/2007 12:32:15
Issue Title : [REDACTED]	AMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 01 [REDACTED] SRS LIGHT ASSISTANCE

*** CASE CREATE 10/30/2007 12:29:21 PM, eashley

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

*** NOTES 10/30/2007 12:31:06 PM, eashley, Action Type : Call from Customer

The customer requeste no further assistance when asked, but wanted to know if there was a recall/extended warranty for the srs light as this sometimes stay on in her vehicle longer than what it should. I informed her that there are no campaigns affecting this vehicle for the srs light and would have to incur the cost for the diagnosis/repair. I thanked her for calling AHM. The call ended.

Her contact information was updated/verified.

*** CASE MODIFY 10/30/2007 12:31:07 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/30/2007 12:31:30 PM, eashley

Created in WIP Default with Due Date 10/30/2007 12:31:30 PM.

*** CASE MODIFY 10/30/2007 12:31:39 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2007 12:32:12 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/30/2007 12:32:15 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/30/2007 12:32:15 PM, eashley

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

*** CASE REOPEN 10/31/2007 11:27:42 AM, edotson

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/31/2007 11:27:52 AM, edotson

WARRANTY CHECK 10/31/2007 11:27:52 AM edotson

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/31/2007 11:27:56 AM, edotson

CLAIM CHECK 10/31/2007 11:27:56 AM edotson

The following Claim History information was found

0; 2006-01-21; 206888; 519661; 510; 010150 ; RADIO, RADIO/TAPE OR RADIO/CD PLAYER - REPLACE.

REMANUFACTURING PROGRAM. NOTE: USE AUDIO CUSTOME

*** CASE CAMPAIGN LOOKUP 10/31/2007 11:28:01 AM, edotson

CAMPAIGN CHECK 10/31/2007 11:28:01 AM edotson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE VSC LOOKUP 10/31/2007 11:28:04 AM, edotson

VSC CHECK 10/31/2007 11:28:04 AM edotson

Case History

Case ID : [REDACTED]

Case Title : 01 [REDACTED] SRS LIGHT ASSISTANCE

The following VSC information was found

ARNEL;REYES;V001753157;B46;(NEW) PREMIUM 4YR 60K 0 DED;EXPIRED;;2003-08-29;2007-08-28;60000;12;208220;0.00

*** CASE CUC LOOKUP 10/31/2007 11:28:04 AM, edotson

CUC CHECK 10/31/2007 11:28:04 AM edotson

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 10/31/2007 11:28:09 AM, edotson

CAMPAIGN CHECK 10/31/2007 11:28:09 AM edotson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** NOTES 10/31/2007 11:37:41 AM, edotson, Action Type : Call from Customer

Customer contacted AHM in regards to the vehicle's SRS light. Customer states the vehicle's SRS light comes on every now and then. Customer states the light has been coming on for about a month or do. Customer states she just purchased the vehicle less than a month ago. Customer is seeking assistance with the repair.

I informed the customer the vehicle has to be diagnosed by a certified Honda dealership. Customer states she can take the vehicle to MILLER HONDA-CULVER CITY. Customer states she is not sure when she can take the vehicle to the dealership.

Customer feels AHM should assist her with the repair because the vehicle is a Honda vehicle and she was told Honda vehicles last for a long time.

Customer states this vehicle is her first Honda vehicle.

Customer states the vehicle is drive able.

I informed the customer the case will be forwarded to a CM for further review on receipt of the diagnosis. I informed the customer each case is reviewed on a case by case basis and there are no guarantees. The customer understood. I provided the customer the case number for future reference. I informed the customer the diagnosis, who she spoke with, and the estimated cost of repairs is needed. I asked the customer if there was anything else I could assist her with. The customer declined. I thanked the customer for calling and the call ended.

I verified the customer's contact information.

*** CASE MODIFY 10/31/2007 11:37:57 AM, edotson

into WIP default and Status of Solving.

*** NOTES 10/31/2007 11:38:12 AM, edotson, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Customer will contact you to have the SRS light diagnosed.

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

Case History

Case ID : [REDACTED]

Case Title : 01D [REDACTED] SRS LIGHT ASSISTANCE

Thank you for your attention to this matter.

Erica Dotson
Automobile Customer Service

*** CASE MODIFY 10/31/2007 11:38:17 AM, edotson
into WIP default and Status of Solving.

*** CASE MODIFY 10/31/2007 11:38:19 AM, edotson
into WIP default and Status of Solving.

*** CASE CLOSE 10/31/2007 11:38:22 AM, edotson
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/25/2007 9:29:03 AM
 Case Originator : Gladys Tamayo (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 9/27/2007 2:16:40 PM
 Case Owner : Kevin Wong (Team AB) Method : Phone Queue : Days Open : 2
 Last Closed By : Kevin Wong (Team AB) Point of Origin : Customer Wipbin :
 Case Title : 10D (EARNHARDT) ██████████ - ABS/SRS ISSUE (DONE) No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 525
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : PHX, AZ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66543A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 52,000
 In Service Date : 03/05/2003
 Months In Use : 54
 Engine Number : J30A41055801
 Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
 Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208245 / EARNHARDT HONDA
 Phone No. : 623-934-5211
 Address : 10151 W.PAPAGO FREEWAY
 City / State / Zip : AVONDALE, AZ 85323
 Svc District / Sls District : 10D / D10
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207392	RIGHT HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CORPOR	Subcase Close	Corporate	Program/Position		
██████████ / ██████████ PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gladys Tamayo	Type 1 : Corporate	Status : Subcase Close	Open Date : 9/25/2007 9:38:05 AM
Issue Owner : Gladys Tamayo	Type 2 : Program/Position	Queue :	Close Date : 9/25/2007 9:38:10 AM
Issue Title : [REDACTED] - CORPORATE - PROGRAM/POSITION			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 9/26/2007 8:46:33 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 9/27/2007 2:16:40 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 10D (EARNHARDT) [REDACTED] - ABS/SRS ISSUE (DONE)

*** CASE CREATE 9/25/2007 9:29:03 AM, gtamayo

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

*** CASE MODIFY 9/25/2007 9:29:26 AM, gtamayo

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/25/2007 9:29:28 AM, gtamayo

WARRANTY CHECK 09/25/2007 09:29:28 AM gtamayo

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/25/2007 9:29:31 AM, gtamayo

CLAIM CHECK 09/25/2007 09:29:31 AM gtamayo

The following Claim History information was found

0; 2004-10-04; 208193; 140865; 510; 222109 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INPSECTION - VEHICLES WITH 15,000 MILES OR LESS:

*** CASE CAMPAIGN LOOKUP 9/25/2007 9:29:32 AM, gtamayo

CAMPAIGN CHECK 09/25/2007 09:29:32 AM gtamayo

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-10-04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 2007-04-09; FX;

*** CASE VSC LOOKUP 9/25/2007 9:29:34 AM, gtamayo

VSC-CUC CHECK 09/25/2007 09:29:34 AM gtamayo

No data found for VIN.

*** CASE MODIFY 9/25/2007 9:29:36 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 9:33:35 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 9:33:42 AM, gtamayo

into WIP default and Status of Solving.

*** NOTES 9/25/2007 9:37:54 AM, gtamayo, Action Type : Call from Customer

Customer called ACS stating that the vehicle A/C (2 times), Stereo, and power steering pump have been replaced. Customer stated that contently the master cylinder is the concern. She stated that she has several issues with the vehicle and I apologized for the inconvenience and informed her that the concern has been documented. She believes her vehicle is a lemon. She would like to know what the process is to file for a lemon. I informed customer that she can contact her local state agency for further information on the laws. Customer had no further questions and call ended.

*** SUBCASE [REDACTED] CREATE 9/25/2007 9:38:05 AM, gtamayo

Created in WIP Default with Due Date 9/25/2007 9:38:05 AM.

*** CASE MODIFY 9/25/2007 9:38:09 AM, gtamayo

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] 1 CLOSE 9/25/2007 9:38:10 AM, gtamayo

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 10D (EARNHARDT) [REDACTED] - ABS/SRS ISSUE (DONE)

*** CASE CLOSE 9/25/2007 9:38:10 AM, gtamayo

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

*** CASE REOPEN 9/25/2007 11:01:47 AM, gtamayo

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/25/2007 11:04:49 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 11:10:43 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 11:12:09 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 11:40:27 AM, gtamayo

into WIP default and Status of Solving.

*** NOTES 9/25/2007 11:41:14 AM, gtamayo, Action Type : Call from Customer

Customer called ACS stating that she took the vehicle to two different dealerships. Customer stated that the vehicles ABS indicator and SRS indicator are on in the vehicle. Customer was told by Right Honda that the Brake light switch is not working, the rear brakes need a brake job, the CV boot is broken and that there might need and there leak in the power steering. She went to Earnhart Honda yesterday and spoke to SA Danny Segunda. They told customer that the following items need to be replaced; power steering pump, master cylinder, seatbelt, bearings in the axel, and the brake switch. Customer is not sure if they are trying to take advantage of her. Customer stated that she does have an extended warranty (not Honda Care) but would like to know what the real issue with the vehicle. I informed customer that a RCM will further review the issue. I provided customer with her case number. Customer thanked me and the call ended.

*** CASE DISPATCH 9/25/2007 11:41:41 AM, gtamayo

from WIP default to Queue Honda Team C.

*** NOTES 9/25/2007 11:44:16 AM, jarauza, Action Type : Note-General

Reopened case reviewed and advised the rep to proceed to dispatch the case.

*** CASE ASSIGN 9/25/2007 3:08:19 PM, kroyster

[REDACTED] to kwong, WIP ^

*** CASE RULE ACTION 9/25/2007 3:08:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLAIMS LOOKUP 9/26/2007 8:45:05 AM, kwong

CLAIM CHECK 09/26/2007 08:45:05 AM kwong

The following Claim History information was found

0; 2004-10-04; 208193; 140865; 510; 222109 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INPSECTION - VEHICLES WITH 15,000 MILES OR LESS: I

*** CASE MODIFY 9/26/2007 8:45:45 AM, kwong

into WIP default and Status of Solving.

*** COMMIT 9/26/2007 8:46:06 AM, kwong, Action Type :

Made to [REDACTED] due 09/29/2007 08:46:08 AM.

DCS Follow-Up

Case History

Case ID : [REDACTED] Case Title : 10D (EARNHARDT) [REDACTED] - ABS/SRS ISSUE (DONE)

*** NOTES 9/26/2007 8:46:13 AM, kwong, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/29/2007

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

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

Customer called ACS stating that she took the vehicle to two different dealerships. Customer stated that the vehicles ABS indicator and SRS indicator are on in the vehicle. Customer was told by Right Honda that the Brake light switch is not working, the rear brakes need a brake job, the CV boot is broken and that there might need and there leak in the power steering. She went to Earnhart Honda yesterday and spoke to SA Danny Segunda. They told customer that the following items need to be replaced; power steering pump, master cylinder, seatbelt, bearings in the axel, and the brake switch. Customer is not sure if they are trying to take advantage of her. Customer stated that she does have an extended warranty (not Honda Care) but would like to know what the real issue with the vehicle.

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

Kevin Wong
Automobile Customer Service

*** SUBCASE [REDACTED] CREATE 9/26/2007 8:46:33 AM, kwong

Created in WIP Default with Due Date 9/26/2007 8:46:33 AM.

*** COMMIT 9/26/2007 8:46:35 AM, kwong, Action Type : N/A

Call cust.

*** CASE MODIFY 9/26/2007 8:46:43 AM, kwong

into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2007 10:59:49 AM, kwong

into WIP 10D and Status of Solving.

*** NOTES 9/26/2007 2:59:46 PM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I introduced myself as Case Manager for customer's case. I provided customer with phone number and ext. where customer can reach me.

*** CASE FULFILL 9/26/2007 2:59:51 PM, kwong

Fulfilled for [REDACTED] due 09/26/2007 05:00:00 PM.

*** CASE MODIFY 9/26/2007 3:07:14 PM, kwong

into WIP 10D and Status of Solving.

*** NOTES 9/26/2007 3:08:01 PM, kwong, Action Type : Call to Dealer

Spoke to ASM Jason Frank at Earnhardt Honda regarding status of case. Jason states that customer has after-market MPP warranty which is covering cost of repairs. Jason states that customer was contacted and advised.

*** CASE FULFILL 9/26/2007 3:08:05 PM, kwong

Fulfilled for [REDACTED] due 09/29/2007 08:46:08 AM.

*** CASE CLAIMS LOOKUP 9/27/2007 2:09:36 PM, kwong

Case History

Case ID : [REDACTED]

Case Title : 10D (EARNHARDT) [REDACTED] - ABS/SRS ISSUE (DONE)

CLAIM CHECK 09/27/2007 02:09:35 PM kwong

The following Claim History information was found

0; 2004-10-04; 208193; 140865; 510; 222109 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND
GEAR INPSECTION - VEHICLES WITH 15,000 MILES OR LESS: I

*** NOTES 9/27/2007 2:16:21 PM, kwong, Action Type : Call from Customer

Received call from customer regarding SRS/ABS concerns. Customer states that repairs were completed by Earnhardt Honda and covered by after-market extended warranty. Customer thanked me for follow up call. I verified customer contact information. Customer ended call.

*** CASE CLOSE 9/27/2007 2:16:40 PM, kwong

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

*** SUBCASE [REDACTED] CLOSE 9/27/2007 2:16:40 PM, kwong

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/10/2008 11:48:24
 Case Originator : Raymond Anguiano (Team HA) Sub Division : Satellite Center Status : Closed Close Date : 11/10/2008 12:05:11
 Case Owner : Raymond Anguiano (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Raymond Anguiano (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS RECALL SUGGESTION No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 414
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : TEXAS CITY, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 414
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 120,000
 In Service Date : 04/02/2003
 Months In Use : 67
 Engine Number : J30A41055850
 Originating Dealer No. / Name : 208292 / BAYTOWN HONDA
 Selling Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/10/2008 12:04:53
Issue Owner : Raymond Anguiano	Type 2 : Eligibility	Queue :	Close Date : 11/10/2008 12:05:11
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS RECALL SUGGESTION

*** CASE CREATE 11/10/2008 11:48:24 AM, ranguian

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

*** NOTES 11/10/2008 11:48:24 AM, ranguian, Action Type :

The customer is calling AHM because she states that she has been really happy since she purchased this vehicle. The customer states that at one time the lights on the display went out and she took her vehicle to a Honda dealership and that she would have to replace the display at her expense. The customer states that she was not able to afford the repair at that time and so she just took the vehicle home. The customer states that she eventually had to have the repair work performed and so she contacted the dealership and they advised her that a recall had been issued on the display of the vehicle and so the repair would be at no expense to her.

The customer states that currently her SRS light has turned on and she took her vehicle to the Honda dealership and they advised her that the SRS unit needs to be replaced. The customer also states that they have advised her that her seatbelt buckle was not working properly. The customer states that she was advised that the seatbelts are covered under warranty but not the SRS unit. The customer would like to know if that is true because she states that she feels this is a safety issue if her SRS unit is not working properly.

I then advised the customer that the seat belts are covered under warranty and the repairs would be covered. I then advised the customer that the SRS unit is not covered under warranty and any repairs necessary would have to be at her expense.

The customer then stated that she feels that the SRS unit should be under recall or covered under warranty because it is a safety concern. The customer stated that she would like to make a suggestion to issue a recall on the SRS unit. I then advised the customer that her suggestion has been documented and will be looked at by the proper department. I advised the customer that should the need arise then someone would contact her.

The customer then stated that she understands and really appreciates it that her suggestion has been documented. The customer then thanked me for my time and then ended the call.

Customer information updated. [REDACTED]

*** CASE MODIFY 11/10/2008 11:48:47 AM, ranguian

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/10/2008 12:04:21 PM, ranguian

CAMPAIGN CHECK 11/10/2008 12:04:21 PM ranguian

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/22/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** SUBCASE [REDACTED] CREATE 11/10/2008 12:04:53 PM, ranguian

Created in WIP Default with Due Date 11/10/2008 12:04:53 PM.

*** CASE MODIFY 11/10/2008 12:05:08 PM, ranguian

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/10/2008 12:05:11 PM, ranguian

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2008 12:05:11 PM, ranguian

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS RECALL SUGGESTION

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/6/2010 8:06:34 AM
Case Originator :	Emre Wilson (Team AB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/6/2010 8:21:47 AM
Case Owner :	Emre Wilson (Team AB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Emre Wilson (Team AB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] DEALER COMPLAINT, SRS LIGHT INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM82643 [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM8263JNW / A
Miles / Hours :	140,000
In Service Date :	11/28/2003
Months In Use :	83
Engine Number :	J30A41154705
Originating Dealer No. / Name :	208305 / VICTORY HONDA OF PLYMOUTH
Selling Dealer No. / Name :	208305 / VICTORY HONDA OF PLYMOUTH
Trim :	EX-V6
No. Of Doors :	2
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206644 / FRANK BROWN HONDA
Phone No. :	806-796-7777
Address :	5802 SPUR 327
City / State / Zip :	LUBBOCK, TX 79424
Svc District / Sls District :	03E / A03
Warranty Labor Rate / Date :	\$91.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Service - Dealer	Experience	218	Automatic Trans
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emre Wilson	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/6/2010 8:19:59 AM
Issue Owner : Emre Wilson	Type 2 : Experience	Queue :	Close Date : 10/6/2010 8:21:46 AM
Issue Title : [REDACTED] SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : WarningLt D4/D5 2187
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Emre Wilson	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2010 8:21:04 AM
Issue Owner : Emre Wilson	Type 2 : Operation	Queue :	Close Date : 10/6/2010 8:21:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] DEALER COMPLAINT, SRS LIGHT INQUIRY

*** CASE CREATE 10/6/2010 8:06:34 AM, ewilson

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

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2010 8:07:39 AM, ewilson

WARRANTY CHECK 10/06/2010 08:07:39 AM ewilson

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2010 8:07:44 AM, ewilson

CLAIM CHECK 10/06/2010 08:07:44 AM ewilson

The following Claim History information was found

0; 2008-09-08; 206644; 286438; 510; 121175 ; INTAKE AIR TEMPERATURE SENSOR (IAT) - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/6/2010 8:08:11 AM, ewilson

CAMPAIGN CHECK 10/06/2010 08:08:11 AM ewilson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/31/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE CUC LOOKUP 10/6/2010 8:08:16 AM, ewilson

CUC CHECK 10/06/2010 08:08:16 AM ewilson

The following CUC information was found

;;;0;0;0;;;;0;;

*** CASE VSC LOOKUP 10/6/2010 8:08:16 AM, ewilson

VSC CHECK 10/06/2010 08:08:16 AM ewilson

The following VSC information was found

TERRI;HANEY;V001823190;B50;(NEW) PREMIUM 5YR 100K 0 DED;EXPIRED;;2003-11-28;2008-11-27;100000;46;208305;0.00

*** NOTES 10/6/2010 8:16:16 AM, ewilson, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called in to complain about the service he received at your dealership this morning 10/6. Customer came in to have the blinking "D" light on his instrument panel looked at and stated that he waited three hours before he got up to question what was taking so long. Customer states that he was then told that you were having trouble diagnosing the problem and it would be awhile. Customer states he spoke to Rudy Cisneros who was rude and condescending. Customer is very upset with his experience.

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

Thank you for your attention to this matter.

Emre Wilson
Automobile Customer Service

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] DEALER COMPLAINT, SRS LIGHT INQUIRY

*** NOTES 10/6/2010 8:19:07 AM, ewilson, Action Type : Call from Customer

Contact information was added

Best contact number: [REDACTED]

Customer calling in because he had a new transmission put in the car last November. A month ago the D light started blinking. The dealer reset the codes and charged an \$85.00 diagnostic fee. His airbag is also on and he knows the problem is with the seatbelt. They want to charge \$85 to determine that is the cause. A dealer told him that the seatbelt is covered. Customer is currently sitting in the dealership and has been there for almost 3 hours. ACS inquired why he was calling in today. Customer is calling in because he wants his airbags fixed. Customer calling in to complain about the dealership and the fact that they didn't warn him that it would take a long time to fix. Customer states the dealership is rude and he wants to file a complaint. Customer gave permission to use his name in the complaint. Customer mentioned Rudy Cisneros. ACS explained to the customer that the SRS unit is actually an electrical problem because it is the wiring in the buckle not actually the seatbelt. Customer wants to know what the warranty is for his replacement transmission. ACS explained this info is on pg. 35 of his warranty booklet and told him it was 3 yrs or 36000 miles. Customer thanked me and needed no further assistance. The call ended.

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2010 8:19:19 AM, ewilson

WARRANTY CHECK 10/06/2010 08:19:19 AM ewilson

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2010 8:19:23 AM, ewilson

CLAIM CHECK 10/06/2010 08:19:23 AM ewilson

The following Claim History information was found

0; 2008-09-08; 206644; 286438; 510; 121175 ; INTAKE AIR TEMPERATURE SENSOR (IAT) - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/6/2010 8:19:29 AM, ewilson

CAMPAIGN CHECK 10/06/2010 08:19:28 AM ewilson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/31/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ; ;
08-010; Q74;

*** CASE CUC LOOKUP 10/6/2010 8:19:33 AM, ewilson

CUC CHECK 10/06/2010 08:19:33 AM ewilson

The following CUC information was found

;;;0;0;0;:::0;;

*** CASE VSC LOOKUP 10/6/2010 8:19:33 AM, ewilson

VSC CHECK 10/06/2010 08:19:33 AM ewilson

The following VSC information was found

TERRI;HANEY;V001823190;B50;(NEW) PREMIUM 5YR 100K 0 DED;EXPIRED;;2003-11-28;2008-11-27;100000;46;208305;0.00

*** SUBCASE [REDACTED] CREATE 10/6/2010 8:19:59 AM, ewilson

Created in WIP Default with Due Date 10/6/2010 8:19:59 AM.

*** SUBCASE [REDACTED] CREATE 10/6/2010 8:21:04 AM, ewilson

Created in WIP Default with Due Date 10/6/2010 8:21:04 AM.

*** CASE MODIFY 10/6/2010 8:21:37 AM, ewilson

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - DEALER COMPLAINT, SRS LIGHT INQUIRY

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/6/2010 8:21:46 AM, ewilson
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/6/2010 8:21:47 AM, ewilson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 10/6/2010 8:21:47 AM, ewilson
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/6/2012 4:38:47 PM	
Case Originator :	Damon Phillips (Team CI)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/6/2012 4:42:27 PM
Case Owner :	Damon Phillips (Team CI)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Damon Phillips (Team CI)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : 6196
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : HIGHLAND HTS, OH
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66343A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 75,000
 In Service Date : 02/24/2003
 Months In Use : 113
 Engine Number : J30A41060686
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS HONDA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2012 4:42:20 PM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 7/6/2012 4:42:27 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 7/6/2012 4:38:47 PM, dphillip

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

*** CASE MODIFY 7/6/2012 4:38:51 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 7/6/2012 4:39:07 PM, dphillip

into WIP default and Status of Solving.

*** NOTES 7/6/2012 4:41:39 PM, dphillip, Action Type : Call from Customer

The customer called inquiring if the vehicle is included in any outstanding recalls because the SRS light is on. I confirmed thru AHM database that the vehicle does not have any outstanding recalls at this time. The customer does not require any further assistance. I advised the customer to have a Honda dealer properly diagnose the vehicle.

*** CASE MODIFY 7/6/2012 4:41:47 PM, dphillip

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/6/2012 4:42:20 PM, dphillip

Created in WIP Default with Due Date 7/6/2012 4:42:20 PM.

*** CASE MODIFY 7/6/2012 4:42:25 PM, dphillip

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/6/2012 4:42:27 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/6/2012 4:42:27 PM, dphillip

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/19/2011 7:50:21 AM	
Case Originator :	Nichele Jelks (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/19/2011 8:14:11 AM
Case Owner :	Nichele Jelks (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Nichele Jelks (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : 511
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : WILMINGTON, DE
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM56643A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 135,825
 In Service Date : 12/31/2002
 Months In Use : 106
 Engine Number : K24A41054526
 Originating Dealer No. / Name : 207027 / UNION PARK HONDA
 Selling Dealer No. / Name : 207027 / UNION PARK HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207027 / UNION PARK HONDA
 Phone No. : 302-658-7245
 Address : 1704 PENNSYLVANIA AVE.
 City / State / Zip : WILMINGTON, DE 19806
 Svc District / Sls District : 05J / G05
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nichele Jelks	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2011 8:13:57 AM
Issue Owner : Nichele Jelks	Type 2 : Operation	Queue :	Close Date : 10/19/2011 8:14:11 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 10/19/2011 7:50:21 AM, njelks

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

*** CASE MODIFY 10/19/2011 7:51:32 AM, njelks

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2011 7:58:43 AM, njelks

into WIP default and Status of Solving.

*** NOTES 10/19/2011 8:11:35 AM, njelks, Action Type : Call from Customer

Verified the customers information

Callback number: [REDACTED]

The customer stated that she took the car in to the dealership because the SRS light came on. It cost 800.00 to fix. They fixed the sensor light and that had them replace the seat position sensor for the passenger seat. She has been online researching the issue. She says it should be a safety issue. The dealership gave them 10% off. The say it's not covered by Honda. The dealership is great.

ACS empathized with the customer and advised that the SRS is part of the new vehicle warranty of 3 years 36,000 miles and this is not covered any longer based on the age and mileage of the vehicle.

The customer wasn't happy and wanted to speak to a supervisor. I advised that she could speak to a supervisor but the supervisor will just tell her the same thing that I am telling her.

The customer understood and required no further assistance.

*** SUBCASE [REDACTED] CREATE 10/19/2011 8:13:57 AM, njelks

Created in WIP Default with Due Date 10/19/2011 8:13:57 AM.

*** CASE MODIFY 10/19/2011 8:14:07 AM, njelks

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/19/2011 8:14:11 AM, njelks

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/19/2011 8:14:11 AM, njelks

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/9/2013 12:52:31 PM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/10/2013 8:30:48 AM
 Case Owner : Darrell Harville (Team SB) Method : Phone Queue : Days Open : 1
 Last Closed By : Darrell Harville (Team SB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON/ND/SEATBELT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2065
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : ALPINE, CA ██████████
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66563A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 56,470
 In Service Date : 02/26/2003
 Months In Use : 123
 Engine Number : J30A41064484
 Originating Dealer No. / Name : 206546 / BALL HONDA
 Selling Dealer No. / Name : 206546 / BALL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ & ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 5/9/2013 1:02:44 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 5/9/2013 1:03:24 PM
Issue Title : [REDACTED] -			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON/ND/SEATBELT

*** CASE CREATE 5/9/2013 12:52:31 PM, kvibar

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

*** CASE MODIFY 5/9/2013 12:53:44 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2013 12:53:53 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2013 1:02:01 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2013 1:02:09 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/9/2013 1:02:44 PM, kvibar

Created in WIP Default with Due Date 5/9/2013 1:02:44 PM.

*** NOTES 5/9/2013 1:03:17 PM, kvibar, Action Type : Note-Third Party

Updated Customers Phone #/Address

Best Contact [REDACTED]

[REDACTED] is calling for her company. She said that her airbag seatbelt has been on. She had it tested at an IRF and they confirmed with their computer that the seatbelt latch is the issue and was informed that it should be covered regardless since its safety related.

ACS informed her that we cannot confirm anything over the phone and the DLR will have to diagnose the issue. The customer proceeded to say that the DLR is 15 miles away and what if something happens. ACS informed her that she can call the DLR to confirm if they have towing but it will be up to the dealers decision to cover that or not since she no longer is covered. The customer then requested for a manager. ACS informed her that a supervisor will have to call her back in 24 business hours. She said that doesn't help her. She thanked ACS then hung up. No further assistance is needed.

*** CASE MODIFY 5/9/2013 1:03:18 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/9/2013 1:03:24 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/9/2013 1:03:25 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2013 1:03:30 PM, kvibar

into WIP default and Status of Solving.

*** CASE ASSIGN 5/9/2013 1:04:33 PM, kvibar

[REDACTED] to dharvil1, WIP

*** CASE MODIFY 5/9/2013 1:04:35 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2013 8:30:45 AM, dharvil1

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON/ND/SEATBELT

*** CASE CLOSE 5/10/2013 8:30:48 AM, dharvill

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/12/2009 9:14:23 AM
Case Originator : Cristine Perez (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/12/2009 9:32:22 AM
Case Owner : Cristine Perez (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - WARRANTY ON SEAT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM56373A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5633PLW / A
Miles / Hours :	137,000
In Service Date :	08/18/2003
Months In Use :	72
Engine Number :	K24A41056354
Originating Dealer No. / Name :	207486 / PHIL HUGHES HONDA
Selling Dealer No. / Name :	207486 / PHIL HUGHES HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208311 / KUNI HONDA
Phone No. :	303-708-2000
Address :	10750 E. ARAPAHOE ROAD
City / State / Zip :	CENTENNIAL, CO 80112
Svc District / Sls District :	10G / C10
Warranty Labor Rate / Date :	\$108.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2009 9:17:04 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 8/12/2009 9:28:30 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - WARRANTY ON SEAT

*** CASE CREATE 8/12/2009 9:14:23 AM, cperez

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

*** CASE EXTENDED WARRANTY LOOKUP 8/12/2009 9:14:31 AM, cperez

WARRANTY CHECK 08/12/2009 09:14:31 AM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/12/2009 9:14:35 AM, cperez

CLAIM CHECK 08/12/2009 09:14:35 AM cperez

The following Claim History information was found

0; 2008-08-01; 207882; 871918; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-04

*** CASE CAMPAIGN LOOKUP 8/12/2009 9:14:41 AM, cperez

CAMPAIGN CHECK 08/12/2009 09:14:40 AM cperez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; NM;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/04/08; FX;

*** CASE VSC LOOKUP 8/12/2009 9:14:41 AM, cperez

VSC-CUC CHECK 08/12/2009 09:14:41 AM cperez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/12/2009 9:16:04 AM, cperez

CAMPAIGN CHECK 08/12/2009 09:16:04 AM cperez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; NM;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/04/08; FX;

*** SUBCASE [REDACTED] CREATE 8/12/2009 9:17:04 AM, cperez

Created in WIP Default with Due Date 8/12/2009 9:17:04 AM.

*** CASE CAMPAIGN LOOKUP 8/12/2009 9:17:24 AM, cperez

CAMPAIGN CHECK 08/12/2009 09:17:24 AM cperez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; NM;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/04/08; FX;

*** NOTES 8/12/2009 9:19:34 AM, cperez, Action Type : Call from Customer

New Owner Information

Situation: Customer is calling about the vehicle.

Request: Customer would like to know about seat belt warranty

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - WARRANTY ON SEAT

Probing Questions: Customer states his SRS light has come on, and read about his warranty, and would like to know about the air bag warranty as well.

Inbound Summary: ACS documented his concern and informed him that the seat belt has a limited life time warranty for the seat belt and buckle it self, but any electrical component is not covered, the air bag warranty stands a 3/36. Customer understood and no further assistance was needed.

*** CASE CAMPAIGN LOOKUP 8/12/2009 9:28:24 AM, cperez

CAMPAIGN CHECK 08/12/2009 09:28:24 AM cperez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; NM;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/04/08; FX;

*** SUBCASE [REDACTED] CLOSE 8/12/2009 9:28:30 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 8/12/2009 9:31:43 AM, cperez

CAMPAIGN CHECK 08/12/2009 09:31:43 AM cperez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; NM;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/04/08; FX;

*** CASE CLOSE 8/12/2009 9:32:22 AM, cperez

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 10/6/2008 10:46:35 AM
 Case Originator : Mauro Razetto (Team CC) Sub Division : Customer Relations Status : Closed Close Date : 10/23/2008 1:32:02 PM
 Case Owner : Edward Lopez (Team AC) Method : Phone Queue : Days Open : 17
 Last Closed By : Edward Lopez (Team AC) Point of Origin : Customer Wipbin :
 Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] SRS LIGHT ON / SEEKING ASSIS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 7378
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. :
 Cell / Pager No. : [REDACTED]
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : POWELL, OH [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66503A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 116,000
 In Service Date : 02/13/2003
 Months In Use : 68
 Engine Number : J30A41064998
 Originating Dealer No. / Name : 207793 / KEENAN HONDA
 Selling Dealer No. / Name : 207793 / KEENAN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208374 / HONDA MARYSVILLE
 Phone No. : 937-645-4080
 Address : 640 COLEMANS CROSSING
 City / State / Zip : MARYSVILLE, OH 43040
 Svc District / Sls District : 04D / F04
 Warranty Labor Rate / Date : \$89.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 10/7/2008 6:22:49 AM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 10/23/2008 1:31:48 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

*** CASE CREATE 10/6/2008 10:46:35 AM, mrzetto

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

*** CASE CAMPAIGN LOOKUP 10/6/2008 10:48:07 AM, mrzetto

CAMPAIGN CHECK 10/06/2008 10:48:07 AM mrzetto

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/05/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** NOTES 10/6/2008 10:54:32 AM, mrzetto, Action Type : Call from Customer

The customer stated that his SRS light is on. He stated that this issue began about 2 1/2 years ago, but it was an intermittent problem. He stated that just only a few months ago is when the SRS light came on and stayed on. He stated that he took the vehicle to dealer 208374 recently and they advised him that the vehicle might need an SRS board. He stated that this would not be covered by American Honda and it would be around \$475.

The customer is calling to see if we would cover this for him because this is a critical safety issue.

I informed him that because he is out of the warranty parameters any repairs done to the vehicle would be at his expense. The customer did not agree with that and requested that this be looked at further because of his longevity as a Honda customer and because of the other previous issues with his vehicle (transmission recall, wiper motor recall, display warranty extension).

I advised the customer I would forward the case to a case manager. The customer was informed that this is done on a case by case basis and that even though it is going to a case manager there is no guarantee of assistance. The customer understood, thanked for the information.

This is the customers 4th Honda.

The customers information was updated [REDACTED]

*** CASE MODIFY 10/6/2008 10:54:41 AM, mrzetto

into WIP Default and Status of Solving.

*** CASE MODIFY 10/6/2008 10:55:42 AM, mrzetto

into WIP Default and Status of Solving.

*** NOTES 10/6/2008 10:56:30 AM, mrzetto, Action Type : Note-General

Dispatching case for SRS light assistance.

Dispatching case to Team H.

*** CASE ASSIGN 10/6/2008 10:56:39 AM, mrzetto

[REDACTED] to rcisne01, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 10/6/2008 10:56:40 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 10/6/2008 11:00:11 AM, rcisne01, Action Type : Note-General

Case reviewed~RC

Case History

Case ID : [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

*** CASE DISPATCH 10/6/2008 11:00:21 AM, rcisne01
from WIP Default to Queue Honda Team H .

*** CASE ASSIGN 10/6/2008 2:26:57 PM, jstradfo
N012008-10-0601661 to elopez01, WIP

*** CASE RULE ACTION 10/6/2008 2:26:57 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/7/2008 6:21:20 AM, elopez01
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/7/2008 6:22:49 AM, elopez01
Created in WIP Default with Due Date 10/7/2008 6:22:49 AM.

*** CASE MODIFY 10/7/2008 6:22:55 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2008 8:36:10 AM, elopez01
into WIP default and Status of Solving.

*** NOTES 10/7/2008 8:37:19 AM, elopez01, Action Type : Call to Dealer
I left a message for SM Jeff Pister at Honda Marysville to discuss this case. I left my contact information to call me back.

*** CASE MODIFY 10/7/2008 8:37:26 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2008 8:37:32 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2008 8:38:16 AM, elopez01
into WIP default and Status of Solving.

*** NOTES 10/7/2008 8:42:10 AM, elopez01, Action Type : Call to Customer
I left a message for customer introducing myself & I left my contact information to call me back to discuss this case.

*** CASE MODIFY 10/7/2008 8:42:14 AM, elopez01
into WIP default and Status of Solving.

*** COMMIT 10/7/2008 8:45:58 AM, elopez01, Action Type :
Made to [REDACTED] 10/10/2008 08:46:02 AM.

DCS Follow-Up

*** NOTES 10/7/2008 8:49:03 AM, elopez01, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/10/2008
JEFF PISTER

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

*** NOTES 10/06/2008 10:54:32 mrazetto Action Type: Call from Customer

The customer stated that his SRS light is on. He stated that this issue began about 2 1/2 years ago, but it was an intermittent problem. He stated that just only a few months ago is when the SRS light came on and stayed on. He stated that he took the vehicle to dealer 208374 recently and they advised him that the vehicle might need an SRS board. He stated that this would not be covered by American Honda and it would be around \$475.

Case History

Case ID : [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

The customer is calling to see if we would cover this for him because this is a critical safety issue.

I informed him that because he is out of the warranty parameters any repairs done to the vehicle would be at his expense. The customer did not agree with that and requested that this be looked at further because of his longevity as a Honda customer and because of the other previous issues with his vehicle (transmission recall, wiper motor recall, display warranty extension).

I advised the customer I would forward the case to a case manager. The customer was informed that this is done on a case by case basis and that even though it is going to a case manager there is no guarantee of assistance. The customer understood, thanked for the information.

This is the customers 4th Honda.

The customers information was updated [REDACTED]

** NOTES 10/07/2008 08:37:19 elopez01 Action Type: Call to Dealer

I left a message for SM Jeff Pister at Honda Marysville to discuss this case. I left my contact information to call me back.

*** NOTES 10/07/2008 08:42:10 elopez01 Action Type: Call to Customer

I left a message for customer introducing myself & I left my contact information to call me back to discuss this case.

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

JEFF,
HOW'S IT GOING??
GIVE ME A CALL REGARDING THIS CASE & DID YOU TALK TO THE DPSM????

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

Edward Lopez
Automobile Customer Service
Regional Manager
Direct Line 310-783-7741

*** CASE FULFILL 10/7/2008 8:49:09 AM, elopez01

Fulfilled for [REDACTED] due 10/10/2008 08:46:02 AM.

*** COMMIT 10/7/2008 8:49:11 AM, elopez01, Action Type : N/A

DCS f/u/cust?

*** CASE MODIFY 10/7/2008 8:49:34 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2008 1:27:21 PM, elopez01

into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/9/2008 10:52:46 AM, elopez01

into WIP 4L-Honda Marysville and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

*** CASE MODIFY 10/9/2008 10:55:41 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/9/2008 11:01:59 AM, elopez01
CAMPAIGN CHECK 10/09/2008 11:01:59 AM elopez01
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/05/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** CASE MODIFY 10/9/2008 11:02:03 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/9/2008 11:03:25 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/9/2008 11:03:38 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:14:03 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:15:01 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:15:18 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:16:35 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/13/2008 1:22:38 PM, elopez01
CAMPAIGN CHECK 10/13/2008 01:22:38 PM elopez01
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/05/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** CASE MODIFY 10/13/2008 1:23:53 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:24:25 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:29:46 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:29:55 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

Case History

Case ID [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

*** CASE MODIFY 10/13/2008 1:29:58 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:30:35 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:30:45 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:31:05 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/13/2008 1:31:20 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/13/2008 1:37:24 PM, elopez01, Action Type : Field/DSM

I contacted the DPSM that was at Honda of Marysville & we were all on speaker phone & reviewed this case with the SM Jeff Pister. DPSM said the SM & DPSM offered customer a 50/50 split on the SRS control unit that needs replacement & he declined the offer. SM said that they also good willed a radio display for customer & the dealer had to absorb customers portion of the good will repair because customer refused to pay for it. SM also said he is always trying to get Honda to pay for everything & he is never satisfied. SM said that the SRS control unit is a 3/36,000 mile part. DPSM said he accepts this offer or he does not get any assistance & that is the final offer. I thanked him for the information.

*** CASE MODIFY 10/13/2008 1:37:37 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/13/2008 1:38:51 PM, elopez01, Action Type : Call to Customer

I left a message for customer returning his call & I left my contact information to call me back to discuss his case. advised him that we have completed his review.

*** CASE MODIFY 10/13/2008 1:39:01 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE FULFILL 10/13/2008 1:39:04 PM, elopez01
Fulfilled for [REDACTED] I due 10/14/2008 12:00:00 AM.

*** COMMIT 10/13/2008 1:39:06 PM, elopez01, Action Type : N/A

f/u cust

*** CASE MODIFY 10/13/2008 1:39:27 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/17/2008 9:20:58 AM, elopez01, Action Type : Call to Customer

I left a message for customer returning his call & I left my contact information to call me back. I advised him that I will try to contact him back on 10/21/08.

*** CASE MODIFY 10/17/2008 9:21:04 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE FULFILL 10/17/2008 9:21:09 AM, elopez01
Fulfilled for [REDACTED] due 10/20/2008 12:00:00 AM.

*** COMMIT 10/17/2008 9:21:11 AM, elopez01, Action Type : N/A

f/u cust/deny/close?

Case History

Case ID [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

*** CASE MODIFY 10/17/2008 9:21:34 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/20/2008 9:55:41 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/20/2008 9:56:37 AM, elopez01, Action Type : Call to Customer

I left a message for customer returning his call & I asked him to call me back to discuss his case. I left my contact information.

*** CASE MODIFY 10/20/2008 9:56:48 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE FULFILL 10/20/2008 9:56:51 AM, elopez01
Fulfilled for [REDACTED] due 10/21/2008 12:00:00 AM.

*** COMMIT 10/20/2008 9:56:56 AM, elopez01, Action Type : N/A

f/u cust

*** CASE MODIFY 10/20/2008 9:57:20 AM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:43:44 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE VSC LOOKUP 10/22/2008 1:44:12 PM, elopez01
VSC-CUC CHECK 10/22/2008 01:44:12 PM elopez01
No data found for VIN.

*** CASE MODIFY 10/22/2008 1:46:21 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:47:21 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:47:26 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:54:33 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:56:32 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 1:56:48 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 2:06:00 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/22/2008 2:28:19 PM, elopez01
into WIP 4L-Honda Marysville and Status of Solving.

*** CASE MODIFY 10/23/2008 1:22:04 PM, elopez01

Case History

Case ID : [REDACTED] Case Title : 4L-(HONDA MARYSVILLE)-[REDACTED] - SRS LIGHT ON / SEEKING ASSISTANCE

into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/23/2008 1:29:02 PM, elopez01, Action Type : Call to Customer

i contacted customer returning his call & we discussed the case regarding his SRS light issue. I advised customer that I spoke to the SM & the DPSM at Honda of Marysville & they advised me that they offered him a 50/50 split on the replacement of the SRS control unit. Customer acted like he was not aware of that. I advised him that they informed me that he declined the offer. I advised customer that this part is 90,000 miles out of warranty. I advised him that offer is a good offer. Customer said he will like to accept the offer. I advised him to contact the SM Jeff Pister at Honda of Marysville & he will get this taken care of for him. I advised customer that this is a good will gesture & AHM is not obligated to offer assistance. Customer understood & said he will contact the SM & get the repair taken care of. Customer thanked me for calling. I advised customer that the dealer will assist him the rest of the way & I will be closing his case at this time.

*** CASE MODIFY 10/23/2008 1:29:10 PM, elopez01

into WIP 4L-Honda Marysville and Status of Solving.

*** NOTES 10/23/2008 1:31:03 PM, elopez01, Action Type : Call to Dealer

I contacted the SM Jeff Pister at Honda of Marysville & advised him that customer accepted the 50/50 split on the repair & his responsibility will be about \$475.00. SM said he will contact the customer & get it taken care of & he will use the DPSM authorization number.

*** CASE MODIFY 10/23/2008 1:31:10 PM, elopez01

into WIP 4L-Honda Marysville and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/23/2008 1:31:48 PM, elopez01

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 10/23/2008 1:31:53 PM, elopez01

Fulfilled for [REDACTED] due 10/24/2008 12:00:00 AM.

*** CASE CLOSE 10/23/2008 1:32:02 PM, elopez01

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/11/2003
 Case Originator : John Kristianson (Team PA) Sub Division : PCRM Status : Closed Close Date : 5/19/2003 8:41:22 AM
 Case Owner : Ray Hanakawa (Team PA) Method : Pro-Active O/B Queue : Days Open : 8
 Last Closed By : Ray Hanakawa (Team PA) Point of Origin : Repeat Warranty Clm Wipbin :
 Case Title : [REDACTED] 2003 ACCORD No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / THGCM663937 [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 5,540
 In Service Date : 02/10/2003
 Months In Use : 3
 Engine Number : J30A41065299
 Originating Dealer No. / Name : 207433 / LYNNWOOD HONDA
 Selling Dealer No. / Name : 207433 / LYNNWOOD HONDA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207971 / HONDA OF KIRKLAND
 Phone No. : 425-827-9300
 Address : 12420 N.E. 85TH STREET
 City / State / Zip : KIRKLAND, WA 98033
 Svc District / Sls District : 02A / A02
 Warranty Labor Rate / Date : \$109.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207433	LYNNWOOD HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	735	Cigarette Lightr
[REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 5/11/2003
Issue Owner : Ray Hanakawa	Type 2 : Operation	Queue :	Close Date : 5/19/2003 8:40:58 AM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 735 / Cigarette Lighter
 Condition Code Desc : Any 7350
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ray Hanakawa	Type 1 : Product	Status : Subcase Close	Open Date : 5/16/2003 11:10:23 AM
Issue Owner : Ray Hanakawa	Type 2 : Operation	Queue :	Close Date : 5/19/2003 8:41:08 AM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc : Side SRS-Light 7513
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] 2003 ACCORD

*** CASE YANKED 5/14/2003 9:04:33 AM, rhanakaw

Yanked by rhanakaw into WIPbin default.

*** CASE CLAIMS LOOKUP 5/16/2003 10:41:42 AM, rhanakaw

CLAIM CHECK 05/16/2003 10:41:42 AM rhanakaw

The following Claim History information was found

0; 2003-03-05; 207433; 707821; 510; 751105 ; SIDE IMPACT SENSOR (LEFT) - REPLACE.

*** CASE CLAIMS LOOKUP 5/16/2003 10:56:50 AM, rhanakaw

CLAIM CHECK 05/16/2003 10:56:50 AM rhanakaw

The following Claim History information was found

0; 2003-03-05; 207433; 707821; 510; 751105 ; SIDE IMPACT SENSOR (LEFT) - REPLACE.

*** NOTES 5/16/2003 11:08:40 AM, rhanakaw, Action Type : Call to Dealer

Spoke to Dave Marshfeller the sa at Honda of kirkland and he stated that the customer came in for the accessory power adapter inoperable. Dealer found that the customer's adapter was too big for the outlet. Miles was 5540

Spoke to Dick Clark the SA at Lynn Wood Honda and he stated that the customer came in for the SRS light on. Dealer replaced the side impact sensor on the left side. Mileage was 183.

*** SUBCASE [REDACTED] YANKED 5/16/2003 11:08:57 AM, rhanakaw

Yanked by rhanakaw into WIPbin default.

*** SUBCASE [REDACTED] CREATE 5/16/2003 11:10:23 AM, rhanakaw

Created in WIP Default with Due Date 5/16/2003 11:10:23 AM.

*** CASE MODIFY 5/16/2003 11:10:42 AM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 5/16/2003 11:13:24 AM, rhanakaw, Action Type : Call to Customer

Left message asking customer to call me back regarding the 2003 Accord. I left my phone number and extension.

*** COMMIT 5/16/2003 11:14:59 AM, rhanakaw, Action Type : N/A

Call back if no response

*** NOTES 5/19/2003 7:59:15 AM, rhanakaw, Action Type : Call from Customer

Customer ([REDACTED]) Called and stated that he can be reached at work [REDACTED]

*** CASE MODIFY 5/19/2003 8:12:45 AM, rhanakaw

into WIP 2003 Accord Cases and Status of Solving.

*** NOTES 5/19/2003 8:37:55 AM, rhanakaw, Action Type : Call to Customer

Customer stated that everything was going well and he stated that the vehicle was working great. I advised customer to call Honda ACS if there are any questions in the future and referred him to the warranty manual for the phone number.

Case closed since customer was satisfied.

*** SUBCASE [REDACTED] CLOSE 5/19/2003 8:40:58 AM, rhanakaw

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 5/19/2003 8:41:08 AM, rhanakaw

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] 2003 ACCORD

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2003 8:41:22 AM, rhanakaw

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/22/2006 3:45:09 PM
Case Originator : Kevin Wong (Team AB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/1/2006 8:54:38 AM
Case Owner : Brian Philbin (Team HH)	Method : Phone	Queue :	Days Open : 10
Last Closed By : Brian Philbin (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 10E HANSON - [REDACTED] - SRS LIGHT / DEALER COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1420
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : GALLUP, NM [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM55493A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5543EW / A
Miles / Hours : 35,000
In Service Date : 04/07/2003
Months In Use : 40
Engine Number : K24A41058065
Originating Dealer No. / Name : 206959 / GARCIA HONDA
Selling Dealer No. / Name : 206959 / GARCIA HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207902 / HANSON HONDA
Phone No. : 505-325-4000
Address : 5301 EAST MAIN STREET
City / State / Zip : FARMINGTON, NM 87402
Svc District / Sls District : 10E / C10
Warranty Labor Rate / Date : \$91.00 /
Agent Name : **Comp Ind. : YES**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 8/23/2006 8:33:41 AM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 9/1/2006 8:54:36 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 10E HANSON - [REDACTED] - SRS LIGHT / DEALER COMPLAINT

*** CASE CREATE 8/22/2006 3:45:09 PM, kwong

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

*** CASE MODIFY 8/22/2006 3:45:51 PM, kwong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/22/2006 3:45:54 PM, kwong

WARRANTY CHECK 08/22/2006 03:45:54 PM kwong

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/22/2006 3:45:57 PM, kwong

CLAIM CHECK 08/22/2006 03:45:57 PM kwong

The following Claim History information was found

0; 2006-05-09; 206959; 382181; 510; 120127 ; PRODUCT UPDATE: EVAP CANISTER DRAIN JOINT - REPLACE THE EVAP CANISTER DRAIN JOINT, AND CENTER-PUNCH THE VIN.

*** CASE CAMPAIGN LOOKUP 8/22/2006 3:46:00 PM, kwong

CAMPAIGN CHECK 08/22/2006 03:46:00 PM kwong

The following Campaign information was found

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 2006-05-09; FX
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2006-05-09; FX

*** CASE VSC LOOKUP 8/22/2006 3:46:01 PM, kwong

VSC-CUC CHECK 08/22/2006 03:46:01 PM kwong

No data found for VIN.

*** NOTES 8/22/2006 3:56:57 PM, kwong, Action Type : Call from Customer

Customer called ACS regarding SRS Light / Dealer Complaint.

Customer did not mention who he spoke with at Hanson Honda.

Customer states that SRS light illuminated while driving vehicle. Customer states that he drove vehicle for 2 weeks to see if SRS Light would stop illuminating. Customer daughter took vehicle to Hanson Honda to diagnose SRS system. Hanson Honda diagnosed a faulty SRS Control Unit. Hanson Honda quoted customer \$200.00 parts/labor to replace srs control unit under passenger side seat. Customer states that daughter took vehicle to dealer and waited 3 hours for repair to be made. Customer states that when daughter picked vehicle up from Hanson Honda rear seat was not installed. Customer states that daughter waited another hours and a half to have Hanson Honda install seat. Customer states that while daughter was driving off SRS light illuminated again. Customer states that daughter drove vehicle back to Hanson Honda to diagnose issue. Customer states that Hanson Honda advised customer that repair would cost \$400.00-\$600.00 to fix issue.

Customer wants AHM to assist with this issue.

Customer states that he will be taking vehicle to another Honda Dealer to resolve problem

ACS provided customer with a Case ID Number for reference. ACS advised customer that a CM will contact customer in 1-2 business days.

Customer did not need any further assistance.

Case History

Case ID : [REDACTED]

Case Title : 10E HANSON - [REDACTED] - SRS LIGHT / DEALER COMPLAINT

Customer thanked ACS and ended call.

*** CASE MODIFY 8/22/2006 3:57:04 PM, kwong
into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2006 3:57:17 PM, kwong
into WIP default and Status of Solving.

*** CASE DISPATCH 8/22/2006 3:57:37 PM, kwong
from WIP default to Queue Honda Team F.

*** CASE MODIFY 8/22/2006 3:57:44 PM, kwong
into WIP default and Status of Solving.

*** CASE ASSIGN 8/22/2006 4:21:39 PM, lhenry
[REDACTED] bphilbin, WIP

*** CASE RULE ACTION 8/22/2006 4:21:40 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/23/2006 8:06:04 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 8/23/2006 8:09:56 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** NOTES 8/23/2006 8:33:33 AM, bphilbin, Action Type : Call to Customer

Left message for customer, requesting to know what Honda Dealership he is planning to seek repair at. Provided return call information.

*** SUBCASE [REDACTED] CREATE 8/23/2006 8:33:41 AM, bphilbin

Created in WIP Default with Due Date 8/23/2006 8:33:41 AM.

*** CASE MODIFY 8/23/2006 8:33:54 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** COMMIT 8/29/2006 1:35:28 PM, bphilbin, Action Type : N/A

Await Cust (Which Dlr?) - SRS

*** NOTES 8/31/2006 8:06:51 AM, bphilbin, Action Type : Call to Customer

Left message for customer, requesting to know what Honda Dealership he is planning to seek repair at. Provided return call information.

*** CASE MODIFY COMMITMENT 8/31/2006 8:07:01 AM, bphilbin

with [REDACTED] due 09/01/2006 11:00:00 AM.

*** NOTES 9/1/2006 8:54:18 AM, bphilbin, Action Type : Note-General

Customer unresponsive. Closing case.

*** SUBCASE [REDACTED] CLOSE 9/1/2006 8:54:36 AM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2006 8:54:38 AM, bphilbin

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/1/2009 7:50:04 AM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/1/2009 8:03:40 AM
Case Owner :	Kelly Fuller (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kelly Fuller (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM66593A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	85,000
In Service Date :	03/29/2003
Months In Use :	76
Engine Number :	J30A41063030
Originating Dealer No. / Name :	208178 / ROYAL HONDA
Selling Dealer No. / Name :	208178 / ROYAL HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2009 8:03:33 AM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 7/1/2009 8:03:40 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS LIGHT CONCERN

*** CASE CREATE 7/1/2009 7:50:04 AM, kfuller

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

*** CASE EXTENDED WARRANTY LOOKUP 7/1/2009 7:50:07 AM, kfuller

WARRANTY CHECK 07/01/2009 07:50:07 AM kfuller

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/1/2009 7:50:11 AM, kfuller

CLAIM CHECK 07/01/2009 07:50:11 AM kfuller

The following Claim History information was found

0; 2008-09-30; 206881; 151463; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 7/1/2009 7:50:17 AM, kfuller

CAMPAIGN CHECK 07/01/2009 07:50:17 AM kfuller

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/21/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 07/18/07; FX;
08-

*** CASE VSC LOOKUP 7/1/2009 7:50:18 AM, kfuller

VSC-CUC CHECK 07/01/2009 07:50:18 AM kfuller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/1/2009 7:51:51 AM, kfuller

CAMPAIGN CHECK 07/01/2009 07:51:51 AM kfuller

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/21/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 07/18/07; FX;
08-

*** CASE MODIFY 7/1/2009 7:55:35 AM, kfuller

into WIP default and Status of Solving.

*** NOTES 7/1/2009 8:03:09 AM, kfuller, Action Type : Call from Customer

The customer called regarding the SRS light. I verified the customer's information on CRMS. I checked CICS for any outstanding campaigns. The customer stated the SRS light comes on and stays on at random. The customer took the vehicle to her IRF. The customer was informed that the problem was with the seatbelt in the driver's seat. The customer wanted to know if there was a recall for this on her vehicle. I advised the customer that there are no outstanding campaigns on the vehicle. The customer stated she also had a 2007 Accord and wanted to know the recalls on those vehicles. I advised her that all recalls are VIN specific. I advised her that the vehicle may also be affected by the Wiper Motor Recall. The customer stated she would get the VIN and call back. The customer thanked me and needed no further assistance. I thanked the customer. The call ended.

Contact information has been verified.

*** SUBCASE [REDACTED] CREATE 7/1/2009 8:03:33 AM, kfuller

Created in WIP Default with Due Date 7/1/2009 8:03:33 AM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE MODIFY 7/1/2009 8:03:39 AM, kfuller
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/1/2009 8:03:40 AM, kfuller
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2009 8:03:40 AM, kfuller
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/23/2004 7:13:13 AM
 Case Originator : Kirsten Musselman (Team PA) Sub Division : Customer Relations Status : Closed Close Date : 2/25/2004 10:50:41 AM
 Case Owner : Don Pippin (Team HD) Method : Phone Queue : Days Open : 2
 Last Closed By : Don Pippin (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 07-F / ██████████ - SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 230
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MCDONOUGH, GA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66583A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 16,000
 In Service Date : 03/29/2003
 Months In Use : 11
 Engine Number : J30A41063727
 Originating Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
 Selling Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207629 / CONYERS HONDA
 Phone No. : 770-922-5292
 Address : 1860 GA.HWY.20 SOUTH
 City / State / Zip : CONYERS, GA 30013
 Svc District / Sls District : 07F / D07
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation - "Safety"	752	SRS
██████████ / ██████████ - PR	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kirsten Musselman	Type 1 : Product	Status : Subcase Close	Open Date : 2/23/2004 7:14:04 AM
Issue Owner : Kirsten Musselman	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/23/2004 7:14:31 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Don Pippin	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2004 10:29:29 AM
Issue Owner : Don Pippin	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/25/2004 10:50:37 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 07-F [REDACTED] - SRS LIGHT

*** CASE CREATE 2/23/2004 7:13:13 AM, Kmusselm

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

*** NOTES 2/23/2004 7:13:13 AM, Kmusselm, Action Type :

The customer called and stated that her SRS light is on. She stated that the dealer has not found a problem. She stated that this is the third time it has been on. She stated that the vehicle is at Conyers Honda. She stated that she spoke to Stewart and he told her that they could keep the car as long as she wanted, but the customer needs a vehicle to drive back and forth to work.

I advised her that I would send a DCS to the dealer and try and get the issue resolved. i asked her if the DSM or tech line had been involved and she stated that the dealer did not mention anything to her. I advised her that again, I would send a DCS and ask the dealer to contact her. She thanked me. She was satisfied. Case closed.

*** CASE CAMPAIGN LOOKUP 2/23/2004 7:13:25 AM, Kmusselm

CAMPAIGN CHECK 02/23/2004 07:13:25 AM Kmusselm

No data found for VIN

*** CASE CLAIMS LOOKUP 2/23/2004 7:13:32 AM, Kmusselm

CLAIM CHECK 02/23/2004 07:13:32 AM Kmusselm

The following Claim History information was found

0; 2003-09-08; 207754; 098116; 510; 410820 ; FRONT BRAKE DISC (BOTH) - RESURFACE USING EITHER THE

*** CASE EXTENDED WARRANTY LOOKUP 2/23/2004 7:13:34 AM, Kmusselm

WARRANTY CHECK 02/23/2004 07:13:34 AM Kmusselm

No data found for VIN.

*** CASE VSC LOOKUP 2/23/2004 7:13:37 AM, Kmusselm

VSC-CUC CHECK 02/23/2004 07:13:37 AM Kmusselm

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 2/23/2004 7:14:04 AM, Kmusselm

Created in WIP Default with Due Date 2/23/2004 7:14:04 AM.

*** SUBCASE [REDACTED] CLOSE 2/23/2004 7:14:31 AM, Kmusselm

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/23/2004 7:18:06 AM, Kmusselm, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called and stated that her SRS light has been coming on quite frequently. She stated that she has had the vehicle to the dealership 3 times and still the problem has not been resolved. I advised her that I would inquire on whether or not the DSM or tech line has been involved. She stated that she spoke to Stewart this morning and he advised her that the vehicle was not showing any codes. Has the DSM or tech line been involved? Is there any way to keep the light from coming on?

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

Thank you for your attention to this matter.

Case History

Case ID : [REDACTED]

Case Title : 07-F / [REDACTED] - SRS LIGHT

Kirsten Musselman
Automobile Customer Service

*** CASE CLOSE 2/23/2004 7:18:10 AM, Kmusselm

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

*** CASE REOPEN 2/24/2004 2:42:48 PM, bmcdonal

with Condition of Open and Status of Solving.

*** NOTES 2/24/2004 2:44:05 PM, bmcdonal, Action Type : Call from Customer

CUSTOMER CALLED BACK SEEKING STATUS ON THIS CASE THAT HAD BEEN CLOSED. THE CASE WAS RE-OPENED AND DISPATCHED TO THE TEAM RESPONSIBLE FOR THIS DEALERSHIP FOR FOLLOW-UP AS THE CUSTOMER REQUESTED.

*** CASE MODIFY 2/24/2004 2:44:08 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2004 2:44:31 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE DISPATCH 2/24/2004 2:44:52 PM, bmcdonal

from WIP default to Queue Team F.

*** CASE ASSIGN 2/25/2004 10:12:34 AM, galbu

[REDACTED] to dpippin, WIP

*** CASE RULE ACTION 2/25/2004 10:12:35 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 2/25/2004 10:29:29 AM, dpippin

Created in WIP Default with Due Date 2/25/2004 10:29:29 AM.

*** CASE MODIFY 2/25/2004 10:29:32 AM, dpippin

into WIP 1-default and Status of Solving.

*** COMMIT 2/25/2004 10:29:33 AM, dpippin, Action Type :

Made to [REDACTED] due 02/28/2004 10:29:35 AM.

DCS Follow-Up

*** NOTES 2/25/2004 10:30:11 AM, dpippin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 2/28/2004

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

Customer states her vehicle is in for an SRS light and has been in 3 or 4 times but no problems are ever found.

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

Please call to discuss. Thanks!

Case History

Case ID : [REDACTED]

Case Title : 07-F / KAUFMAN, PATRICIA - SRS LIGHT

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

Don Pippin
Automobile Customer Service
800.999.1009 ext. 118037

*** NOTES 2/25/2004 10:36:02 AM, dpippin, Action Type : Call to Dealer

I called for Dean Staton, Service Manager. He states the customer has been in a few times for the SRS light. First time was in December with an Intermittent failure code. They reset it, drove it and light did not come back on. Vehicle was back February 23rd with no codes. The light was NOT on. They informed her about the side airbag operation and not putting anything on the seat, etc.

*** NOTES 2/25/2004 10:50:24 AM, dpippin, Action Type : Call to Customer

I spoke to wife and she asked me to speak with her husband.

I spoke to her husband (both were nice). I explained that without a code, we can not determine what the problem is and therefore have no information/repair for them. He understood. I told him to please monitor the light and bring the car in immediately if the light triggers on. I asked him to contact AHM as well to notify us.

*** SUBCASE [REDACTED] CLOSE 2/25/2004 10:50:37 AM, dpippin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2004 10:50:41 AM, dpippin

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 11/17/2004 6:19:06 AM
 Case Originator : Silas Becknell (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2004 11:33:17 AM
 Case Owner : Princess Russell (Team HD) Method : Phone Queue : Days Open : 16
 Last Closed By : Princess Russell (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 7F [REDACTED] - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 230
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : MCDONOUGH, GA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 26,000
 In Service Date : 03/29/2003
 Months In Use : 20
 Engine Number : J30A41063727
 Originating Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
 Selling Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207629 / CONYERS HONDA
 Phone No. : 770-922-5292
 Address : 1860 GA.HWY.20 SOUTH
 City / State / Zip : CONYERS, GA 30013
 Svc District / Sls District : 07F / D07
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Silas Becknell	Type 1 : Product	Status : Subcase Close	Open Date : 11/17/2004 6:20:38 AM
Issue Owner : Silas Becknell	Type 2 : Operation	Queue :	Close Date : 11/17/2004 6:20:46 AM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Princess Russell	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2004 7:36:57 AM
Issue Owner : Princess Russell	Type 2 : Operation	Queue :	Close Date : 12/3/2004 11:33:17 AM
Issue Title : [REDACTED]	- PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 7F [REDACTED] - SRS LIGHT ON

*** CASE CREATE 11/17/2004 6:19:06 AM, sbecknel

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

*** NOTES 11/17/2004 6:19:07 AM, sbecknel, Action Type :

The customer states her SRS light came on this morning. The customer states she had picked up her vehicle last night from Conyers Honda) for a SRS CONCERN.

The customer inquired on what are the procedures for a lemon law case in Georgia.

I advised the customer every state is different and she would need to check with her state for the lemon law guidelines.

*** CASE CAMPAIGN LOOKUP 11/17/2004 6:19:14 AM, sbecknel

CAMPAIGN CHECK 11/17/2004 06:19:14 AM sbecknel

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-10-08; FX

*** CASE CLAIMS LOOKUP 11/17/2004 6:19:27 AM, sbecknel

CLAIM CHECK 11/17/2004 06:19:27 AM sbecknel

The following Claim History information was found

0; 2004-10-08; 207629; 159818; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MIL

*** CASE VSC LOOKUP 11/17/2004 6:19:28 AM, sbecknel

VSC-CUC CHECK 11/17/2004 06:19:28 AM sbecknel

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 11/17/2004 6:20:38 AM, sbecknel

Created in WIP Default with Due Date 11/17/2004 6:20:38 AM.

*** SUBCASE [REDACTED] CLOSE 11/17/2004 6:20:46 AM, sbecknel

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/17/2004 6:20:48 AM, sbecknel

into WIP default and Status of Solving.

*** CASE CLOSE 11/17/2004 6:20:52 AM, sbecknel

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

*** CASE REOPEN 11/22/2004 1:40:38 PM, pburkhar

with Condition of Open and Status of Solving.

*** NOTES 11/22/2004 1:41:19 PM, pburkhar, Action Type : Letter/Fax

On 11/22/04, ACS received a letter from customer dated 11/17/04 in regards to previous issue.

*** CASE MODIFY 11/22/2004 1:41:50 PM, pburkhar

into WIP default and Status of Solving.

*** CASE DISPATCH 11/22/2004 1:42:00 PM, pburkhar

from WIP default to Queue Team F.

*** CASE RULE ACTION 11/23/2004 1:42:00 PM, sa

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

Case History

Case ID : [REDACTED] Case Title : 7F [REDACTED] - SRS LIGHT ON

*** CASE RULE ACTION 11/24/2004 1:42:00 PM, sa

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

*** CASE ACCEPT 11/29/2004 7:04:38 AM, prussell

from Queue Team F to WIP Default.

*** CASE CLAIMS LOOKUP 11/30/2004 7:36:41 AM, prussell

CLAIM CHECK 11/30/2004 07:36:41 AM prussell

The following Claim History information was found

0; 2004-10-08; 207629; 159818; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MIL

*** SUBCASE [REDACTED] CREATE 11/30/2004 7:36:57 AM, prussell

Created in WIP Default with Due Date 11/30/2004 7:36:57 AM.

*** COMMIT 11/30/2004 7:37:40 AM, prussell, Action Type : N/A

Made to [REDACTED] due 12/03/2004 07:37:42 AM.

cust response? closer

*** NOTES 11/30/2004 7:38:13 AM, prussell, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/3/2004

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

SRS light on

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

Please call me at 800.999.1009 ext 118164 w/ any info that you have on this case

Thanks

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

Princess Russell

Automobile Customer Service

*** NOTES 11/30/2004 7:44:18 AM, prussell, Action Type : Call to Dealer

Spoke w/ Dean Staton, svc mgr. The cust was in 10/25/04 @ 26035 w/ SRS light on. code 11-4. The dlr replaced the left side SRS assy per manual. On 11/5/04 @ 26817 cust returned w/ 11-4 SRS code. The replaced the SRS control unit per techline. On 11/17/04 @ 26988 miles w/ the same code. Techline advised dlr to replace the cable reel assy. The car was delivered back to cust on 11/17/04 and they have not heard from her since.

*** NOTES 11/30/2004 7:44:38 AM, prussell, Action Type : Call to Customer

Left message for cust to call me back

*** CASE MODIFY 11/30/2004 7:45:08 AM, prussell

Case History

Case ID : [REDACTED] Case Title : 7F [REDACTED] - SRS LIGHT ON

into WIP Default and Status of Solving.

*** **CASE MODIFY COMMITMENT** 11/30/2004 7:45:25 AM, prussell

with [REDACTED] due 12/07/2004 07:37:42 AM.

*** **CASE MODIFY** 11/30/2004 7:45:30 AM, prussell

into WIP Default and Status of Solving.

*** **NOTES** 12/3/2004 11:32:51 AM, prussell, Action Type : Call to Customer

No word from cust . Left a closing message advising of the info rec'd from the dlr. Apologized to the cust for the inconvenience and invited them to call back if I can be of further assistance.

*** **CASE CLOSE** 12/3/2004 11:33:17 AM, prussell

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

*** **SUBCASE** [REDACTED] **CLOSE** 12/3/2004 11:33:17 AM, prussell

Status = Solving, Resolution Code = Instruction Given

*** **NOTES** 12/10/2004 11:29:57 AM, prussell, Action Type : Inbound DCS

REPLCED SRS UNIT

*** **COMMIT** 12/10/2004 11:29:57 AM, prussell, Action Type : External Commitment

Inbound DCS received from Dealer # 207629

*** **CASE FULFILL** 12/13/2004 9:00:48 AM, prussell

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/28/2009 11:09:28 AM
Case Originator : Karl Lehtinen (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/28/2009 11:15:42 AM
Case Owner : Karl Lehtinen (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Karl Lehtinen (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS/SIDE AIRBAG OFF LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 498
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : LAKE MARY, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 346
VIN Type / No. : US VIN / 1HGCM563X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 60,000
In Service Date : 01/15/2003
Months In Use : 79
Engine Number : K24A41062943
Originating Dealer No. / Name : 207555 / COGGIN HONDA OF ORLANDO
Selling Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
Phone No. : 407-323-6100
Address : 1000 RINEHART ROAD
City / State / Zip : SANFORD, FL 32771
Svc District / Sls District : 07L / B07
Warranty Labor Rate / Date : \$105.99 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 8/28/2009 11:15:22 AM
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 8/28/2009 11:15:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS/SIDE AIRBAG OFF LIGHT ON

*** CASE CREATE 8/28/2009 11:09:28 AM, klehtine

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

*** CASE CAMPAIGN LOOKUP 8/28/2009 11:09:46 AM, klehtine

CAMPAIGN CHECK 08/28/2009 11:09:46 AM klehtine

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/03/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/0

*** CASE CLAIMS LOOKUP 8/28/2009 11:09:50 AM, klehtine

CLAIM CHECK 08/28/2009 11:09:50 AM klehtine

The following Claim History information was found

0; 2008-07-11; 208261; 295239; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 8/28/2009 11:09:51 AM, klehtine

WARRANTY CHECK 08/28/2009 11:09:51 AM klehtine

No data found for VIN.

*** CASE VSC LOOKUP 8/28/2009 11:09:53 AM, klehtine

VSC-CUC CHECK 08/28/2009 11:09:53 AM klehtine

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/28/2009 11:10:14 AM, klehtine

CAMPAIGN CHECK 08/28/2009 11:10:13 AM klehtine

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/03/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/0

*** NOTES 8/28/2009 11:14:50 AM, klehtine, Action Type : Call from Customer

Updated Customer Information

BEST PHONE:

Son in law of owner

Situation: Customer states the air bag light has been coming on and off according to his father in law.

Request: Customer would like to know if there is a recall on the vehicle.

Probing Questions:

Customer states the air bag light has been coming on and off according to his father in law. Owner went to the dealer who told him there is a notice about a recall.

In-Bound Summary:

I advised customer the recall he is talking about applied to 2001 and 2002 Accords and Civics, not his vehicle.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS/SIDE AIRBAG OFF LIGHT ON

I advised customer to check the light coming on in the vehicle. If it is the SRS light, that is an indication of a problem that must be fixed.

I advised customer that if the side airbag off light is coming on and off that is normal operation per page 49 of the owner's manual and is based on the sensors in the seat advising the vehicle not to set off the air bag because of the size of the occupant.

No more assistance necessary at this time, case closed.

*** CASE MODIFY 8/28/2009 11:14:59 AM, klehtine

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/28/2009 11:15:22 AM, klehtine

Created in WIP Default with Due Date 8/28/2009 11:15:22 AM.

*** CASE MODIFY 8/28/2009 11:15:36 AM, klehtine

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/28/2009 11:15:41 AM, klehtine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/28/2009 11:15:42 AM, klehtine

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/13/2008 4:44:00 PM
Case Originator : Brian Perez (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/13/2008 5:01:20 PM
Case Owner : Brian Perez (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Brian Perez (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS CONCERN/PROBABLE ASSISTANCE	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 37
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SAN JOSE, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 37
VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 48,000
In Service Date : 09/30/2003
Months In Use : 53
Engine Number : J30A41066882
Originating Dealer No. / Name : 207501 / GILROY HONDA
Selling Dealer No. / Name : 207501 / GILROY HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Warranty	Status : Subcase Close	Open Date : 2/13/2008 4:57:39 PM
Issue Owner : Brian Perez	Type 2 : Coverage	Queue :	Close Date : 2/13/2008 5:01:17 PM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERN/PROBABLE ASSISTANCE

*** CASE CREATE 2/13/2008 4:44:00 PM, sperez

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

*** CASE CAMPAIGN LOOKUP 2/13/2008 4:44:05 PM, sperez

CAMPAIGN CHECK 02/13/2008 04:44:05 PM sperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 02/28/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE VSC LOOKUP 2/13/2008 4:44:06 PM, sperez

VSC-CUC CHECK 02/13/2008 04:44:06 PM sperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/13/2008 4:44:11 PM, sperez

CLAIM CHECK 02/13/2008 04:44:11 PM sperez

The following Claim History information was found

0; 2005-02-24; 208358; 330991; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND

GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MILES

*** CASE EXTENDED WARRANTY LOOKUP 2/13/2008 4:44:18 PM, sperez

WARRANTY CHECK 02/13/2008 04:44:18 PM sperez

No data found for VIN.

*** CASE MODIFY 2/13/2008 4:52:23 PM, sperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2008 4:52:34 PM, sperez

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 2/13/2008 4:52:46 PM, sperez

CLAIM CHECK 02/13/2008 04:52:46 PM sperez

The following Claim History information was found

0; 2005-02-24; 208358; 330991; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND

GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MILES

*** CASE MODIFY 2/13/2008 4:53:51 PM, sperez

into WIP default and Status of Solving.

*** SUBCASE N012008-02-1301443-1 CREATE 2/13/2008 4:57:39 PM, sperez

Created in WIP Default with Due Date 2/13/2008 4:57:39 PM.

*** NOTES 2/13/2008 5:01:07 PM, sperez, Action Type : Call from Customer

Miss. [REDACTED]s called to express he continuing concerns with her vehicle.

Customer adds now her SRS light keeps coming on.

I advised to the customer that although I do understand her concern she would have to have the dealership inspect the vehicle and if she is seeking some type of assistance, although not guaranteed, we can definately submit her request.

Case History**Case ID :** [REDACTED]**Case Title :** [REDACTED] - SRS CONCERN/PROBABLE ASSISTANCE

Customer added that he son has over 2 millions dollars in medical bills and this is highly inconvenient.

Customer thanked me for the information I provided and would be calling us back at a later time. Call ended.

*** **CASE MODIFY 2/13/2008 5:01:08 PM, sperez**

into WIP default and Status of Solving.

*** **SUBCASE [REDACTED] CLOSE 2/13/2008 5:01:17 PM, sperez**

Status = Solving, Resolution Code = Instruction Given

*** **CASE MODIFY 2/13/2008 5:01:18 PM, sperez**

into WIP default and Status of Solving.

*** **CASE CLOSE 2/13/2008 5:01:20 PM, sperez**

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/14/2009 6:14:35 AM
 Case Originator : Fernando Rea (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 4/14/2009 6:24:19 AM
 Case Owner : Fernando Rea (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Fernando Rea (Team MA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS CONTROL UNIT REPLACEMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56673A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 46,000
 In Service Date : 01/08/2003
 Months In Use : 75
 Engine Number : K24A41055970
 Originating Dealer No. / Name : 208221 / HONDA OF FT. MYERS
 Selling Dealer No. / Name : 208221 / HONDA OF FT. MYERS
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208221 / HONDA OF FT. MYERS
 Phone No. : 239-433-8383
 Address : 14020 S. TAMIAMI TRAIL
 City / State / Zip : FORT MYERS, FL 33912
 Svc District / Sls District : 07J / F07
 Warranty Labor Rate / Date : \$100.98 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 4/14/2009 6:24:00 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 4/14/2009 6:24:19 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONTROL UNIT REPLACEMENT

*** CASE CREATE 4/14/2009 6:14:35 AM, frea

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

*** CASE EXTENDED WARRANTY LOOKUP 4/14/2009 6:15:03 AM, frea

WARRANTY CHECK 04/14/2009 06:15:02 AM frea

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/14/2009 6:15:08 AM, frea

CLAIM CHECK 04/14/2009 06:15:08 AM frea

The following Claim History information was found

0; 2009-01-22; 208221; 117044; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 4/14/2009 6:15:21 AM, frea

CAMPAIGN CHECK 04/14/2009 06:15:20 AM frea

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/03/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03

*** CASE VSC LOOKUP 4/14/2009 6:15:22 AM, frea

VSC-CUC CHECK 04/14/2009 06:15:22 AM frea

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/14/2009 6:21:02 AM, frea

CAMPAIGN CHECK 04/14/2009 06:21:02 AM frea

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/03/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03

*** NOTES 4/14/2009 6:23:12 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: [REDACTED] home

Situation: Customer stated his SRS light came on after having other items repaired at the dealership. Customer was informed the SRS control unit needed replacement.

Request:

Customer is requesting financial assistance with the replacement of the SRS control unit.

Probing Questions:

Customer was quoted for the SRS control unit \$232 for part and \$153 for labor.

Customer stated paid \$58 for disarming the aftermarket alarm and had the wiper replaced under warranty during his initial visit to the dealership; after returning the vehicle to customer they informed him the SRS indicator came on and they then found the issue with the SRS control unit.

Customer stated this is his 3rd Honda.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS CONTROL UNIT REPLACEMENT

Customer stated has all service performed at Honda of Ft. Myers except for the oil changes.

Inbound Summary:

ACS apologized for the issues with this vehicle. ACS advised customer his vehicle is outside of the basic warranty in both miles and age of the vehicle. ACS advised we have updated his information and will be notified if any service campaigns pertaining to his vehicle is identified.

Customer was satisfied with information provided and does not require additional assistance at this time.

*** SUBCASE [REDACTED] CREATE 4/14/2009 6:24:00 AM, frea

Created in WIP Default with Due Date 4/14/2009 6:24:00 AM.

*** CASE MODIFY 4/14/2009 6:24:14 AM, frea

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/14/2009 6:24:19 AM, frea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/14/2009 6:24:19 AM, frea

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/27/2010 7:59:49 AM
Case Originator : Roxanne Gandara (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/27/2010 8:03:24 AM
Case Owner : Roxanne Gandara (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Roxanne Gandara (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - INTERLOCK RECALL		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 303
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : TONAWANDA, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 40,000
In Service Date : 03/27/2003
Months In Use : 90
Engine Number : K24A41058606
Originating Dealer No. / Name : 206657 / RALPH HONDA
Selling Dealer No. / Name : 207154 / DON DAVIS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED] / [REDACTED] - CORPOR	Subcase Close	Corporate	Media Exposure	725	Ignition Switch

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/27/2010 8:03:05 AM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 9/27/2010 8:03:24 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Corporate	Status : Subcase Close	Open Date : 9/27/2010 8:03:19 AM
Issue Owner : Roxanne Gandara	Type 2 : Media Exposure	Queue :	Close Date : 9/27/2010 8:03:24 AM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

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

*** CASE CREATE 9/27/2010 7:59:49 AM, rlopez

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

*** CASE EXTENDED WARRANTY LOOKUP 9/27/2010 7:59:51 AM, rlopez

WARRANTY CHECK 09/27/2010 07:59:51 AM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/27/2010 7:59:55 AM, rlopez

CLAIM CHECK 09/27/2010 07:59:55 AM rlopez

The following Claim History information was found

0; 2008-09-04; 207154; 635181; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/27/2010 7:59:58 AM, rlopez

CAMPAIGN CHECK 09/27/2010 07:59:58 AM rlopez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/16/03; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/16/

*** CASE VSC LOOKUP 9/27/2010 7:59:58 AM, rlopez

VSC-CUC CHECK 09/27/2010 07:59:58 AM rlopez

No data found for VIN.

*** CASE MODIFY 9/27/2010 8:00:04 AM, rlopez

into WIP In Box and Status of Solving.

*** CASE MODIFY 9/27/2010 8:00:55 AM, rlopez

into WIP In Box and Status of Solving.

*** NOTES 9/27/2010 8:02:48 AM, rlopez, Action Type : Call from Customer

Verified contact information [REDACTED]

The customer is calling because it was stated on the local news paper there is a recall for the interlock and would like to know if this vehicle is included.

I advised the customer that all recalls are VIN specific and as of date there are no pending recalls applicable to the vehicle at this time but if one should
arise at a later date a notification will be sent. I advised the customer that all VIN s have not yet been identified and will be by the first week of October.The customer stated the icon for the air bag randomly comes on and stays on and would like to know if there is a recall. I advised there is no campaign for
this concern at this time. No further assistance was needed.

*** SUBCASE [REDACTED] CREATE 9/27/2010 8:03:05 AM, rlopez

Created in WIP Default with Due Date 9/27/2010 8:03:05 AM.

*** SUBCASE [REDACTED] CREATE 9/27/2010 8:03:19 AM, rlopez

Created in WIP Default with Due Date 9/27/2010 8:03:19 AM.

*** SUBCASE [REDACTED] CLOSE 9/27/2010 8:03:24 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 9/27/2010 8:03:24 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - INTERLOCK RECALL

*** CASE CLOSE 9/27/2010 8:03:24 AM, rlopez

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/7/2013 8:59:34 AM
Case Originator : Leonard Kim (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/7/2013 9:07:08 AM
Case Owner : Leonard Kim (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Leonard Kim (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 300
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CLIFFSIDE PK, NJ [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM663X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 140,000
In Service Date : 03/07/2003
Months In Use : 123
Engine Number : J30A41069309
Originating Dealer No. / Name : 206702 / HONDA OF TENAFLY
Selling Dealer No. / Name : 206702 / HONDA OF TENAFLY
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2013 9:03:07 AM
Issue Owner : Leonard Kim	Type 2 : Operation	Queue :	Close Date : 6/7/2013 9:07:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 6/7/2013 8:59:34 AM, lkim

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

*** CASE MODIFY 6/7/2013 8:59:44 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 6/7/2013 9:00:14 AM, lkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/7/2013 9:03:07 AM, lkim

Created in WIP Default with Due Date 6/7/2013 9:03:07 AM.

*** CASE MODIFY 6/7/2013 9:03:23 AM, lkim

into WIP default and Status of Solving.

*** NOTES 6/7/2013 9:04:24 AM, lkim, Action Type : Call from Customer

Verified info

[REDACTED]
CLIFFSIDE PK NJ

Case ID: [REDACTED]

phone [REDACTED]

emai declined

The customer stated his SRS light is on. the customer wants to know if this is an airbag problem. The customer stated he thinks he has a problem with the belt. The customer stated his SRS light has been on for a few months. The customer stated he is not having problems with the seat belt. The customer stated sometimes the SRS light disappears when he plugs in the seat belt. The customer wants to know if it is under warranty.

ACS advised the warranty on the airbag system is 3/36k and he is outside of warranty. The customer feels the problem is with the seat belt. ACS advised the warranty on the seat belt is for the useful life of the vehicle due to defects in the seat belt, but not electrical components. The customer stated he feels it is related to the seat belt. ACS advised to visit the dealership to have a diagnosis. The customer asked where this is documented. ACS advised it is in his warranty booklet. ACS advised to owners.honda.com

The customer understood and required no further assistance

*** CASE MODIFY 6/7/2013 9:04:30 AM, lkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/7/2013 9:07:08 AM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/7/2013 9:07:08 AM, lkim

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/5/2012 7:10:07 AM
Case Originator : Stephanie McDaniel (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/5/2012 7:22:25 AM
Case Owner : Stephanie McDaniel (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Stephanie McDaniel (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] PO B
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 80,000
In Service Date : 01/10/2003
Months In Use : 111
Engine Number : K24A41058235
Originating Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
Selling Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie McDaniel	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2012 7:21:57 AM
Issue Owner : Stephanie McDaniel	Type 2 : Operation	Queue :	Close Date : 4/5/2012 7:22:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT ON

*** CASE CREATE 4/5/2012 7:10:07 AM, smcdanie

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

*** NOTES 4/5/2012 7:16:57 AM, smcdanie, Action Type : Call from Customer

Updated Customer's Info

Best Contact: [REDACTED]

Customer called because her airbag light comes on and goes off at different times. This started about one month ago. Customer wants to know if there are any recalls on her vehicle relating to this.

ACS empathized and advised that there is no outstanding recalls on her vehicle at this time. ACS referred the customer to the drl to have this issue diagnosed.

Customer understood and required no further assistance.

*** CASE MODIFY 4/5/2012 7:17:14 AM, smcdanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/5/2012 7:21:57 AM, smcdanie

Created in WIP Default with Due Date 4/5/2012 7:21:57 AM.

*** SUBCASE [REDACTED] CLOSE 4/5/2012 7:22:15 AM, smcdanie

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/5/2012 7:22:22 AM, smcdanie

into WIP default and Status of Solving.

*** CASE CLOSE 4/5/2012 7:22:25 AM, smcdanie

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/20/2011 9:34:46 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/27/2011 8:22:20 AM
Case Owner : Michelina Terzoli (Team HA)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Michelina Terzoli (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 6427
VIN Type / No. : US VIN / 1HGCM66373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 51,000
In Service Date : 03/31/2003
Months In Use : 100
Engine Number : J30A41069845
Originating Dealer No. / Name : 207328 / JAY WOLFE HONDA
Selling Dealer No. / Name : 207328 / JAY WOLFE HONDA
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206607 / SCHOLFIELD HONDA
Phone No. : 316-688-6400
Address : 7017 EAST KELLOGG
City / State / Zip : WICHITA, KS 67207
Svc District / Sls District : 10A / A10
Warranty Labor Rate / Date : \$109.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 7/20/2011 9:43:57 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 7/20/2011 9:44:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 7/20/2011 9:34:46 AM, jnajee

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

*** NOTES 7/20/2011 9:43:27 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the srs light is on. Customer stated that the srs light comes on and stays on no matter when he puts the seat on. Customer stated that he's had this issue for the last six months. Customer advised that it started off as an intermittent problem and now it stays on while he is driving. Customer stated that he's not sure when he will take the vehicle to the dlr to have the vehicle diagnosed. Customer stated that he is seeking assistance with the cost of repair.

ACS informed customer that he will need to have the vehicle diagnosed before AHM can consider his case for possible assistance. ACS provided customer with the case number and informed him to call back once the vehicle is diagnosed. Customer understood. No further assistance required.

*** SUBCASE [REDACTED] CREATE 7/20/2011 9:43:57 AM, jnajee

Created in WIP Default with Due Date 7/20/2011 9:43:57 AM.

*** CASE MODIFY 7/20/2011 9:44:12 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/20/2011 9:44:16 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/20/2011 9:44:17 AM, jnajee

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

*** CASE REOPEN 7/27/2011 8:19:39 AM, mterzoli

with Condition of Open and Status of Solving.

*** NOTES 7/27/2011 8:22:07 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.;

Best number [REDACTED].

Customer advised that he would like to update his case with his DLR and appointment. Customer will be taking the vehicle into Scholfield Honda tomorrow for an appointment.

ACS advised that his case has been updated.

*** CASE CLOSE 7/27/2011 8:22:20 AM, mterzoli

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/1/2013 6:19:47 AM
Case Originator : Gloria Rijos (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/1/2013 6:33:03 AM
Case Owner : Gloria Rijos (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gloria Rijos (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3071
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MARSHALLTOWN, IA [REDACTED]
E Mail : DENIAL
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 200,000
In Service Date : 02/28/2003
Months In Use : 125
Engine Number : J30A41069399
Originating Dealer No. / Name : / WILLIAMSON HONDA
Selling Dealer No. / Name : 207702 / CONDON HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207286 / KEN WISE HONDA
Phone No. : 641-752-7101
Address : 1000 N. 3RD AVE.
City / State / Zip : MARSHALLTOWN, IA 50158
Svc District / Sls District : 08C / F08
Warranty Labor Rate / Date : \$83.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gloria Rijos	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2013 6:32:44 AM
Issue Owner : Gloria Rijos	Type 2 : Operation	Queue :	Close Date : 7/1/2013 6:33:01 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN

*** CASE CREATE 7/1/2013 6:19:47 AM, grijos

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

*** NOTES 7/1/2013 6:32:25 AM, grijos, Action Type : Call from Customer

[REDACTED] verified contact info.

Customer noticed the SRS warning light appeared on dash. Customer stated she tried to return the vehicle a Chevy DLR where vehicle was purchased but they will not accept the vehicle back. ACS referred customer to a Honda DLR to have it diagnosed.

*** SUBCASE [REDACTED] CREATE 7/1/2013 6:32:44 AM, grijos

Created in WIP Default with Due Date 7/1/2013 6:32:44 AM.

*** CASE MODIFY 7/1/2013 6:32:58 AM, grijos

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/1/2013 6:33:01 AM, grijos

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2013 6:33:03 AM, grijos

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 12/12/2011 10:02:19
 Case Originator : Leonard Kim (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 12/12/2011 10:17:03
 Case Owner : Leonard Kim (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Leonard Kim (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RECALL INFORMATION SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 02
 VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 119,000
 In Service Date : 03/10/2003
 Months In Use : 105
 Engine Number : J30A41069456
 Originating Dealer No. / Name : 206822 / WALSH HONDA
 Selling Dealer No. / Name : 206822 / WALSH HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	C Subcase Close	Corporate	Media Exposure	752	SRS
[REDACTED]	P Subcase Close	Product	Change Owner/Info		

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Corporate	Status : Subcase Close	Open Date : 12/12/2011 10:03:18
Issue Owner : Leonard Kim	Type 2 : Media Exposure	Queue :	Close Date : 12/12/2011 10:17:03
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Product	Status : Subcase Close	Open Date : 12/12/2011 10:03:44
Issue Owner : Leonard Kim	Type 2 : Change Owner/Info	Queue :	Close Date : 12/12/2011 10:17:03
Issue Title : [REDACTED] PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RECALL INFORMATION SRS LIGHT ON

*** CASE CREATE 12/12/2011 10:02:19 AM, lkim

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

*** SUBCASE N012011-12-1200924-1 CREATE 12/12/2011 10:03:18 AM, lkim

Created in WIP Default with Due Date 12/12/2011 10:03:18 AM.

*** SUBCASE [REDACTED] CREATE 12/12/2011 10:03:44 AM, lkim

Created in WIP Default with Due Date 12/12/2011 10:03:44 AM.

*** NOTES 12/12/2011 10:06:10 AM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is [REDACTED]

The customer asked if there were any airbag recalls on the vehicle because he saw it on the news. The customer stated his SRS light is on. The customer stated he wanted to update owner information as well.

ACS advised there is no recall for the airbags but there is one for the ignition switch and to visit the dealership and updated his owner information.

The customer understood and required no further assistance

*** CASE MODIFY 12/12/2011 10:16:37 AM, lkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/12/2011 10:17:03 AM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/12/2011 10:17:03 AM, lkim

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

*** SUBCASE N012011-12-1200924-1 CLOSE 12/12/2011 10:17:03 AM, lkim

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/23/2006 2:45:39 PM
 Case Originator : Richard Zabala (Team CA) Sub Division : Customer Relations Status : Closed Close Date : 2/13/2006 8:20:43 AM
 Case Owner : Ted Barber (Team HF) Method : Phone Queue : Days Open : 21
 Last Closed By : Ted Barber (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1704
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : DOTHAN, AL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1704
 VIN Type / No. : US VIN / 1HGCM66563A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 62,386
 In Service Date : 02/20/2003
 Months In Use : 35
 Engine Number : J30A41069920
 Originating Dealer No. / Name : 206937 / TOWNSEND HONDA
 Selling Dealer No. / Name : 206937 / TOWNSEND HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206937 / TOWNSEND HONDA
 Phone No. : 205-556-0191
 Address : 3121 SKYLAND BLVD EAST
 City / State / Zip : TUSCALOOSA, AL 35405
 Svc District / Sls District : 07C / E07
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ted Barber	Type 1 : Product	Status : Subcase Close	Open Date : 1/24/2006 7:24:58 AM
Issue Owner : Ted Barber	Type 2 : Operation	Queue :	Close Date : 2/13/2006 8:20:43 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason
77960-SDA-D02	SRS UNIT	Not Applicable

Case History

Case ID : [REDACTED] Case Title : 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL UNIT

*** CASE CREATE 1/23/2006 2:45:39 PM, rزابالا

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

*** NOTES 1/23/2006 2:45:39 PM, rزابالا, Action Type :

The customer is seeking information to his airbag light. The customer states that he took his vehicle to Townsend Honda on 1/9/06 to have his airbag light diagnosed. The S/A (Marvin Jones) advised the customer that his airbag is in working condition and stated that they couldn't find anything wrong with it and had the srs light removed. The S/A informed the customer that if the srs light comes on again to bring the vehicle back to the dealership. The customer states that his srs light came back on later on in the week and he then took his vehicle on 1/23/06 to Townsend Honda to have his vehicle diagnosed for the airbag light staying on. The S/A (Craig Collier) advised the customer that the srs control unit has failed and it needs to be replaced and quoted him \$675 for the repair. The customer is seeking assistance from AHM to repair his srs control unit.

The customer states that this is his 4th Honda and his vehicle has a service history with Townsend Honda.

I advised the customer that I would open up a case for him and forward it to a C/M for further review. I informed the customer that all cases are handled on a case by case basis and their no guarantees. I also advised the customer that he will receive a call back from a C/M for follow up.

The customer understood and thanked me.

I asked if I can further assist. No further assistance is required.

*** CASE MODIFY 1/23/2006 2:47:37 PM, rزابالا

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/23/2006 2:47:41 PM, rزابالا

WARRANTY CHECK 01/23/2006 02:47:41 PM rزابالا
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/23/2006 2:47:45 PM, rزابالا

CLAIM CHECK 01/23/2006 02:47:45 PM rزابالا
The following Claim History information was found
0; 2003-09-17; 206937; 798888; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.
INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S/

*** CASE CAMPAIGN LOOKUP 1/23/2006 2:47:48 PM, rزابالا

CAMPAIGN CHECK 01/23/2006 02:47:48 PM rزابالا
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-24; FX

*** CASE VSC LOOKUP 1/23/2006 2:47:49 PM, rزابالا

VSC-CUC CHECK 01/23/2006 02:47:49 PM rزابالا
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/23/2006 2:47:53 PM, rزابالا

CAMPAIGN CHECK 01/23/2006 02:47:53 PM rزابالا
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-24; FX

*** CASE MODIFY 1/23/2006 2:48:41 PM, rزابالا

Case History

Case ID : [REDACTED] Case Title : 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL UNIT

into WIP default and Status of Solving.

*** CASE ASSIGN 1/23/2006 2:48:50 PM, rzabala

[REDACTED] to mrivas, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 1/23/2006 2:48:51 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 1/23/2006 3:52:41 PM, mrivas

from WIP default to Queue Honda Team F.

*** CASE ASSIGN 1/23/2006 4:37:12 PM, alenande

[REDACTED] to tbarber, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 1/23/2006 4:37:13 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/24/2006 7:24:16 AM, tbarber

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/24/2006 7:24:58 AM, tbarber

Created in WIP Default with Due Date 1/24/2006 7:24:58 AM.

*** COMMIT 1/24/2006 7:29:09 AM, tbarber, Action Type : N/A

Made to [REDACTED] due 01/27/2006 07:29:18 AM.

DCS Follow-Up - TOWNSEND

*** NOTES 1/24/2006 7:29:55 AM, tbarber, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/27/2006

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

SRS control unit replacement request, VIN 1HGCM66563A [REDACTED]

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

Further information is required to review this case. We would appreciate any information you can provide with regard to this customer's service history, vehicle status (current diagnosis, any modifications, damage, etc.) and any DPSM or Techline involvement in this case.

Automobile Customer Service must respond to this customer within 24 hours and your information is necessary to provide that response.

Please transmit a DCS response, e-mail or call the customer service office by the due date. Thank you for your prompt attention to this matter.

Ted Barber, Jr.

Automobile Customer Service

(800) 999-1009 ext. 118195

ted_barber@ahm.honda.com

*** CASE MODIFY COMMITMENT 1/24/2006 7:30:12 AM, tbarber

Case History

Case ID : [REDACTED] Case Title : 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL UNIT

with [REDACTED] due 01/27/2006 04:29:18 PM.

*** CASE MODIFY 1/24/2006 7:30:17 AM, tbarber

into WIP default and Status of Solving.

*** NOTES 1/24/2006 7:31:25 AM, tbarber, Action Type : Call to Customer

I called the customer and spoke with his wife. I introduced myself as the CM assigned to this case and I provided her with my contact information and the case number. I asked her to please have her husband return my call so we can discuss this issue. She agreed and we ended the call.

*** CASE MODIFY 1/24/2006 7:31:29 AM, tbarber

into WIP default and Status of Solving.

*** NOTES 1/24/2006 9:58:22 AM, tbarber, Action Type : Call from Customer

Customer returned my call and I thanked him for doing so. He reiterated the information from above and stated that there were no previous complaints regarding the SRS or its components.

He states that this is his 3rd Honda vehicle and it is normally serviced at this dealer.

I asked him to allow me to gather some additional information and I will contact him by COB on 1/26. He agreed and we ended the call.

*** CASE MODIFY 1/24/2006 9:58:32 AM, tbarber

into WIP 7 D and Status of Solving.

*** CASE MODIFY 1/24/2006 10:36:43 AM, tbarber

into WIP 7 D and Status of Solving.

*** CASE MODIFY 1/25/2006 2:59:13 PM, tbarber

into WIP 7 D and Status of Solving.

*** CASE MODIFY 1/25/2006 3:00:35 PM, tbarber

into WIP 7 D and Status of Solving.

*** NOTES 1/27/2006 9:02:49 AM, tbarber, Action Type : Call to Dealer

On 1/25 SM Danny stated that this vehicle was seen on 1/6/06 and on 1/23/06 regarding this issue. He also stated that this customer has performed the 60k mile service with a transmission fluid change, the 30k mile service without the transmission fluid change, and had the front & rear brakes replaced.

I informed him that AHM will cover this repair 100% and I provided him with my authorization number. I informed him that once the vehicle is repaired I will need the RO & part #s and the warranty price for my records. He understood and we ended the call.

*** NOTES 1/27/2006 9:09:49 AM, tbarber, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Danny,

Per our conversation on 1/25, AHM will cover the replacement of the SRS control unit 100%.

Once this repair has been completed please provide me with the RO #, part # for the most expensive component, date of completion and amount being submitted

Case History

Case ID : [REDACTED] Case Title : 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL UNIT
on the warranty claim. You can send this information via phone, iN, or e-mail. My contact information is below.

Thanks!

Ted Barber, Jr.
Automobile Customer Service
(800) 999-1009 ext. 118195
ted_barber@ahm.honda.com

*** CASE FULFILL 1/27/2006 9:09:58 AM, tbarber

Fulfilled for [REDACTED] due 01/27/2006 04:29:18 PM.

*** COMMIT 1/27/2006 9:10:01 AM, tbarber, Action Type : N/A

f/u w/ dlr re: SRS rpr - TOWNSEND

*** CASE MODIFY 1/27/2006 9:10:25 AM, tbarber

into WIP 7 D and Status of Solving.

*** NOTES 2/2/2006 12:19:25 PM, tbarber, Action Type : Call to Dealer

SM Danny stated the customer told them he will come in on 2/6 to have this repair completed. I thanked him for the information then ended the message.

*** NOTES 2/2/2006 12:22:33 PM, tbarber, Action Type : Call from Customer

I informed the customer that the dealer notified us of his intent to have this repair completed on Monday, 2/6. He stated that it should be either Monday or Tuesday of next week. I told him that I will follow up early next week and thanked him for his time.

Call ended.

*** CASE FULFILL 2/2/2006 12:22:43 PM, tbarber

Fulfilled for [REDACTED] due 02/01/2006 04:00:00 PM.

*** COMMIT 2/2/2006 12:22:46 PM, tbarber, Action Type : N/A

f/u w/ dlr re: SRS rpr - TOWNSEND

*** CASE MODIFY 2/2/2006 12:23:31 PM, tbarber

into WIP 7 D and Status of Solving.

*** CASE MODIFY 2/13/2006 7:42:20 AM, tbarber

into WIP 7 D and Status of Solving.

*** NOTES 2/13/2006 7:45:10 AM, tbarber, Action Type : Call from Dealer

I spoke with SM Danny who stated this repair was completed on 2/9 and provided me with the RO #827457, part #77940-sda-d02, and total warranty price of \$498.38.

*** CASE MODIFY 2/13/2006 8:19:41 AM, tbarber

into WIP 7 D and Status of Solving.

*** NOTES 2/13/2006 8:20:03 AM, tbarber, Action Type : Call to Customer

I called the customer and left a VM informing them that I called to follow up on the SRS repair and that I hope it was completed to their satisfaction. I asked them to call us if they have any further concerns and I left the telephone number and office hours for ACS. Message ended. Case closed.

*** CASE MODIFY 2/13/2006 8:20:38 AM, tbarber

Case History

Case ID : [REDACTED] **Case Title :** 7D - TOWNSEND - [REDACTED] - PRODUCT COMPLAINT / SRS CONTROL UNIT

into WIP 7 D and Status of Solving.

***** SUBCASE** [REDACTED] **CLOSE 2/13/2006 8:20:43 AM, tbarber**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 2/13/2006 8:20:43 AM, tbarber**

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

***** NOTES 3/16/2006 2:25:40 PM, tbarber, Action Type : Inbound DCS**

RO 827457 , PARTS 77960-SDA-D02 SRS UNIT 409.30 , LABOR 38.18, AND 50.90 TOTAL 498.38

***** COMMIT 3/16/2006 2:25:40 PM, tbarber, Action Type : External Commitment**

Inbound DCS received from Dealer # 206937

***** CASE FULFILL 3/17/2006 6:34:39 AM, tbarber**

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/25/2009 10:45:24 AM
 Case Originator : Carlos Angon (Team PA) Sub Division : PCRM Status : Closed Close Date : 2/26/2009 3:03:52 PM
 Case Owner : Priscilla Samaniego (Team CK) Method : Pro-Active O/B Queue : Days Open : 1
 Last Closed By : Priscilla Samaniego (Team CK) Point of Origin : CSE/ACE Wipbin :
 Case Title ██████████ CURSULA - CSE NOT FIXED, DN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 98,600
 In Service Date : 01/22/2003
 Months In Use : 73
 Engine Number : K24A41063608
 Originating Dealer No. / Name : 207019 / POHANKA HONDA
 Selling Dealer No. / Name : 206772 / SPORT HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Phone No. : 301-441-2900
 Address : 9400 BALTIMORE BLVD.
 City / State / Zip : COLLEGE PARK, MD 20740
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ ALLEN	Subcase Close	Service - Dealer	Experience	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 2/25/2009 10:45:46 AM
Issue Owner : Priscilla Samaniego	Type 2 : Experience	Queue :	Close Date : 2/26/2009 3:03:52 PM
Issue Title : [REDACTED]	SERVICE - DEALER - EXPERIENCE		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] CSE NOT FIXED, DN

*** CASE CREATE 2/25/2009 10:45:24 AM, cangon
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 2/25/2009 10:45:39 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/25/2009 10:45:46 AM, cangon
Created in WIP Default with Due Date 2/25/2009 10:45:46 AM.

*** CASE MODIFY 2/25/2009 10:45:47 AM, cangon
into WIP default and Status of Solving.

*** NOTES 2/25/2009 3:00:19 PM, cangon, Action Type : Note-General
2/13/2009
CLOSED
I KEEP HAVING TO CALL THEM BACK. IF I TAKE MY CAR IN FOR SERVICE, IT IS BECAUSE THERE IS SOMETHING WRONG.
I STILL HAVE TO WAIT ON MY DASHBOARD. THERE IS NO COMMUNICATION.

*** CASE ASSIGN 2/26/2009 8:19:00 AM, cangon
[REDACTED] to psamanie, WIP

*** CASE RULE ACTION 2/26/2009 8:19:00 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 2/26/2009 8:19:06 AM, cangon
[REDACTED] to psamanie, WIP

*** SUBCASE [REDACTED] RULE ACTION 2/26/2009 8:19:06 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 2/26/2009 10:15:11 AM, psamanie
WARRANTY CHECK 02/26/2009 10:15:11 AM psamanie
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/26/2009 10:15:18 AM, psamanie
CLAIM CHECK 02/26/2009 10:15:18 AM psamanie
The following Claim History information was found
0; 2009-02-02; 207907; 630878; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 2/26/2009 10:15:26 AM, psamanie
CAMPAIGN CHECK 02/26/2009 10:15:26 AM psamanie
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 08/27/03; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/2

*** CASE VSC LOOKUP 2/26/2009 10:15:27 AM, psamanie
VSC-CUC CHECK 02/26/2009 10:15:27 AM psamanie
No data found for VIN.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CSE NOT FIXED, DN

*** CASE MODIFY 2/26/2009 10:27:08 AM, psamanie
into WIP default and Status of Solving.

*** NOTES 2/26/2009 12:06:58 PM, psamanie, Action Type : Call to Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed , I will follow-up with the customer to ensure that all issues of concern have been resolved.

I reached Mrs [REDACTED] and introduced myself. I explained that I was calling from American Honda Motor Company regarding her 2003 Accord. I informed customer that I am calling as a result of the customer responding to one of our surveys and the reason for the call is to address any outstanding issues or concerns that she may have pertaining to her vehicle or her service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised the customer: "This call may be monitored or recorded for quality purposes."

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

Responses to questions and answers can be located on Quick Base record.

The customer stated that her srs light is on. The customer stated that her greatest concern was that the dealer had to order parts for her but they never followed up with her to let her know that the parts had arrived. The customer has contacted the dealer and they have confirmed that the parts are there. The customer will return to the dealer when her schedule opens up. The customer has no other concerns at this time.

The customer stated that the dealer should make sure to contact its customer's when parts arrive. I apologized to the customer for the situation and assured her that her concern would be documented.

I thanked Mrs [REDACTED], on behalf of American Honda for their time and valuable feedback. Their overall ownership experience is very important to American Honda. I advised the customer that if in the future she were to have any questions, concerns or require any assistance she may feel free to contact us here at the Corporate Office the 800# is located in the back of their Owner's manual. Customer accepted. Call ended.

*** NOTES 2/26/2009 12:08:50 PM, psamanie, Action Type : Note-Resolution

The customer's srs light is on. The dealer did not contact the customer when her parts arrived. The customer will return to the dealer at her own convenience.

The customer is not requesting additional assistance.

I am closing the case per PCRM procedure.

*** COMMIT 2/26/2009 12:10:19 PM, psamanie, Action Type : N/A

Made to [REDACTED] on 02/26/2009 03:00:00 PM.

Ready to close.

*** CASE CLAIMS LOOKUP 2/26/2009 12:13:10 PM, psamanie

CLAIM CHECK 02/26/2009 12:13:10 PM psamanie

The following Claim History information was found

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CSE NOT FIXED, DN

0; 2009-02-02; 207907; 630878; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE MODIFY 2/26/2009 12:13:18 PM, psamanie
into WIP default and Status of Solving.

*** CASE MODIFY 2/26/2009 12:15:00 PM, psamanie
into WIP default and Status of Solving.

*** CASE CLOSE 2/26/2009 3:03:52 PM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 2/26/2009 3:03:52 PM, psamanie
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/31/2005 1:22:58 PM
 Case Originator : Richard Wright (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 9/1/2005 2:51:12 PM
 Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 1
 Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 4C ██████████ - (SUPERIOR HONDA) SRS UNIT NEEDS TO BE REPLA No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 470
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BAYVILLE, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 890
 VIN Type / No. : US VIN / 1HGCM66893A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 55,996
 In Service Date : 02/22/2003
 Months In Use : 30
 Engine Number : J30A41070852
 Originating Dealer No. / Name : 207139 / HONDA UNIVERSE
 Selling Dealer No. / Name : 207139 / HONDA UNIVERSE
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206674 / SUPERIOR HONDA
 Phone No. : 513-542-8000
 Address : 4777 SPRING GROVE AVE.
 City / State / Zip : CINCINNATI, OH 45232
 Svc District / Sls District : 04H / B04
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 8/31/2005 1:44:04 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 9/1/2005 2:48:00 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4C [REDACTED] - (SUPERIOR HONDA) SRS UNIT NEEDS TO BE REPLACED

*** CASE CREATE 8/31/2005 1:22:58 PM, rwright

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

*** CASE MODIFY 8/31/2005 1:24:36 PM, rwright

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/31/2005 1:25:11 PM, rwright

WARRANTY CHECK 08/31/2005 01:25:11 PM rwright

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/31/2005 1:25:26 PM, rwright

CLAIM CHECK 08/31/2005 01:25:26 PM rwright

The following Claim History information was found

0; 2004-11-15; 208066; 033500; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MILE

*** CASE VSC LOOKUP 8/31/2005 1:25:27 PM, rwright

VSC-CUC CHECK 08/31/2005 01:25:27 PM rwright

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/31/2005 1:25:38 PM, rwright

CAMPAIGN CHECK 08/31/2005 01:25:38 PM rwright

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-11-16; FX

*** NOTES 8/31/2005 1:32:59 PM, rwright, Action Type : Call from Customer

Customer took his vehicle to Superior Honda on 08/17/05 because the SRS light is on. Customer states that when he purchased the vehicle and had it shipped to him the light was on. Customer state that Mary Shelton at the Honda dealership stated the SRS Unit needs to be replaced. Customer was advised the total cost for repair is \$600.00 Customer is wanting to know if AHC will assist him with the repairs. Customer was advised his concerns would be forwarded to a case manager for handling. Customer was given the case number, customer was satisfied and phone call ended.

*** CASE MODIFY 8/31/2005 1:33:13 PM, rwright

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2005 1:33:30 PM, rwright

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2005 1:33:35 PM, rwright

into WIP default and Status of Solving.

*** CASE MODIFY 8/31/2005 1:33:36 PM, rwright

into WIP default and Status of Solving.

*** CASE DISPATCH 8/31/2005 1:33:59 PM, rwright

from WIP default to Queue Honda Team E.

*** CASE YANKED 8/31/2005 1:43:34 PM, rrubinof

Yanked by rrubinof into WIPbin default.

*** CASE MODIFY 8/31/2005 1:43:50 PM, rrubinof

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 4C [REDACTED] - (SUPERIOR HONDA) SRS UNIT NEEDS TO BE REPLACED

*** CASE MODIFY 8/31/2005 1:43:56 PM, rrubinof
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/31/2005 1:44:04 PM, rrubinof
Created in WIP Default with Due Date 8/31/2005 1:44:04 PM.

*** CASE VSC LOOKUP 9/1/2005 2:39:39 PM, rrubinof
VSC-CUC CHECK 09/01/2005 02:39:39 PM rrubinof
No data found for VIN.

*** NOTES 9/1/2005 2:44:41 PM, rrubinof, Action Type : Call to Dealer

Spoke to the customer SA, Mary Shelton as the SM, Dan was not in. She stated the customer has just moved and purchased the vehicle used. She stated there was no sign of accident damage or past deployment of the SRS. Because the vehicle is only 30 months old authorized Mary to GW the parts with the customer paying labor as GW in the interest of customer satisfaction.

*** SUBCASE [REDACTED] CLOSE 9/1/2005 2:48:00 PM, rrubinof
Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/1/2005 2:51:05 PM, rrubinof, Action Type : Call to Customer

Customer was informed of GW assistance of the part being covered and his responsibility being for the labor. Customer was directed to Mary Shelton @ SUPERIOR HONDA to make arrangements for the repair.

*** CASE CLOSE 9/1/2005 2:51:12 PM, rrubinof

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/12/2009 2:50:32 PM
 Case Originator : Richard Miller (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 5/12/2009 3:11:42 PM
 Case Owner : Richard Miller (Team AD) Method : Phone Queue : Days Open : 0
 Last Closed By : Richard Miller (Team AD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN/CAMPAIGN INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 6494
 VIN Type / No. : US VIN / 1HGCM55323 ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 74,000
 In Service Date : 03/09/2003
 Months In Use : 74
 Engine Number : K24A41063682
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS
██████████ / ██████████ - CA	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2009 3:10:42 PM
Issue Owner : Richard Miller	Type 2 : Operation	Queue :	Close Date : 5/12/2009 3:10:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/12/2009 3:11:22 PM
Issue Owner : Richard Miller	Type 2 : Eligibility	Queue :	Close Date : 5/12/2009 3:11:36 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN/CAMPAIGN INQUIRY

***** CASE CREATE 5/12/2009 2:50:32 PM, rmiller**

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

***** CASE EXTENDED WARRANTY LOOKUP 5/12/2009 2:50:35 PM, rmiller**

WARRANTY CHECK 05/12/2009 02:50:35 PM rmiller
No data found for VIN.

***** CASE CLAIMS LOOKUP 5/12/2009 2:50:40 PM, rmiller**

CLAIM CHECK 05/12/2009 02:50:40 PM rmiller
The following Claim History information was found
0; 2008-04-11; 207734; 466066; 510; 1211K1 ; SECONDARY OXYGEN SENSOR, REAR - REPLACE.

***** CASE VSC LOOKUP 5/12/2009 2:56:41 PM, rmiller**

VSC CHECK 05/12/2009 02:56:41 PM rmiller
The following VSC information was found
[REDACTED];V001583147;A60;(NEW) PREMIUM 6YR 100K \$50 DED;EXPIRED;;2003-03-09;2009-03-08;100000;89;207907
;50.00

***** CASE CUC LOOKUP 5/12/2009 2:56:41 PM, rmiller**

CUC CHECK 05/12/2009 02:56:41 PM rmiller
The following CUC information was found
;;;0;0;0;,,,,;0;;

***** NOTES 5/12/2009 3:05:47 PM, rmiller, Action Type : Call from Customer**

Verified customer contact information.

SITUATION:

Mr. [REDACTED] called ACS because his SRS light is on.

REQUEST:

Customer wants to know if there is any recall for this issue.

PROBING QUESTIONS:

Customer states that he went to a local shop for the yearly inspection. Customer states that it didn't pass because the SRS light continues to come on. Customer was told that there is a recall for this issue. Sensor recall. S/B 07-002.

INBOUND SUMMARY:

I explained to the customer that S/B 07-002 does not apply to his vehicle. It applies to '04 trim specific and '05 trim and VIN specific.
Customer is upset that it doesn't apply to his vehicle.
I verified with the customer that the SRS has not yet been diagnosed so his reasoning on why the light is on is just speculation. He agreed. He states that he doesn't want to go to a dealer for diagnostic due to their pricing.

Customer said that he will contact a lawyer and ended call.

***** CASE CAMPAIGN LOOKUP 5/12/2009 3:06:17 PM, rmiller**

CAMPAIGN CHECK 05/12/2009 03:06:17 PM rmiller

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN/CAMPAIGN INQUIRY

The following Campaign information was found
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 04/14/08; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010

*** NOTES 5/12/2009 3:06:30 PM, rmiller, Action Type : Call from Customer

I also informed the customer about S/B 08-043 and 03-043.

*** SUBCASE [REDACTED] CREATE 5/12/2009 3:10:42 PM, rmiller

Created in WIP Default with Due Date 5/12/2009 3:10:42 PM.

*** SUBCASE [REDACTED] CLOSE 5/12/2009 3:10:54 PM, rmiller

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 5/12/2009 3:11:22 PM, rmiller

Created in WIP Default with Due Date 5/12/2009 3:11:22 PM.

*** SUBCASE [REDACTED] CLOSE 5/12/2009 3:11:36 PM, rmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2009 3:11:42 PM, rmiller

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/11/2009 1:29:04 PM
 Case Originator : Nicole Lawrence (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/11/2009 1:38:35 PM
 Case Owner : Nicole Lawrence (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Nicole Lawrence (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 05G-[REDACTED] - SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 154
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : OAKHURST, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 154
 VIN Type / No. : US VIN / 1HGCM55343A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 50,000
 In Service Date : 02/15/2003
 Months In Use : 79
 Engine Number : K24A41063795
 Originating Dealer No. / Name : 207449 / DCH KAY HONDA
 Selling Dealer No. / Name : 207449 / DCH KAY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207449 / DCH KAY HONDA
 Phone No. : 732-542-5900
 Address : 200 ROUTE 36
 City / State / Zip : EATONTOWN, NJ 07724
 Svc District / Sls District : 05F / G05
 Warranty Labor Rate / Date : \$118.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID :	Disposition: Complaint	Condition :	Closed	Wipbin :
Issue Originator :	Type 1 : Product	Status :	Subcase Close	Open Date : 9/11/2009 1:38:14 PM
Issue Owner : Nicole Lawrence	Type 2 : Operation	Queue :		Close Date : 9/11/2009 1:38:35 PM
Issue Title :	- PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 9/11/2009 1:29:04 PM, nlawrenc

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

*** CASE MODIFY 9/11/2009 1:29:24 PM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2009 1:29:29 PM, nlawrenc

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/11/2009 1:29:32 PM, nlawrenc

WARRANTY CHECK 09/11/2009 01:29:31 PM nlawrenc

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/11/2009 1:29:36 PM, nlawrenc

CLAIM CHECK 09/11/2009 01:29:36 PM nlawrenc

The following Claim History information was found

0; 2008-08-05; 207449; 562120; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/11/2009 1:29:40 PM, nlawrenc

CAMPAIGN CHECK 09/11/2009 01:29:40 PM nlawrenc

The following Campaign information was found

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 08/29/03; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/29/03; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 9/11/2009 1:29:42 PM, nlawrenc

VSC-CUC CHECK 09/11/2009 01:29:41 PM nlawrenc

No data found for VIN.

*** CASE MODIFY 9/11/2009 1:29:49 PM, nlawrenc

into WIP default and Status of Solving.

*** NOTES 9/11/2009 1:37:50 PM, nlawrenc, Action Type : Call from Customer

The customer contact information was verified and updated. ACS received a call from a customer who SRS light is on and a dealership is going to charge a \$125 diagnosis fee.

Inbound Summary: I apologized and advised that AHM can not interfere with the diagnosis charge I advised that if the SRS light stays on then the airbag will not deploy. I provided case number and closed the case.

The customer understood thanked me and we ended the call

*** SUBCASE [REDACTED] CREATE 9/11/2009 1:38:14 PM, nlawrenc

Created in WIP Default with Due Date 9/11/2009 1:38:14 PM.

*** CASE CLOSE 9/11/2009 1:38:35 PM, nlawrenc

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

*** SUBCASE [REDACTED] CLOSE 9/11/2009 1:38:35 PM, nlawrenc

Case History

Case ID : [REDACTED]

Case Title : 05G-[REDACTED] - SRS LIGHT

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/8/2008 8:33:02 AM
 Case Originator : Kriti Sharma (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 8/22/2008 2:05:36 PM
 Case Owner : Matthew Ramelb (Team HH) Method : Phone Queue : Days Open : 14
 Last Closed By : Matthew Ramelb (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4K (LAYNE) ██████████ - DEALER WON'T PROVIDE PAPERWORK No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 30 W
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : PAINTSVILLE, KY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 30 W
 VIN Type / No. : US VIN / 1HGCM55343A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 144,500
 In Service Date : 01/16/2003
 Months In Use : 67
 Engine Number : K24A41063756
 Originating Dealer No. / Name : 206708 / BRYAN HONDA
 Selling Dealer No. / Name : 206708 / BRYAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207852 / LAYNE BROS. HONDA
 Phone No. : 606-478-1234
 Address : U.S. RTS. 23, 460, 80
 City / State / Zip : IVEL, KY 41642
 Svc District / Sls District : 04K / E04
 Warranty Labor Rate / Date : \$60.00 /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	SERVIC Subcase Close	Service - Dealer	Diagnosis Concern	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Matthew Ramelb	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/11/2008 1:17:09 PM
Issue Owner : Matthew Ramelb	Type 2 : Diagnosis Concern	Queue :	Close Date : 8/22/2008 2:03:52 PM
Issue Title : [REDACTED] - SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : 4K (LAYNE) [REDACTED] - DEALER WON'T PROVIDE PAPERWORK

*** CASE CREATE 8/8/2008 8:33:02 AM, ksharma

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

*** CASE MODIFY 8/8/2008 8:45:54 AM, ksharma

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/8/2008 8:45:58 AM, ksharma

WARRANTY CHECK 08/08/2008 08:45:58 AM ksharma
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/8/2008 8:46:04 AM, ksharma

CLAIM CHECK 08/08/2008 08:46:04 AM ksharma

The following Claim History information was found

0; 2006-02-23; 206708; 886621; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE
INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-0

*** CASE CAMPAIGN LOOKUP 8/8/2008 8:46:07 AM, ksharma

CAMPAIGN CHECK 08/08/2008 08:46:07 AM ksharma

The following Campaign information was found

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 03/01/06; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/01/06; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 8/8/2008 8:46:08 AM, ksharma

VSC-CUC CHECK 08/08/2008 08:46:08 AM ksharma
No data found for VIN.

*** NOTES 8/8/2008 8:59:14 AM, ksharma, Action Type : Call from Customer

ACS updated customer s information.

Situation: Customer called in stating that he was having problems with Layne Bothers Honda and the service he received. They are not providing him with any paperwork detailing the work done to his car or what they found in the diagnostic test performed. They also will not refund the money he paid for a diagnostic test.

Request: Customer would like AHM to contact the dealership to make them provide him with proof of the service done or get a refund for the work done.

Probing Questions: Customer had taken his car in for a diagnostic test today at Layne Brothers Honda. Customer was notified when he came to pick up his car that an extra electrical test had been performed and that he would have to pay \$98 extra. The customer went to Service Manager Kathy Hall who took away the charge, because he had not been notified of the extra test. The customer only paid for the diagnostic (\$70). When customer picked up the car, he did not receive any proof of the work done to his vehicle. Customer wanted a printout of the work, but only received an invoice and a receipt. Customer went back to Kathy Hall and asked her for a printout of the work, and she said no. Customer contacted the dealership where he had purchased the vehicle (Brian Honda) and found out that he should have received a printout of the work done to his vehicle. Customer informed Kathy Hall that he would be contacting AHM and the Better Business Bureau after that.

Inbound Conclusion: ACS informed the customer that his case would be forwarded to a case manager for review, and that he would be contacted within 1-2 business day with no guarantees. ACS supplied the customer with his case number.

Case History

Case ID [REDACTED]

Case Title : 4K (LAYNE) [REDACTED] - DEALER WON'T PROVIDE PAPERWORK

ACS thanked the customer who had no further requests.

*** CASE MODIFY 8/8/2008 8:59:41 AM, ksharma
into WIP default and Status of Solving.

*** CASE MODIFY 8/8/2008 8:59:41 AM, ksharma
into WIP default and Status of Solving.

*** CASE DISPATCH 8/8/2008 9:00:12 AM, ksharma
from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 8/9/2008 8:00:12 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 8/10/2008 8:00:12 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 8/11/2008 6:36:17 AM, mramelb
from Queue Honda Team H to WIP default 2.

*** CASE MODIFY 8/11/2008 6:39:26 AM, mramelb
into WIP default 2 and Status of Solving.

*** CASE VSC LOOKUP 8/11/2008 11:58:30 AM, mramelb
VSC-CUC CHECK 08/11/2008 11:58:30 AM mramelb
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/11/2008 11:58:35 AM, mramelb
CAMPAIGN CHECK 08/11/2008 11:58:35 AM mramelb
The following Campaign information was found
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 03/01/06; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/01/06; FX;
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE CLAIMS LOOKUP 8/11/2008 11:58:38 AM, mramelb
CLAIM CHECK 08/11/2008 11:58:38 AM mramelb
The following Claim History information was found
0; 2006-02-23; 206708; 886621; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE
INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-0

*** CASE EXTENDED WARRANTY LOOKUP 8/11/2008 11:58:39 AM, mramelb
WARRANTY CHECK 08/11/2008 11:58:39 AM mramelb
No data found for VIN.

*** NOTES 8/11/2008 12:01:16 PM, mramelb, Action Type : Call to Customer
No answer, LM, provided my contact info, stated that I d call the dealer to see what I could find out, and that I d call back.

*** NOTES 8/11/2008 12:18:57 PM, mramelb, Action Type : Call to Dealer
SM informed me that the Customer dropped the vehicle off, was complaining about the dash lights not illuminating, the radio not working, and that SRS light being on.

Case History

Case ID : [REDACTED]

Case Title : 4K (LAYNE) [REDACTED] - DEALER WON'T PROVIDE PAPERWORK

She states that her tech checked the wiring for the dash lights and later learned that the switch for the light operation was in the off position. She adds that her tech confirmed that the audio unit had to be pulled out, and sent to the factory, as it is an internal radio issue.

She states that they looked into the SRS light, performed a procedure called a scope check, and confirmed that a seat belt buckle needs to be replaced.

She states that the Customer doubted that that test was performed, and complained that he was not told that they were going to do that check.

She states that the Customer requested a print out, they told him that their scan tool does not have the capability to have it's information printed. She states that this may vary from dealer to dealer depending on what kind of equipment they have.

She states that it was documented in the R.O. that the SRS light was looked in to, and that a seat belt buckle is needed.

*** NOTES 8/11/2008 1:01:20 PM, mramelb, Action Type : Call to Dealer

I called Lester Raines Honda:

I called Lester Raines Honda. I asked if their scan tool has the capability to print it's results regarding SRS tests. He states that the HDS does have printing capabilities. However, he states that the software has to be set up for that. He states that their HDS is not set up to print as well.

*** NOTES 8/11/2008 1:02:46 PM, mramelb, Action Type : Call to Customer

No answer, LM, stated that I talked to the SM, she informed me that her scan tool does not have the capability to print. I stated that I have heard this from another dealer in his area as well. I stated that the dealer is obligated to document their test findings on the R.O. I stated that I'd try my best to reach him within a week. I welcomed a call back if necessary, stated that I will try my best to return his call promptly if a message is left.

*** COMMIT 8/11/2008 1:02:49 PM, mramelb, Action Type : N/A

*FU2*CC2*D2* LYN*

*** CASE MODIFY 8/11/2008 1:03:05 PM, mramelb

into WIP default 2 and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/11/2008 1:17:09 PM, mramelb

Created in WIP Default with Due Date 8/11/2008 1:17:09 PM.

*** CASE MODIFY 8/11/2008 1:17:14 PM, mramelb

into WIP default 2 and Status of Solving.

*** NOTES 8/15/2008 8:11:14 AM, mramelb, Action Type : Call to Customer

Cust. LM, provided [REDACTED] & [REDACTED].

*** NOTES 8/15/2008 8:15:20 AM, mramelb, Action Type : Call to Customer

I called [REDACTED], no answer, LM, provided my contact info.

*** CASE MODIFY COMMITMENT 8/15/2008 8:15:49 AM, mramelb

with [REDACTED] due 08/22/2008 12:00:00 AM.

*** CASE MODIFY 8/15/2008 8:15:54 AM, mramelb

into WIP 4K and Status of Solving.

*** NOTES 8/22/2008 1:56:29 PM, mramelb, Action Type : Call to Customer

I confirmed Customer's contact info on file is correct. He states that he asked for a diagnostic test, and that they did not give him a print out. He states that his wife called them, told them that the airbag light was on, the radio light didn't work, and that the dome light didn't work. He states that they told him this may be an electrical problem. He states that they did an electrical test, tried to charge him \$98 for it, and that they ran the test without his permission. He states that he was told he would just be charged for the diagnostic test in the amount of \$70. He states that he asked for a printout and was not provided with one.

Case History

Case ID [REDACTED]

Case Title : 4K (LAYNE) [REDACTED] - DEALER WON'T PROVIDE PAPERWORK

I informed him that I spoke to the dealer, and was informed that what they did was a test for the air bag light. Customer states that he did not ask for that test, but he asked for a diagnostic test. I informed him that the only electrical test needed was for the air bag light. I informed him that the scan tool used by the dealer does not have the capability for a print out. I stated that I confirmed that with another dealer.

He states that with other dealers he's gotten print outs for his diagnostic tests. I stated that the dealer is obligated to document test results on his R.O. I stated that I believe this is just a miscommunication, and that the diagnostic test is just a general term. I stated that I would call the dealer and call back.

*** NOTES 8/22/2008 1:59:00 PM, mramelb, Action Type : Call to Dealer

SM informed me that they checked the dash lights and radio. She states that all that was needed for those concerns was a physical inspection of the wiring. She states that the only test done with anything electrical was for the airbag light. I informed her that the Customer is saying he requested a Diagnostic Test. I stated that it seems he is under the impression that the Diagnostic Test is a separate test in itself. She states that the only electrical scan that was done was for the airbag light. She states that she offered to pull up the test results on the computer to let the Customer visually see it.

*** NOTES 8/22/2008 2:03:32 PM, mramelb, Action Type : Call to Customer

I informed the Customer that I spoke to the SM, and I believe that what he has experience was just a miscommunication. I stated that the only thing that was needed to look into his concern with the lights and that radio was just a physical inspection of the wiring. I stated that the only thing done as far as an electrical test when anything was scanned was specifically for the airbag light alone. I stated that there was no other electrical test needed. Customer insists I am being one-sided. He states that he paid for a diagnostic test. I stated that the term diagnostic is a general term that means the dealer will look into his concerns. The Customer complains that the dealer tried to charge him for the test without his permission. I stated that the dealer did rectify that by removing a charge. He asked what he was charged for then. I attempted to explain, but I was cut off. The Customer informed me that I don't even have the R.O. and he is wasting his time. He states that he's never had this problem with a Honda dealer, money is not the principle, and that he feels Honda is one-sided.

I attempted to explain that all of this is just a miscommunication, but the Customer said that he'd go to the BBB. I apologized for the outcome of his case. Call ended.

*** CASE FULFILL 8/22/2008 2:03:36 PM, mramelb

Fulfilled for [REDACTED] due 08/22/2008 12:00:00 AM.

*** SUBCASE [REDACTED] CLOSE 8/22/2008 2:03:52 PM, mramelb

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/22/2008 2:05:32 PM, mramelb

into WIP 4K and Status of Solving.

*** CASE MODIFY 8/22/2008 2:05:34 PM, mramelb

into WIP 4K and Status of Solving.

*** CASE CLOSE 8/22/2008 2:05:36 PM, mramelb

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/23/2010 6:08:00 AM
Case Originator : Bridgette Samonte (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/23/2010 6:29:03 AM
Case Owner : Bridgette Samonte (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT/DIAGNOSIS FEE		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 5703
Dealer No. :
Site Phone No. :
Contact Name : [REDACTED]
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WASHINGTON, MI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 112,000
In Service Date : 04/24/2003
Months In Use : 92
Engine Number : K24A41064183
Originating Dealer No. / Name : 207502 / TROY HONDA
Selling Dealer No. / Name : 207502 / TROY HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208267 / JIM RIEHL'S FRIENDLY HONDA
Phone No. : 586-412-9600
Address : 18900 HALL ROAD
City / State / Zip : CLINTON TOWNSHI, MI 48038
Svc District / Sls District : 04A / A04
Warranty Labor Rate / Date : \$95.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/23/2010 6:28:50 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/23/2010 6:29:00 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT/DIAGNOSIS FEE

*** CASE CREATE 12/23/2010 6:08:00 AM, bsamonte

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

*** CASE MODIFY 12/23/2010 6:17:01 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 12/23/2010 6:26:30 AM, bsamonte, Action Type : Call from Customer

Info Verified/phone [REDACTED]

Customer says the SRS light will come on, then turn off the following day. Customer contacted JIM RIEHL'S FRIENDLY HONDA and they want to charge \$100 for the diagnosis fee. Customer feels since it is a safety issue, there should be no fee. ACS informed the customer the dealer sets their own pricing. Customer says he services with them. ACS referred to SM.

*** SUBCASE [REDACTED] CREATE 12/23/2010 6:28:50 AM, bsamonte

Created in WIP Default with Due Date 12/23/2010 6:28:50 AM.

*** SUBCASE [REDACTED] CLOSE 12/23/2010 6:29:00 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/23/2010 6:29:03 AM, bsamonte

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/8/2011 10:53:57 AM
Case Originator : Kangsan Kim (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/8/2011 10:58:52 AM
Case Owner : Kangsan Kim (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kangsan Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 5107
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ANNANDALE, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM564X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 113,000
In Service Date : 01/20/2003
Months In Use : 107
Engine Number : K24A41065601
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA
Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 12/8/2011 10:58:24 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 12/8/2011 10:58:52 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG LIGHT ON

*** CASE CREATE 12/8/2011 10:53:57 AM, kkim

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

*** NOTES 12/8/2011 10:57:46 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED].

The customer called ACS and stated that the airbag light occasionally will go on and off, and would like to know what the issue is for the light being on.

ACS advised the customer to take the vehicle to a Honda dealership for a diagnosis. The customer also stated that if you press your keyless entry remote from afar, that the windows will roll down.

The customer understood and required no further assistance.

*** NOTES 12/8/2011 10:58:01 AM, kkim, Action Type : Call from Customer

The customer just wanted to note the window issue.

*** CASE MODIFY 12/8/2011 10:58:06 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/8/2011 10:58:24 AM, kkim

Created in WIP Default with Due Date 12/8/2011 10:58:24 AM.

*** SUBCASE [REDACTED] CLOSE 12/8/2011 10:58:52 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2011 10:58:52 AM, kkim

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/2/2011 8:11:41 AM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/2/2011 8:18:00 AM
 Case Owner : Marlisha Youngblood (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 4556
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : NORRIDGE, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 41,000
 In Service Date : 04/22/2003
 Months In Use : 97
 Engine Number : J30A41072018
 Originating Dealer No. / Name : 207660 / JACOBS' TWIN HONDA
 Selling Dealer No. / Name : 207660 / JACOBS' TWIN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 5/2/2011 8:17:32 AM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 5/2/2011 8:17:59 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT COMPLAINT

*** CASE CREATE 5/2/2011 8:11:41 AM, myoungbl

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

*** NOTES 5/2/2011 8:17:03 AM, myoungbl, Action Type : Call from Customer

Verified Customer s Info.

Best Contact [REDACTED]

Probing Questions: Customer states that his airbag light has been coming on for the last 3-4 days. Customer states that he would like to know if this is a known issue.

ACS informed customer that his concerns are documented. ACS advised customer to take his car to the dealership to get the issue diagnosed.

Customer needed no further assistance.

*** CASE MODIFY 5/2/2011 8:17:14 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/2/2011 8:17:32 AM, myoungbl

Created in WIP Default with Due Date 5/2/2011 8:17:32 AM.

*** CASE MODIFY 5/2/2011 8:17:53 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/2/2011 8:17:59 AM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/2/2011 8:18:00 AM, myoungbl

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/17/2013 6:14:37 AM
Case Originator : LaDrena McGee (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/17/2013 6:28:31 AM
Case Owner : LaDrena McGee (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : LaDrena McGee (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT FLASHING INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 363
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : NORWICH, CT [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 363
VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 111,246
In Service Date : 05/01/2003
Months In Use : 121
Engine Number : J30A41073369
Originating Dealer No. / Name : 207075 / HONDA NORTH
Selling Dealer No. / Name : 207075 / HONDA NORTH
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaDrena McGee	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2013 6:19:36 AM
Issue Owner : LaDrena McGee	Type 2 : Operation	Queue :	Close Date : 6/17/2013 6:28:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Safety-Regulatory
Resolutions : Referred to Dealer, Referred to Website, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT FLASHING INQUIRY

*** CASE CREATE 6/17/2013 6:14:37 AM, lmcgee

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

*** SUBCASE [REDACTED] CREATE 6/17/2013 6:19:36 AM, lmcgee

Created in WIP Default with Due Date 6/17/2013 6:19:36 AM.

*** NOTES 6/17/2013 6:27:52 AM, lmcgee, Action Type : Call from Customer

Verified Customer account information

Contact information [REDACTED]

The customer called regarding her SRS light flashing. Customer states her SRS light has been flashing for the last 3 days and she worried because she takes her grand kids to school every morning. Customer states she has not taking the vehicle in for service for the SRS light flashing but the last time she went to the dealership another customer told her about recalls.

ACS advised customer that she can always find VIN# specific information about her vehicle on recalls ACS also referred customer to a Honda dealership to have the vehicle diagnosed as soon as possible for the SRS light flashing. Customer understood no further action taken.

*** SUBCASE [REDACTED] CLOSE 6/17/2013 6:28:24 AM, lmcgee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2013 6:28:31 AM, lmcgee

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/3/2009 9:38:14 AM
Case Originator : Riano Sugito (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/3/2009 9:43:58 AM
Case Owner : Riano Sugito (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Riano Sugito (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - CAMPAIGN INQUIRY/SRS ISSUE	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 3420
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : PHOENIX, AZ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 65,000
In Service Date : 03/10/2003
Months In Use : 78
Engine Number : J30A41074048
Originating Dealer No. / Name : 207392 / RIGHT HONDA
Selling Dealer No. / Name : 207392 / RIGHT HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/3/2009 9:43:40 AM
Issue Owner : Riano Sugito	Type 2 : Eligibility	Queue :	Close Date : 9/3/2009 9:43:48 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CAMPAIGN INQUIRY/SRS ISSUE

*** CASE CREATE 9/3/2009 9:38:14 AM, rsugito

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

*** CASE MODIFY 9/3/2009 9:38:18 AM, rsugito

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/3/2009 9:38:43 AM, rsugito

VSC-CUC CHECK 09/03/2009 09:38:43 AM rsugito
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/3/2009 9:38:46 AM, rsugito

WARRANTY CHECK 09/03/2009 09:38:46 AM rsugito
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/3/2009 9:38:49 AM, rsugito

CLAIM CHECK 09/03/2009 09:38:49 AM rsugito
The following Claim History information was found
0; 2009-04-28; 208011; 494299; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE MODIFY 9/3/2009 9:43:14 AM, rsugito

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/3/2009 9:43:17 AM, rsugito

CAMPAIGN CHECK 09/03/2009 09:43:17 AM rsugito
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/12/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-

*** NOTES 9/3/2009 9:43:25 AM, rsugito, Action Type : Call from Customer

Verified customer information
Customer called in because his SRS indicator comes on intermittently
Customer wanted to know if his vehicle is affected on the TSB 06-009/Warranty Extension: OPDS Unit or OPDS Sensor Triggers SRS
ACS advised the customer that TSB 06-009 does not affect his vehicle
Customer understood and no further assistance needed at this time.

*** CASE MODIFY 9/3/2009 9:43:27 AM, rsugito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/3/2009 9:43:40 AM, rsugito

Created in WIP Default with Due Date 9/3/2009 9:43:40 AM.

*** SUBCASE [REDACTED] CLOSE 9/3/2009 9:43:48 AM, rsugito

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/3/2009 9:43:54 AM, rsugito

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CAMPAIGN INQUIRY/SRS ISSUE

*** CASE CLOSE 9/3/2009 9:43:58 AM, rsugito

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 10/17/2008 9:45:25 AM
 Case Originator : Carlos Angon (Team PA) Sub Division : PCRM Status : Closed Close Date : 10/22/2008 3:54:58 PM
 Case Owner : Damon Phillips (Team CI) Method : Pro-Active O/B Queue : Days Open : 5
 Last Closed By : Damon Phillips (Team CI) Point of Origin : CSE/ACE Wipbin :
 Case Title : [REDACTED] - CSE NOT FIXED, DY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56603A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 87,000
 In Service Date : 06/26/2003
 Months In Use : 64
 Engine Number : K24A41063959
 Originating Dealer No. / Name : 206754 / HERSON'S HONDA
 Selling Dealer No. / Name : 206754 / HERSON'S HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206824 / LEITH HONDA
 Phone No. : 919-876-5200
 Address : 3940 CAPITAL HILLS DR
 City / State / Zip : RALEIGH, NC 27616
 Svc District / Sls District : 06K / F06
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	740	Front Wiper
[REDACTED]	Subcase Close	Product	Operation	752	SRS
[REDACTED]	Subcase Close	Service - Dealer	Policy		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 10/17/2008 9:45:42 AM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 10/22/2008 3:54:57 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 740 / Front Wiper
 Condition Code Desc Any 7400
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 10/20/2008 2:58:29 PM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 10/22/2008 3:54:58 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/20/2008 2:59:59 PM
Issue Owner : Damon Phillips	Type 2 : Policy	Queue :	Close Date : 10/22/2008 3:54:58 PM
Issue Title : [REDACTED] - SERVICE - DEALER - POLICY			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Documented Concern
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] NOT FIXED, DY

*** CASE MODIFY 10/17/2008 9:45:25 AM, cangon
into WIP default and Status of Solving.

*** CASE CREATE 10/17/2008 9:45:25 AM, cangon
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 10/17/2008 9:45:33 AM, cangon
into WIP default and Status of Solving.

*** CASE MODIFY 10/17/2008 9:45:33 AM, cangon
into WIP default and Status of Solving.

*** CASE MODIFY 10/17/2008 9:45:36 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/17/2008 9:45:42 AM, cangon
Created in WIP Default with Due Date 10/17/2008 9:45:42 AM.

*** CASE MODIFY 10/17/2008 9:45:43 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] ASSIGN 10/20/2008 7:43:28 AM, cangon
[REDACTED] to dphillip, WIP

*** SUBCASE [REDACTED] RULE ACTION 10/20/2008 7:43:28 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 10/20/2008 7:43:42 AM, cangon
[REDACTED] to dphillip, WIP eC!ñ1w

*** CASE RULE ACTION 10/20/2008 7:43:42 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 10/20/2008 2:27:19 PM, dphillip
VSC-CUC CHECK 10/20/2008 02:27:19 PM dphillip
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/20/2008 2:27:22 PM, dphillip
WARRANTY CHECK 10/20/2008 02:27:22 PM dphillip
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/20/2008 2:27:26 PM, dphillip
CLAIM CHECK 10/20/2008 02:27:26 PM dphillip
The following Claim History information was found
0; 2008-08-28; 206824; 027412; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 10/20/2008 2:27:29 PM, dphillip
CAMPAIGN CHECK 10/20/2008 02:27:29 PM dphillip
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 09/11/03; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/1

*** NOTES 10/20/2008 2:33:35 PM, dphillip, Action Type : Note-General
OBW CLOSED
Created 9/11/2008

The customer expressed the following concern in survey:

WE HAD A RECALL REGARDING THE WINDSHIELD WIPERS. THE DASH BOARD LIGHT WAS ON FOR THE AIR BAG. I ASKED THEM TO LOOK AT IT, BUT THEY TOLD ME THAT THEY WOULD LOOK AT IT NEXT TIME, WHICH KIND OF BUGGED ME BECAUSE I HAVE TO RETURN ON MY TIME AND MONEY, AND IT IS A SAFETY ISSUE.

The customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed . I will follow-up with customer to ensure that all issues of concern have been resolved.

*** NOTES 10/20/2008 2:56:02 PM, dphillip, Action Type : Call to Customer

I reached the customer and introduced myself. I explained that I was calling from American Honda Motor Company regarding their Honda Vehicle. I informed customer that I am calling to follow up on some feedback that was provided on a recent survey. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to the Honda Vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

I contacted the customer and spoke with [REDACTED]. The customer stated that they took the vehicle to Lieth Honda for an SRS light, oil change, windshield wiper recall and to have the vehicle inspected. The customer stated that they completed everything except for the SRS light concern. The customer stated that she was informed that the service writer never wrote up the SRS light concern and she was advised that she would have to reschedule and bring the vehicle back to have the SRS light concern diagnosed. The customer stated that the vehicle is now in a body shop for being in a collision and that the vehicle should be completely repaired when she picks up the vehicle. The customer stated that she no longer needs any further assistance at this time. The customer suggested that Honda dealers should provide you with AHM phone number for complaints or assistance. The customer thanked me for my follow up call to ensure her satisfaction and she ended the call.

I informed [REDACTED] on behalf of American Honda, I would like to thank her for her time and the valuable feedback she has provided. I informed her that her overall ownership experience is very important to American Honda. I apologized for any inconvenience. Call ended.

*** NOTES 10/20/2008 2:56:30 PM, dphillip, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage
Current Address
Current Phone Number

*** NOTES 10/20/2008 2:56:48 PM, dphillip, Action Type : Note-Resolution

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] CSE NOT FIXED, DY

The customer is satisfied and does not require any further assistance at this time. I will close the case.

Case closed per PCRM procedure.

*** CASE MODIFY 10/20/2008 2:57:12 PM, dphillip
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 10/20/2008 2:57:28 PM, dphillip

CLAIM CHECK 10/20/2008 02:57:28 PM dphillip

The following Claim History information was found

0; 2008-08-28; 206824; 027412; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE MODIFY 10/20/2008 2:57:33 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 2:57:42 PM, dphillip
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/20/2008 2:58:29 PM, dphillip
Created in WIP Default with Due Date 10/20/2008 2:58:29 PM.

*** CASE MODIFY 10/20/2008 2:59:00 PM, dphillip
into WIP default and Status of Solving.

*** COMMIT 10/20/2008 2:59:10 PM, dphillip, Action Type : N/A

Close@3pm

*** CASE MODIFY 10/20/2008 2:59:24 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 2:59:33 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 2:59:37 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 2:59:49 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 2:59:52 PM, dphillip
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/20/2008 2:59:59 PM, dphillip
Created in WIP Default with Due Date 10/20/2008 2:59:59 PM.

*** CASE MODIFY 10/20/2008 3:00:15 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 3:00:18 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2008 3:00:19 PM, dphillip

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] CSE NOT FIXED, DY

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/22/2008 3:54:57 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 10/22/2008 3:54:58 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 10/22/2008 3:54:58 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/22/2008 3:54:58 PM, dphillip

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 11/19/2010 8:37:50 AM
Case Originator : Christeen Miller (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/3/2010 7:57:05 AM
Case Owner : Simon Ng (Team MA)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Simon Ng (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 4C--(FOX) [REDACTED] - SEAT BELT			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 5921
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GRAND RAPIDS, MI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2606
VIN Type / No. : US VIN / 1HGCM56423A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 94,000
In Service Date : 01/30/2003
Months In Use : 94
Engine Number : K24A41067602
Originating Dealer No. / Name : 206666 / MATT BURNE HONDA
Selling Dealer No. / Name : 206666 / MATT BURNE HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208392 / FOX HONDA
Phone No. : 616-956-0000
Address : 3050 BROADMOOR S.E.
City / State / Zip : GRAND RAPIDS, MI 49512
Svc District / Sls District : 04C / D04
Warranty Labor Rate / Date : \$92.50 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Simon Ng	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2010 6:06:23 AM
Issue Owner : Simon Ng	Type 2 : Operation	Queue :	Close Date : 12/3/2010 7:57:05 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist Denied, Provided Information
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 4C--(FOX) [REDACTED] - SEAT BELT

*** CASE CREATE 11/19/2010 8:37:50 AM, cmiller

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

*** CASE MODIFY 11/19/2010 8:41:09 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 11/19/2010 8:51:54 AM, cmiller, Action Type : Call from Customer

Added customer information (Husband of original owner)

[REDACTED]

Seat belt sensor

Reimbursement

Customer indicates that the SRS light was on. He took it to Fox Honda and was advised that the seat belt sensor was causing the light to come on. He worked with SA Pat Campbell and was charged 64.57 for parts and labor of 54.00 as well as 14.20 for shop supplies. He was under the impression that the safety belts were warranted for the life of the vehicle.

Asked that he fax in a copy of his invoice and proof of payment. (He is faxing today)

ACS advised the customer that their information would be forwarded to a CM for review and they should hear back from AHM within 24-48 hours. ACS explained that it is not a guarantee of assistance however; all cases are reviewed on an individual basis. Customer was provided there case number should further assistance be required. Customer understood and call ended.

*** CASE MODIFY 11/19/2010 8:52:00 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 11/19/2010 8:52:38 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 11/19/2010 8:52:38 AM, cmiller

into WIP default and Status of Solving.

*** CASE DISPATCH 11/19/2010 8:52:43 AM, cmiller

from WIP default to Queue Honda Team H .

*** NOTES 11/19/2010 9:08:34 AM, dharvil1, Action Type : Note-General

Review by TL D Harville

NOTE: Customer expectation is for ACS/AHM to review their request for coverage (e.g. reimbursement) based on the customer feeling that the limited lifetime seat belt warranty should apply for coverage.

*** CASE ASSIGN 11/19/2010 1:35:55 PM, dgonzale

[REDACTED] to sng, WIP e

*** CASE RULE ACTION 11/19/2010 1:35:56 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/22/2010 6:05:36 AM, sng

into WIP default and Status of Solving.

Case History

Case ID : ██████████ Case Title : 4C--(FOX) ██████████ - SEAT BELT

*** SUBCASE ██████████ CREATE 11/22/2010 6:06:23 AM, sng

Created in WIP Default with Due Date 11/22/2010 6:06:23 AM.

*** CASE MODIFY 11/22/2010 6:06:33 AM, sng

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 6:06:47 AM, sng

into WIP default and Status of Solving.

*** COMMIT 11/22/2010 6:06:54 AM, sng, Action Type : N/A

Made to ██████████ due 11/22/2010 05:00:00 PM.

=Call Cust (intro)

*** CASE MODIFY 11/22/2010 6:07:18 AM, sng

into WIP default and Status of Solving.

*** NOTES 11/22/2010 6:57:01 AM, sng, Action Type : Call to Customer

I called the customer at ██████████ and left a message introducing myself as the RCM assigned to his case at this time. I asked him to call me back at 1800-999-1009 extension 117742 to discuss the 2003 Accord with the seat belt concern. I left the case number and asked the customer to contact me back at his earliest convenience. I told him that if I do not hear from him then I will try again 11-29.

*** NOTES 11/22/2010 7:19:20 AM, sng, Action Type : Call to Customer

I called the customer at ██████████ and introduced myself as the RCM assigned to his case at this time. I told him that I understand that he has a 2003 Accord and Fox Honda replaced a seat belt buckle on the vehicle because of the SRS light. He said he is just pulling to work right now and has to go. I asked him if he faxed the paperwork and he said he did it the day he called. I told him that I will locate the fax and will review the case to see what we could do. I told him that I can not guarantee assistance. I told him that I will follow up with him 11-29-10. Customer thanked me and the call ended.

*** CASE MODIFY 11/22/2010 7:19:33 AM, sng

into WIP default and Status of Solving.

*** CASE FULFILL 11/22/2010 7:19:36 AM, sng

Fulfilled for ██████████ due 11/22/2010 05:00:00 PM.

*** COMMIT 11/22/2010 7:19:40 AM, sng, Action Type : N/A

+Fax received?/Call cust

*** CASE MODIFY 11/22/2010 7:20:03 AM, sng

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 7:20:06 AM, sng

into WIP default and Status of Solving.

*** NOTES 11/22/2010 2:14:23 PM, mmillen, Action Type : Letter/Fax

On 11/22/10 ACS received a 1-page cover from the customer with a 1-page credit card receipt, & a 3-page Fox Honda RO.

*** NOTES 11/29/2010 1:47:56 PM, sng, Action Type : Call to Customer

I called the customer at ██████████ and left a message letting the customer know that I received the fax today. I apologized that I am still reviewing the case. I told him that I just wanted to let him know that I am still reviewing this. I told him that I will follow up with him 12-1 or 12-2-10.

*** CASE MODIFY 11/29/2010 1:48:03 PM, sng

Case History

Case ID : [REDACTED]

Case Title : 4C--(FOX) [REDACTED] - SEAT BELT

into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 11/29/2010 1:51:15 PM, sng, Action Type : Call to Dealer

I contacted Jesse the Service Manager of Fox Honda and told him that the customer contacted our office seeking reimbursement for seat belt buckle repairs. I asked him what did we find and if the DPSM is involved. I asked him how much the repair at warranty and customer pay. I asked him if we have history on the vehicle.

*** CASE MODIFY 11/29/2010 1:51:21 PM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE FULFILL 11/29/2010 1:51:26 PM, sng

Fulfilled for [REDACTED] due 11/29/2010 05:00:00 PM.

*** COMMIT 11/29/2010 1:51:33 PM, sng, Action Type : N/A

Dlr called?/Call dlr(Fox)/Cust

*** CASE MODIFY 11/29/2010 1:52:06 PM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE MODIFY 12/2/2010 10:28:30 AM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** NOTES 12/3/2010 7:47:03 AM, sng, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message asking him to call me back at 1800-999-1009 extension 117742.

*** NOTES 12/3/2010 7:53:43 AM, sng, Action Type : Call to Customer

I called the customer at [REDACTED] 1 and told him that I received his fax about the seat belt buckle concern. I told him that AHM has reviewed the case. I told him with all due respect, we are not in the position to provide assistance with the repair. I told him the reason being is that the SRS light was on and that means the internal electronics on the buckle failed and that is not covered under the warranty. Customer understood. He did not have any other questions or concerns and the call ended.

*** NOTES 12/3/2010 7:56:35 AM, sng, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

AHM has denied assistance with recent seat belt buckle repairs because the SRS light was on.

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

Thank you for your attention to this matter.

Simon Ng

Automobile Customer Service

*** CASE MODIFY 12/3/2010 7:56:48 AM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

*** CASE MODIFY 12/3/2010 7:57:02 AM, sng

into WIP 4C- Kathy Duerr and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 4C--(FOX) [REDACTED] - SEAT BELT

*** SUBCASE [REDACTED] CLOSE 12/3/2010 7:57:05 AM, sng

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2010 7:57:05 AM, sng

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/3/2007 6:09:15 AM	
Case Originator :	Oneita Evans (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/1/2008 7:02:49 AM
Case Owner :	Ron Robbins (Team SM)	Method :	Phone	Queue :		Days Open :	60
Last Closed By :	Ron Robbins (Team SM)	Point of Origin :	Customer	Wipbin :			
Case Title :	6B - SRS LIGHT/BRAKES SQUEALING			No. of Attachments :	0		

Site / Contact Info :

Site Name : 17 W
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : UPPER MARLBORO, MD
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : UNKNOWN XXXX
 VIN Type / No. : US VIN / 1HGCM66563A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 107,392
 In Service Date : 03/20/2003
 Months In Use : 57
 Engine Number : J30A41074349
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208308 / HONDA OF BOWIE
 Phone No. : 301-218-3100
 Address : 2260 CRAIN HIGHWAY
 City / State / Zip : BOWIE, MD 20716
 Svc District / Sls District : 06A / A06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2007 8:38:05 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 2/1/2008 7:02:46 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

*** CASE CREATE 12/3/2007 6:09:15 AM, oevans

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

*** CASE MODIFY 12/3/2007 6:23:08 AM, oevans

into WIP default and Status of Solving.

*** NOTES 12/3/2007 7:05:13 AM, oevans, Action Type : Call from Customer

Customer called and stated that he took his vehicle in for routine maintenance on 11/08/07. Customer stated that he went home and the next day the SRS light came on. Customer stated that he called the dealer and told them that his light was on. The service advisor informed the customer to come back to the dealer to have the vehicle diagnosed. Customer stated that he refused to take it back to the dealer because he is suspicious about the light coming on in the first place. He stated that the light did not come on until he took it to the dealer for his maintenance check.

I apologized to the customer and told him that he SRS light could have been a pending problem that is just now showing up. I informed him to take his vehicle to the dealer and have them inspected his vehicle. The customer is concern that the repair cost is going to be expensive and would like for AHM to pay for the cost of the repair. I informed him that his vehicle is currently out of warranty and that he is responsible for the cost of the repair. Customer insisted that AHM considered him for good will.

I told the customer to make an appointment to have his vehicle inspected. I told him that I will forward his request to the RCM and that someone will give him a call back in 1-2 business days. Customer stated that he will make an appointment for Wednesday.

*** CASE MODIFY 12/3/2007 7:05:24 AM, oevans

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2007 7:05:41 AM, oevans

into WIP default and Status of Solving.

*** CASE DISPATCH 12/3/2007 7:06:03 AM, oevans

from WIP default to Queue Honda Team F.

*** CASE YANKED 12/3/2007 8:27:03 AM, rrobbins

Yanked by rrobbins into WIPbin Default.

*** SUBCASE [REDACTED] CREATE 12/3/2007 8:38:05 AM, rrobbins

Created in WIP Default with Due Date 12/3/2007 8:38:05 AM.

*** CASE MODIFY 12/3/2007 8:38:28 AM, rrobbins

into WIP Default and Status of Solving.

*** COMMIT 12/4/2007 6:15:56 AM, rrobbins, Action Type : N/A

Noisy brakes - Bowie

*** CASE MODIFY 12/4/2007 6:16:07 AM, rrobbins

into WIP Default and Status of Solving.

*** NOTES 12/6/2007 11:59:36 AM, rrobbins, Action Type : Call to Dealer

Tom SM advised that he spoke w/ Mr. [REDACTED] today. He was in on 11/8 for a major service. Front brake pads were replaced, and a number of recommendations were made, including rear brakes to be replaced in near future.

What customer was hearing was the rear pad wear indicator. Customer was recommended to have that work, and now it has reached the sensor.

Customer was offered a \$50 on having the work done, customer declined.

Case History

Case ID : [REDACTED] Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

SRS had 5 history failure codes. Two codes were front seatbelt pretensioner activation. Two were SRS unit failures. Those were all cleared, and three of them returned.

First course of action would be to replace the SRS unit. \$850 estimate. Customer declined.

Customer has mediocre service history.

*** CASE MODIFY 12/6/2007 12:00:17 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 12/6/2007 12:00:22 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 12/6/2007 12:02:02 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 12/6/2007 12:03:14 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/6/2007 12:04:35 PM, robbins, Action Type : Call to Dealer

He was supportive of assistance for customer. I advised that customer has mediocre service history, and this is an SRS related repair, so I advised that the best I would consider is a 50/50 split, as customer does have over 100K miles. SM agreed to that and asked to make the offer to the customer.

I welcomed him to do so and asked that he kept me posted about the results.

SM ok

*** CASE MODIFY 12/6/2007 12:04:39 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 12/6/2007 12:04:41 PM, robbins

Fulfilled for [REDACTED] due 12/06/2007 12:00:00 AM.

*** COMMIT 12/6/2007 12:04:43 PM, robbins, Action Type : N/A

Tom SM update - Bowie - customer accept offer?

*** CASE MODIFY 12/6/2007 12:05:04 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/6/2007 12:05:18 PM, robbins, Action Type : Call to Customer

Called customer, left a voicemail welcoming a call back. Provided phone/ext#

*** CASE MODIFY 12/6/2007 12:05:21 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/6/2007 3:45:27 PM, dcraig, Action Type : Call from Customer

The customer says the Dealership told him they need to replace the entire brake system in the back of the vehicle.

I transferred the call to the RCM's VM.

There was no further assistance requested.

*** CASE MODIFY 12/10/2007 9:46:55 AM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/11/2007 8:51:37 AM, robbins, Action Type : Call to Dealer

Case History

Case ID : [REDACTED] Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

Tom SM did not have an update for me on this one. He states that he will call the customer today.

I thanked him.

*** CASE MODIFY 12/11/2007 8:51:41 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 12/11/2007 8:51:47 AM, robbins

Fulfilled for [REDACTED] due 12/10/2007 12:00:00 AM.

*** COMMIT 12/11/2007 8:51:51 AM, robbins, Action Type : N/A

!!Tom SM update - Bowie - customer accept offer?

*** CASE MODIFY 12/11/2007 8:52:04 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 12/11/2007 8:54:30 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 12/11/2007 8:54:34 AM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/12/2007 10:59:27 AM, robbins, Action Type : Call to Dealer

Called dealer, waited on hold for Tom, eventually landed in Mel Cuestas voicemail.

I left a message advising him of this ongoing case and asked that he speak with Tom and acquire the outcome from the call that was to be placed to the customer yesterday

I provided customer VIN and my phone/ext#

*** CASE MODIFY 12/12/2007 10:59:30 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 12/12/2007 10:59:39 AM, robbins

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

*** COMMIT 12/12/2007 10:59:41 AM, robbins, Action Type : N/A

!!Tom SM or Mel update - Bowie - customer accept offer?

*** CASE MODIFY 12/12/2007 10:59:53 AM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/13/2007 9:58:55 AM, robbins, Action Type : Call to Dealer

Left a voicemail for SM Tom on his cell phone asking him to call me about this customer

Provided phone/ext#

*** NOTES 12/13/2007 10:00:09 AM, robbins, Action Type : Call to Customer

Called customer and spoke w/ Mr [REDACTED], who states he had given us the initial call.

I advised that I had spoken about his case with the dealership, and they were to be giving him a call to discuss a discount on the repair costs.

Customer states he hasn't heard from the dealership.

I asked him to call Tom Alexander in the Service Department to help expedite things. Customer thanked me and will call him asap.

*** CASE MODIFY 12/13/2007 10:00:10 AM, robbins

into WIP Dist 6B and Status of Solving.

Case History

Case ID [REDACTED] Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

*** CASE FULFILL 12/13/2007 10:00:13 AM, robbins

Fulfilled for [REDACTED] due 12/13/2007 12:00:00 AM.

*** COMMIT 12/13/2007 10:00:14 AM, robbins, Action Type : N/A

TOM Status?

*** CASE MODIFY 12/13/2007 10:00:28 AM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 12/13/2007 10:21:54 AM, robbins, Action Type : Call from Dealer

TOM SM called and states that he spoke w/ the cusotmer, who sounded pleased but is going to confirm with his wife. HE gave SM auth to order the parts
He reminded the customer that due to the 5 trouble codes, more work may be necessary, and we'll review those as necessary. Customer ok.

I thanked him for the update.

*** CASE MODIFY 12/13/2007 10:22:00 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY COMMITMENT 12/13/2007 10:22:09 AM, robbins

with [REDACTED] due 12/19/2007 12:00:00 AM.

*** CASE MODIFY 12/13/2007 10:22:18 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE RULE ACTION 12/31/2007 6:09:15 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/2/2008 1:55:29 PM, robbins, Action Type : Call to Dealer

Called dealership for an update, and Tom SM advised that he hasn't heard back from customer since making the 50/50 offer to them.
I thanked him for the information.

*** CASE MODIFY 1/2/2008 1:55:31 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/2/2008 1:57:11 PM, robbins, Action Type : Call to Customer

Called customer, and spoke with her husband. He states that he is supposed to go to the dealership tomorrow, and will be there by 7:30
I thanked him for the info and advised that we'll follow up

*** CASE FULFILL 1/2/2008 1:57:40 PM, robbins

Fulfilled for [REDACTED] due 12/19/2007 12:00:00 AM.

*** COMMIT 1/2/2008 1:57:42 PM, robbins, Action Type : N/A

Tom SM - update from Thurs 1/3 appt

*** CASE MODIFY 1/2/2008 1:57:57 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/2/2008 1:59:41 PM, robbins, Action Type : Call to Dealer

Called Tom SM and advised him of the customer's intent to bring the vehicle in tomorrow
He checked and verified that there is indeed an appointment on schedule
I advised I will check back for an update and thanked him

Case History

Case ID : [REDACTED] Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

*** CASE MODIFY 1/2/2008 1:59:43 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/8/2008 1:03:13 PM, robbins, Action Type : Call to Dealer

Spoke with Tom SM and asked for an update on this vehicle
He states that SRS control unit was replaced and the vehicle is repaired.

*** NOTES 1/8/2008 1:04:52 PM, robbins, Action Type : Call to Dealer

SM states that the customer portion for repair was \$300 and they were very pleased.
I thanked him for the information.

*** CASE MODIFY 1/8/2008 1:04:54 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE MODIFY 1/8/2008 1:05:41 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 1/8/2008 1:06:17 PM, robbins

Fulfilled for [REDACTED] due 01/07/2008 12:00:00 AM.

*** COMMIT 1/8/2008 1:06:20 PM, robbins, Action Type : N/A

Tom SM - update from Thurs 1/14 appt

*** CASE MODIFY 1/8/2008 1:06:36 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/8/2008 1:07:32 PM, robbins, Action Type : Call to Customer

Called customer to verify satisfaction with repairs
Customer advised that the light came right back on after they got the vehicle back, and they called the dealership today. He states taht they are bringing it back in on Monday, his day off.
I apologized and advised that I will follow up with the dealership to find out what happened.

*** CASE MODIFY 1/8/2008 1:07:35 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/16/2008 11:26:59 AM, robbins, Action Type : Call to Dealer

Tom SM advised that the customer did come back in on Monday, and it was a seatbelt buckle issue. They had to special order a seatbelt part, and it is due in any day now
I thanked him

*** CASE MODIFY 1/16/2008 11:27:03 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 1/16/2008 11:27:05 AM, robbins

Fulfilled for [REDACTED] due 01/15/2008 12:00:00 AM.

*** COMMIT 1/16/2008 11:27:08 AM, robbins, Action Type : N/A

TOM SM - seatbelt buckle repairs complete?

*** CASE MODIFY 1/16/2008 11:27:25 AM, robbins

into WIP Dist 6B and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 6B [REDACTED] - SRS LIGHT/BRAKES SQUEALING

*** NOTES 1/21/2008 12:36:36 PM, robbins, Action Type : Call to Dealer

Tom SM advised that there is an appointment scheduled for Mon 1/28 to have the part installed

*** CASE MODIFY 1/21/2008 12:42:40 PM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 1/21/2008 12:42:50 PM, robbins

Fulfilled for [REDACTED] due 01/21/2008 12:00:00 AM.

*** COMMIT 1/21/2008 12:42:51 PM, robbins, Action Type : N/A

TOM SM -1/28 appt - Seatbelt buckle repairs complete?

*** CASE MODIFY 1/21/2008 12:43:05 PM, robbins

into WIP Dist 6B and Status of Solving.

*** NOTES 1/30/2008 9:13:13 AM, robbins, Action Type : Call to Dealer

Dealer confirmed that repairs were completed on Monday

*** NOTES 1/30/2008 9:13:49 AM, robbins, Action Type : Call to Customer

I called and left a voicemail message for customer welcoming a call back should there be any further concerns.

I apologized for the length of time the issue took to get resolved, and provided my phone/ext#

*** CASE MODIFY 1/30/2008 9:13:52 AM, robbins

into WIP Dist 6B and Status of Solving.

*** CASE FULFILL 1/30/2008 9:13:55 AM, robbins

Fulfilled for [REDACTED] due 01/29/2008 12:00:00 AM.

*** COMMIT 1/30/2008 9:13:57 AM, robbins, Action Type : N/A

Close

*** CASE MODIFY 1/30/2008 9:14:06 AM, robbins

into WIP Dist 6B and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/1/2008 7:02:46 AM, robbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2008 7:02:49 AM, robbins

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 1/12/2009 12:58:18 PM
 Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/13/2009 2:21:28 PM
 Case Owner : Edward Lopez (Team AC) Method : Phone Queue : Days Open : 1
 Last Closed By : Edward Lopez (Team AC) Point of Origin : Customer Wipbin :
 Case Title : 4G-(RIVERTOWN ██████████) - GOODWILL REQUEST-SRS INDIC No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 7344
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : ALLENDALE, MI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7344
 VIN Type / No. : US VIN / 1HGCM66513A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 164,000
 In Service Date : 03/27/2003
 Months In Use : 70
 Engine Number : J30A41074343
 Originating Dealer No. / Name : 207332 / HATFIELD HONDA
 Selling Dealer No. / Name : 207307 / HOWARD COOPER HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208405 / RIVERTOWN HONDA
 Phone No. : 616-667-4500
 Address : 4260 KENOWA AVENUE, SW
 City / State / Zip : GRANDVILLE, MI 49418
 Svc District / Sls District : 04C / D04
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2009 6:21:07 AM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 1/13/2009 2:21:17 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4G-(RIVERTOWN [REDACTED]) - GOODWILL REQUEST-SRS INDICATOR

*** CASE CREATE 1/12/2009 12:58:18 PM, slambert

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

*** CASE MODIFY 1/12/2009 12:58:32 PM, slambert

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/12/2009 12:58:40 PM, slambert

WARRANTY CHECK 01/12/2009 12:58:40 PM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/12/2009 12:58:45 PM, slambert

CLAIM CHECK 01/12/2009 12:58:44 PM slambert

The following Claim History information was found

0; 2008-08-12; 208435; 238720; 510; 218097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE CAMPAIGN LOOKUP 1/12/2009 12:58:53 PM, slambert

CAMPAIGN CHECK 01/12/2009 12:58:52 PM slambert

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/04/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08

*** CASE VSC LOOKUP 1/12/2009 12:58:54 PM, slambert

VSC-CUC CHECK 01/12/2009 12:58:53 PM slambert

No data found for VIN.

*** CASE MODIFY 1/12/2009 12:59:00 PM, slambert

into WIP default and Status of Solving.

*** NOTES 1/12/2009 1:06:33 PM, slambert, Action Type : Call from Customer

ACS entered the customer's information.

Situation: SRS indicator

Request: She would like AHM to assist in the cost of the repair

Probing Questions:

The customer stated her SRS indicator came on about 1 month ago. She said she would shut the vehicle off and the indicator would turn off. She said she took the vehicle to the Rivertown Honda last week and they advised her it would cost about \$560 to fix the problem. She said now her timing belt, water pump and the spark plugs needs to be replaced and it will cost about \$840 for that repair. If assistance is offered, the customer stated she is willing to pay 1/2 of the cost of the SRS problem. She said she dealt with Matt Alkema, the SA. She stated this vehicle is her 3rd Honda vehicle.

Inbound Conclusion:

I advised her I would forward the case to a CM and she would be contacted within 1-2 business days. I also advised her there were no guarantees as to what the CM could do for her. I gave her the case # for reference. She thanked me and had no further requests. I dispatched the case.

*** CASE VSC LOOKUP 1/12/2009 1:06:36 PM, slambert

Case History

Case ID : [REDACTED] Case Title : 4G-(RIVERTOWN HONDA)-[REDACTED] - GOODWILL REQUEST-SRS INDICATOR

VSC-CUC CHECK 01/12/2009 01:06:36 PM slambert
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/12/2009 1:06:41 PM, slambert

CAMPAIGN CHECK 01/12/2009 01:06:41 PM slambert
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/04/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08

*** CASE MODIFY 1/12/2009 1:06:55 PM, slambert
into WIP default and Status of Solving.

*** CASE MODIFY 1/12/2009 1:06:56 PM, slambert
into WIP default and Status of Solving.

*** CASE DISPATCH 1/12/2009 1:07:14 PM, slambert
from WIP default to Queue Honda Team H .

*** CASE ASSIGN 1/12/2009 2:16:24 PM, kroyster
[REDACTED] to elopez01, WIP

*** CASE RULE ACTION 1/12/2009 2:16:24 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/13/2009 6:20:29 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 6:20:42 AM, elopez01
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/13/2009 6:21:07 AM, elopez01
Created in WIP Default with Due Date 1/13/2009 6:21:07 AM.

*** CASE MODIFY 1/13/2009 6:21:18 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 6:21:38 AM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:01:40 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:01:44 PM, elopez01
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/13/2009 2:05:03 PM, elopez01

CLAIM CHECK 01/13/2009 02:05:03 PM elopez01
The following Claim History information was found
0; 2008-08-12; 208435; 238720; 510; 218097 ; GOODWILL PARTS ONLY (REPLACES 000007).

Case History

Case ID : [REDACTED]

Case Title : 4G-(RIVERTOWN HONDA)-[REDACTED] - GOODWILL REQUEST-SRS INDICATOR

*** CASE MODIFY 1/13/2009 2:06:35 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:06:52 PM, elopez01
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/13/2009 2:07:22 PM, elopez01
VSC-CUC CHECK 01/13/2009 02:07:22 PM elopez01
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/13/2009 2:07:48 PM, elopez01
CLAIM CHECK 01/13/2009 02:07:48 PM elopez01
The following Claim History information was found
0; 2008-08-12; 208435; 238720; 510; 218097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE MODIFY 1/13/2009 2:07:56 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:09:00 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:09:33 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:10:22 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:10:41 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:10:50 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:10:54 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:11:50 PM, elopez01
into WIP default and Status of Solving.

*** NOTES 1/13/2009 2:20:29 PM, elopez01, Action Type : Call to Customer

I contacted customer & introduced myself & I gave her my contact information & discussed the case with her. Customer is seeking assistance with the replacement of the SRS control unit on her vehicle with 164,000 miles on it. Customer said that she is the original owner & has owner 3 Honda vehicles. Customer also said that her transmission failed on her about 12,000 miles ago & AHM gave her a lot of good will assistance with that repair. I advised customer unfortunately with this particular issue AHM will not be able to offer any good will assistance with the SRS control unit. I apologized to customer. I advised her that this part is only covered for 3 years or 36,000 miles. I advised her that she is 130,000 miles out of warranty. Customer is disappointed but understood. I advised her that I will be closing her case at this time. I thanked her for contacting AHM.

*** CASE CLAIMS LOOKUP 1/13/2009 2:20:36 PM, elopez01

CLAIM CHECK 01/13/2009 02:20:36 PM elopez01
The following Claim History information was found
0; 2008-08-12; 208435; 238720; 510; 218097 ; GOODWILL PARTS ONLY (REPLACES 000007).

Case History

Case ID : [REDACTED]

Case Title : 4G-(RIVERTOWN HONDA)-[REDACTED] - GOODWILL REQUEST-SRS INDICATOR

*** CASE MODIFY 1/13/2009 2:20:38 PM, elopez01
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 2:20:59 PM, elopez01
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/13/2009 2:21:17 PM, elopez01
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/13/2009 2:21:28 PM, elopez01
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/2/2012 10:53:20 AM
 Case Originator : Leonard Kim (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 4/19/2012 7:50:05 AM
 Case Owner : Eugene Lim (Team HD) Method : Phone Queue : Days Open : 17
 Last Closed By : Eugene Lim (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 6F - JIM COLEMAN HONDA - ██████████ - SRS LIGHT / ND No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 8704
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : COLUMBIA, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 8704
 VIN Type / No. : US VIN / 1HGCM56333A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 41,220
 In Service Date : 02/23/2003
 Months In Use : 110
 Engine Number : K24A41068363
 Originating Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Selling Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Phone No. : 443-535-0500
 Address : 12441 AUTO DRIVE
 City / State / Zip : CLARKSVILLE, MD 21029
 Svc District / Sls District : 06E / B06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	PR Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2012 7:51:38 AM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 4/17/2012 7:44:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : 6F - JIM COLEMAN HONDA - [REDACTED] - SRS LIGHT / ND

*** CASE CREATE 4/2/2012 10:53:20 AM, lkim

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

*** CASE MODIFY 4/2/2012 10:55:32 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2012 10:55:37 AM, lkim

into WIP default and Status of Solving.

*** NOTES 4/2/2012 10:56:54 AM, lkim, Action Type : Call from Customer

I verified the cusotmer's information

the customer's best contact number is [REDACTED]

the customer stated she had a SRS light on for the last five years and hasn't addressed it. The customer stated she is requesting out of warranty assistance. The customer stated she will bring it to the dealership JIM COLEMAN HONDA tomorrow. The customer stated this is her second Honda and she does all her servicing at the dealership. The customer stated she didn't address it earlier is because the light just kept turning on and off but it never stayed on all the time until recently.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call her back within 1-2 business days and provided the case number.

the customer understood and required no further assistance

*** CASE MODIFY 4/2/2012 10:56:59 AM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 4/2/2012 10:57:06 AM, lkim

from WIP default to Queue Honda Team E.

*** CASE MODIFY 4/2/2012 10:58:24 AM, lkim

into WIP default and Status of Solving.

*** NOTES 4/2/2012 10:58:55 AM, lkim, Action Type : Note-General

The customer stated she is poor

*** CASE ACCEPT 4/2/2012 11:33:44 AM, elim

from Queue Honda Team E to WIP default.

*** CASE MODIFY 4/3/2012 7:51:19 AM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/3/2012 7:51:38 AM, elim

Created in WIP Default with Due Date 4/3/2012 7:51:38 AM.

*** COMMIT 4/3/2012 7:51:51 AM, elim, Action Type : N/A

Made to [REDACTED] due 04/03/2012 01:00:00 PM.

1st cc - 24hr.

*** CASE MODIFY 4/3/2012 7:52:09 AM, elim

Case History

Case ID : [REDACTED] Case Title : 6F - JIM COLEMAN HONDA - [REDACTED] - SRS LIGHT / ND

into WIP default and Status of Solving.

*** NOTES 4/3/2012 9:16:44 AM, elim, Action Type : Call to Customer

ACS unable to contact the customer. The person who answered stated we had the wrong number. ACS confirmed that [REDACTED] was a wrong number and that there was no [REDACTED] there. No further comments.

*** CASE FULFILL 4/3/2012 9:16:50 AM, elim

Fulfilled for [REDACTED] due 04/03/2012 01:00:00 PM.

*** COMMIT 4/3/2012 9:16:52 AM, elim, Action Type : N/A

Made to [REDACTED] due 04/10/2012 02:00:00 PM.

2nd cc - contact customer

*** CASE MODIFY 4/3/2012 9:17:19 AM, elim

into WIP District 6F and Status of Solving.

*** NOTES 4/10/2012 9:28:31 AM, elim, Action Type : Call to Dealer

Dealer contact: Matt, SA

R/O: 292961

Date at dealer: 04/03/12

Mileage: 41,220

Customer's complaint: SRS light is on.

Dealer's diagnosis: Belt buckle needs to be replaced.

Dealer resolution: Replaced the front left seat belt buckle.

Service history at dealer: N/A

DPSM involvement: No

Notes:

Buckle was repaired under warranty and at no charge to the customer. The vehicle was repaired last week and is no longer at the dealership.

*** NOTES 4/10/2012 9:28:38 AM, elim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

SRS light is on.

Please contact ACS if there are any discrepancies with the information below.

Dealer contact: Matt, SA

R/O: 292961

Case History

Case ID : [REDACTED]

Case Title : 6F - JIM COLEMAN HONDA - [REDACTED] - SRS LIGHT / ND

Date at dealer: 04/03/12

Mileage: 41,220

Customer's complaint: SRS light is on.

Dealer's diagnosis: Belt buckle needs to be replaced.

Dealer resolution: Replaced the front left seat belt buckle.

Service history at dealer: N/A

DPSM involvement: No

Notes:

Buckle was repaired under warranty and at no charge to the customer. The vehicle was repaired last week and is no longer at the dealership.

Thank you for your attention to this matter.

Gene L.,
Automobile Customer Service*** CASE MODIFY 4/10/2012 9:28:45 AM, elim
into WIP District 6F and Status of Solving.*** NOTES 4/10/2012 9:29:39 AM, elim, Action Type : Note-General
Service History:

There are 16 entries in airbase. She is the original owner of the vehicle.

*** CASE MODIFY 4/10/2012 9:29:55 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 4/10/2012 9:36:18 AM, elim, Action Type : Call to Customer

ACS spoke with Matt, SA at Jim Coleman Honda and requested a contact number for the customer. He provided [REDACTED] and [REDACTED]. ACS tried both numbers and they were both wrong. The first number picked up and said no one by that name is here and hung up. The second number keeps buzzing and doesn't leave an option to leave a message. The case notes from tier 1 indicate [REDACTED] as the best number. ACS tried the number before and was not able to get in touch with anyone. However, today an answering machine picked up and so ACS left a vm message and requested a return call at 800-999-1009, ext. 117702. ACS will try again next Tuesday.

*** CASE MODIFY 4/10/2012 9:36:45 AM, elim
into WIP District 6F and Status of Solving.

*** CASE FULFILL 4/10/2012 9:36:51 AM, elim

Fulfilled for [REDACTED] due 04/10/2012 02:00:00 PM.

*** COMMIT 4/10/2012 9:36:52 AM, elim, Action Type : N/A

Made to [REDACTED] due 04/17/2012 02:00:00 PM.

Case History

Case ID [REDACTED]

Case Title : 6F - JIM COLEMAN HONDA - [REDACTED] - SRS LIGHT / ND

3rd cc - confirm dlr repairs

*** CASE MODIFY 4/10/2012 9:37:11 AM, elim

into WIP District 6F and Status of Solving.

*** NOTES 4/17/2012 7:40:44 AM, elim, Action Type : Call to Customer

ACS left a vm message and requested a return call at 800-999-1009, ext. 117702. The customer was advised that ACS has tried to contact the customer but due to no contact, ACS will now send out a 10 day letter. The customer was informed if she does not respond within the next 10 days, her case will be closed and the matter considered resolved. If she would like to update her case she was requested to contact ACS within the next 10 days. EOM.

*** CASE MODIFY 4/17/2012 7:41:06 AM, elim

into WIP District 6F and Status of Solving.

*** NOTES 4/17/2012 7:43:04 AM, elim, Action Type : Letter/Fax

April 17, 2012

[REDACTED]
Columbia, MD, [REDACTED]

Re: VIN 1HGCM56333A [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2003 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117702, Monday through Friday between the hours of 6:00 a.m. and 2:30 p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Gene L.
Automobile Customer Service
File No. N012012-04-0201587

*** CASE FULFILL 4/17/2012 7:44:42 AM, elim

Fulfilled for MARIE LESPARANCE due 04/17/2012 02:00:00 PM.

*** CASE MODIFY 4/17/2012 7:44:45 AM, elim

into WIP District 6F and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/17/2012 7:44:50 AM, elim

Case History

Case ID : [REDACTED]

Case Title : 6F - JIM COLEMAN HONDA - [REDACTED] - SRS LIGHT / ND

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/17/2012 7:44:50 AM, elim

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

*** CASE REOPEN 4/19/2012 7:49:27 AM, elim

with Condition of Open and Status of Solving.

*** NOTES 4/19/2012 7:50:01 AM, elim, Action Type : Call from Customer

The customer called and said that her SRS light is currently off. If the light returns then at that time, she will go to the dealer and contact ACS for support. EOM.

*** CASE MODIFY 4/19/2012 7:50:03 AM, elim

into WIP default and Status of Solving.

*** CASE CLOSE 4/19/2012 7:50:05 AM, elim

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/19/2007 9:32:04 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 1/10/2008 4:53:57 PM
Case Owner : Christina Andaya (Team CJ)	Method : Pro-Active O/B	Queue :	Days Open : 22
Last Closed By : Christina Andaya (Team CJ)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : [REDACTED] - CSE NOT FIXED, DY		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 2700
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : COATESVILLE, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 92,000
In Service Date : 04/12/2003
Months In Use : 56
Engine Number : J30A41076226
Originating Dealer No. / Name : 208106 / ROBERTS HONDA
Selling Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208106 / ROBERTS HONDA
Phone No. : 610-269-8200
Address : 19 PARK LANE
City / State / Zip : DOWNINGTOWN, PA 19335
Svc District / Sls District : 05H / C05
Warranty Labor Rate / Date : \$90.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Product	No Code		
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 12/19/2007 9:32:26 AM
Issue Owner : Christina Andaya	Type 2 : No Code	Queue :	Close Date : 1/8/2008 9:10:13 AM
Issue Title : [REDACTED] - PRODUCT - NO CODE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : No Contact
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Christina Andaya	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2008 3:40:14 PM
Issue Owner : Christina Andaya	Type 2 : Operation	Queue :	Close Date : 1/10/2008 4:53:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

*** CASE CREATE 12/19/2007 9:32:04 AM, cangon

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

*** CASE MODIFY 12/19/2007 9:32:16 AM, cangon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/19/2007 9:32:26 AM, cangon

Created in WIP Default with Due Date 12/19/2007 9:32:26 AM.

*** CASE MODIFY 12/19/2007 9:32:27 AM, cangon

into WIP default and Status of Solving.

*** CASE ASSIGN 12/27/2007 7:28:18 AM, cangon

[REDACTED] to candaya, WIP

*** CASE RULE ACTION 12/27/2007 7:28:18 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 12/27/2007 7:29:11 AM, cangon

[REDACTED] to candaya, WIP

*** SUBCASE [REDACTED] RULE ACTION 12/27/2007 7:29:11 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 12/27/2007 11:59:20 AM, candaya

WARRANTY CHECK 12/27/2007 11:59:20 AM candaya

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/27/2007 11:59:23 AM, candaya

CLAIM CHECK 12/27/2007 11:59:23 AM candaya

The following Claim History information was found

0; 2007-11-02; 208106; 388143; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTE

*** CASE CAMPAIGN LOOKUP 12/27/2007 11:59:25 AM, candaya

CAMPAIGN CHECK 12/27/2007 11:59:25 AM candaya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/04/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE VSC LOOKUP 12/27/2007 11:59:26 AM, candaya

VSC-CUC CHECK 12/27/2007 11:59:26 AM candaya

No data found for VIN.

*** NOTES 12/27/2007 12:00:30 PM, candaya, Action Type : Note-General

OBW CLOSED

The customer expressed the following concern in survey:

I LIKE THE PEOPLE THERE, AND JIM IS THE ONE IN CHARGE. I USUALLY GET PRETTY GOOD SERVICE THERE.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

*** CASE MODIFY 12/27/2007 12:00:32 PM, candaya
into WIP default and Status of Solving.

*** COMMIT 12/27/2007 1:04:22 PM, candaya, Action Type : N/A
2nd call

*** NOTES 12/27/2007 1:04:39 PM, candaya, Action Type : Call to Customer

I called the customer for some feedback regarding their Honda Vehicle from American Honda Motor Company. I reached the customer's VM. I left a message informing the purpose of my call and requested a call back. I left my contact information 800 999-1009 ext 220736 along with my work hours. I will try the customer again on 01/02/08.

*** CASE MODIFY 12/27/2007 1:04:44 PM, candaya
into WIP default and Status of Solving.

*** CASE MODIFY 12/27/2007 1:04:51 PM, candaya
into WIP default and Status of Solving.

*** CASE FULFILL 1/2/2008 11:08:12 AM, candaya
Fulfilled for [REDACTED] due 01/02/2008 12:00:00 AM.

*** COMMIT 1/2/2008 11:08:12 AM, candaya, Action Type : N/A
3rd call

*** NOTES 1/2/2008 11:09:09 AM, candaya, Action Type : Call to Customer

I called the customer again, but reached VM. I left another message advising why I was calling and requested a call back. I left my contact information and work hours. I will try the customer again on 01/04/08.

*** CASE MODIFY 1/2/2008 11:09:11 AM, candaya
into WIP 2nd call and Status of Solving.

*** CASE FULFILL 1/4/2008 11:31:02 AM, candaya
Fulfilled for [REDACTED] due 01/04/2008 12:00:00 AM.

*** COMMIT 1/4/2008 11:31:03 AM, candaya, Action Type : N/A
4th call

*** NOTES 1/4/2008 11:31:50 AM, candaya, Action Type : Call to Customer

I called the customer but reached VM. I left a brief message. I will try the customer again on 01/08/08.

*** CASE MODIFY 1/4/2008 11:31:54 AM, candaya
into WIP 3rd call and Status of Solving.

*** NOTES 1/8/2008 9:09:59 AM, candaya, Action Type : Call to Customer

I called the customer but reached VM again. I left a brief message informing the purpose of my call and advising that I would now close, but if they require any assistance to please call me back. I left my contact information along with my work hours. I will now close the case.

*** CASE MODIFY 1/8/2008 9:10:02 AM, candaya
into WIP 4th call and Status of Solving.

*** CASE MODIFY 1/8/2008 9:10:10 AM, candaya

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

into WIP 4th call and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/8/2008 9:10:13 AM, candaya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2008 9:10:13 AM, candaya

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

*** CASE REOPEN 1/9/2008 3:37:08 PM, candaya

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/9/2008 3:39:04 PM, candaya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/9/2008 3:40:14 PM, candaya

Created in WIP Default with Due Date 1/9/2008 3:40:14 PM.

*** CASE MODIFY 1/9/2008 3:41:44 PM, candaya

into WIP default and Status of Solving.

*** COMMIT 1/9/2008 3:47:14 PM, candaya, Action Type : N/A

close

*** NOTES 1/9/2008 3:47:51 PM, candaya, Action Type : Call from Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed. I am following up with customer to ensure that all issues of concern have been resolved.

Mrs. [REDACTED] returned my call. I introduced myself and I explained that I was calling from American Honda Motor Company regarding their Honda Vehicle. I informed customer that I am calling as a result of the customer responding to one of our surveys. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to his 03 Accord or service experience.

Responses to questions and answers can be located on Quick Base record.

Customer indicated the following:

Mrs. [REDACTED] advised that her concern had to do with the SRS indicator coming on. She advised that the dealership attempted repairs on the first visit, but the issue was not resolved so she returned for a second time. She advised that the issue was resolved on the second visit and she is very satisfied.

I thanked Mrs. [REDACTED] for her time and the valuable feedback provided. I advised that their overall ownership experience is very important to American Honda: therefore we encourage future feedback. The customer required no further assistance. I apologized for any inconvenience. Call ended.

*** NOTES 1/9/2008 3:48:03 PM, candaya, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** CASE CLAIMS LOOKUP 1/9/2008 3:48:13 PM, candaya

CLAIM CHECK 01/09/2008 03:48:13 PM candaya

The following Claim History information was found

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

0; 2007-11-02; 208106; 388143; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTE

*** CASE MODIFY 1/9/2008 3:48:17 PM, candaya

into WIP default and Status of Solving.

*** NOTES 1/9/2008 3:48:37 PM, candaya, Action Type : Note-Resolution

The customer has no outstanding issues and requires no further assistance at this time; therefore I will close the case per PCRMR procedure.

*** CASE MODIFY 1/9/2008 3:48:40 PM, candaya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/10/2008 4:53:57 PM, candaya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/10/2008 4:53:57 PM, candaya

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 12/2/2011 4:07:18 PM
 Case Originator : Leonard Kim (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 12/2/2011 4:11:02 PM
 Case Owner : Leonard Kim (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Leonard Kim (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RBAG RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56423A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 75,000
 In Service Date : 01/28/2003
 Months In Use : 107
 Engine Number : K24A41069299
 Originating Dealer No. / Name : 206754 / HERSON'S HONDA
 Selling Dealer No. / Name : 206754 / HERSON'S HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Corporate	Media Exposure	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Corporate	Status : Subcase Close	Open Date : 12/2/2011 4:09:11 PM
Issue Owner : Leonard Kim	Type 2 : Media Exposure	Queue :	Close Date : 12/2/2011 4:11:02 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG RECALL INQUIRY

*** CASE CREATE 12/2/2011 4:07:18 PM, lkim

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

*** SUBCASE [REDACTED] CREATE 12/2/2011 4:09:11 PM, lkim

Created in WIP Default with Due Date 12/2/2011 4:09:11 PM.

*** NOTES 12/2/2011 4:10:05 PM, lkim, Action Type : Call from Customer

I verified the customer's information

the customer's best contact number is [REDACTED]

The customer stated they saw the recalls information on the news and she wants to know if her vehicle falls under recall. The customer stated the SRS light keeps coming on.

ACS advised there is no recall on the vehicle.

The customer understood and required no further assistance

*** CASE MODIFY 12/2/2011 4:10:08 PM, lkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/2/2011 4:11:02 PM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2011 4:11:02 PM, lkim

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/19/2003 8:53:03 AM
 Case Originator : Scott Fuller (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2003 9:26:21 AM
 Case Owner : Chris Haley (Team HC) Method : Phone Queue : Days Open : 10
 Last Closed By : Chris Haley (Team HC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] **URGENT CAR DOWN** DIAGNOSING ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 500
 In Service Date : 05/02/2003
 Months In Use : 0
 Engine Number : J30A41076220
 Originating Dealer No. / Name : 207436 / STRAUB HONDA
 Selling Dealer No. / Name : 207884 / JOHN HINDERER HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207884 / JOHN HINDERER HONDA
 Phone No. : 740-522-1106
 Address : 1515 HEBRON ROAD
 City / State / Zip : HEATH, OH 43056
 Svc District / Sls District : 04J / F04
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Haley	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2003 4:02:52 PM
Issue Owner : Chris Haley	Type 2 : Operation	Queue :	Close Date : 5/29/2003 9:26:21 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Warranty
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] **URGENT CAR DOWN** DIAGNOSING ASSISTANCE

*** CASE CREATE 5/19/2003 8:53:03 AM, sfuller

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

*** CASE MODIFY 5/19/2003 8:53:18 AM, sfuller
into WIP default and Status of Solving.*** CASE MODIFY 5/19/2003 8:53:33 AM, sfuller
into WIP default and Status of Solving.

*** NOTES 5/19/2003 9:16:47 AM, sfuller, Action Type : Call from Customer

Customer called in to state that he purchased his vehicle on May 6. The customer states that his SRS light came on. The customer stated that he contacted the dealership on May 12th regarding the SRS light. The customer then states that he took his vehicle in on the 14th of May. The customer states that the dealership could not find the cause of his problem. The customer also states that the dealership has been in contact with AHM tech service regarding this matter. The customer states that he was advised by the dealership on the 17th that they would be installing a new wiring system in his vehicle in hopes that it would address his problem. The customer states that the dealership informed him that the part would be installed in his vehicle by today. The customer's point of contact at the dealership is David Streets (service advisor)

The customer states that he is not confident in the vehicle because the dealership has taken his vehicle a part and it has been down for almost twenty days. The customer also states that the dealership isn't sure if the wiring system will resolve his problem. The customer also stated that he will be in contact with the state's attorney's office to see if he can claim his vehicle as a lemon. The customer would like to know if AHM can take his vehicle back and give him a new one. I informed the customer that AHM would not be able to provide him with a new vehicle at this time. I informed the customer that I would forward his issue over to a case manager to see if AHM can assist the dealership with repairing his vehicle. I informed the customer that it will take a case manager 24-48 hours touch base with him regarding this matter. I provided the customer with his case number. Customer thanked me for my assistance.

*** CASE MODIFY 5/19/2003 9:17:22 AM, sfuller
into WIP default and Status of Solving.*** CASE DISPATCH 5/19/2003 9:17:40 AM, sfuller
from WIP default to Queue Team C.*** CASE ACCEPT 5/19/2003 12:38:18 PM, ttran
from Queue Team C to WIP default.*** CASE ASSIGN 5/19/2003 12:38:26 PM, ttran
[REDACTED] to chaley, WIP zR*** SUBCASE [REDACTED] CREATE 5/19/2003 4:02:52 PM, chaley
Created in WIP Default with Due Date 5/19/2003 4:02:52 PM.

*** COMMIT 5/19/2003 4:04:29 PM, chaley, Action Type :

Made to [REDACTED] due 05/22/2003 04:04:33 PM.

DCS Follow-Up

*** NOTES 5/19/2003 4:05:40 PM, chaley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/22/2003

This customer contacted our office regarding the following issue(s): This cust called our office with the following issue. The customer then states that he took his vehicle in on the 14th of May. The customer states that the dealership could not find the cause of his problem. The customer also states that the dealership has been in contact with AHM tech service regarding this matter. The customer states that he was advised by the dealership on the 17th that they would be

Case History

Case ID : [REDACTED] Case Title : [REDACTED] **URGENT CAR DOWN** DIAGNOSING ASSISTANCE
installing a new wiring system in his vehicle in hopes that it would address his problem. The customer states that the dealership informed him that the part would be installed in his vehicle by today. The customer's point of contact at the dealership is David Streets (service advisor)

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

Can you please call or forward any info you may have regarding this cust case. Chris Haley /ACS 800-999-1009x118079

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

Chris Haley
Automobile Customer Service

*** CASE MODIFY 5/19/2003 4:05:44 PM, chaley
into WIP WPBIN and Status of Solving.

*** CASE RULE ACTION 5/19/2003 11:20:38 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 5/21/2003 10:40:32 AM, chaley, Action Type : Call from Customer

I called dealer and spoke with Bill. he staaes that cust wiring harness needs to be replaced and dash will have to be taken out and re-installed to do so.
The part should be in today and they hope to have the car fixed by tomorrow. I will follow up tomorow and see what he has

*** NOTES 5/29/2003 9:26:02 AM, chaley, Action Type : Call from Customer

I called dealer, cust repair was completed and car picked up on 5/27.

I called cust and left a follow up message. I left my name and number should he have any further issues or concerns. File closed

*** CASE MODIFY 5/29/2003 9:26:17 AM, chaley
into WIP THURSDAY and Status of Solving.

*** SUBCASE [REDACTED]LOSE 5/29/2003 9:26:21 AM, chaley
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/29/2003 9:26:21 AM, chaley

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/1/2011 11:53:56 AM
Case Originator :	Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/1/2011 12:01:26 PM
Case Owner :	Tara Limun (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tara Limun (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 2330
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LONG BEACH, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2330
 VIN Type / No. : US VIN / 1HGCM66803A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 1
 In Service Date : 03/08/2003
 Months In Use : 95
 Engine Number : J30A41074777
 Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2011 11:59:07 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 2/1/2011 12:01:25 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS COMPLAINT

*** CASE CREATE 2/1/2011 11:53:56 AM, tlimun

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

*** NOTES 2/1/2011 11:53:57 AM, tlimun, Action Type :

*** NOTES 2/1/2011 11:58:18 AM, tlimun, Action Type : Call from Customer

ACS verified customer contact info and best contact number [REDACTED]

The customer called ACS and advised that the SRS light comes on ever now and then. Customer would like to know if his vehicle is affected by the SRS recall. ACS advised customer recall is VIN specific.

ACS advised customer to take his vehicle in to Honda dlr for the issue.

Customer understood and no further assistance needed.

*** SUBCASE [REDACTED] CREATE 2/1/2011 11:59:07 AM, tlimun

Created in WIP Default with Due Date 2/1/2011 11:59:07 AM.

*** CASE MODIFY 2/1/2011 12:01:20 PM, tlimun

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/1/2011 12:01:25 PM, tlimun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2011 12:01:26 PM, tlimun

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/3/2008 12:13:41 PM
 Case Originator : Tiffany Moss (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 3/3/2008 3:52:38 PM
 Case Owner : Tiffany Moss (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Tiffany Moss (Team CK) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - OPDS WARRANTY EXTENSION No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 86,000
 In Service Date : 04/22/2003
 Months In Use : 59
 Engine Number : K24A41070782
 Originating Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
 Selling Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/3/2008 1:51:29 PM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 3/3/2008 3:52:38 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] OPDS WARRANTY EXTENSION

*** CASE CREATE 3/3/2008 12:13:41 PM, tmoss
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 3/3/2008 12:22:55 PM, tmoss
into WIP default and Status of Solving.

*** CASE MODIFY 3/3/2008 12:23:01 PM, tmoss
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/3/2008 12:23:27 PM, tmoss
WARRANTY CHECK 03/03/2008 12:23:27 PM tmoss
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/3/2008 12:23:31 PM, tmoss
CLAIM HISTORY CHECK 03/03/2008 12:23:31 PM tmoss
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/3/2008 12:23:38 PM, tmoss
CAMPAIGN CHECK 03/03/2008 12:23:38 PM tmoss
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/3/2008 12:23:40 PM, tmoss
VSC-CUC CHECK 03/03/2008 12:23:40 PM tmoss
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/3/2008 12:24:19 PM, tmoss
CAMPAIGN CHECK 03/03/2008 12:24:19 PM tmoss
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 3/3/2008 12:24:42 PM, tmoss
CAMPAIGN CHECK 03/03/2008 12:24:42 PM tmoss
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 3/3/2008 12:31:51 PM, tmoss
into WIP default and Status of Solving.

*** NOTES 3/3/2008 1:51:00 PM, tmoss, Action Type : Call from Customer
I updated the customers contact information [REDACTED]

The customer was contacting AHM and stated that she received a letter in the mail for a OPDS extended warranty on her 2003 CRV. The customer stated

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] OPDS WARRANTY EXTENSION

that she wanted to know if he Honda Accord was offered the same extended warranty, because her SRS light was on in the vehicle for about three months. Stated to the customers that the warranty extension was VIN specific and her vehicle was not offered that extended warranty. The customer understood, thanked the customer and the call ended.

*** SUBCASE [REDACTED] CREATE 3/3/2008 1:51:29 PM, tmoss

Created in WIP Default with Due Date 3/3/2008 1:51:29 PM.

*** CASE MODIFY 3/3/2008 1:52:01 PM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 3/3/2008 1:52:10 PM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 3/3/2008 1:52:27 PM, tmoss

into WIP default and Status of Solving.

*** NOTES 3/3/2008 3:52:31 PM, tmoss, Action Type : Note-General

This case has been reviewed by C.Chao.

*** SUBCASE [REDACTED] CLOSE 3/3/2008 3:52:38 PM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2008 3:52:38 PM, tmoss

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/23/2011 3:17:34 PM
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/23/2011 3:53:26 PM
Case Owner :	Khia Eaton (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Khia Eaton (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM55343A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 186,000
 In Service Date : 02/24/2003
 Months In Use : 103
 Engine Number : K24A41070944
 Originating Dealer No. / Name : 207232 / DUNCAN'S HOKIE HONDA
 Selling Dealer No. / Name : 207232 / DUNCAN'S HOKIE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207232 / DUNCAN'S HOKIE HONDA
 Phone No. : 540-381-3200
 Address : 2040 ROANOKE STREET
 City / State / Zip : CHRISTIANSBURG, VA 24073
 Svc District / Sls District : 06F / C06
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2011 3:52:44 PM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 9/23/2011 3:53:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 9/23/2011 3:17:34 PM, kheaton

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

*** CASE MODIFY 9/23/2011 3:20:43 PM, kheaton

into WIP default and Status of Solving.

*** NOTES 9/23/2011 3:52:17 PM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that his SRS light is illuminated.

Request: Customer would like ACS to verify any and all warranties that her vehicle has.

Probing Questions: Customer states that she has found online that there is an extended warranty in which vehicles similar to her has. Customer states that he also found that there is an unlimited seat belt warranty in which he is asking AHM to elaborate on.

Inbound Summary: ACS explained to the customer that his vehicle is not affected by any extended warranties for the SRS light being illuminated and supported that statement by explaining to the customer that all known issues are VIN specific. ACS explained to the customer that the lifetime seat belt warranty entails that the coverage is offered if the seat belt mechanically does not buckle. ACS urged the customer have the vehicle inspected by an authorized Honda dealer to inquire about the reason for the SRS light. Customer understood, and thanked ACS for information provided, and the call was ended.

*** SUBCASE [REDACTED] CREATE 9/23/2011 3:52:44 PM, kheaton

Created in WIP Default with Due Date 9/23/2011 3:52:44 PM.

*** SUBCASE [REDACTED] CLOSE 9/23/2011 3:53:22 PM, kheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/2011 3:53:26 PM, kheaton

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2009 10:53:10 AM	
Case Originator :	Michael Hancock	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/17/2009 10:54:02 AM
Case Owner :	Michael Hancock	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Hancock	Point of Origin :	Customer	Wipbin :			
Case Title :	6 SRS CAMPAIGN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM563X3A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 94,000
 In Service Date : 03/15/2003
 Months In Use : 77
 Engine Number : K24A41071727
 Originating Dealer No. / Name : 206594 / GUNN HONDA
 Selling Dealer No. / Name : 206594 / GUNN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
CA	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/17/2009 10:53:53 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 8/17/2009 10:54:01 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - Q96 SRS CAMPAIGN

*** CASE CREATE 8/17/2009 10:53:10 AM, mhancock

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

*** NOTES 8/17/2009 10:53:10 AM, mhancock, Action Type :

I updated the customer's information

The customer contacted AHM to inquire if the vehicle is affected by the airbag recall. The customer stated that he heard that on the news that the vehicle is one the vehicle affected by the airbag recall. I advised the customer that the vehicle is not affected by this recall and advised the customer that all recalls are VIN specific. The customer stated that his SRS light is coming on and staying on. I advised the customer that he will need to take his vehicle to an authorized Honda dealership to have the vehicle diagnosed. I advised the customer that since his vehicle is out of warranty he will need to incur any repair expense. The customer understood and the call ended. The customer understood and the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2009 10:53:13 AM, mhancock

WARRANTY CHECK 08/17/2009 10:53:13 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/17/2009 10:53:17 AM, mhancock

CLAIM CHECK 08/17/2009 10:53:17 AM mhancock

The following Claim History information was found

0; 2008-08-05; 206592; 043191; 510; 125518 ; PRODUCT UPDATE: NO-REVERSE CONDITION - UPDATE THE PCM WITH THE HONDA INTERFACE MODULE (HIM). S/B# 03-0

*** CASE VSC LOOKUP 8/17/2009 10:53:18 AM, mhancock

VSC-CUC CHECK 08/17/2009 10:53:18 AM mhancock

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/17/2009 10:53:24 AM, mhancock

CAMPAIGN CHECK 08/17/2009 10:53:24 AM mhancock

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/05/08; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** SUBCASE N032009-08-1701099-1 CREATE 8/17/2009 10:53:53 AM, mhancock

Created in WIP Default with Due Date 8/17/2009 10:53:53 AM.

*** SUBCASE [REDACTED] CLOSE 8/17/2009 10:54:01 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/17/2009 10:54:02 AM, mhancock

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

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/22/2011 7:07:35 AM
Case Originator :	Chanise Gordon (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/22/2011 7:11:46 AM
Case Owner :	Chanise Gordon (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Chanise Gordon (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 28 S
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : CAMDEN, SC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 28 S
 VIN Type / No. : US VIN / 1HGCM56613A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 149,000
 In Service Date : 03/01/2003
 Months In Use : 100
 Engine Number : K24A41071674
 Originating Dealer No. / Name : 207333 / CALE YARBOROUGH HONDA
 Selling Dealer No. / Name : 207292 / MIDLANDS HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2011 7:09:19 AM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 7/22/2011 7:11:45 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 7/22/2011 7:07:35 AM, cgordon

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

*** SUBCASE N012011-07-2200128-1 CREATE 7/22/2011 7:09:19 AM, cgordon

Created in WIP Default with Due Date 7/22/2011 7:09:19 AM.

*** NOTES 7/22/2011 7:11:39 AM, cgordon, Action Type : Call from Customer

Verified customer's information.

Best contact [REDACTED]

The customer called stating her SRS light has been coming on and off for about 2 months now. She said she is aware of the airbag recall and she wanted to see if her vehicle was covered. ACS advised the customer that her vehicle doesn't have a SRS recall and informed her that recalls are VIN specific and not every vehicle will be affected. ACS suggested that the customer visits a Honda dealership soon because in an event of an accident, her airbag may not deploy.

The customer thanked ACS and needed no further assistance at this time.

*** CASE MODIFY 7/22/2011 7:11:41 AM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/22/2011 7:11:45 AM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/22/2011 7:11:46 AM, cgordon

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/12/2013 6:15:44 AM
Case Originator : Lisa Gettler (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/12/2013 6:23:15 AM
Case Owner : Lisa Gettler (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Lisa Gettler (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS INDICATOR/SEAT WARMER			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 9550
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : WOODS CROSS, UT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66593A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 104,000
 In Service Date : 03/24/2003
 Months In Use : 123
 Engine Number : J30A41081024
 Originating Dealer No. / Name : 208161 / STOCKTON #12 HONDA
 Selling Dealer No. / Name : 208161 / STOCKTON #12 HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS
██████████ - PRODUCT	Subcase Close	Product	Operation	851	Seat, left front

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2013 6:22:17 AM
Issue Owner : Lisa Gettler	Type 2 : Operation	Queue :	Close Date : 6/12/2013 6:23:15 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Documented Concern, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2013 6:23:02 AM
Issue Owner : Lisa Gettler	Type 2 : Operation	Queue :	Close Date : 6/12/2013 6:23:15 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 851 / Seat, left front
 Condition Code Desc Heater 8515
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 22 - Seats
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR/SEAT WARMER

*** CASE CREATE 6/12/2013 6:15:44 AM, lgettler

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

*** NOTES 6/12/2013 6:21:47 AM, lgettler, Action Type : Call from Customer

I updated the customer's email address.

The customer's best phone number is [REDACTED]

The customer stated that her airbag light intermittently flickers on. The customer stated that over the years she has had a water leak on the driver's side curtain airbag. The customer stated that she just noticed that there is a water stain that goes down about 6-8 inches, which concerns her. The customer stated that she does not have an active door leak. The customer stated that sometimes the airbag light will stay on and go off after a few days, and sometimes it will not go on for a while. The customer stated that the airbag light is the SRS light. The customer stated that she takes good care of the vehicle. The customer stated that she is concerned that this could affect her airbags. The customer stated that she would like to know if there are any recalls or campaigns regarding this issue. The customer stated that within the 1st year of her owning the vehicle the seat warmer stopped working after getting really hot under her legs, and she was told that it had melted. The customer stated that they put in a new one but within 3 years it stopped working again (driver's seat). The customer stated that the back of the seat works but the bottom of the seat does not. The customer stated that she would like to know if there are any recalls or campaigns regarding this issue.

I advised the customer that there were no recalls or campaigns regarding either of these issues. I advised the customer that these were not known issues for AH. I advised the customer that AH recommends that she have the issues diagnosed at an authorized Honda dealership. I advised the customer that I would document the information with AH.

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

*** CASE MODIFY 6/12/2013 6:21:58 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/12/2013 6:22:17 AM, lgettler

Created in WIP Default with Due Date 6/12/2013 6:22:17 AM.

*** SUBCASE [REDACTED] CREATE 6/12/2013 6:23:02 AM, lgettler

Created in WIP Default with Due Date 6/12/2013 6:23:02 AM.

*** CASE MODIFY 6/12/2013 6:23:12 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/12/2013 6:23:15 AM, lgettler

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 6/12/2013 6:23:15 AM, lgettler

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/12/2013 6:23:15 AM, lgettler

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/25/2004 6:58:47 AM
Case Originator :	Jig Patel (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/25/2004 7:19:10 AM
Case Owner :	Jig Patel (Team MA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jig Patel (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT-BUY BACK REQUEST			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 216
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : DUNMORE, PA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 216
 VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 16,000
 In Service Date : 03/12/2003
 Months In Use : 11
 Engine Number : J30A41081787
 Originating Dealer No. / Name : 206666 / MATT BURNE HONDA
 Selling Dealer No. / Name : 206666 / MATT BURNE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jig Patel	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2004 7:18:53 AM
Issue Owner : Jig Patel	Type 2 : Operation	Queue :	Close Date : 2/25/2004 7:19:10 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT-BUY BACK REQUEST

*** CASE CREATE 2/25/2004 6:58:47 AM, jpatel

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

*** CASE CLAIMS LOOKUP 2/25/2004 6:58:53 AM, jpatel

CLAIM CHECK 02/25/2004 06:58:53 AM jpatel

The following Claim History information was found

0; 2004-01-21; 206666; 084448; 510; 751099 ; BASE FOR STRAIGHT TIME.

*** CASE MODIFY 2/25/2004 7:12:42 AM, jpatel

into WIP Default and Status of Solving.

*** NOTES 2/25/2004 7:18:34 AM, jpatel, Action Type : Call from Customer

cust states that his SRS light came on and it took two trips to the dealership to address the prob...cust doesn't want the vehicle anymore and is requesting for a buy-back....I advised cust that AHM is not in a position to repurchase his vehicle...I advised cust that AHM responsibility and obligation under the manufacture warranty is to repair the vehicle....cust states that he is worried that the light will come on after the warranty period and doesn't want to pay for the expense....I advised cust that I would document his complaint.

*** SUBCASE [REDACTED] CREATE 2/25/2004 7:18:53 AM, jpatel

Created in WIP Default with Due Date 2/25/2004 7:18:53 AM.

*** CASE MODIFY 2/25/2004 7:18:56 AM, jpatel

into WIP Default and Status of Solving.

*** CASE MODIFY 2/25/2004 7:19:06 AM, jpatel

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/25/2004 7:19:10 AM, jpatel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2004 7:19:10 AM, jpatel

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

Case Details

Case ID :	Division :	Condition :	Open Date :
Case Originator : Erica Leake (Team CB)	Honda - Auto	Closed	2/27/2012 1:49:07 PM
Case Owner : Erica Leake (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/27/2012 1:56:52 PM
Last Closed By : Erica Leake (Team CB)	Method : Phone	Queue :	Days Open : 0
Case Title : ██████████ - SRS LIGHT ON	Point of Origin : Customer	Wipbin :	
		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66543A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 58,000
 In Service Date : 04/06/2003
 Months In Use : 106
 Engine Number : J30A41081852
 Originating Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
 Selling Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Product	Status : Subcase Close	Open Date : 2/27/2012 1:56:46 PM
Issue Owner : Erica Leake	Type 2 : Operation	Queue :	Close Date : 2/27/2012 1:56:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 2/27/2012 1:49:07 PM, eleake

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

*** CASE MODIFY 2/27/2012 1:49:10 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 2/27/2012 1:49:18 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 2/27/2012 1:49:39 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 2/27/2012 1:50:28 PM, eleake

into WIP default and Status of Solving.

*** NOTES 2/27/2012 1:56:36 PM, eleake, Action Type : Call from Customer

Customer contact information verified/updated

Customer contact AHM stating his srs light is on and would like to know if there is a recall on the issue.
I informed the customer there is no recall on his vehicle concerning the srs light.

Customer ask what does I suggest he do, I suggested the customer take the vehicle to a Honda dealer to have a diagnosis completed which would tell him why the srs light is on.

Customer would like to know if a seatbelt sensor is covered under warranty.
I informed the customer AHM does have a limited lifetime warranty on the seatbelts and suggested he contact a Honda dealer for a list of covered components.

Customer would like to know if AHM can take the diagnosis of a authorized Honda garage.
I informed the customer AHM can only take the diagnosis of a Honda dealer

Customer understood and required no further assistance.

*** SUBCASE [REDACTED] CREATE 2/27/2012 1:56:46 PM, eleake

Created in WIP Default with Due Date 2/27/2012 1:56:46 PM.

*** SUBCASE [REDACTED] CLOSE 2/27/2012 1:56:52 PM, eleake

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/27/2012 1:56:52 PM, eleake

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/21/2008 6:51:05 AM
 Case Originator : Roxanne Gandara (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 7/21/2008 6:54:44 AM
 Case Owner : Roxanne Gandara (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Roxanne Gandara (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIR BAG WARNING LIGHT ILLUMIBATED RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1042
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MAIMI, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1042
 VIN Type / No. : US VIN / 1HGCM56673A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 36,000
 In Service Date : 01/21/2003
 Months In Use : 66
 Engine Number : K24A41068899
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA
 Selling Dealer No. / Name : 207367 / BRAMAN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	CAMPAI Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/21/2008 6:54:33 AM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 7/21/2008 6:54:44 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG WARNING LIGHT ILLUMIBATED RECALL INQUIRY

*** CASE CREATE 7/21/2008 6:51:05 AM, rlopez

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

*** CASE EXTENDED WARRANTY LOOKUP 7/21/2008 6:51:07 AM, rlopez

WARRANTY CHECK 07/21/2008 06:51:07 AM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/21/2008 6:51:10 AM, rlopez

CLAIM CHECK 07/21/2008 06:51:10 AM rlopez

The following Claim History information was found

0; 2005-10-06; 207367; 192992; 510; 822141 ; DOOR HANDLE COVER, INSIDE; RIGHT REAR - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/21/2008 6:51:16 AM, rlopez

CAMPAIGN CHECK 07/21/2008 06:51:16 AM rlopez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/07/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04

*** CASE VSC LOOKUP 7/21/2008 6:51:17 AM, rlopez

VSC-CUC CHECK 07/21/2008 06:51:17 AM rlopez

No data found for VIN.

*** CASE MODIFY 7/21/2008 6:51:20 AM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 7/21/2008 6:52:36 AM, rlopez

into WIP in box and Status of Solving.

*** NOTES 7/21/2008 6:54:18 AM, rlopez, Action Type : Call from Customer

Verified contact information [REDACTED]

The customer would like to know if there are any other recalls on her vehicle other than the wiper motor recall. The customer stated that her air bag waring light is illuminated at this time. I advised the client that all recalls are VIN specific and as of date there are no recalls applicable to the vehicle at this time but if one should arise at a later date a notification will be sent. The customer thanked AHM, asked if there was anything else I may assist with.

The customer said no and I thanked the customer for calling AHM.

*** SUBCASE [REDACTED] CREATE 7/21/2008 6:54:33 AM, rlopez

Created in WIP Default with Due Date 7/21/2008 6:54:33 AM.

*** CASE MODIFY 7/21/2008 6:54:39 AM, rlopez

into WIP in box and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/21/2008 6:54:44 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2008 6:54:44 AM, rlopez

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/4/2012 11:23:07 AM
Case Originator : Lisa Gettler (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/4/2012 11:29:25 AM
Case Owner : Lisa Gettler (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Lisa Gettler (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 611
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MOUNT JULIET, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56313A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 120,000
 In Service Date : 02/27/2003
 Months In Use : 116
 Engine Number : K24A41075366
 Originating Dealer No. / Name : 208256 / SUBURBAN HONDA
 Selling Dealer No. / Name : 208256 / SUBURBAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 10/4/2012 11:29:13 AM
Issue Owner : Lisa Gettler	Type 2 : Operation	Queue :	Close Date : 10/4/2012 11:29:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 10/4/2012 11:23:07 AM, lgettler

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

*** NOTES 10/4/2012 11:28:40 AM, lgettler, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED].

The customer stated that every now and then her airbag light comes on. The customer stated that she would like to know if there is a recall. The customer stated that the light looks like a person with a balloon in front of them. The customer stated that this started about a month ago, and it comes on at least 3 times a week. The customer stated that it will go on and stay on for awhile, then go off for about 3 days or so.

I advised the customer that there were no open recalls on the vehicle. I advised the customer that this light is designed to light up briefly when you turn the ignition switch to ON. I advised the customer that if it comes on at any other time, it indicates a potential problem with your front airbags. I advised the customer that this light will also alert you to a potential problem with your side airbags, passenger's side airbag automatic cutoff system, automatic seat belt tensioners, or side curtain airbags. I advised the customer that she should make an appointment at her local Honda dealership as soon as possible to have the issue resolved.

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

*** CASE MODIFY 10/4/2012 11:28:47 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/4/2012 11:29:13 AM, lgettler

Created in WIP Default with Due Date 10/4/2012 11:29:13 AM.

*** CASE MODIFY 10/4/2012 11:29:23 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/4/2012 11:29:25 AM, lgettler

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/4/2012 11:29:25 AM, lgettler

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/12/2009 12:55:08 PM
Case Originator : Raymond Anguiano (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/12/2009 12:59:57 PM
Case Owner : Raymond Anguiano (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Raymond Anguiano (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 61 L
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LONGMEADOW, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 61 L
VIN Type / No. : US VIN / 1HGCM56393A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 83,000
In Service Date : 03/15/2003
Months In Use : 77
Engine Number : K24A41075795
Originating Dealer No. / Name : 207585 / NORTHAMPTON HONDA
Selling Dealer No. / Name : 207585 / NORTHAMPTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207585 / NORTHAMPTON HONDA
Phone No. : 413-586-8626
Address : 171 KING STREET
City / State / Zip : NORTHAMPTON, MA 01060
Svc District / Sls District : 09E / E09
Warranty Labor Rate / Date : \$70.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2009 12:58:33 PM
Issue Owner : Raymond Anguiano	Type 2 : Operation	Queue :	Close Date : 8/12/2009 12:59:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS RECALL INQUIRY

*** CASE CREATE 8/12/2009 12:55:08 PM, ranguian

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

*** NOTES 8/12/2009 12:58:04 PM, ranguian, Action Type : Call from Customer

The customer is calling AHM because he states that his vehicles SRS light is on. The customer states that he has researched online and found that his vehicle might be covered by a warranty extension. The customer would like to verify this information.

I then informed the customer that his vehicle is not covered by any campaigns affecting the SRS system. I informed him that he would have to be responsible for diagnosis fees as well as repairs.

The customer then became angry and stated that this is ridiculous and will never purchase another Honda vehicle again. The customer then ended the call.

Customer information verified and updated. [REDACTED]

*** CASE MODIFY 8/12/2009 12:58:07 PM, ranguian

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/12/2009 12:58:33 PM, ranguian

Created in WIP Default with Due Date 8/12/2009 12:58:33 PM.

*** CASE MODIFY 8/12/2009 12:58:55 PM, ranguian

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:59:54 PM, ranguian

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/12/2009 12:59:56 PM, ranguian

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2009 12:59:57 PM, ranguian

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/15/2013 8:15:30 AM
Case Originator : Emma Vides (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/15/2013 8:23:32 AM
Case Owner : Emma Vides (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Emma Vides (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 27 R
VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 170,000
In Service Date : 03/22/2003
Months In Use : 124
Engine Number : J30A41085282
Originating Dealer No. / Name : 207896 / BREWSTER HONDA
Selling Dealer No. / Name : 207896 / BREWSTER HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2013 8:20:55 AM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 7/15/2013 8:23:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 7/15/2013 8:15:30 AM, evides

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

*** CASE MODIFY 7/15/2013 8:20:24 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/15/2013 8:20:55 AM, evides

Created in WIP Default with Due Date 7/15/2013 8:20:55 AM.

*** CASE MODIFY 7/15/2013 8:21:17 AM, evides

into WIP default and Status of Solving.

*** NOTES 7/15/2013 8:23:27 AM, evides, Action Type : Call from Customer

Customer provided information

Customer states that the SRS lights turn intermittently . Customer is calling to see if there may be a recall on the airbag.

Appreciated customer for calling AHM. ACS advised customer that the SRS light can be on for a number of reasons but there is no way of knowing with out a diagnosis. ACS advised customer that the SRS is a safety restraint system and it can be on due to the airbags, seatbelt, sensors. ACS advised customer the best option would be to take it to the dealership to see if they can duplicate the issue. ACS advised customer that there are no open recalls n his vehicle.

*** CASE MODIFY 7/15/2013 8:23:28 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/15/2013 8:23:31 AM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/15/2013 8:23:32 AM, evides

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 1/10/2012 9:40:24 AM
 Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 1/10/2012 9:43:54 AM
 Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : GOLDEN, CO 8█████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6084
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 55,000
 In Service Date : 04/04/2003
 Months In Use : 105
 Engine Number : J30A41085525
 Originating Dealer No. / Name : 208094 / PLANET HONDA
 Selling Dealer No. / Name : 208094 / PLANET HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT - O	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 1/10/2012 9:41:15 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 1/10/2012 9:43:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ - SRS LIGHT COMPLAINT

*** CASE CREATE 1/10/2012 9:40:24 AM, Inoble

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

*** SUBCASE ██████████ CREATE 1/10/2012 9:41:15 AM, Inoble

Created in WIP Default with Due Date 1/10/2012 9:41:15 AM.

*** NOTES 1/10/2012 9:43:46 AM, Inoble, Action Type : Call from Customer

updated customer's info

best contact ██████████

Customer called because the airbag light is on in the vehicle. Customer wanted to know if it was something that should be covered under warranty.

ACS advised the customer that the SRS unit has a 3/36 warranty and currently he is outside the warranty parameters. ACS advised the customer that he should have the vehicle inspected at a Honda dealership to determine what is wrong with the vehicle.

case closed

*** SUBCASE ██████████ CLOSE 1/10/2012 9:43:54 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/10/2012 9:43:54 AM, Inoble

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2011 2:18:16 PM
Case Originator : Wendell Walker (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2011 2:24:43 PM
Case Owner : Wendell Walker (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Wendell Walker (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED], [REDACTED] - WARRANTY QUESTIONS	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 2630
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : COLORADO SPRINGS, CO [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2630
VIN Type / No. : US VIN / 1HGCM56423A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 115,000
In Service Date : 02/13/2003
Months In Use : 102
Engine Number : K24A41076171
Originating Dealer No. / Name : 207882 / AUTONATION HONDA 104
Selling Dealer No. / Name : 207882 / AUTONATION HONDA 104
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wendell Walker	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2011 2:24:20 PM
Issue Owner : Wendell Walker	Type 2 : Operation	Queue :	Close Date : 8/18/2011 2:24:39 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - WARRANTY QUESTIONS

*** CASE CREATE 8/18/2011 2:18:16 PM, wwalker1

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

*** NOTES 8/18/2011 2:20:57 PM, wwalker1, Action Type : Call from Customer

ACS attempted to verify the customers information

The customer states that she is getting an SRS code. the customer did not take the vehicle to the dealership. She had it diagnosed at an IRF.

The customer wants to know if it is covered under warranty.

I advised the customer that only the dealership can diagnose if a vehicle is covered under warranty

I advised the customer to take the vehicle to the dealership

No further action required.

*** CASE MODIFY 8/18/2011 2:21:12 PM, wwalker1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/18/2011 2:24:20 PM, wwalker1

Created in WIP Default with Due Date 8/18/2011 2:24:20 PM.

*** SUBCASE [REDACTED] CLOSE 8/18/2011 2:24:39 PM, wwalker1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2011 2:24:43 PM, wwalker1

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/19/2009 8:32:02 AM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 8/19/2009 8:59:34 AM
 Case Owner : Reginald Richardson (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Reginald Richardson (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56363A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 180,000
 In Service Date : 02/03/2003
 Months In Use : 78
 Engine Number : K24A41070763
 Originating Dealer No. / Name : 207486 / PHIL HUGHES HONDA
 Selling Dealer No. / Name : 207486 / PHIL HUGHES HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 8/19/2009 8:58:02 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 8/19/2009 8:59:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG RECALL INQUIRY

*** CASE CREATE 8/19/2009 8:32:02 AM, rrichard

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

*** NOTES 8/19/2009 8:32:03 AM, rrichard, Action Type :

updated and verified contact [REDACTED]

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2009 8:32:04 AM, rrichard

WARRANTY CHECK 08/19/2009 08:32:04 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/19/2009 8:32:08 AM, rrichard

CLAIM HISTORY CHECK 08/19/2009 08:32:07 AM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/19/2009 8:32:17 AM, rrichard

CAMPAIGN CHECK 08/19/2009 08:32:16 AM rrichard

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/08/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/19/2009 8:32:18 AM, rrichard

VSC-CUC CHECK 08/19/2009 08:32:18 AM rrichard

No data found for VIN.

*** NOTES 8/19/2009 8:39:15 AM, rrichard, Action Type : Call from Customer

The customer is calling because he wants to know if his vehicle is affected by the air bag recall because his air bag light is on. I informed the customer that the vehicle was not affected by the air bag recall. I also informed the customer that this information is available on the website www.ahm-ownerlink.com. I walked the customer through the registration and showed him how to access recall information. The customer understood.

*** CASE MODIFY 8/19/2009 8:39:26 AM, rrichard

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/19/2009 8:58:02 AM, rrichard

Created in WIP Default with Due Date 8/19/2009 8:58:02 AM.

*** SUBCASE [REDACTED] CLOSE 8/19/2009 8:59:34 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/19/2009 8:59:34 AM, rrichard

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/8/2012 8:35:06 AM
Case Originator : Sean Scott (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/8/2012 9:29:11 AM
Case Owner : Sean Scott (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Sean Scott (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS INDICATOR ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 16 W
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : ISELIN, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 16 W
 VIN Type / No. : US VIN / 1HGCM66523A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 120,000
 In Service Date : 05/31/2003
 Months In Use : 109
 Engine Number : J30A41086646
 Originating Dealer No. / Name : 208312 / HONDA BLOOMFIELD
 Selling Dealer No. / Name : 208312 / HONDA BLOOMFIELD
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Phone No. : 973-705-9300
 Address : 75 ROUTE 22 WEST
 City / State / Zip : HILLSIDE, NJ 07205
 Svc District / Sls District : 05B / B05
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 6/8/2012 9:28:50 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 6/8/2012 9:29:05 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON

*** CASE CREATE 6/8/2012 8:35:06 AM, sscott2

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

*** CASE MODIFY 6/8/2012 8:42:46 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 6/8/2012 9:28:25 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

The customer stated that he purchased the vehicle two years ago (2010) from a private party. The customer stated that the SRS indicator light is on. He inquired on what the light indicates and if it is a recall regarding the indicator. The customer stated that he is aware of the recall (SB 10-059) regarding the ignition switch and will be taking his vehicle to the dlr to be fixed. I informed the customer that the indicator meant that there may be a potential problem with the front and side airbags, the passenger's side airbag automatic cutoff system, automatic seat belt tensioners, or side curtain airbags. I informed the customer to have the vehicle diagnosed at the dlr when he takes it to have the recall fixed.

The customer understood and required no further assistance

*** SUBCASE [REDACTED] CREATE 6/8/2012 9:28:50 AM, sscott2

Created in WIP Default with Due Date 6/8/2012 9:28:50 AM.

*** SUBCASE [REDACTED] CLOSE 6/8/2012 9:29:05 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/8/2012 9:29:08 AM, sscott2

into WIP default and Status of Solving.

*** CASE CLOSE 6/8/2012 9:29:11 AM, sscott2

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/16/2009 9:30:06 AM
 Case Originator : Fernando Rea (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 11/16/2009 9:40:25 AM
 Case Owner : Fernando Rea (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Fernando Rea (Team MA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ SRS UNIT FAILURE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66583A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 64,000
 In Service Date : 04/05/2003
 Months In Use : 79
 Engine Number : J30A41087337
 Originating Dealer No. / Name : 207882 / AUTONATION HONDA 104
 Selling Dealer No. / Name : 207882 / AUTONATION HONDA 104
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208427 / HONDA OF OCALA
 Phone No. : 352-867-1900
 Address : 1800 S.W. COLLEGE ROAD
 City / State / Zip : OCALA, FL 34474
 Svc District / Sls District : 07H / B07
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████-PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 11/16/2009 9:37:46 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 11/16/2009 9:40:25 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist Denied
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS UNIT FAILURE

*** CASE CREATE 11/16/2009 9:30:06 AM, frea

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

*** CASE MODIFY 11/16/2009 9:35:05 AM, frea

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/16/2009 9:35:14 AM, frea

WARRANTY CHECK 11/16/2009 09:35:14 AM frea

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/16/2009 9:35:19 AM, frea

CLAIM CHECK 11/16/2009 09:35:18 AM frea

The following Claim History information was found

0; 2007-02-03; 207593; 500721; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 11/16/2009 9:35:27 AM, frea

CAMPAIGN CHECK 11/16/2009 09:35:27 AM frea

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/24/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 02/03/07; FX;

08-0

*** CASE VSC LOOKUP 11/16/2009 9:35:28 AM, frea

VSC-CUC CHECK 11/16/2009 09:35:28 AM frea

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 11/16/2009 9:37:46 AM, frea

Created in WIP Default with Due Date 11/16/2009 9:37:46 AM.

*** NOTES 11/16/2009 9:39:08 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: [REDACTED] home

Situation: Customer purchased the vehicle from Colorado Springs AHFC auction.

Customer stated the SRS light had been coming on intermittently.

Customer took the vehicle to Honda of Ocala for inspection.

Customer stated he has now learned that the vehicle was involved in an accident where all the airbags were deployed. Customer stated that he learned that the SRS unit was not replaced after the accident.

The SRS unit will need to be replaced.

Request: Customer is requesting assistance with the replacement of the SRS unit.

Probing Questions:

Customer is working with Andrew Barrett/SA at Honda of Ocala.

The SA is recommending replacing the SRS unit.

Customer stated the vehicle he purchased was as is.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS UNIT FAILURE

Inbound Summary:

ACS advised customer this vehicle is not involved in any outstanding recalls or active service campaigns related to the SRS unit.
ACS advised customer that the SRS unit was covered under the 3 years/36k mile warranty which has been exceeded by this vehicle.
ACS advised customer the vehicle is outside of warranty and any repairs at this point would be at the owners expense.

Customer does not require additional assistance at this time.

*** NOTES 11/16/2009 9:40:16 AM, frea, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer will need to replace the SRS unit. Customer was informed that AHM would not be able to assist with the repair due to the vehicle being outside of warranty. Customer is hoping that the dealership can assist with a break in the price.

Thank you for your attention to this matter.

Fernando Rea
Automobile Customer Service

*** CASE MODIFY 11/16/2009 9:40:23 AM, frea
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/16/2009 9:40:25 AM, frea
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/16/2009 9:40:25 AM, frea
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/21/2010 12:46:04 PM
Case Originator :	Crystal Vito (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/21/2010 12:55:21 PM
Case Owner :	Crystal Vito (Team SC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Vito (Team SC)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 82,200
 In Service Date : 04/25/2003
 Months In Use : 87
 Engine Number : K24A41080715
 Originating Dealer No. / Name : 207034 / LINDSAY HONDA
 Selling Dealer No. / Name : 207034 / LINDSAY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2010 12:49:42 PM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 7/21/2010 12:55:20 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 7/21/2010 12:46:04 PM, cvito

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

*** CASE EXTENDED WARRANTY LOOKUP 7/21/2010 12:46:10 PM, cvito

WARRANTY CHECK 07/21/2010 12:46:10 PM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/21/2010 12:46:14 PM, cvito

CLAIM CHECK 07/21/2010 12:46:14 PM cvito

The following Claim History information was found

0; 2008-09-25; 207443; 286034; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 7/21/2010 12:46:21 PM, cvito

CAMPAIGN CHECK 07/21/2010 12:46:21 PM cvito

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/09/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-

*** CASE VSC LOOKUP 7/21/2010 12:46:23 PM, cvito

VSC-CUC CHECK 07/21/2010 12:46:23 PM cvito

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/21/2010 12:47:06 PM, cvito

CAMPAIGN CHECK 07/21/2010 12:47:06 PM cvito

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/09/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-

*** CASE MODIFY 7/21/2010 12:47:08 PM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/21/2010 12:49:42 PM, cvito

Created in WIP Default with Due Date 7/21/2010 12:49:42 PM.

*** CASE MODIFY 7/21/2010 12:50:15 PM, cvito

into WIP default and Status of Solving.

*** NOTES 7/21/2010 12:54:51 PM, cvito, Action Type : Call from Customer

Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

Customer advised that his warning SRS light is on.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I advised the customer to take his vehicle into the Honda dealership for assistance. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

*** NOTES 7/21/2010 12:55:09 PM, cvito, Action Type : Call from Customer

The customer knows of this issue being the seat belts, not the air bags.

*** CASE MODIFY 7/21/2010 12:55:14 PM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/21/2010 12:55:20 PM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2010 12:55:21 PM, cvito

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/19/2009 8:33:35 AM	
Case Originator :	Eugene Lim (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/19/2009 8:38:57 AM
Case Owner :	Eugene Lim (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Eugene Lim (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - QUESTION / SRS LIGHT RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] JR 116
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : MICKLETON, NJ
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56683A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 109,000
 In Service Date : 02/14/2003
 Months In Use : 80
 Engine Number : K24A41080745
 Originating Dealer No. / Name : 207338 / PIAZZA HONDA OF PHILADELPHIA
 Selling Dealer No. / Name : 207338 / PIAZZA HONDA OF PHILADELPHIA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207929 / HONDA OF TURNERSVILLE
 Phone No. : 856-728-2700
 Address : 3400-G ROUTE 42
 City / State / Zip : TURNERSVILLE, NJ 08012
 Svc District / Sls District : 05H / C05
 Warranty Labor Rate / Date : \$109.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2009 8:37:15 AM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 10/19/2009 8:38:57 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - QUESTION / SRS LIGHT RECALL

*** CASE CREATE 10/19/2009 8:33:35 AM, elim

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

*** CASE CAMPAIGN LOOKUP 10/19/2009 8:33:50 AM, elim

CAMPAIGN CHECK 10/19/2009 08:33:50 AM elim

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/05/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-0

*** CASE CLAIMS LOOKUP 10/19/2009 8:33:54 AM, elim

CLAIM CHECK 10/19/2009 08:33:54 AM elim

The following Claim History information was found

0; 2007-08-09; 207929; 801340; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE EXTENDED WARRANTY LOOKUP 10/19/2009 8:33:57 AM, elim

WARRANTY CHECK 10/19/2009 08:33:57 AM elim

No data found for VIN.

*** CASE VSC LOOKUP 10/19/2009 8:34:02 AM, elim

VSC-CUC CHECK 10/19/2009 08:34:02 AM elim

No data found for VIN.

*** CASE MODIFY 10/19/2009 8:34:46 AM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2009 8:36:06 AM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/19/2009 8:37:15 AM, elim

Created in WIP Default with Due Date 10/19/2009 8:37:15 AM.

*** NOTES 10/19/2009 8:38:47 AM, elim, Action Type : Call from Customer

Updated Information - New Address + Phone

Contact Number: [REDACTED]

Dealer Referred: No

Situation: SRS Light

Request: Customer wants to know if there is a recall on his SRS light.

Probing Questions:

Customer stated the SRS light has been on for the past four months.

Customer stated he wants to know if there is a recall on his vehicle for his SRS light.

Case History**Case ID :** [REDACTED]**Case Title :** [REDACTED] - QUESTION / SRS LIGHT RECALL**Inbound Summary:**

Customer was advised that there are no current campaigns in regards to his SRS light.

Customer was advised his concerns would be documented.

Customer was referred to his Honda dealer for service.

Customer has no further questions.

*** **CASE MODIFY 10/19/2009 8:38:49 AM, elim**

into WIP default and Status of Solving.

*** **SUBCASE [REDACTED] CLOSE 10/19/2009 8:38:57 AM, elim**

Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE 10/19/2009 8:38:57 AM, elim**

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/9/2008 4:30:17 PM
 Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/9/2008 4:40:31 PM
 Case Owner : NaKya Jai (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : NaKya Jai (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS LIGHT ON IN THE DASHBOARD No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66513A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 38,000
 In Service Date : 04/04/2003
 Months In Use : 57
 Engine Number : J30A41084827
 Originating Dealer No. / Name : 206624 / JON HALL HONDA
 Selling Dealer No. / Name : 206624 / JON HALL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206624 / JON HALL HONDA
 Phone No. : 386-253-4478
 Address : 330 NORTH NOVA ROAD
 City / State / Zip : DAYTONA BEACH, FL 32114
 Svc District / Sls District : 07H / B07
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2008 4:40:05 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 1/9/2008 4:40:13 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc Side SRS-Light 7513
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED]

SRS LIGHT ON IN THE DASHBOARD

*** CASE CREATE 1/9/2008 4:30:17 PM, jnakya

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

*** CASE EXTENDED WARRANTY LOOKUP 1/9/2008 4:30:19 PM, jnakya

WARRANTY CHECK 01/09/2008 04:30:19 PM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/9/2008 4:30:21 PM, jnakya

CLAIM HISTORY CHECK 01/09/2008 04:30:21 PM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/9/2008 4:30:25 PM, jnakya

CAMPAIGN CHECK 01/09/2008 04:30:25 PM jnakya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/01/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

*** CASE VSC LOOKUP 1/9/2008 4:30:25 PM, jnakya

VSC-CUC CHECK 01/09/2008 04:30:25 PM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/9/2008 4:30:59 PM, jnakya

CAMPAIGN CHECK 01/09/2008 04:30:59 PM jnakya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/01/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

*** CASE CLAIMS LOOKUP 1/9/2008 4:31:01 PM, jnakya

CLAIM HISTORY CHECK 01/09/2008 04:31:01 PM jnakya

No data found for VIN.

*** CASE MODIFY 1/9/2008 4:31:37 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2008 4:34:05 PM, jnakya

into WIP default and Status of Solving.

*** NOTES 1/9/2008 4:39:11 PM, jnakya, Action Type : Call from Customer

I verified the customer information.

The customer called regarding SRS light on in the dashboard.

The customer wanted to know if there was a recall on the SRS for her vehicle

I informed the customer that there wasn't any recall and to go to the Honda dealership and have the problem looked at. The customer stated that she would be going to Jon Hall Honda.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE [REDACTED] CREATE 1/9/2008 4:40:05 PM, jnakya

Created in WIP Default with Due Date 1/9/2008 4:40:05 PM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON IN THE DASHBOARD

*** SUBCASE [REDACTED] CLOSE 1/9/2008 4:40:13 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/9/2008 4:40:17 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 1/9/2008 4:40:31 PM, jnakya

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 5/1/2009 9:14:30 AM
Case Originator : Kristin Tillery (Team HH)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/1/2009 9:21:01 AM
Case Owner : Kristin Tillery (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kristin Tillery (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : - Q08		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / THGCM66333A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 71,923
 In Service Date : 03/30/2003
 Months In Use : 74
 Engine Number : J30A41085091
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA
 Selling Dealer No. / Name : 207367 / BRAMAN HONDA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
-	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/1/2009 9:20:46 AM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 5/1/2009 9:21:01 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - Q08

*** CASE CREATE 5/1/2009 9:14:30 AM, ktillery

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

*** NOTES 5/1/2009 9:14:30 AM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address were updated. He is calling on behalf of his wife, [REDACTED]

*** CASE EXTENDED WARRANTY LOOKUP 5/1/2009 9:15:11 AM, ktillery

WARRANTY CHECK 05/01/2009 09:15:11 AM ktillery
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/1/2009 9:15:19 AM, ktillery

CLAIM CHECK 05/01/2009 09:15:19 AM ktillery

The following Claim History information was found
0; 2007-09-06; 207367; 719039; 510; 413097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE CAMPAIGN LOOKUP 5/1/2009 9:15:26 AM, ktillery

CAMPAIGN CHECK 05/01/2009 09:15:26 AM ktillery

The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;
06-085; Q26; Vaughn Class Action Honda; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08

*** CASE VSC LOOKUP 5/1/2009 9:15:28 AM, ktillery

VSC-CUC CHECK 05/01/2009 09:15:28 AM ktillery
No data found for VIN.

*** CASE MODIFY 5/1/2009 9:15:30 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 5/1/2009 9:20:07 AM, ktillery, Action Type : Call from Customer

The customer is calling about the OPDS extended warranty. He just received a notice about this warranty and wants to know if it s for this Honda vehicle or his other Honda vehicle. The SRS light is currently illuminated in this vehicle and wants to know what he should do. The dealer is telling him that the vehicle is out of warranty .

I first explained that all extended warranties are VIN specific. I informed the customer that this VIN is not affected by the OPDS warranty extension. He understood. I did inform the customer that his vehicle is affected by the wiper motor recall. This recall can be performed at any Honda dealer.

He understood and at this time is seeking no further assistance from ACS.

*** CASE MODIFY 5/1/2009 9:20:14 AM, ktillery

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/1/2009 9:20:46 AM, ktillery

Created in WIP Default with Due Date 5/1/2009 9:20:46 AM.

*** CASE MODIFY 5/1/2009 9:20:59 AM, ktillery

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q08

*** SUBCASE [REDACTED] CLOSE 5/1/2009 9:21:01 AM, ktillery

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/1/2009 9:21:01 AM, ktillery

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 10/8/2012 6:34:36 AM
Case Originator : Tiffany Moss (Team CK)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/8/2012 6:37:40 AM
Case Owner : Tiffany Moss (Team CK)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tiffany Moss (Team CK)	Point of Origin : Customer	Wipbin :	
Case Title : AIRBAG RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66563A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 138,797
 In Service Date : 05/30/2003
 Months In Use : 113
 Engine Number : J30A41085647
 Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
 Selling Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/8/2012 6:37:29 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 10/8/2012 6:37:40 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG RECALL INQUIRY

*** CASE CREATE 10/8/2012 6:34:36 AM, tmoss

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

*** NOTES 10/8/2012 6:37:06 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and stated that she was calling to verify if her vehicle is affected by an airbag recall, because her SRS light is on in the vehicle. I informed her that I verified that her vehicle did not have a recall on it, and it was not covered under warranty at this time. I informed her that she would have to pay for any repairs on the vehicle. I informed her of the S59 recall that is open on the vehicle, and that she will receive notification for instructions on that recall repair.

*** CASE MODIFY 10/8/2012 6:37:14 AM, tmoss

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/8/2012 6:37:29 AM, tmoss

Created in WIP Default with Due Date 10/8/2012 6:37:29 AM.

*** CASE MODIFY 10/8/2012 6:37:37 AM, tmoss

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/8/2012 6:37:40 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/8/2012 6:37:40 AM, tmoss

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/16/2013 6:59:42 AM
 Case Originator : Arlilu Padungyothee (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 4/16/2013 7:53:02 AM
 Case Owner : Arlilu Padungyothee (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlilu Padungyothee (Team CK) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIR BAG RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 120,000
 In Service Date : 09/29/2003
 Months In Use : 115
 Engine Number : K24A41072240
 Originating Dealer No. / Name : 207828 / INDY HONDA
 Selling Dealer No. / Name : 207828 / INDY HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/16/2013 7:52:17 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 4/16/2013 7:53:02 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIR BAG RECALL INQUIRY

*** CASE CREATE 4/16/2013 6:59:42 AM, apadungy

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

*** CASE MODIFY 4/16/2013 6:59:57 AM, apadungy

into WIP Default and Status of Solving.

*** CASE MODIFY 4/16/2013 7:50:38 AM, apadungy

into WIP Default and Status of Solving.

*** NOTES 4/16/2013 7:52:01 AM, apadungy, Action Type : Call from Customer

The owners wife called to know if there is a recall for the air bag as her light is on. I informed her there is currently no recall that applies but if it is to be extended to her vehicle AHM will notify her by mail and she may then take the vehicle into her honda dealer to have the recall done. I also informed her that there are many components that can trigger the light and she can have it diagnosed to identify the issue but at the time it will be at her expense.

*** SUBCASE [REDACTED] CREATE 4/16/2013 7:52:17 AM, apadungy

Created in WIP Default with Due Date 4/16/2013 7:52:17 AM.

*** CASE MODIFY 4/16/2013 7:52:24 AM, apadungy

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/16/2013 7:53:02 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/16/2013 7:53:02 AM, apadungy

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/25/2013 12:47:02 PM
 Case Originator : Erika Williams (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/25/2013 4:54:36 PM
 Case Owner : Erika Williams (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Erika Williams (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] DLR ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 57
 VIN Type / No. : US VIN / 1HGCM563X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 03/10/2003
 Months In Use : 120
 Engine Number : K24A41072980
 Originating Dealer No. / Name : 207545 / HUGGINS HONDA
 Selling Dealer No. / Name : 207545 / HUGGINS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208223 / FREEMAN HONDA
 Phone No. : 214-800-6500
 Address : 39680 LBJ FREEWAY
 City / State / Zip : DALLAS, TX 75237
 Svc District / Sls District : 03E / A03
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	HONDA - Subcase Close	Service - Dealer	No Code	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erika Williams	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/25/2013 4:53:52 PM
Issue Owner : Erika Williams	Type 2 : No Code	Queue :	Close Date : 3/25/2013 4:54:18 PM
Issue Title : [REDACTED] ONDA - SERVICE - DEALER - NO CODE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] DLR ASSISTANCE

*** CASE CREATE 3/25/2013 12:47:02 PM, ewillia1
Contact = [REDACTED] HONDA, Priority = N/A, Status = Solving.

*** CASE MODIFY 3/25/2013 12:47:50 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 12:47:56 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 12:48:26 PM, ewillia1
into WIP default and Status of Solving.

*** NOTES 3/25/2013 12:54:39 PM, ewillia1, Action Type : Call from Dealer
Lori called ACS requesting authorization to have a seat belt buckle ordered as the customers SRS light appeared on the dashboard. ACS explained that the SA Lori will need to contact he DPSM for further assistance. SA Lori understood and no further assistance is required at this time.

*** CASE MODIFY 3/25/2013 12:54:40 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 12:54:41 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 12:54:42 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 12:54:59 PM, ewillia1
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/25/2013 4:53:52 PM, ewillia1
Created in WIP Default with Due Date 3/25/2013 4:53:52 PM.

*** SUBCASE [REDACTED] CLOSE 3/25/2013 4:54:18 PM, ewillia1
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/25/2013 4:54:20 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 4:54:21 PM, ewillia1
into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2013 4:54:34 PM, ewillia1
into WIP default and Status of Solving.

*** CASE CLOSE 3/25/2013 4:54:36 PM, ewillia1
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/31/2011 2:37:27 PM
 Case Originator : Bridgette Samonte (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/31/2011 2:41:54 PM
 Case Owner : Bridgette Samonte (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2604
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : PEARLAND, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66813A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 160,000
 In Service Date : 06/18/2003
 Months In Use : 98
 Engine Number : J30A41087046
 Originating Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
 Selling Dealer No. / Name : 207892 / NORTH SHORE HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 8/31/2011 2:41:45 PM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 8/31/2011 2:41:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 8/31/2011 2:37:27 PM, bsamonte

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

*** NOTES 8/31/2011 2:41:23 PM, bsamonte, Action Type : Call from Customer

Contact Info Updated

phone [REDACTED]

Customer says the SRS light has been on for 2 years. Customer inquired if the vehicle had any remaining warranty. ACS advised no. ACS referred to owners.honda.com and to warranty book. Customer has no further questions.

*** SUBCASE [REDACTED] CREATE 8/31/2011 2:41:45 PM, bsamonte

Created in WIP Default with Due Date 8/31/2011 2:41:45 PM.

*** SUBCASE [REDACTED] CLOSE 8/31/2011 2:41:52 PM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/31/2011 2:41:54 PM, bsamonte

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/27/2012 3:52:23 PM
Case Originator : Erica Ashley (Team CK)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/27/2012 3:58:58 PM
Case Owner : Erica Ashley (Team CK)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Erica Ashley (Team CK)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1907
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ARLINGTON, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1907
VIN Type / No. : US VIN / 1HGCM66343A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 120,000
In Service Date : 04/08/2003
Months In Use : 111
Engine Number : J30A41087151
Originating Dealer No. / Name : 206662 / VANDERGRIF HONDA
Selling Dealer No. / Name : 206662 / VANDERGRIF HONDA
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/27/2012 3:54:56 PM
Issue Owner : Erica Ashley	Type 2 : Eligibility	Queue :	Close Date : 7/27/2012 3:58:58 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT

*** CASE CREATE 7/27/2012 3:52:23 PM, eashley

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

*** CASE MODIFY 7/27/2012 3:52:27 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2012 3:53:06 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2012 3:54:09 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2012 3:54:42 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/27/2012 3:54:56 PM, eashley

Created in WIP Default with Due Date 7/27/2012 3:54:56 PM.

*** NOTES 7/27/2012 3:57:32 PM, eashley, Action Type : Call from Customer

He called about an airbag light coming on and thought there was a recall for this. I told him that there was no recall or extended warranty for the airbag/srs for this vehicle. I told him that any diagnosis/repair will be at his expense.

His light was coming on and he asked if I knew the cost to repair it. I told him that he will need to check with his dealer. I told him that I was sorry about that. He had no other inquiries and I told him that I appreciate his call to AHM and thanked him for allowing me to assist him with his inquiry.

*** CASE MODIFY 7/27/2012 3:57:33 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2012 3:58:45 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/27/2012 3:58:58 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/27/2012 3:58:58 PM, eashley

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/22/2010 6:19:22 AM
 Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/22/2010 6:24:58 AM
 Case Owner : Cynthia Castanon (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Cynthia Castanon (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INDICATOR IS ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 54,500
 In Service Date : 04/07/2003
 Months In Use : 83
 Engine Number : J30A41088027
 Originating Dealer No. / Name : 208252 / BEACH HONDA
 Selling Dealer No. / Name : 208252 / BEACH HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 3/22/2010 6:20:13 AM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 3/22/2010 6:20:40 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Manual, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INDICATOR IS ON

*** CASE CREATE 3/22/2010 6:19:22 AM, ccastano

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

*** CASE EXTENDED WARRANTY LOOKUP 3/22/2010 6:19:29 AM, ccastano

WARRANTY CHECK 03/22/2010 06:19:29 AM ccastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/22/2010 6:19:34 AM, ccastano

CLAIM CHECK 03/22/2010 06:19:34 AM ccastano

The following Claim History information was found

0; 2008-10-28; 208455; 009671; 510; 7405A0 ; WIPER MOTOR - INSPECT. S/B# 08-043

*** CASE VSC LOOKUP 3/22/2010 6:19:37 AM, ccastano

VSC-CUC CHECK 03/22/2010 06:19:37 AM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/22/2010 6:19:47 AM, ccastano

CAMPAIGN CHECK 03/22/2010 06:19:47 AM ccastano

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/30/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 10/31/08; FX;

08

*** SUBCASE [REDACTED] CREATE 3/22/2010 6:20:13 AM, ccastano

Created in WIP Default with Due Date 3/22/2010 6:20:13 AM.

*** SUBCASE [REDACTED] CLOSE 3/22/2010 6:20:40 AM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/22/2010 6:24:44 AM, ccastano, Action Type : Call from Customer
customer contact information verified

[REDACTED] is calling on behalf of his grandmother. he indicated that the vehicle has had the airbag light on for a while. He would like to know if the vehicle has any recalls or SB's about the SRS. ACS informed the customer that there are no campaigns in the vehicle related to the SRS. The customer was advised to take the vehicle to the dealership for a diagnosis. the customer indicated that he would be contacting NHTSA. NO further assistance is needed.

*** CASE CLOSE 3/22/2010 6:24:58 AM, ccastano

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/11/2003 9:22:18 AM
 Case Originator : Caroline Chow (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 5/6/2003 2:17:31 PM
 Case Owner : Michelle Schwabe (Team HB) Method : Phone Queue : Days Open : 25
 Last Closed By : Michelle Schwabe (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SIDE AIR BAG LIGHT REPAIR/RENTAL ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 2,000
 In Service Date : 02/11/2003
 Months In Use : 2
 Engine Number : K24A41075217
 Originating Dealer No. / Name : 208226 / HONDA CITY
 Selling Dealer No. / Name : 208226 / HONDA CITY
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208226 / HONDA CITY
 Phone No. : 516-735-8900
 Address : 3859 HEMPSTEAD TURNPIK
 City / State / Zip : LEVITTOWN, NY 11756
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2003 9:32:16 AM
Issue Owner : Michelle Schwabe	Type 2 : Operation	Queue :	Close Date : 5/6/2003 2:17:28 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc Side SRS-Light 7513
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SIDE AIR BAG LIGHT REPAIR/RENTAL ASSISTANCE

*** CASE CREATE 4/11/2003 9:22:18 AM, cchow
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 4/11/2003 9:22:43 AM, cchow
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2003 9:23:31 AM, cchow
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2003 9:27:30 AM, cchow
into WIP default and Status of Solving.

*** NOTES 4/11/2003 9:29:37 AM, cchow, Action Type : Call from Customer

Customer's side air bag light is on and there is no one seated in that seat. Customer states that she has made an appointment for Monday 4/14/03 but informed that the vehicle will be kept at the dealership for half day or more without the provision of a rental/alternate vehicle. Customer is calling for rental assistance and hoping that it can be discussed sometime today before her appointment time on Monday. I advised that I would do my best to expedite a phone call.

Customer thanked and took down case number and advised that she will be at the number listed after 12:30 PST and reachable. Otherwise, if earlier than that, please leave a message. She greatly appreciates the efforts.

*** CASE MODIFY 4/11/2003 9:29:39 AM, cchow
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2003 9:29:42 AM, cchow
into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2003 9:29:42 AM, cchow
into WIP default and Status of Solving.

*** CASE DISPATCH 4/11/2003 9:29:45 AM, cchow
from WIP default to Queue Team D.

*** CASE ACCEPT 4/11/2003 9:32:08 AM, cchow
from Queue Team D to WIP default.

*** SUBCASE [REDACTED] CREATE 4/11/2003 9:32:16 AM, cchow
Created in WIP Default with Due Date 4/11/2003 9:32:16 AM.

*** CASE MODIFY 4/11/2003 9:32:36 AM, cchow
into WIP default and Status of Solving.

*** CASE ASSIGN 4/11/2003 9:32:38 AM, cchow
[REDACTED] to malbert, WIP

*** CASE RULE ACTION 4/11/2003 9:32:39 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 4/11/2003 9:32:45 AM, cchow
[REDACTED] to malbert, WIP

*** SUBCASE [REDACTED] RULE ACTION 4/11/2003 9:32:47 AM, sa

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SIDE AIR BAG LIGHT REPAIR/RENTAL ASSISTANCE

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/21/2003 7:35:49 AM, mschwabe, Action Type : Call to Customer

Called Customer @ Home#

I Left A "Detailed" Intro Message And Requested C/B

I Provided My Name/Telephone#/Extension#

*** NOTES 4/21/2003 7:44:34 AM, mschwabe, Action Type : Call to Dealer

Left VM Msg For Mark Schlobohm (Service Manager)

Requested C/B With Information As To Whether Or Not The Customer Kept Her Scheduled Appt
And The Vehicle Diagnosis

*** NOTES 4/21/2003 2:02:25 PM, mschwabe, Action Type : Call from Dealer

Mark Schlobohm (Service Manager)

Returned Call - He Left A VM Message

The Customer Did Not Keep Her Scheduled Appt For April

Her Last Visit Was Back In February

*** SUBCASE [REDACTED] CLOSE 5/6/2003 2:17:28 PM, mschwabe

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/6/2003 2:17:31 PM, mschwabe

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/22/2010 12:05:54
Case Originator : Eugene Lim (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/22/2010 12:20:47
Case Owner : Eugene Lim (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Eugene Lim (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT / SRS LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	() - [REDACTED]
Address :	[REDACTED]
City / State / Zip :	WEYMOUTH, MA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 37 H
VIN Type / No. :	US VIN / 1HGCM66583A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	80,537
In Service Date :	03/31/2003
Months In Use :	93
Engine Number :	J30A41088372
Originating Dealer No. / Name :	206749 / WEYMOUTH HONDA
Selling Dealer No. / Name :	206749 / WEYMOUTH HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206749 / WEYMOUTH HONDA
Phone No. :	781-337-7400
Address :	211 MAIN STREET
City / State / Zip :	WEYMOUTH, MA 02188
Svc District / Sls District :	09F / F09
Warranty Labor Rate / Date :	\$96.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 12/22/2010 12:19:57
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 12/22/2010 12:20:46
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rd Party, Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT / SRS LIGHT ON

*** CASE CREATE 12/22/2010 12:05:54 PM, elim

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

*** CASE MODIFY 12/22/2010 12:06:24 PM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 12/22/2010 12:09:39 PM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/22/2010 12:19:57 PM, elim

Created in WIP Default with Due Date 12/22/2010 12:19:57 PM.

*** NOTES 12/22/2010 12:20:28 PM, elim, Action Type : Call from Customer

Added customer information - Wife

Phone: [REDACTED]

Issue:

The customer took her vehicle to Weymouth Honda (206749) to address an SRS light and paid \$452.62 to replace the srs control unit. The customer feels that the warranty on the part should be longer as it is a safety device and would like to be reimbursed for repairs.

Summary:

The customer was denied reimbursement as she is outside the 3/36 warranty period by both time and mileage. The customer was informed that the seat belts have a limited life time warranty but that the SRS is limited to the 3/36 warranty period. The customer was informed that she can contact the NHTSA for further information on safety but in regards to her request for reimbursement, we would not be able to provide assistance. The customer stated she is not happy with the decision but has no further comments. EOM.

*** CASE MODIFY 12/22/2010 12:20:41 PM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/22/2010 12:20:46 PM, elim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/22/2010 12:20:47 PM, elim

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/14/2010 12:59:52 PM
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/21/2010 11:33:00 AM
Case Owner : Allan Perez (Team HF)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Allan Perez (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT IS ON/WARRANTY INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 149-
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HOWARD BEACH, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 149-
VIN Type / No. : US VIN / 1HGCM66513A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 49,000
In Service Date : 05/21/2003
Months In Use : 86
Engine Number : J30A41089601
Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name : 207455 / SOUTH SHORE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207858 / RAY PRICE HONDA
Phone No. : 570-476-5500
Address : 505 FAWN ROAD
City / State / Zip : E. STROUDSBURG, PA 18301
Svc District / Sls District : 05L / B05
Warranty Labor Rate / Date : \$92.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207455	SOUTH SHORE HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] -	Subcase Close	Warranty	Coverage	854	Seat belt, front

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2010 1:06:31 PM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 7/14/2010 1:06:55 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Warranty	Status : Subcase Close	Open Date : 7/21/2010 11:28:15 AM
Issue Owner : Allan Perez	Type 2 : Coverage	Queue :	Close Date : 7/21/2010 11:28:37 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
Condition Code Desc : Other 854X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON/WARRANTY INQUIRY

*** CASE CREATE 7/14/2010 12:59:52 PM, aperez1

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

*** CASE EXTENDED WARRANTY LOOKUP 7/14/2010 1:00:45 PM, aperez1

WARRANTY CHECK 07/14/2010 01:00:45 PM aperez1

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/14/2010 1:00:49 PM, aperez1

CLAIM CHECK 07/14/2010 01:00:49 PM aperez1

The following Claim History information was found

0; 2008-11-28; 207455; 509401; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 7/14/2010 1:00:55 PM, aperez1

CAMPAIGN CHECK 07/14/2010 01:00:55 PM aperez1

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/27/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 7/14/2010 1:00:57 PM, aperez1

VSC-CUC CHECK 07/14/2010 01:00:57 PM aperez1

No data found for VIN.

*** CASE MODIFY 7/14/2010 1:01:03 PM, aperez1

into WIP default and Status of Solving.

*** NOTES 7/14/2010 1:06:16 PM, aperez1, Action Type : Call from Customer

Verified customers contact info, best contact # [REDACTED]

Customer states that over the last couple of weeks the srs light has been coming on intermittently. Customer states that an IRF told him that the seat belt sensor is the problem. Customer would like to know if this repair will be covered under warranty.

ACS advised the customer that the seat belt limited warranty covers the function of the seat belt and not an electrical component. ACS advised the customer that he may want to take the vehicle to a Honda dealer for diagnosis.

Customer understood, call ended.

*** SUBCASE [REDACTED] CREATE 7/14/2010 1:06:31 PM, aperez1

Created in WIP Default with Due Date 7/14/2010 1:06:31 PM.

*** SUBCASE [REDACTED] CLOSE 7/14/2010 1:06:55 PM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/14/2010 1:06:58 PM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2010 1:07:07 PM, aperez1

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT IS ON/WARRANTY INQUIRY

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2010 1:07:08 PM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/14/2010 1:07:28 PM, aperez1

into WIP default and Status of Solving.

*** CASE CLOSE 7/14/2010 1:07:31 PM, aperez1

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

*** CASE REOPEN 7/21/2010 11:18:24 AM, aperez1

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/21/2010 11:18:50 AM, aperez1

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/21/2010 11:20:22 AM, aperez1

CAMPAIGN CHECK 07/21/2010 11:20:22 AM aperez1

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/27/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE MODIFY 7/21/2010 11:26:04 AM, aperez1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/21/2010 11:28:15 AM, aperez1

Created in WIP Default with Due Date 7/21/2010 11:28:15 AM.

*** SUBCASE [REDACTED] CLOSE 7/21/2010 11:28:37 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/21/2010 11:28:42 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2010 11:28:54 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2010 11:29:00 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2010 11:30:00 AM, aperez1

into WIP default and Status of Solving.

*** NOTES 7/21/2010 11:32:44 AM, aperez1, Action Type : Call from Customer

Verified customers contact info, best contact # [REDACTED]

Customer states he took the vehicle to RAY PRICE HONDA and spoke with SA DEAN STIMUS who told him that there is a \$90 diagnosis fee. Customer states that he was told last week when he called Honda that his vehicle was fully covered. Customer states that he did not pay the diagnosis fee and left.

Customer states that he is very upset about this.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON/WARRANTY INQUIRY

ACS advised the customer that he was not told that the vehicle is "fully covered". ACS advised the customer that the vehicle does have a lifetime limited seatbelt warranty but the dealer still has to diagnose the vehicle and they will ask him to pay a diagnosis fee if the repair is not covered under warranty. ACS advised the customer that AHM will not offer him any out of warranty assistance with this issue.

Customer understood, call ended.

*** CASE MODIFY 7/21/2010 11:32:53 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2010 11:32:54 AM, aperez1

into WIP default and Status of Solving.

*** CASE CLOSE 7/21/2010 11:33:00 AM, aperez1

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/25/2008 1:07:10 PM
 Case Originator : Candice Sherrard (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 4/25/2008 2:34:47 PM
 Case Owner : Candice Sherrard (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Candice Sherrard (Team HE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 430
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : ROCKAWAY PARK, NY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 430
 VIN Type / No. : US VIN / 1HGCM66543A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 45,000
 In Service Date : 03/29/2003
 Months In Use : 61
 Engine Number : J30A41090037
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Candice Sherrard	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2008 2:34:38 PM
Issue Owner : Candice Sherrard	Type 2 : Operation	Queue :	Close Date : 4/25/2008 2:34:45 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 4/25/2008 1:07:10 PM, csherrar

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

*** CASE CAMPAIGN LOOKUP 4/25/2008 1:08:15 PM, csherrar

CAMPAIGN CHECK 04/25/2008 01:08:15 PM csherrar

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 12/21/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 4/25/2008 1:08:17 PM, csherrar

VSC-CUC CHECK 04/25/2008 01:08:17 PM csherrar

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/25/2008 1:08:21 PM, csherrar

CLAIM HISTORY CHECK 04/25/2008 01:08:21 PM csherrar

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 4/25/2008 1:08:24 PM, csherrar

WARRANTY CHECK 04/25/2008 01:08:24 PM csherrar

No data found for VIN.

*** CASE MODIFY 4/25/2008 1:08:26 PM, csherrar

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2008 1:08:37 PM, csherrar

into WIP default and Status of Solving.

*** NOTES 4/25/2008 1:19:00 PM, csherrar, Action Type : Call from Customer

Customer verified contact information.

Customer states that his SRS light has illuminated and has not turned off and he wants to know what he should do because he feels that this is a safety issue.

ACS apologized and informed him that if he feels that this is a safety issue he would definitely want a professional to take a look at his vehicle and encouraged he visit a Honda dealership for better assistance at this cost if he is out of warranty.

ACS repeatedly asked if customer did not request for assistance and he thanked ACS and needed no further assistance a this time.

*** CASE MODIFY 4/25/2008 1:19:01 PM, csherrar

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2008 1:19:14 PM, csherrar

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/25/2008 2:34:38 PM, csherrar

Created in WIP Default with Due Date 4/25/2008 2:34:38 PM.

*** SUBCASE [REDACTED] CLOSE 4/25/2008 2:34:45 PM, csherrar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/25/2008 2:34:46 PM, csherrar

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CLOSE 4/25/2008 2:34:47 PM, csherrar

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/8/2012 2:51:12 PM
Case Originator : Erika Williams (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/8/2012 3:10:01 PM
Case Owner : Erika Williams (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Erika Williams (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG LIGHT /RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1009
VIN Type / No. : US VIN / 1HGCM56693A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 49,000
In Service Date : 03/14/2003
Months In Use : 115
Engine Number : K24A41077998
Originating Dealer No. / Name : 207260 / CLASSIC HONDA
Selling Dealer No. / Name : 207260 / CLASSIC HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208410 / COOKEVILLE HONDA
Phone No. : 931-528-6009
Address : 560 NEAL STREET
City / State / Zip : COOKEVILLE, TN 38501
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$85.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erika Williams	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/8/2012 3:02:25 PM
Issue Owner : Erika Williams	Type 2 : Eligibility	Queue :	Close Date : 10/8/2012 3:02:58 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Website
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT /RECALL INQUIRY

*** CASE CREATE 10/8/2012 2:51:12 PM, ewillia1

Contact = [REDACTED]

[REDACTED] 8/2012 2:52:49 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 10/8/2012 2:58:33 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 10/8/2012 2:58:33 PM, ewillia1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/8/2012 3:02:25 PM, ewillia1

Created in WIP Default with Due Date 10/8/2012 3:02:25 PM.

*** SUBCASE [REDACTED] CLOSE 10/8/2012 3:02:58 PM, ewillia1

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/8/2012 3:09:15 PM, ewillia1, Action Type : Call from Customer

I verified and updated the customer's contact information

The customer's contact number is [REDACTED]

The customer called ACS and stated that her SRS light is on. Customer explained that she took it to DLR - COOKEVILLE HONDA and was informed by SA that she would need to get her vehicle diagnosed to find out why her light is on. Customer explained that she assumed her airbags are covered under a lifetime warranty. ACS informed the customer that airbags are covered under 3 years or 36000 miles whichever one comes first. ACS also recommended customer to have the vehicle diagnosed as that is a safety issue that needs further assistance. Customer understood. Customer also inquired about recall information about her vehicle . ACS provided customer : www.owner.honda.com and transferred to Chino for further assistance. Customer thanked ACS

*** CASE MODIFY 10/8/2012 3:09:19 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 10/8/2012 3:09:25 PM, ewillia1

into WIP default and Status of Solving.

*** CASE CLOSE 10/8/2012 3:09:27 PM, ewillia1

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

*** CASE REOPEN 10/8/2012 3:09:42 PM, ewillia1

with Condition of Open and Status of Solving.

*** CASE CLOSE 10/8/2012 3:10:01 PM, ewillia1

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/16/2008 1:36:12 PM
 Case Originator : Kristin Tillery (Team HH) Sub Division : Satellite Center Status : Closed Close Date : 4/16/2008 1:45:48 PM
 Case Owner : Kristin Tillery (Team HH) Method : Phone Queue : Days Open : 0
 Last Closed By : Kristin Tillery (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1631
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MONROVIA, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1631
 VIN Type / No. : US VIN / 1HGCM66503A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 58,000
 In Service Date : 04/06/2003
 Months In Use : 60
 Engine Number : J30A41089585
 Originating Dealer No. / Name : 208321 / ROCK HONDA
 Selling Dealer No. / Name : 206888 / SIERRA HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206888 / SIERRA HONDA
 Phone No. : 626-359-8291
 Address : 1450 SO. SHAMROCK AVE.
 City / State / Zip : MONROVIA, CA 91016
 Svc District / Sls District : 01D / D01
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2008 1:42:25 PM
Issue Owner : Kristin Tillery	Type 2 : Operation	Queue :	Close Date : 4/16/2008 1:45:48 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ISSUE

*** CASE CREATE 4/16/2008 1:36:12 PM, ktillery

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

*** NOTES 4/16/2008 1:36:12 PM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address have been confirmed.

*** CASE MODIFY 4/16/2008 1:36:19 PM, ktillery

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2008 1:36:22 PM, ktillery

WARRANTY CHECK 04/16/2008 01:36:22 PM ktillery

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/16/2008 1:36:29 PM, ktillery

CLAIM CHECK 04/16/2008 01:36:29 PM ktillery

The following Claim History information was found

0; 2005-09-03; 206888; 370201; 510; 410103 ; FRONT BRAKE NOISE AND/OR JUDDER - REFINISH THE FRON TBRAKE DISCS, AND INSTALL THE NEW FRONT BRAKE PADS.

*** CASE CAMPAIGN LOOKUP 4/16/2008 1:36:32 PM, ktillery

CAMPAIGN CHECK 04/16/2008 01:36:32 PM ktillery

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/19/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** CASE CUC LOOKUP 4/16/2008 1:36:35 PM, ktillery

CUC CHECK 04/16/2008 01:36:35 PM ktillery

The following CUC information was found

;;0;0;0;::;0;;

*** CASE VSC LOOKUP 4/16/2008 1:36:35 PM, ktillery

VSC CHECK 04/16/2008 01:36:35 PM ktillery

The following VSC information was found

PRIMO;DEMONTANO;V001601285;A46;PREMIUM 4YR 60K \$50 DED;EXPIRED;;2003-04-06;2007-04-05;60000;43;206888;50.00

*** CASE MODIFY 4/16/2008 1:36:42 PM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2008 1:36:59 PM, ktillery

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 4/16/2008 1:41:29 PM, ktillery

VSC CHECK 04/16/2008 01:41:29 PM ktillery

The following VSC information was found

[REDACTED]

*** CASE CUC LOOKUP 4/16/2008 1:41:29 PM, ktillery

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/18/2010 6:50:37 AM
Case Originator : Marion Cooley (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/18/2010 6:57:43 AM
Case Owner : Marion Cooley (Team HG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marion Cooley (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - CAMPAIGN INFO		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 231
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CLIFFSIDE PK, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 80,000
In Service Date : 02/21/2003
Months In Use : 92
Engine Number : K24A41080341
Originating Dealer No. / Name : 206702 / HONDA OF TENAFLY
Selling Dealer No. / Name : 206702 / HONDA OF TENAFLY
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/18/2010 6:57:13 AM
Issue Owner : Marion Cooley	Type 2 : Eligibility	Queue :	Close Date : 10/18/2010 6:57:37 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CAMPAIGN INFO

*** CASE CREATE 10/18/2010 6:50:37 AM, mcooley

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

*** CASE VSC LOOKUP 10/18/2010 6:50:42 AM, mcooley

VSC-CUC CHECK 10/18/2010 06:50:42 AM mcooley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/18/2010 6:51:24 AM, mcooley

CAMPAIGN CHECK 10/18/2010 06:51:24 AM mcooley

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/09/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

0

*** CASE EXTENDED WARRANTY LOOKUP 10/18/2010 6:51:34 AM, mcooley

WARRANTY CHECK 10/18/2010 06:51:33 AM mcooley

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/18/2010 6:51:39 AM, mcooley

CLAIM CHECK 10/18/2010 06:51:39 AM mcooley

The following Claim History information was found

0; 2009-11-18; 208140; 993751; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL

A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 10/18/2010 6:52:48 AM, mcooley

CAMPAIGN CHECK 10/18/2010 06:52:48 AM mcooley

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/09/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

0

*** CASE MODIFY 10/18/2010 6:52:50 AM, mcooley

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

*** CASE MODIFY 10/18/2010 6:53:24 AM, mcooley

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

*** NOTES 10/18/2010 6:56:39 AM, mcooley, Action Type : Call from Customer

The customer called ACS, information was verified. the customer stated that she had noticed that there was an SRS light that is coming on periodically. She

had looked online and it does not show a recall for her vehicle for this item, however there was a recall for this item for other vehicles. I advised her that

at this time there is no recall for any air bag related item. I advised her that the information on the internet was correct. I suggested for her to check

on owner link monthly on whether or not there are any updates or campaigns available. The customer thanked for the information. I thanked her for contacting AHM.

*** SUBCASE [REDACTED] CREATE 10/18/2010 6:57:13 AM, mcooley

Created in WIP Default with Due Date 10/18/2010 6:57:13 AM.

*** SUBCASE [REDACTED] CLOSE 10/18/2010 6:57:37 AM, mcooley

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CAMPAIGN INFO

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/18/2010 6:57:39 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE CLOSE 10/18/2010 6:57:43 AM, mcooley

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

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/21/2011 8:19:22 AM
Case Originator :	Cristine Perez (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/21/2011 10:11:49 AM
Case Owner :	Katrina Vibar (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Katrina Vibar (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SEAT BOTTOM			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 620
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : COSHOCTON, OH ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM566X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 195,328
 In Service Date : 02/22/2003
 Months In Use : 98
 Engine Number : K24A41080963
 Originating Dealer No. / Name : 207210 / TANSKY HONDA
 Selling Dealer No. / Name : 207210 / TANSKY HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207210 / TANSKY HONDA
 Phone No. : 740-454-2512
 Address : 3240 N. MAPLE AVENUE
 City / State / Zip : ZANESVILLE, OH 43701
 Svc District / Sls District : 04J / F04
 Warranty Labor Rate / Date : \$86.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	859	Seat cushion, Lt
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2011 8:32:24 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/21/2011 8:34:29 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 859 / Seat cushion, Lt
Condition Code Desc : Any 8590
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 22 - Seats
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2011 8:34:52 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/21/2011 8:35:09 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SEAT BOTTOM

*** CASE CREATE 4/21/2011 8:19:22 AM, cperez

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

*** CASE MODIFY 4/21/2011 8:21:13 AM, cperez

into WIP default and Status of Solving.

*** SUBCASE N012011-04-2100228-1 CREATE 4/21/2011 8:32:24 AM, cperez

Created in WIP Default with Due Date 4/21/2011 8:32:24 AM.

*** NOTES 4/21/2011 8:34:10 AM, cperez, Action Type : Call from Customer

Verified Customer Information// Howard

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss seat bottom

Probing Questions:

[REDACTED] took the vehicle to TANSKY HONDA on 3/2/11 for diagnosis of his seat bottom and electrical issues (SRS Light). SA (no name) advised him that the seat bottom is defective and needs to be replaced and was quoted over \$400. Also after further inspection for the electrical issues he was advised that mice had chewed out the wires in the vehicle, and caused the sensor to trigger. He was advised the wires canto be repaired and need to be replaced and was quoted \$900 for the repairs. He feels that both these issues are defective and feels that AHM should assist him. He states that he just lost his job and recently has heart surgery, and is aware of the extensive mileage on the vehicle. He is also did have Honda care on the vehicle but is requesting AHM for assistance with the repairs.

AHMInbound Summary:

ACS documented his concern and informed him that at this time there are no pending recalls or warranty extension at this moment on his vehicle, and due to the age and mileage, he would be outside the manufacture warranty. ACS informed him that AHM is not in the position to assist at this time.

*** SUBCASE [REDACTED] CLOSE 4/21/2011 8:34:29 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 4/21/2011 8:34:52 AM, cperez

Created in WIP Default with Due Date 4/21/2011 8:34:52 AM.

*** SUBCASE [REDACTED] CLOSE 4/21/2011 8:35:09 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/21/2011 8:35:25 AM, cperez

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

*** CASE REOPEN 4/21/2011 10:08:11 AM, kvibar

with Condition of Open and Status of Solving.

*** NOTES 4/21/2011 10:11:29 AM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer stated that he is outside of the warranty and had an extended warranty but did not put any claim. The customer stated that it is an unusual issue

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SEAT BOTTOM

and he is inquiring for assistance. The customer stated that on the driver side seat, the bottom has a defective heated seat because it does not heat up. The customer stated that the repair would cost \$400 for the parts and labor. The customer stated that there is an electrical wiring issue. The customer stated that he had a mice go in the vehicle and bit off wires that leads to the airbags. The customer stated that the airbags will not work in the vehicle and it would cost \$900. The customer stated that the wiring would be insolated with the plastic. The customer stated that he has a work order from Tansky Honda and the SM is David.

ACS informed the customer that his concern will be documented. ACS informed the customer that he is beyond the warranty coverage and AHM will not be able to further assist him with this matter. ACS advised the customer to speak with the service manager for goodwill assistance. The customer understood and thanked ACS. No further assistance is needed.

*** CASE CLOSE 4/21/2011 10:11:49 AM, kvibar

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/13/2008 6:33:29 AM
 Case Originator : Mauro Razetto (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 11/13/2008 6:41:01 AM
 Case Owner : Mauro Razetto (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Mauro Razetto (Team CC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - TRANSMISSION WARRANTY EXTENSION / AIRBAG LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 250
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : HEALDSBURG, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 250
 VIN Type / No. : US VIN / 1HGCM66513A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 95,000
 In Service Date : 04/14/2003
 Months In Use : 67
 Engine Number : J30A41093104
 Originating Dealer No. / Name : 207760 / MENDO-LAKE HONDA
 Selling Dealer No. / Name : 206501 / MANLY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CAMPA	Subcase Close	Campaign	Eligibility	218	Automatic Trans
██████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS
██████████ / ██████████ - CAMPA	Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mauro Razetto	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/13/2008 6:38:29 AM
Issue Owner : Mauro Razetto	Type 2 : Eligibility	Queue :	Close Date : 11/13/2008 6:41:01 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc : Noise 2188
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mauro Razetto	Type 1 : Product	Status : Subcase Close	Open Date : 11/13/2008 6:39:58 AM
Issue Owner : Mauro Razetto	Type 2 : Operation	Queue :	Close Date : 11/13/2008 6:41:01 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mauro Razetto	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/13/2008 6:40:40 AM
Issue Owner : Mauro Razetto	Type 2 : Eligibility	Queue :	Close Date : 11/13/2008 6:41:01 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
Condition Code Desc : Motor 7401
Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TRANSMISSION WARRANTY EXTENSION / AIRBAG LIGHT

*** CASE CREATE 11/13/2008 6:33:29 AM, mrazetto

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

*** CASE MODIFY 11/13/2008 6:33:38 AM, mrazetto

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/13/2008 6:37:51 AM, mrazetto

CAMPAIGN CHECK 11/13/2008 06:37:51 AM mrazetto

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/04/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08

*** NOTES 11/13/2008 6:38:03 AM, mrazetto, Action Type : Call from Customer

The customer stated that she is having a whining noise coming from the transmission. She took it to her local mechanic and he advised her that it sounds like a transmission issue and he didnt want to touch the vehicle. She stated that this began sometime last year, about 6k miles ago. She stated that this occurs when she is accelerating or when she has her foot on the accelerator she can also hear it. She has not had the vehicle diagnosed by a Honda dealership.

She stated that she was online and she found out about a transmission warranty extension and she wanted to see if her vehicle was part of that. I informed her that her vehicle is not part of the transmission warranty extension. I let her know that her vehicle is still under the VSC and she should take it in for a diagnosis. The customer stated that she will contact her local dealership for assistance.

The customer stated that her airbag light comes on periodically and stays on, she states that it is intermittent. I advised her to bring that up to the dealership when she goes in for her visit.

The customer is aware of the wiper motor recall, she stated she will have that addressed.

The customers information was updated [REDACTED]

*** CASE MODIFY 11/13/2008 6:38:14 AM, mrazetto

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/13/2008 6:38:29 AM, mrazetto

Created in WIP Default with Due Date 11/13/2008 6:38:29 AM.

*** CASE MODIFY 11/13/2008 6:38:56 AM, mrazetto

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/13/2008 6:39:58 AM, mrazetto

Created in WIP Default with Due Date 11/13/2008 6:39:58 AM.

*** CASE CREATE 11/13/2008 6:40:40 AM, mrazetto

Number = [REDACTED] Created in WIP Default with due date 11/14/2008 06:40:40 AM..

*** SUBCASE [REDACTED] CREATE 11/13/2008 6:40:40 AM, mrazetto, Action Type :

Created in WIP Default with due date 11/14/2008 06:40:40 AM.

*** SUBCASE [REDACTED] MODIFY 11/13/2008 6:40:43 AM, mrazetto

Case History

Case ID : [REDACTED] **Case Title :** [REDACTED] - TRANSMISSION WARRANTY EXTENSION / AIRBAG LIGHT

into WIP Default and Status of Solving.

*** **SUBCASE** [REDACTED] **CLOSE 11/13/2008 6:41:01 AM, mrazetto**

Status = Solving, Resolution Code = Instruction Given

*** **SUBCASE** [REDACTED] **CLOSE 11/13/2008 6:41:01 AM, mrazetto**

Status = Solving, Resolution Code = Instruction Given

*** **SUBCASE** [REDACTED] **CLOSE 11/13/2008 6:41:01 AM, mrazetto**

Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE 11/13/2008 6:41:01 AM, mrazetto**

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/25/2012 4:54:06 PM
 Case Originator : Jennifer Pacheco (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 10/12/2012 7:49:20 AM
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 17
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Third Party Wipbin :
 Case Title : 6D - (HONDA OF DULLES) [REDACTED] SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LEESBURG, VA [REDACTED]
 E Mail : NONE
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66833A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 132,418
 In Service Date : 04/15/2003
 Months In Use : 113
 Engine Number : J30A41093284
 Originating Dealer No. / Name : 208032 / MT. KISCO HONDA
 Selling Dealer No. / Name : 208032 / MT. KISCO HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208341 / AUTONATION HONDA DULLES
 Phone No. : 703-444-2010
 Address : 21715 AUTO WORLD DRIVE
 City / State / Zip : STERLING, VA 20166
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$119.65 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 9/25/2012 5:06:06 PM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 9/25/2012 5:06:32 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 9/27/2012 5:58:20 AM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 10/12/2012 7:49:17 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Sent Letter , No Contact, Documented Concern, Provided
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 6D - (HONDA OF DULLES) - [REDACTED] SRS LIGHT CONCERN

*** CASE CREATE 9/25/2012 4:54:06 PM, jpacheco

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

*** CASE MODIFY 9/25/2012 4:54:27 PM, jpacheco

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2012 4:56:54 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 9/25/2012 5:05:39 PM, jpacheco, Action Type : Note-Third Party

ACS spoke to Zack Foster who was calling from an IRF.

He said that Mr [REDACTED] is their customer and first came to them with an SRS light. He referred him to HONDA OF DULLES as he has seen that a seat belt sensor is usually covered. He said that the engine mounts have failed also. He said that the dlrship is telling the owner that this used to be covered but isn't anymore.

ACS advised that the sensor is a 3/36 warranty which is not covered under the lifetime warranty. I advised that the owner would need to call us back and reference the case number so we can review with the owner if his concern can be reviewed further for assistance. He understood. Case closed.

*** CASE MODIFY 9/25/2012 5:05:45 PM, jpacheco

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/25/2012 5:06:06 PM, jpacheco

Created in WIP Default with Due Date 9/25/2012 5:06:06 PM.

*** SUBCASE [REDACTED] CLOSE 9/25/2012 5:06:32 PM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/25/2012 5:06:32 PM, jpacheco

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

*** CASE REOPEN 9/26/2012 2:38:43 PM, evides

with Condition of Open and Status of Solving.

*** NOTES 9/26/2012 2:56:28 PM, evides, Action Type : Call from Customer

Customer verified information

Best contact: [REDACTED]

Customer states that she went to Honda of Dulles where she was advised that the switch for the buckle needs to be replaced and was advised that they would not be able to replace it under the seatbelt limited warranty. Customer states that she was advised that it will be \$200 to have the switch replaced. Customer is upset and does not want to drive her vehicle because she is concern that the vehicle has a safety issue and does not feel safe buying another Honda vehicle in the future.

Appreciated customer for taking the time to call AHM. Advised customer that on page 31 of her warranty booklet it states that Honda will replaced or repair seatbelt components at its option. Advised customer that ACS will go ahead and dispatch case per satisfaction. Advised customer that AHM cannot guarantee any financial assistance. Advised customer that she will receive a call at the end of the next business day.

*** CASE MODIFY 9/26/2012 2:56:44 PM, evides

into WIP default and Status of Solving.

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED] Case Title : 6D - (HONDA OF DULLES) - [REDACTED] SRS LIGHT CONCERN

*** CASE DISPATCH 9/26/2012 2:57:13 PM, evides
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 9/27/2012 5:41:14 AM, wzitter
from Queue Honda Team F to WIP Default.

*** CASE MODIFY 9/27/2012 5:58:02 AM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] REATE 9/27/2012 5:58:20 AM, wzitter
Created in WIP Default with Due Date 9/27/2012 5:58:20 AM.

*** NOTES 9/27/2012 6:01:10 AM, wzitter, Action Type : Note-General
Service History

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER	DLRID	MAKE	MODEL			
125469277	965997698	.NULL.	.NULL.	IHGCM66833A [REDACTED]	06/06/2006	12:00:00
AM 110	39051	207734	HOND ACCORD			
261998144	969778229	[REDACTED]	[REDACTED]	IHGCM66833A [REDACTED]	11/15/2010	12:00:00
AM 122.3	107217	208341	HOND ACCORD			
126634972	969778229	[REDACTED]	[REDACTED]	IHGCM66833A [REDACTED]	07/05/2006	12:00:00
AM 111.5	39051	207734	HOND ACCORD			

*** CASE MODIFY 9/27/2012 6:01:22 AM, wzitter
into WIP Default and Status of Solving.

*** COMMIT 9/27/2012 6:01:26 AM, wzitter, Action Type :

Made to [REDACTED] due 09/28/2012 06:01:28 AM.

DCS Follow-Up

*** NOTES 9/27/2012 6:01:50 AM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/28/2012

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

SRS Light

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

- * Diagnostic (complaint - cause - correction)
- * Is the customer the original owner of the vehicle
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)
- * Is there any type of body damage and/or has the vehicle been involved in any collision

Case History

Case ID : [REDACTED]

Case Title : 6D - (HONDA OF DULLES) [REDACTED] - SRS LIGHT CONCERN

- * Any type of outside influence to cause the customer's concerns of the repairs
- * Is the DPSM involved?
- * Is TechLine Involved, if so TechLine Re #

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

Wayne Zitter
Automobile Customer Service
310-783-7723 Direct Line
310-783-7890 Direct Fax
Wayne_Zitter@ahm.honda.com

*** CASE MODIFY 9/27/2012 6:01:56 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 9/27/2012 6:02:06 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 9/27/2012 8:14:51 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 9/27/2012 8:18:33 AM, wzitter
into WIP Default and Status of Solving.

*** NOTES 9/27/2012 8:20:41 AM, wzitter, Action Type : Call to Customer

I spoke with the customer in regards to the concerns of the SRS light. Customer stated that she was not in a position to talk. Customer requested that the RCM callback in about 5 minutes. I explained to the customer that I would do my best. Customer then requested the number to ACS. I provided the information to the customer, and also provided the RCM's direct extension.

*** COMMIT 9/27/2012 8:20:49 AM, wzitter, Action Type : N/A

Follow-up w/ Customer w/ SRS Light

*** NOTES 9/27/2012 8:25:15 AM, wzitter, Action Type : Call to Customer

I spoke with the SM, Terry in regards to the concerns of the SRS Light. SM, Terry indicated that the SRS light is illuminated and that the sensor needs to be replaced. SM, Terry indicated that customer's first visit was at 107miles and they performed the recalls and recommended a lot of services and the customer declined them. I did advise the SM, Terry that I would further review this with the customer.

*** NOTES 9/27/2012 8:25:33 AM, wzitter, Action Type : Call to Dealer

Above should be Call to Dealer

*** CASE FULFILL 9/27/2012 8:25:40 AM, wzitter

Fulfilled for [REDACTED] on 09/28/2012 06:01:28 AM.

*** CASE MODIFY 9/27/2012 1:43:26 PM, wzitter
into WIP 06D - Tom Zuiderma and Status of Solving.

*** NOTES 9/27/2012 1:46:20 PM, wzitter, Action Type : Call to Customer

I returned the customer's voicemail message

I called the customer and left a voicemail message in regards to the concerns of the SRS light. I did welcome a callback to further review the concerns of

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED] Case Title : 6D - (HONDA OF DULLES) - [REDACTED] - SRS LIGHT CONCERN

the vehicle. I did advise the customer that should I not hear from them by 09/28/2012, I would try them again. I provided the ACS contact information. I did provide the customer with the RCM's direct extension of 117723 and the business hours.

*** CASE MODIFY 9/28/2012 8:00:51 AM, wzitter
into WIP 06D - Tom Zuiderma and Status of Solving.

*** NOTES 9/28/2012 12:29:49 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the SRS light. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/02/2012, I would try them again. I provided the ACS contact information. I did provide the customer with the RCM's direct extension of 117723 and the business hours.

*** CASE FULFILL 9/28/2012 12:30:01 PM, wzitter
Fulfilled for [REDACTED] due 09/28/2012 12:00:00 AM.

*** COMMIT 9/28/2012 12:30:03 PM, wzitter, Action Type : N/A

Follow-up w/ Customer w/ SRS Light

*** NOTES 10/2/2012 6:41:24 AM, wzitter, Action Type : Letter/Fax
October 2, 2012

[REDACTED]
Leesburg, VA, [REDACTED]

Re: VIN 1HGCM66833A [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2003 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117723, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Wayne Zitter
Automobile Customer Service
File No. N012012-09-2501632

*** CASE MODIFY 10/2/2012 6:44:23 AM, wzitter
into WIP 06D - Tom Zuiderma and Status of Solving.

*** CASE MODIFY 10/2/2012 6:44:34 AM, wzitter

Case History

Case ID : [REDACTED]

Case Title : 6D - (HONDA OF DULLES) [REDACTED] SRS LIGHT CONCERN

into WIP 06D - Tom Zuiderma and Status of Solving.

*** CASE MODIFY 10/2/2012 6:45:10 AM, wzitter

into WIP 06D - Tom Zuiderma and Status of Solving.

*** NOTES 10/2/2012 6:47:15 AM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the SRS light. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that since we have not heard back from them I would send them a courtesy contact letter. I provided the ACS contact information. I did provide the customer with the RCM's direct extension of 117723 and the business hours.

*** CASE FULFILL 10/2/2012 6:47:19 AM, wzitter

Fulfilled for [REDACTED] due 10/02/2012 12:00:00 AM.

*** COMMIT 10/2/2012 6:47:20 AM, wzitter, Action Type : N/A

Follow-up w/ Contact Letter and Close

*** CASE MODIFY 10/9/2012 10:58:39 AM, wzitter

into WIP 06D - Tom Zuiderma and Status of Solving.

*** NOTES 10/12/2012 7:48:57 AM, wzitter, Action Type : Note-General

ACS has not heard back from the customer. Should the customer call ACS back. Please re-open and documents and dispatch accordingly.

*** SUBCASE [REDACTED] CLOSE 10/12/2012 7:49:17 AM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/12/2012 7:49:18 AM, wzitter

into WIP 06D - Tom Zuiderma and Status of Solving.

*** CASE CLOSE 10/12/2012 7:49:20 AM, wzitter

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/5/2012 6:05:17 AM
 Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 3/5/2012 6:09:05 AM
 Case Owner : Crystal Vito (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS LIGHT ON/SAFETY RECALL CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4766
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () -
 Address : [REDACTED]
 City / State / Zip : LAKE ZURICH, IL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : UNKNOWN XXXX
 VIN Type / No. : US VIN / 1HGCM66523A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 80,000
 In Service Date : 05/09/2003
 Months In Use : 106
 Engine Number : J30A41092527
 Originating Dealer No. / Name : 206855 / MULLER HONDA
 Selling Dealer No. / Name : 207660 / JACOBS' TWIN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CAMPAI	Subcase Close	Campaign	Details	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/5/2012 6:07:33 AM
Issue Owner : Crystal Vito	Type 2 : Details	Queue :	Close Date : 3/5/2012 6:09:05 AM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON/SAFETY RECALL CONCERN

*** CASE CREATE 3/5/2012 6:05:17 AM, cvito

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

*** CASE MODIFY 3/5/2012 6:05:34 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 3/5/2012 6:07:06 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/5/2012 6:07:33 AM, cvito

Created in WIP Default with Due Date 3/5/2012 6:07:33 AM.

*** CASE MODIFY 3/5/2012 6:08:42 AM, cvito

into WIP default and Status of Solving.

*** NOTES 3/5/2012 6:08:57 AM, cvito, Action Type : Call from Customer

Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that he is calling to check to see if his vehicle is affected with the safety recall on the airbag.

Inbound Summary:

I verified AMH shows NO records of your vehicle being affected with any Safety Recalls, Products Updates or being offered any Warranty Extensions under your VIN#. I advised the customer to take there vehicle into the Honda dealership for a proper diagnosis regarding the SRS airbag light being on.

Customer requires no further assistance. Case solved.

I advised the customer that this is a One and Done case and provided the case number for there records. I advised the customer that there case will be closed and no one from ACS will be following up with them.

*** CASE MODIFY 3/5/2012 6:09:02 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/5/2012 6:09:05 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/5/2012 6:09:05 AM, cvito

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/14/2010 6:06:42 AM
 Case Originator : Mercedes Jackson (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/14/2010 8:01:45 AM
 Case Owner : Mercedes Jackson (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Mercedes Jackson (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG LIGHT IS ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 4123
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : KENNESAW, GA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 4123
 VIN Type / No. : US VIN / 1HGCM66533A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 132,000
 In Service Date : 04/08/2003
 Months In Use : 86
 Engine Number : J30A41093347
 Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOC
 Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208432 / HONDA CARLAND NORTH
 Phone No. : 770-382-2282
 Address : 595 EAST MAIN STREET
 City / State / Zip : CARTERSVILLE, GA 30121
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mercedes Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2010 6:19:11 AM
Issue Owner : Mercedes Jackson	Type 2 : Operation	Queue :	Close Date : 6/14/2010 8:01:44 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT IS ON

*** CASE CREATE 6/14/2010 6:06:42 AM, mjackso3

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

*** CASE EXTENDED WARRANTY LOOKUP 6/14/2010 6:07:19 AM, mjackso3

WARRANTY CHECK 06/14/2010 06:07:19 AM mjackso3

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/14/2010 6:07:24 AM, mjackso3

CLAIM CHECK 06/14/2010 06:07:24 AM mjackso3

The following Claim History information was found

0; 2008-07-23; 208432; 119850; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/14/2010 6:08:51 AM, mjackso3

CAMPAIGN CHECK 06/14/2010 06:08:51 AM mjackso3

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/30/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** CASE VSC LOOKUP 6/14/2010 6:08:53 AM, mjackso3

VSC-CUC CHECK 06/14/2010 06:08:53 AM mjackso3

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/14/2010 6:15:58 AM, mjackso3

CAMPAIGN CHECK 06/14/2010 06:15:58 AM mjackso3

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/30/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** NOTES 6/14/2010 6:18:37 AM, mjackso3, Action Type : Call from Customer

Verified the customer's contact information

Best phone number, [REDACTED]

Situation:

The customer's airbag sensor light is on in the vehicle.

The dealer advised the customer that he would have to pay \$525 to replace the airbag in his vehicle. The vehicle was taken to HONDA CARLAND NORTH on Friday.

Request:

The customer wants to know if there are any recalls on his vehicle in relation to airbags.

Inbound Summary:

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT IS ON

I advised the customer that his vehicle has not been affected by any recalls relating to airbags or airbag sensors. I explained to the customer that these recalls and campaigns are typically VIN specific. The customer then requested a TL.

*** SUBCASE [REDACTED] CREATE 6/14/2010 6:19:11 AM, mjackso3

Created in WIP Default with Due Date 6/14/2010 6:19:11 AM.

*** CASE MODIFY 6/14/2010 6:19:40 AM, mjackso3

into WIP default and Status of Solving.

*** NOTES 6/14/2010 6:21:00 AM, dharvil1, Action Type : Escalation

The customer was disappointed that ACS/AHM will not offer assistance for the required repairs due to the vehicle being outside warranty. along with not be affected by any campaign/recalls. The customer will consider contacting NHTSA to log their concern further. The customer did not have any other concerns and ended the call

*** SUBCASE [REDACTED] CLOSE 6/14/2010 8:01:44 AM, mjackso3

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/14/2010 8:01:45 AM, mjackso3

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/1/2013 1:08:36 PM
Case Originator : Kathryn Thomas (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/1/2013 2:28:22 PM
Case Owner : Sopana Sann (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sopana Sann (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1414
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : ANN ARBOR, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1414
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 120,000
In Service Date : 02/11/2003
Months In Use : 125
Engine Number : K24A41083986
Originating Dealer No. / Name : 208239 / VICTORY HONDA
Selling Dealer No. / Name : 208239 / VICTORY HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208595 / GERMAIN HONDA OF ANN ARBOR
Phone No. : 734-761-3200
Address : 2575 S. STATE ST.
City / State / Zip : ANN ARBOR, MI 48104
Svc District / Sls District : 04A / A04
Warranty Labor Rate / Date : \$105.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208239	VICTORY HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIGN -	Subcase Close	Campaign	No Code	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kathryn Thomas	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/1/2013 1:18:26 PM
Issue Owner : Kathryn Thomas	Type 2 : No Code	Queue :	Close Date : 7/1/2013 1:19:10 PM
Issue Title : [REDACTED] - CAMPAIGN - NO CODE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 7/1/2013 1:08:36 PM, kthomas

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

*** CASE MODIFY 7/1/2013 1:12:05 PM, kthomas

into WIP default and Status of Solving.

*** NOTES 7/1/2013 1:17:42 PM, kthomas, Action Type : Call from Customer

YAO, DONG

Customer provided address/phone/email

Best phone: [REDACTED]

Customer purchased the vehicle used from a non Honda dealer a few days ago at about 119900 miles. He states the SRS light is on and he heard of a recall and seeks to know if a recall is on the vehicle. He states the dealer is charging \$110.00 for diag and he does not want to pay the diag fee. He states the non Honda selling dealer did not provide any warranty for the vehicle and he purchased it "as is".

ACS advised him once he gets the VIN to call back or go to www.recalls.honda.com and also to have the dealer diag the vehicle. I advised him he will be billed until the dealer determines the concern and if no warranty or recalls then the customer will be charged for the repairs. I inquired if he had an insurance card or paperwork from the non selling dealer and he states no. No further action needed.

*** CASE MODIFY 7/1/2013 1:18:08 PM, kthomas

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/1/2013 1:18:26 PM, kthomas

Created in WIP Default with Due Date 7/1/2013 1:18:26 PM.

*** SUBCASE [REDACTED] CLOSE 7/1/2013 1:19:10 PM, kthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/1/2013 1:19:13 PM, kthomas

into WIP default and Status of Solving.

*** CASE CLOSE 7/1/2013 1:19:55 PM, kthomas

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

*** CASE REOPEN 7/1/2013 2:21:48 PM, ssann

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/1/2013 2:23:11 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2013 2:25:20 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2013 2:25:22 PM, ssann

into WIP default and Status of Solving.

*** NOTES 7/1/2013 2:28:19 PM, ssann, Action Type : Call from Customer

Customer provided case #.

Customer states that when he buckle his seat belt first before starting the vehicle, the airbag light doesn't stay on. Customer states that if he doesn't

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

if he doesn't buckle up first and start the vehicle, the airbag light doesn't turn off. Customer states that he understand there was a recall and wants to provide . Customer provided vin # 1HGCM56383A [REDACTED] and wants to know if there are any recalls. . Customer is concerns because the airbag might not deployed.

ACS stated that ACS understand his concerns and appreciate him calling AHM. ACS advised the customer that there are no airbag recalls on his vehicle. ACS advised customer of recalls.honda.com. ACS advised customer that given the age and mileage of vehicle, he would be responsible for repair cost. Customer states that the dealership wants to charge \$110. ACS advised that its a diagnose fee wanting to know what the cause of his SRS.

call end.

*** CASE CLOSE 7/1/2013 2:28:22 PM, ssann

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/1/2009 10:20:22 AM
Case Originator : Kelly Fuller (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/1/2009 10:22:56 AM
Case Owner : Kelly Fuller (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kelly Fuller (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 2478
VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 145,000
In Service Date : 02/19/2003
Months In Use : 80
Engine Number : K24A41083053
Originating Dealer No. / Name : 206824 / LEITH HONDA
Selling Dealer No. / Name : 206824 / LEITH HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/1/2009 10:21:21 AM
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 10/1/2009 10:22:56 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 10/1/2009 10:20:22 AM, kfuller

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

*** CASE EXTENDED WARRANTY LOOKUP 10/1/2009 10:20:24 AM, kfuller

WARRANTY CHECK 10/01/2009 10:20:24 AM kfuller

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/1/2009 10:20:26 AM, kfuller

CLAIM HISTORY CHECK 10/01/2009 10:20:26 AM kfuller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/1/2009 10:20:33 AM, kfuller

CAMPAIGN CHECK 10/01/2009 10:20:33 AM kfuller

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/15/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

0

*** CASE VSC LOOKUP 10/1/2009 10:20:34 AM, kfuller

VSC-CUC CHECK 10/01/2009 10:20:34 AM kfuller

No data found for VIN.

*** CASE MODIFY 10/1/2009 10:21:02 AM, kfuller

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/1/2009 10:21:21 AM, kfuller

Created in WIP Default with Due Date 10/1/2009 10:21:21 AM.

*** NOTES 10/1/2009 10:22:53 AM, kfuller, Action Type : Call from Customer

The customer called to check if there are any outstanding warranties or recalls for his vehicle. His SRS light is on. I verified contact information, and I checked CICS and informed the customer that there are currently no outstanding recalls or warranties on his vehicle at this time other than the wiper motor recall. The customer thanked me. I thanked the customer. The call ended. The call ended.

*** SUBCASE [REDACTED] CLOSE 10/1/2009 10:22:56 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/1/2009 10:22:56 AM, kfuller

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/6/2012 7:17:15 AM
Case Originator :	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/6/2012 7:19:42 AM
Case Owner :	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Point of Origin :	Customer	Wipbin :			
Case Title :	AIRBAG INFLATOR RECALL EXPANSION			No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM56633A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 116,000
 In Service Date : 02/15/2003
 Months In Use : 108
 Engine Number : K24A41083277
 Originating Dealer No. / Name : 208146 / SLOANE HONDA
 Selling Dealer No. / Name : 208146 / SLOANE HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Corporate	Media Exposure	752	SRS
	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Corporate	Status : Subcase Close	Open Date : 2/6/2012 7:19:24 AM
Issue Owner : Erica Leake	Type 2 : Media Exposure	Queue :	Close Date : 2/6/2012 7:19:42 AM
Issue Title : [REDACTED] CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Product	Status : Subcase Close	Open Date : 2/6/2012 7:19:36 AM
Issue Owner : Erica Leake	Type 2 : Operation	Queue :	Close Date : 2/6/2012 7:19:42 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG INFLATOR RECALL EXPANSION

*** CASE CREATE 2/6/2012 7:17:15 AM, eleake

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

*** CASE MODIFY 2/6/2012 7:17:17 AM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2012 7:17:25 AM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2012 7:17:41 AM, eleake

into WIP default and Status of Solving.

*** NOTES 2/6/2012 7:19:16 AM, eleake, Action Type : Call from Customer

Customer contact information verified/updated

Customer contact AHM stating he learned of an airbag recall from the media and would like to know if the recall applies to his vehicle because he is currently experiencing the same problem as listed in the recall. Customer states his SRS light goes on and off. I informed the customer Honda recalls are VIN specific and his vehicle was not affected by the airbag inflator recall. I suggested the customer have the vehicle inspected to determine why the light is on.

Customer understood and required no further assistance.

*** SUBCASE [REDACTED] CREATE 2/6/2012 7:19:24 AM, eleake

Created in WIP Default with Due Date 2/6/2012 7:19:24 AM.

*** SUBCASE [REDACTED] CREATE 2/6/2012 7:19:36 AM, eleake

Created in WIP Default with Due Date 2/6/2012 7:19:36 AM.

*** SUBCASE [REDACTED] CLOSE 2/6/2012 7:19:42 AM, eleake

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 2/6/2012 7:19:42 AM, eleake

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2012 7:19:42 AM, eleake

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/19/2010 3:19:27 PM
Case Originator : Justice Najee (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/19/2010 3:31:43 PM
Case Owner : Justice Najee (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Justice Najee (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 135
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BLOOMINGDALE, GA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 135
 VIN Type / No. : US VIN / 1HGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 136,000
 In Service Date : 03/24/2003
 Months In Use : 92
 Engine Number : K24A41083178
 Originating Dealer No. / Name : 207436 / STRAUB HONDA
 Selling Dealer No. / Name : 207436 / STRAUB HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2010 3:31:29 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 11/19/2010 3:31:42 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 11/19/2010 3:19:27 PM, jnajee

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

*** NOTES 11/19/2010 3:31:08 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that her srs light came on. Customer stated that her srs light only comes on when a passenger is sitting in the vehicle. Customer informed ACS that she was told that this is a common issue with this year and model.

ACS informed customer that there are no service bulletins or recalls regarding this issue. ACS informed customer that she will have to contact a dealership to receive a diagnostic. ACS informed customer that ACS is not sure of the price, because prices vary from different dealerships. Customer stated that she will call back and disconnected.

*** SUBCASE [REDACTED] CREATE 11/19/2010 3:31:29 PM, jnajee

Created in WIP Default with Due Date 11/19/2010 3:31:29 PM.

*** SUBCASE [REDACTED] CLOSE 11/19/2010 3:31:42 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/19/2010 3:31:43 PM, jnajee

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/5/2013 6:30:11 AM
Case Originator : Gloria Rijos (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/5/2013 6:34:40 AM
Case Owner : Gloria Rijos (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gloria Rijos (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 118,309
In Service Date : 03/31/2003
Months In Use : 124
Engine Number : K24A41084542
Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name : 207455 / SOUTH SHORE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gloria Rijos	Type 1 : Product	Status : Subcase Close	Open Date : 7/5/2013 6:32:37 AM
Issue Owner : Gloria Rijos	Type 2 : Operation	Queue :	Close Date : 7/5/2013 6:34:38 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN

*** CASE CREATE 7/5/2013 6:30:11 AM, grijos

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

*** CASE MODIFY 7/5/2013 6:32:08 AM, grijos

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/5/2013 6:32:37 AM, grijos

Created in WIP Default with Due Date 7/5/2013 6:32:37 AM.

*** CASE MODIFY 7/5/2013 6:32:56 AM, grijos

into WIP default and Status of Solving.

*** NOTES 7/5/2013 6:34:34 AM, grijos, Action Type : Call from Customer

AL FERRY updated contact info no changes needed.

Customer stated the SRS warning light is on. He stated there is a open resistance in the left seat tensioner. Hes inquiring if there is a recall for the SRS. ACS referred web site www.recalls.honda.com . ACS informed customer there are no recalls at this time. Customer thanked me and required no further assistance.

*** SUBCASE [REDACTED] CLOSE 7/5/2013 6:34:38 AM, grijos

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2013 6:34:40 AM, grijos

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 1/16/2012 9:52:34 AM
Case Originator : Daniel Wentz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/16/2012 10:05:50 AM
Case Owner : Daniel Wentz (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Daniel Wentz (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 9819
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : FAIRFAX, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66863A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 90,000
In Service Date : 04/25/2003
Months In Use : 105
Engine Number : J30A41094645
Originating Dealer No. / Name : 208213 / JIM COLEMAN HONDA
Selling Dealer No. / Name : 206611 / BILL PAGE HONDA
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206611 / BILL PAGE HONDA
Phone No. : 703-533-9700
Address : 6715 ARLINGTON BLVD.
City / State / Zip : FALLS CHURCH, VA 22042
Svc District / Sls District : 06C / A06
Warranty Labor Rate / Date : \$109.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- PRO Subcase Close	Product	Operation	752	SRS
[REDACTED]	- PRO Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Product	Status : Subcase Close	Open Date : 1/16/2012 9:59:19 AM
Issue Owner : Daniel Wentz	Type 2 : Operation	Queue :	Close Date : 1/16/2012 10:05:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniel Wentz	Type 1 : Product	Status : Subcase Close	Open Date : 1/16/2012 10:04:35 AM
Issue Owner : Daniel Wentz	Type 2 : Operation	Queue :	Close Date : 1/16/2012 10:05:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc : Internal Fail 2182
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN

*** CASE CREATE 1/16/2012 9:52:34 AM, dwentz01

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

*** CASE MODIFY 1/16/2012 9:55:52 AM, dwentz01

into WIP default and Status of Solving.

*** NOTES 1/16/2012 9:58:57 AM, dwentz01, Action Type : Call from Customer

Updated custoemr information

best contact phone number is: [REDACTED]

Customer contacted ACS to state that the vehicle's SRS warning light is on, but has not had the vehicle diagnosed at the delaership yet. Customer stated that he has been dealing with Bill Page Honda currently on an issue with his transmission, which the customer stated that he saw online that it is a very common issue with his year/model vehicle. Customer would like to know if the SRS was covered under any type of warranty.

ACS empathzied with the customer, and advised that there are currently no campaigns, and his vehicle does not have any warranty on other components except for mechanical failures on the seat belt buckle that may cause the SRS light to come on, however warranty repairs can only be verified at a Honda dealership, therefore advised him to contact Bill Page Honda for further assistance. Customer was advised that a DCS would be sent.

Customer thanked ACs and required no further assistance at this time.

*** SUBCASE [REDACTED] CREATE 1/16/2012 9:59:19 AM, dwentz01

Created in WIP Default with Due Date 1/16/2012 9:59:19 AM.

*** SUBCASE [REDACTED] CREATE 1/16/2012 10:04:35 AM, dwentz01

Created in WIP Default with Due Date 1/16/2012 10:04:35 AM.

*** SUBCASE [REDACTED] CLOSE 1/16/2012 10:05:50 AM, dwentz01

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 1/16/2012 10:05:50 AM, dwentz01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/16/2012 10:05:50 AM, dwentz01

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/11/2013 4:25:30 PM
Case Originator : Jean Dirks (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/11/2013 5:00:43 PM
Case Owner : Jean Dirks (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Jean Dirks (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - RECALL INQUIRY/SRS			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 7918
 Dealer No. :
 Site Phone No. : ██████████ 2
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : ALEXANDRIA, VA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7918
 VIN Type / No. : US VIN / 1HGCM56333A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 69,000
 In Service Date : 02/25/2003
 Months In Use : 122
 Engine Number : K24A41085409
 Originating Dealer No. / Name : 207400 / BROWNS ARLINGTON HONDA/AM
 Selling Dealer No. / Name : 207400 / BROWNS ARLINGTON HONDA/AMA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Corporate	Media Exposure		
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jean Dirks	Type 1 : Corporate	Status : Subcase Close	Open Date : 4/11/2013 4:59:58 PM
Issue Owner : Jean Dirks	Type 2 : Media Exposure	Queue :	Close Date : 4/11/2013 5:00:43 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jean Dirks	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2013 5:00:32 PM
Issue Owner : Jean Dirks	Type 2 : Operation	Queue :	Close Date : 4/11/2013 5:00:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY/SRS

*** CASE CREATE 4/11/2013 4:25:30 PM, jdirks

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

*** CASE MODIFY 4/11/2013 4:27:02 PM, jdirks

into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2013 4:28:40 PM, jdirks

into WIP default and Status of Solving.

*** NOTES 4/11/2013 4:54:59 PM, jdirks, Action Type : Call from Customer

Contact information has been verified; customer wanted to know if the vehicle applies to the recently announced recall about the passenger airbag inflator and wanted to know if the vehicle applies to the recall. I checked the system and did not locate any recalls; I informed the customer there are no recalls on the vehicle.

Customer is concerned because the SRS indicator being on. I apologized and stated I empathized with her concern about the SRS indicator. I explained the SRS indicator could be faulty for a number of reasons, such as the OPDS unit or the sensor in the seat belt buckle. I informed the customer that she can have the SRS diagnosed but it would be at her cost. I also explained the recall background on the passenger airbag inflator recall recently announced. I stated she can go to any Honda dealership for the diagnosis. The customer understood and no other assistance was needed. I thanked the customer for calling AHM and call ended.

*** SUBCASE [REDACTED] CREATE 4/11/2013 4:59:58 PM, jdirks

Created in WIP Default with Due Date 4/11/2013 4:59:58 PM.

*** CASE MODIFY 4/11/2013 5:00:05 PM, jdirks

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/11/2013 5:00:32 PM, jdirks

Created in WIP Default with Due Date 4/11/2013 5:00:32 PM.

*** CASE MODIFY 4/11/2013 5:00:41 PM, jdirks

into WIP default and Status of Solving.

*** CASE CLOSE 4/11/2013 5:00:43 PM, jdirks

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

*** SUBCASE [REDACTED] CLOSE 4/11/2013 5:00:43 PM, jdirks

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 4/11/2013 5:00:43 PM, jdirks

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/10/2011 9:24:52 AM
 Case Originator : Bridgette Samonte (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/10/2011 9:40:23 AM
 Case Owner : Bridgette Samonte (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - PASSENGER AIR BAG LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ PO B
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MAGGIE VALLEY, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 1HGCM66813A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 120,092
 In Service Date : 08/31/2003
 Months In Use : 91
 Engine Number : J30A41095857
 Originating Dealer No. / Name : 206717 / CROWN HONDA
 Selling Dealer No. / Name : 206717 / CROWN HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 3/10/2011 9:39:36 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 3/10/2011 9:40:11 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - PASSENGER AIR BAG LIGHT ON

*** CASE CREATE 3/10/2011 9:24:52 AM, bsamonte

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

*** CASE MODIFY 3/10/2011 9:27:35 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 3/10/2011 9:39:04 AM, bsamonte, Action Type : Call from Customer

Info verified/phone [REDACTED]

Customer says the passenger air bag light is on. Customer inquired what kind of diagnosis would be performed at the dealer. ACS advised it would be best to speak to the dealer about their procedure. Customer also inquired where to locate fuses. ACS referred to Honda web and to owners manual page 354. Customer requires no further assistance.

*** SUBCASE [REDACTED] CREATE 3/10/2011 9:39:36 AM, bsamonte

Created in WIP Default with Due Date 3/10/2011 9:39:36 AM.

*** SUBCASE [REDACTED] CLOSE 3/10/2011 9:40:11 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/10/2011 9:40:23 AM, bsamonte

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/27/2012 12:21:40 PM
Case Originator : Jean Dirks (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/27/2012 1:44:24 PM
Case Owner : Jean Dirks (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jean Dirks (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : SRS INDICATOR		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM665X3A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 95,000
 In Service Date : 08/29/2003
 Months In Use : 107
 Engine Number : J30A41096087
 Originating Dealer No. / Name : 208128 / MILLER HONDA
 Selling Dealer No. / Name : 208128 / MILLER HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jean Dirks	Type 1 : Product	Status : Subcase Close	Open Date : 7/27/2012 1:44:02 PM
Issue Owner : Jean Dirks	Type 2 : Operation	Queue :	Close Date : 7/27/2012 1:44:24 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INDICATOR

*** CASE CREATE 7/27/2012 12:21:40 PM, jdirks

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

*** CASE MODIFY 7/27/2012 1:32:17 PM, jdirks

into WIP default and Status of Solving.

*** NOTES 7/27/2012 1:43:30 PM, jdirks, Action Type : Call from Customer

I have updated the contact information.

The customer is calling in regards to the SRS indicator in the vehicle. He states that the SRS indicator would sometime come on and then would turn off, more than anything the indicator stays on. He had spoken to an SA from a Honda dealership and was told it would involve the side airbag.

I apologized to the customer that he is having an issue with the SRS indicator and I explained that the SRS indicator could indicate several issues. I provided information that it could involve the OPDS sensor, seat belt tensioner or the OPDS circuit board. I continued to explain it would be better to have the vehicle diagnosed at a Honda dealership. I stated that there are no recalls and the diagnostic fee and repair will be at his cost.

The customer understood and no further assistance was needed. I thanked the customer for calling AHM and call ended.

*** SUBCASE [REDACTED] CREATE 7/27/2012 1:44:02 PM, jdirks

Created in WIP Default with Due Date 7/27/2012 1:44:02 PM.

*** CASE MODIFY 7/27/2012 1:44:22 PM, jdirks

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/27/2012 1:44:24 PM, jdirks

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/27/2012 1:44:24 PM, jdirks

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/1/2012 9:34:36 AM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/1/2012 9:41:13 AM
 Case Owner : John Starling (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : John Starling (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - COMPLAINT/SRS/WARN LIGHT ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 2359
 VIN Type / No. : US VIN / 1HGCM56643A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 117,000
 In Service Date : 04/07/2003
 Months In Use : 106
 Engine Number : K24A41085034
 Originating Dealer No. / Name : 208066 / COAST HONDA
 Selling Dealer No. / Name : 208066 / COAST HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2012 9:36:22 AM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 2/1/2012 9:41:13 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT/SRS/WARN LIGHT ON

*** CASE CREATE 2/1/2012 9:34:36 AM, jstarlin

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

*** CASE MODIFY 2/1/2012 9:34:43 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2012 9:35:27 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2012 9:35:41 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2012 9:35:56 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2012 9:36:10 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/1/2012 9:36:22 AM, jstarlin

Created in WIP Default with Due Date 2/1/2012 9:36:22 AM.

*** CASE MODIFY 2/1/2012 9:36:49 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2012 9:36:56 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 2/1/2012 9:41:07 AM, jstarlin, Action Type : Call from Customer

Best Contact: [REDACTED]

The customer states that his SRS warn light is on. ACS informed the customer that there are two open recalls on the vehicle, but neither are in reference to the SRS light being on. ACS recommended the customer visit a Honda DLR for these two recalls. Case closed

*** CASE MODIFY 2/1/2012 9:41:11 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/1/2012 9:41:13 AM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2012 9:41:13 AM, jstarlin

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 1/10/2005 1:14:07 PM
Case Originator : Nika Trantham (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 1/12/2005 8:06:25 AM
Case Owner : Don Pippin (Team HD)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Don Pippin (Team HD)	Point of Origin : Dealer	Wipbin :	
Case Title : 7P [REDACTED] - SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 4750
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WESTON, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66303A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 45,393
In Service Date : 05/05/2003
Months In Use : 20
Engine Number : J30A41096692
Originating Dealer No. / Name : 207814 / AUTONATION HONDA MIAMI LAKE
Selling Dealer No. / Name : 207814 / AUTONATION HONDA MIAMI LAKES
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208299 / RICK CASE HONDA
Phone No. : 954-364-3000
Address : 15700RICKCASE HONDA WY
City / State / Zip : DAVIE, FL 33331
Svc District / Sls District : 07M / C07
Warranty Labor Rate / Date : \$113.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Product	Status : Subcase Close	Open Date : 1/10/2005 2:05:12 PM
Issue Owner : Nika Trantham	Type 2 : Operation	Queue :	Close Date : 1/10/2005 2:05:38 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Don Pippin	Type 1 : Product	Status : Subcase Close	Open Date : 1/11/2005 12:05:14 PM
Issue Owner : Don Pippin	Type 2 : Operation	Queue :	Close Date : 1/12/2005 8:06:23 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 7P [REDACTED] - SRS LIGHT

*** CASE CREATE 1/10/2005 1:14:07 PM, ntrantha

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

*** CASE MODIFY 1/10/2005 1:24:22 PM, ntrantha

into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2005 1:30:40 PM, ntrantha

into WIP default and Status of Solving.

*** NOTES 1/10/2005 2:04:36 PM, ntrantha, Action Type : Call from Dealer

Amy Dolihite, a service advisor at Rick Case Honda called regarding Mr. Jim Sussman's vehicle.

She stated that the customer was in the dealership in August because his SRS light was coming on intermittently. She stated that at that time there was no code being stored and nothing was found to be wrong with the vehicle. The mileage on the vehicle was 35,590 miles. Ms. Dolihite stated that the customer had his 30K service performed at that time.

The service advisor stated that the customer has returned with the vehicle 45,393 miles and is stating that his SRS light is on continuously. The SA stated that the vehicle is storing an SRS code of 53-31. The customer is stating that he wants the repair covered under warranty since it should have been fixed the first time he brought it in.

Ms. Dolihite stated that she spoke with her Service Director, Richard Gonzalez and he advised her to contact us regarding goodwill.

Per supv. W. Nazareth, I advised her that her SM could contact his Honda service rep. To request goodwill on the customer's behalf or she could have the customer call AHM himself to request assistance.

I advised her that the information she provided would be documented.

No further assistance was required. At this time I am closing the case.

*** CASE CAMPAIGN LOOKUP 1/10/2005 2:04:42 PM, ntrantha

CAMPAIGN CHECK 01/10/2005 02:04:42 PM ntrantha

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; ;

*** SUBCASE [REDACTED] CREATE 1/10/2005 2:05:12 PM, ntrantha

Created in WIP Default with Due Date 1/10/2005 2:05:12 PM.

*** CASE MODIFY 1/10/2005 2:05:19 PM, ntrantha

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/10/2005 2:05:38 PM, ntrantha

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/10/2005 2:05:39 PM, ntrantha

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

*** CASE REOPEN 1/11/2005 11:26:21 AM, echeng

with Condition of Open and Status of Solving.

*** NOTES 1/11/2005 11:34:03 AM, echeng, Action Type : Call from Customer

The customer is calling to request for good will. The customer states that he had own 2 Acura and 1 Honda, Wife has 1 Honda, Son Has 1 Acura, and Son in Law also have a Acura and will be buying another one soon. I then advised the customer that a CM will call him back between 1 to 2 working days regard this case. The customer is satisfied with the call.

Case History

Case ID : [REDACTED]

Case Title : 7P [REDACTED] - SRS LIGHT

*** CASE MODIFY 1/11/2005 11:36:18 AM, echeng
into WIP default and Status of Solving.

*** CASE MODIFY 1/11/2005 11:36:49 AM, echeng
into WIP default and Status of Solving.

*** CASE DISPATCH 1/11/2005 11:37:02 AM, echeng
from WIP default to Queue Team F.

*** CASE ACCEPT 1/11/2005 12:01:59 PM, dpippin
from Queue Team F to WIP 1-default.

*** SUBCASE [REDACTED] CREATE 1/11/2005 12:05:14 PM, dpippin
Created in WIP Default with Due Date 1/11/2005 12:05:14 PM.

*** COMMIT 1/11/2005 12:06:19 PM, dpippin, Action Type :

Made to [REDACTED] due 01/14/2005 12:06:22 PM.

DCS Follow-Up

*** NOTES 1/11/2005 12:10:14 PM, dpippin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/14/2005

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

Customer seeking assistance with SRS light.

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

Please call regarding complaint.

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

Don Pippin
Automobile Customer Service
800.999.1009 ext. 118037

*** NOTES 1/11/2005 12:12:09 PM, dpippin, Action Type : Call from Dealer

Dealer called about another customer. Spoke to him about this. Advised that AHM will cover 100% and provided my auth number (confirmed story above).

*** CASE MODIFY 1/11/2005 12:12:29 PM, dpippin
into WIP 1-default and Status of Solving.

*** CASE FULFILL 1/11/2005 12:12:33 PM, dpippin
Fulfilled for [REDACTED] due 01/14/2005 12:06:22 PM.

*** COMMIT 1/11/2005 12:12:35 PM, dpippin, Action Type : N/A

Call Airbag Customer

*** CASE MODIFY 1/11/2005 12:12:47 PM, dpippin

Case History

Case ID : [REDACTED] Case Title : 7F [REDACTED] - SRS LIGHT

into WIP 1-default and Status of Solving.

*** NOTES 1/12/2005 8:06:09 AM, dpippin, Action Type : Call to Customer

Customer states he was provided the offer but he is not having the repair done until Mid February. I provided my extension if he had any further questions and thanked him for contacting us.

*** SUBCASE [REDACTED] CLOSE 1/12/2005 8:06:23 AM, dpippin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/12/2005 8:06:25 AM, dpippin

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

*** NOTES 2/2/2005 11:27:49 AM, dpippin, Action Type : Inbound DCS

GOODWILL AUTHORIZED REPAIR PER DON PIPPIN

*** COMMIT 2/2/2005 11:27:49 AM, dpippin, Action Type : External Commitment

Inbound DCS received from Dealer # 208299

*** CASE FULFILL 2/3/2005 7:22:22 AM, dpippin

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

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/10/2010 11:26:34 AM
Case Originator :	Waderia Lambert (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/10/2010 11:32:06 AM
Case Owner :	Waderia Lambert (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Waderia Lambert (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 4426
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : FORT MOHAVE, AZ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 4426
 VIN Type / No. : US VIN / 1HGCM66833A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 70,000
 In Service Date : 05/13/2003
 Months In Use : 84
 Engine Number : J30A41096739
 Originating Dealer No. / Name : 208217 / HONDA WEST
 Selling Dealer No. / Name : 208217 / HONDA WEST
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2010 11:31:36 AM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 5/10/2010 11:32:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 5/10/2010 11:26:34 AM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 5/10/2010 11:26:36 AM, wlambert

WARRANTY CHECK 05/10/2010 11:26:36 AM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/10/2010 11:26:39 AM, wlambert

CLAIM CHECK 05/10/2010 11:26:39 AM wlambert

The following Claim History information was found

0; 2007-09-29; 208218; 122850; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MIL

*** CASE CAMPAIGN LOOKUP 5/10/2010 11:26:44 AM, wlambert

CAMPAIGN CHECK 05/10/2010 11:26:44 AM wlambert

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/29/07; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-

*** CASE CUC LOOKUP 5/10/2010 11:26:47 AM, wlambert

CUC CHECK 05/10/2010 11:26:47 AM wlambert

The following CUC information was found

;;;0;0;0;,,,,;0;;

*** CASE VSC LOOKUP 5/10/2010 11:26:47 AM, wlambert

VSC CHECK 05/10/2010 11:26:47 AM wlambert

The following VSC information was found

MICHAEL;TANZ;V002113957;A70;(NEW) PREMIUM 7YR 100K \$50 DED;CANCELLED;2005-02-21;2004-10-08;2010-05-12;100000;1
8412;251155;50.00

*** CASE MODIFY 5/10/2010 11:26:49 AM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2010 11:30:04 AM, wlambert

into WIP default and Status of Solving.

*** NOTES 5/10/2010 11:31:19 AM, wlambert, Action Type : Call from Customer

The customer called to report the sensor light is on. The customer wanted to know if there is a recall for the airbag. The customer's contact information was verified.

The customer was advised the vehicle does not have any recall airbag. The customer was aware of the wiper motor recall. The customer wanted to know how AHM determines if the vehicle needs a recall. The customer was advised that recalls can be determined from the dealership service report. The customer was asked if he needed additional assistance and the customer declined.

*** SUBCASE [REDACTED] CREATE 5/10/2010 11:31:36 AM, wlambert

Created in WIP Default with Due Date 5/10/2010 11:31:36 AM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE MODIFY 5/10/2010 11:32:03 AM, wlambert
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/10/2010 11:32:06 AM, wlambert
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2010 11:32:06 AM, wlambert
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/25/2013 11:40:30 AM
Case Originator : Emma Vides (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/25/2013 11:52:33 AM
Case Owner : Emma Vides (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Emma Vides (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT/SEATBELT BUCKLE	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 543
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : STUART, FL [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56613A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 101,000
In Service Date : 04/02/2003
Months In Use : 120
Engine Number : K24A41086506
Originating Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
Selling Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2013 11:52:08 AM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 4/25/2013 11:52:33 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT/SEATBELT BUCKLE

*** CASE CREATE 4/25/2013 11:40:30 AM, evides

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

*** CASE MODIFY 4/25/2013 11:40:30 AM, evides

into WIP default and Status of Solving.

*** NOTES 4/25/2013 11:50:59 AM, evides, Action Type : Call from Customer

Customer provided information

Customer states that his company owns the vehicle (company name: Dream Car). Customer states that he took his vehicle to his IRF for the SRS light and was advised that it is the passenger buckle and to go to a Honda dealership since there is a recall.

Appreciated customer for taking the time to call AHM. ACS advised customer that there is no recall for the SRS or passenger buckle. ACS also advised customer that he has a recall for the ignition switch and should go to a Honda dealership to have it addressed. ACS advised customer that he is welcome to go to a Honda dealership to have a diagnosis done and the dealership will be able to determine if it is the buckle. ACS advised customer that he does have a seatbelt warranty for the life of the vehicle. ACS advised customer that Honda will cover certain seatbelt components at its option.

ACS walked through owners.honda.com

*** CASE MODIFY 4/25/2013 11:51:01 AM, evides

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2013 11:51:10 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/25/2013 11:52:08 AM, evides

Created in WIP Default with Due Date 4/25/2013 11:52:08 AM.

*** CASE MODIFY 4/25/2013 11:52:30 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/25/2013 11:52:33 AM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/25/2013 11:52:33 AM, evides

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/14/2010 1:04:38 PM
Case Originator : Liz Clogg (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/14/2010 3:23:06 PM
Case Owner : Liz Clogg (Team HC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Liz Clogg (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] -SEAT BELT WARRANTY/SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1710
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WAUKEE, IA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2450
VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 128,000
In Service Date : 08/27/2003
Months In Use : 88
Engine Number : J30A41098551
Originating Dealer No. / Name : 207404 / JORDAN HONDA
Selling Dealer No. / Name : 207404 / JORDAN HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- WAR Subcase Close	Warranty	Coverage		
[REDACTED]	- PRO Subcase Close	Product	Operation	752	SRS
[REDACTED]	- PRO Subcase Close	Product	Change Owner/Info		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Warranty	Status : Subcase Close	Open Date : 12/14/2010 3:19:07 PM
Issue Owner : Liz Clogg	Type 2 : Coverage	Queue :	Close Date : 12/14/2010 3:23:04 PM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 12/14/2010 3:22:40 PM
Issue Owner : Liz Clogg	Type 2 : Operation	Queue :	Close Date : 12/14/2010 3:23:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 12/14/2010 3:22:55 PM
Issue Owner : Liz Clogg	Type 2 : Change Owner/Info	Queue :	Close Date : 12/14/2010 3:23:06 PM
Issue Title : [REDACTED] - PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Updated Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -SEAT BELT WARRANTY/SRS LIGHT ON

*** CASE CREATE 12/14/2010 1:04:38 PM, eclogg

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

*** CASE MODIFY 12/14/2010 1:07:00 PM, eclogg

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2010 3:18:58 PM, eclogg

into WIP default and Status of Solving.

*** SUBCASE N012010-12-1401181-1 CREATE 12/14/2010 3:19:07 PM, eclogg

Created in WIP Default with Due Date 12/14/2010 3:19:07 PM.

*** NOTES 12/14/2010 3:22:06 PM, eclogg, Action Type : Call from Customer

The customer's father contacted ACS and advised that he had replaced the battery and the SRS light had come on and then went off. He advised that after looking online he found that this could be related to an issue with the sensor in the buckle and contacted the dealer and was informed that this would not be covered under the lifetime warranty. He asked if this was correct. I advised him a dealer would need to verify that there is a defect with the buckle, but this would be covered for any defects for the lifetime warranty. I advised him that if the indicator comes on again, we would recommend he bring it in for inspection. I advised him that we could send a message over to the dealer reminding them of our warranty. He declined and advised that the SA is a friend of the family and he declined to give me information. He asked if the light could come on based on replacement of the battery. I agreed that it could, but the light would need to be on and dealer would need to check in order to make a determination. He agreed and thanked me for the information. I updated his contact information and welcomed him to contact us back with any issues.

*** SUBCASE [REDACTED] CREATE 12/14/2010 3:22:40 PM, eclogg

Created in WIP Default with Due Date 12/14/2010 3:22:40 PM.

*** SUBCASE [REDACTED] CREATE 12/14/2010 3:22:55 PM, eclogg

Created in WIP Default with Due Date 12/14/2010 3:22:55 PM.

*** SUBCASE [REDACTED] CLOSE 12/14/2010 3:23:04 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 12/14/2010 3:23:05 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 12/14/2010 3:23:06 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/14/2010 3:23:06 PM, eclogg

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

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/14/2006 9:30:03 AM
 Case Originator : Reanee Brand (Team CB) Sub Division : Customer Relations Status : Closed Close Date : 8/14/2006 2:51:30 PM
 Case Owner : Reanee Brand (Team CB) Method : Phone Queue : Days Open : 0
 Last Closed By : Reanee Brand (Team CB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS LIGHT INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56683A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 65,000
 In Service Date : 04/10/2003
 Months In Use : 40
 Engine Number : K24A41087519
 Originating Dealer No. / Name : 208064 / MARTIN HONDA
 Selling Dealer No. / Name : 208197 / SCHAEFER & STROHMINGER HOND
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED]	Subcase Close	Product	Change Owner/Info		

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Reanee Brand	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/14/2006 9:30:48 AM
Issue Owner : Reanee Brand	Type 2 : Eligibility	Queue :	Close Date : 8/14/2006 2:51:27 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Reanee Brand	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2006 2:33:55 PM
Issue Owner : Reanee Brand	Type 2 : Change Owner/Info	Queue :	Close Date : 8/14/2006 2:51:30 PM
Issue Title : [REDACTED] - PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT INQUIRY

*** NOTES 8/14/2006 9:30:03 AM, rbrand, Action Type :

The customer contacted AHM in regards to his SRS light came on, he had it reset and it came on again. He stated he knew there was an extended warranty and wanted to know if his vehicle was affected. I updated the customer's contact information. I checked CICS and informed the customer that the warranty extension for the OPDS is VIN specific and his vehicle was not affected by it. He stated can AHM assist him with the repairs. I informed the customer that he would need to get his vehicle diagnosed by an authorized Honda dealership before any consideration for assistance can be given. I informed him to get his vehicle diagnosed and call AHM back for further assistance. The customer understood and stated he had a dealership where he would be taking his vehicle but didn't know the name. The customer thanked me and I thanked him for calling and the call ended.

*** CASE CREATE 8/14/2006 9:30:03 AM, rbrand

Contact = WARREN QUINN, Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/14/2006 9:30:06 AM, rbrand

WARRANTY CHECK 08/14/2006 09:30:06 AM rbrand

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/14/2006 9:30:10 AM, rbrand

CLAIM CHECK 08/14/2006 09:30:10 AM rbrand

The following Claim History information was found

0; 2005-11-07; 208197; 568062; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B# 01-014 S/B# 01-019 S/B# 98-061

*** CASE CAMPAIGN LOOKUP 8/14/2006 9:30:13 AM, rbrand

CAMPAIGN CHECK 08/14/2006 09:30:13 AM rbrand

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-09-19; FX

*** CASE VSC LOOKUP 8/14/2006 9:30:14 AM, rbrand

VSC-CUC CHECK 08/14/2006 09:30:14 AM rbrand

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 8/14/2006 9:30:48 AM, rbrand

Created in WIP Default with Due Date 8/14/2006 9:30:48 AM.

*** CASE MODIFY 8/14/2006 9:31:00 AM, rbrand

into WIP default and Status of Solving.

*** CASE ASSIGN 8/14/2006 9:31:15 AM, rbrand

[REDACTED] to scervant, WIP

*** CASE RULE ACTION 8/14/2006 9:31:16 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/14/2006 1:54:15 PM, scervant

into WIP default and Status of Solving.

*** CASE ASSIGN 8/14/2006 1:54:20 PM, scervant

[REDACTED] o rbrand, WIP 0 eC!

*** CASE RULE ACTION 8/14/2006 1:54:22 PM, sa

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT INQUIRY

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 8/14/2006 2:33:55 PM, rbrand

Created in WIP Default with Due Date 8/14/2006 2:33:55 PM.

*** CASE MODIFY 8/14/2006 2:34:11 PM, rbrand

into WIP default and Status of Solving.

*** CASE MODIFY 8/14/2006 2:34:13 PM, rbrand

into WIP default and Status of Solving.

*** CASE ASSIGN 8/14/2006 2:34:24 PM, rbrand

[REDACTED] to scervant, WIP h"□wl"□wx□'ú;

*** CASE RULE ACTION 8/14/2006 2:34:26 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/14/2006 2:50:14 PM, scervant

into WIP default and Status of Solving.

*** CASE ASSIGN 8/14/2006 2:50:16 PM, scervant

[REDACTED] to rbrand, WIP 8

*** CASE RULE ACTION 8/14/2006 2:50:17 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/14/2006 2:51:21 PM, rbrand

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/14/2006 2:51:27 PM, rbrand

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 8/14/2006 2:51:30 PM, rbrand

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/14/2006 2:51:30 PM, rbrand

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/13/2008 3:04:58 PM
 Case Originator : Krystal Tafolla (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/15/2008 8:32:29 AM
 Case Owner : Krystal Tafolla (Team HB) Method : Phone Queue : Days Open : 2
 Last Closed By : Krystal Tafolla (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS/CHECK ENGINE LIGHT/DEALER LOC No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : LITHONIA, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 4000
 VIN Type / No. : US VIN / 1HGCM56303A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 100,381
 In Service Date : 09/19/2003
 Months In Use : 59
 Engine Number : K24A41088013
 Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Phone No. : 770-985-1444
 Address : 3430 HIGHWAY 78
 City / State / Zip : SNELLVILLE, GA 30078
 Svc District / Sls District : 07G / D07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS
██████████ / ██████████	Subcase Close	Product	Operation	123	Emission test FI
██████████ / ██████████	Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Krystal Tafolla	Type 1 : Product	Status : Subcase Close	Open Date : 8/13/2008 4:35:48 PM
Issue Owner : Krystal Tafolla	Type 2 : Operation	Queue :	Close Date : 8/13/2008 4:35:57 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Krystal Tafolla	Type 1 : Product	Status : Subcase Close	Open Date : 8/13/2008 4:37:05 PM
Issue Owner : Krystal Tafolla	Type 2 : Operation	Queue :	Close Date : 8/13/2008 4:37:13 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 123 / Emission test FI
 Condition Code Desc Check Engine Lt 1231
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Krystal Tafolla	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 8/13/2008 4:37:19 PM
Issue Owner : Krystal Tafolla	Type 2 : Locate / Info	Queue :	Close Date : 8/13/2008 4:37:25 PM
Issue Title : [REDACTED] - DEALER LOCATION - LOCATE / INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS/CHECK ENGINE LIGHT/DEALER LOC

*** CASE CREATE 8/13/2008 3:04:58 PM, ktafolla

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

*** CASE EXTENDED WARRANTY LOOKUP 8/13/2008 3:05:01 PM, ktafolla

WARRANTY CHECK 08/13/2008 03:05:01 PM ktafolla

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/13/2008 3:05:03 PM, ktafolla

CLAIM HISTORY CHECK 08/13/2008 03:05:03 PM ktafolla

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/13/2008 3:06:09 PM, ktafolla

CAMPAIGN CHECK 08/13/2008 03:06:09 PM ktafolla

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/28/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 8/13/2008 3:06:29 PM, ktafolla

WARRANTY CHECK 08/13/2008 03:06:29 PM ktafolla

No data found for VIN.

*** CASE VSC LOOKUP 8/13/2008 3:06:31 PM, ktafolla

VSC-CUC CHECK 08/13/2008 03:06:31 PM ktafolla

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/13/2008 3:10:30 PM, ktafolla

CAMPAIGN CHECK 08/13/2008 03:10:30 PM ktafolla

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/28/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** SUBCASE [REDACTED] CREATE 8/13/2008 4:35:48 PM, ktafolla

Created in WIP Default with Due Date 8/13/2008 4:35:48 PM.

*** SUBCASE [REDACTED] CLOSE 8/13/2008 4:35:57 PM, ktafolla

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 8/13/2008 4:37:05 PM, ktafolla

Created in WIP Default with Due Date 8/13/2008 4:37:05 PM.

*** SUBCASE [REDACTED] CLOSE 8/13/2008 4:37:13 PM, ktafolla

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 8/13/2008 4:37:19 PM, ktafolla

Created in WIP Default with Due Date 8/13/2008 4:37:19 PM.

*** SUBCASE [REDACTED] CLOSE 8/13/2008 4:37:25 PM, ktafolla

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS/CHECK ENGINE LIGHT/DEALER LOC

*** NOTES 8/13/2008 4:37:57 PM, ktafolla, Action Type : Call from Customer

*** CASE MODIFY 8/13/2008 4:38:21 PM, ktafolla
into WIP default and Status of Solving.

*** CASE CLOSE 8/13/2008 4:38:23 PM, ktafolla
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/15/2008 8:16:25 AM, ktafolla
with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/15/2008 8:24:59 AM, ktafolla
CAMPAIGN CHECK 08/15/2008 08:24:59 AM ktafolla
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/28/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 8/15/2008 8:29:26 AM, ktafolla, Action Type : Call from Customer
Updated ownership information.

Situation:

Mrs. [REDACTED] called because she is experiencing her SRS/Check Engine light on.

Request:

Customer called AHM for assistance.

Probing Questions:

ACS asked customer when did she experience her SRS/Check Engine light on? Customer stated a few weeks ago, they came on and she took it to an independent shop who advised her to take it to Honda dealership due to a Recall. ACS asked customer if she took the vehicle to a Honda dealership? Customer stated no, she decided to call us first.

Inbound Conclusion:

ACS instructed Mrs. Laye-Feck that she would need to take the vehicle to have it diagnosed at a Honda dealership. ACS informed customer that the only Recall in regards to the one that was informed of, is SB# 08-043 WIPER MOTOR, in which, she would need to make an appointment prior to taking the vehicle for assistance. ACS offered to locate a dealership? Customer agreed. ACS provided CARL PAUL HONDA 770-985-1444. ACS informed customer that the Recall for the WIPER MOTOR would be covered under warranty, however, the diagnostic for the SRS/Check Engine light would cost her an inspection fee. ACS provided a case number to reference. Customer understood and on further assistance was needed.

*** NOTES 8/15/2008 8:32:21 AM, ktafolla, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

SB# 08-043 WIPER MOTOR (covered under warranty)
SRS/Check Engine Light on, customer is aware of inspection fee.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS/CHECK ENGINE LIGHT/DEALER LOC

AHM instructed customer to call and make an appointment prior to bringing vehicle to your location.

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

Thank you for your attention to this matter.

Krystal Tafolla
Automobile Customer Service

*** CASE MODIFY 8/15/2008 8:32:23 AM, ktafolla
into WIP default and Status of Solving.

*** CASE MODIFY 8/15/2008 8:32:28 AM, ktafolla
into WIP default and Status of Solving.

*** CASE CLOSE 8/15/2008 8:32:29 AM, ktafolla
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/11/2012 11:49:58 AM
Case Originator : Crystal Vito (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/11/2012 11:59:54 AM
Case Owner : Crystal Vito (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS AIRBAG LIGHT/CONCERN (N/D)	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 11 I
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WASHINGTONVILLE, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 11 I
VIN Type / No. : US VIN / 1HGCM56403A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 84,000
In Service Date : 05/29/2003
Months In Use : 112
Engine Number : K24A41088418
Originating Dealer No. / Name : 207066 / PLAZA HONDA
Selling Dealer No. / Name : 207066 / PLAZA HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208109 / MIDDLETOWN HONDA
Phone No. : 845-343-0055
Address : 520 ROUTE 211 EAST
City / State / Zip : MIDDLETOWN, NY 10941
Svc District / Sls District : 09B / E09
Warranty Labor Rate / Date : \$99.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 9/11/2012 11:56:58 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 9/11/2012 11:59:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : 9B-[REDACTED] - SRS AIRBAG LIGHT/CONCERN (N/D)

*** CASE CREATE 9/11/2012 11:49:58 AM, cvito

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

*** CASE MODIFY 9/11/2012 11:50:13 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2012 11:51:57 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2012 11:52:57 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/11/2012 11:56:58 AM, cvito

Created in WIP Default with Due Date 9/11/2012 11:56:58 AM.

*** CASE MODIFY 9/11/2012 11:57:06 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2012 11:59:23 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2012 11:59:50 AM, cvito

into WIP default and Status of Solving.

*** NOTES 9/11/2012 11:59:51 AM, cvito, Action Type : Call from Customer

Verified the customers information

Best Contact Number: [REDACTED]

The customer verifies that for the past month the SRS Airbag light has been going on and off at different times. The customer took her vehicle to the Honda DLR and the DLR verified it would cost \$100 to complete a proper diagnosis, so she decided not to get this done. The customer took her vehicle to an IRF this morning, the IRF verified that the SRS Airbag light was not on. The customer left the IRF and the light appeared on her dash board. The SRS Light usually does not come on till the engine is hot. The customer wants to know what to do and what her warranty is on the airbags.

I verified I am sorry to hear that she is having this problem with her SRS system. I thanked the customer for taking the time in contacting our offices regarding her concern. I advised the customer that if the Light comes on to immediately take the vehicle to the Honda DLR so a proper diagnosis can be completed at her expense. I verified the airbag warranty is 3/36 and the seatbelt is a lifetime limited warranty.

Case Closed.

*** CASE MODIFY 9/11/2012 11:59:52 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/11/2012 11:59:54 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/11/2012 11:59:54 AM, cvito

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/15/2009 11:20:13 AM
Case Originator : Waderia Lambert (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/15/2009 11:24:32 AM
Case Owner : Waderia Lambert (Team CB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Waderia Lambert (Team CB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] -Q78		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 4391
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : HOSCHTON, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 77,094
In Service Date : 05/05/2003
Months In Use : 76
Engine Number : J30A41100005
Originating Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Selling Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CA	Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE
[REDACTED] / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/15/2009 11:22:46 AM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 9/15/2009 11:24:32 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
Condition Code Desc : Motor 7401
Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
Temperament Code : Cold
Resolutions : Documented Concern, Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2009 11:24:20 AM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 9/15/2009 11:24:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -Q78

*** CASE CREATE 9/15/2009 11:20:13 AM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 9/15/2009 11:20:15 AM, wlambert

WARRANTY CHECK 09/15/2009 11:20:15 AM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/15/2009 11:20:17 AM, wlambert

CLAIM HISTORY CHECK 09/15/2009 11:20:17 AM wlambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/15/2009 11:20:21 AM, wlambert

CAMPAIGN CHECK 09/15/2009 11:20:21 AM wlambert

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/13/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 9/15/2009 11:20:24 AM, wlambert

VSC-CUC CHECK 09/15/2009 11:20:24 AM wlambert

No data found for VIN.

*** CASE MODIFY 9/15/2009 11:20:27 AM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 9/15/2009 11:20:39 AM, wlambert

into WIP default and Status of Solving.

*** CASE CREATE 9/15/2009 11:22:46 AM, wlambert

Number = N032009-09-1501035-1, Created in WIP default with due date 09/16/2009 11:22:46 AM..

*** SUBCASE [REDACTED] CREATE 9/15/2009 11:22:46 AM, wlambert, Action Type :

Created in WIP default with due date 09/16/2009 11:22:46 AM.

*** SUBCASE [REDACTED] MODIFY 9/15/2009 11:22:55 AM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 9/15/2009 11:23:01 AM, wlambert

into WIP default and Status of Solving.

*** NOTES 9/15/2009 11:24:03 AM, wlambert, Action Type : Call from Customer

The customer called because she received a notice about the wiper motor recall. Service bulletin 08-043. I verified the customer's contact information then checked CRMS to confirm the vehicle was affected by recall.

The customer also stated the airbag light is on and wanted to know if the vehicle is affected by the driver's airbag recall. The customer was advised that her vehicle do not have that recall. The customer was advised about the Radio display extended warranty. . The customer thanked me for the information and needed no further assistance. I thanked him for calling and encouraged him to call back with any questions or concerns. The call ended.

*** SUBCASE [REDACTED] CREATE 9/15/2009 11:24:20 AM, wlambert

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -Q78

Created in WIP Default with Due Date 9/15/2009 11:24:20 AM.

*** CASE MODIFY 9/15/2009 11:24:27 AM, wlambert

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/15/2009 11:24:31 AM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 9/15/2009 11:24:32 AM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/15/2009 11:24:32 AM, wlambert

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 1/25/2007 4:54:56 PM
 Case Originator : Sophia Bryant (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/29/2007 2:35:40 PM
 Case Owner : Edward Lopez (Team AC) Method : Phone Queue : Days Open : 4
 Last Closed By : Edward Lopez (Team AC) Point of Origin : Customer Wipbin :
 Case Title : 4H-(SCHROEDER ██████████) - AIR BAG LIGHT ON NEEDS No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 8444
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : BERRIEN SPRINGS, MI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 8444
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 61,641
 In Service Date : 04/16/2003
 Months In Use : 45
 Engine Number : J30A41100462
 Originating Dealer No. / Name : 207712 / SCHROEDER HONDA
 Selling Dealer No. / Name : 207712 / SCHROEDER HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207712 / SCHROEDER HONDA
 Phone No. : 269-926-6181
 Address : 2149 E. NAPIER AVENUE
 City / State / Zip : BENTON HARBOR, MI 49022
 Svc District / Sls District : 04H / D04
 Warranty Labor Rate / Date : \$67.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PR	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 1/26/2007 7:21:28 AM
Issue Owner : Edward Lopez	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/29/2007 2:35:31 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4H-(SCHROEDER HONDA)-[REDACTED] - AIR BAG LIGHT ON NEEDS CONTR

*** CASE CREATE 1/25/2007 4:54:56 PM, sbryant

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

*** CASE EXTENDED WARRANTY LOOKUP 1/25/2007 4:55:14 PM, sbryant

WARRANTY CHECK 01/25/2007 04:55:14 PM sbryant

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/25/2007 4:55:23 PM, sbryant

CLAIM CHECK 01/25/2007 04:55:23 PM sbryant

The following Claim History information was found

0; 2006-09-19; 207712; 108378; 510; 010150 ; RADIO, RADIO/TAPE OR RADIO/CD PLAYER - REPLACE.

REMANUFACTURING PROGRAM. NOTE: USE AUDIO CUSTOME

*** CASE CAMPAIGN LOOKUP 1/25/2007 4:55:26 PM, sbryant

CAMPAIGN CHECK 01/25/2007 04:55:26 PM sbryant

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-08-27; FX

*** CASE VSC LOOKUP 1/25/2007 4:55:27 PM, sbryant

VSC-CUC CHECK 01/25/2007 04:55:27 PM sbryant

No data found for VIN.

*** NOTES 1/25/2007 5:07:35 PM, sbryant, Action Type : Call from Customer

Customer stated that her SRS light came on. Customer stated that a couple of weeks ago the light came on and they followed the procedure in the owner's manual to reset the light. Customer stated that this did not reset the light and that later a yellow flashing light came on when someone was sitting in the passenger seat. Customer advised that she took the vehicle in to Schroeder Honda today and was advised of a list of 9 codes and that the computer showed that all airbags had been deployed. Customer stated that she was advised that there was an internal failure of the SRS control system. Customer stated that the main SRS control would need to be replaced at an approximate cost of \$700. Customer is calling ACS to request goodwill assistance with this repair. Customer stated that they purchased this vehicle because of the Honda reputation and cannot believe she is having so many problems with relatively low mileage. I advised Customer that I would open a case for her and pass it on to a regional CM for review. I gave Customer this case # and advised that the CM would contact her. Customer thanked me for my assistance and ended the call.

*** CASE MODIFY 1/25/2007 5:07:46 PM, sbryant

into WIP default and Status of Solving.

*** CASE DISPATCH 1/25/2007 5:07:58 PM, sbryant

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 1/26/2007 6:07:49 AM, codulio

[REDACTED] to elopez01, WIP ò!xh

*** CASE RULE ACTION 1/26/2007 6:07:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 1/26/2007 7:21:28 AM, elopez01

Created in WIP Default with Due Date 1/26/2007 7:21:28 AM.

*** CASE MODIFY 1/26/2007 7:21:37 AM, elopez01

Case History

Case ID : [REDACTED] Case Title : 4H-(SCHROEDER [REDACTED]) - AIR BAG LIGHT ON NEEDS CONTR

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2007 7:23:01 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2007 7:23:11 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2007 7:23:21 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 1/26/2007 7:23:41 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 1/26/2007 7:27:51 AM, elopez01, Action Type : Call to Customer

I left a message with customers Mother & introduced myself & gave her my contact information for customer to call me back.

*** COMMIT 1/26/2007 7:28:26 AM, elopez01, Action Type : N/A

call dealer.

*** CASE MODIFY 1/29/2007 9:56:01 AM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** CASE MODIFY 1/29/2007 9:56:07 AM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** CASE MODIFY 1/29/2007 9:56:26 AM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** CASE FULFILL 1/29/2007 9:56:34 AM, elopez01

Fulfilled for [REDACTED] due 01/30/2007 12:00:00 AM.

*** COMMIT 1/29/2007 9:56:38 AM, elopez01, Action Type : N/A

call dealer/cust

*** NOTES 1/29/2007 9:58:00 AM, elopez01, Action Type : Call to Dealer

I left a message for SM Rick at Schroeder Honda #207712 to call me back. I left my contact information.

*** CASE MODIFY 1/29/2007 9:58:08 AM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** CASE MODIFY 1/29/2007 9:58:15 AM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** NOTES 1/29/2007 2:07:11 PM, elopez01, Action Type : Call from Customer

Customer returned my call & we discussed her case. Customer is a regular customer at this dealer & bought the vehicle there & is requesting our assistance in the SRS control unit repairs. I advised her that I have a call into the SM Rick at Schroeder Honda #207712.

*** CASE MODIFY 1/29/2007 2:07:16 PM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** CASE MODIFY 1/29/2007 2:13:59 PM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 4H-(SCHROEDER HONDA)-[REDACTED] - AIR BAG LIGHT ON NEEDS CONTR

*** CASE MODIFY 1/29/2007 2:21:46 PM, elopez01

into WIP 4H-Schroeder Honda and Status of Solving.

*** NOTES 1/29/2007 2:28:31 PM, elopez01, Action Type : Call from Customer

I contacted the SM Rick at Schroeder Honda #207712 & we discussed this case. SM advised me that this is a valued customer & would like us to assist them. SM stated that the customer has done all their maintenance at this dealer & has been a loyal Honda owner. I advised him that we will assist the customer 100% as a one time goodwill gesture on behalf of AHM. I gave him the authorization number.

*** CASE FULFILL 1/29/2007 2:28:56 PM, elopez01

Fulfilled for [REDACTED] due 02/02/2007 12:00:00 AM.

*** NOTES 1/29/2007 2:34:56 PM, elopez01, Action Type : Call to Customer

I contacted the customer & let her know that we have reviewed her case & I spoke to the SM Rick at Schroeder Honda & we will assist customer 100% as a one time good will gesture on behalf of AHM due to customer being a great service customer & loyal owner & this is a safety issue. Customer thanked us for assisting her & she said it has restored her faith in the product because she did not expect this to happen.

*** SUBCASE [REDACTED] CLOSE 1/29/2007 2:35:31 PM, elopez01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/29/2007 2:35:40 PM, elopez01

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/10/2010 6:33:56 AM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/10/2010 6:41:12 AM
 Case Owner : Crystal Baldassarre (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Baldassarre (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS INDICATOR INTERMITTENT LIGHTING UP No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3 PE
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : SAVANNAH, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56693A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 68,000
 In Service Date : 04/29/2003
 Months In Use : 82
 Engine Number : K24A41089163
 Originating Dealer No. / Name : 207903 / SUPERIOR HONDA
 Selling Dealer No. / Name : 206715 / SOUTHERN MOTORS HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208152 / GRAINGER HONDA
 Phone No. : 912-790-5444
 Address : 1596 CHATHAM PARKWAY
 City / State / Zip : GARDEN CITY, GA 31408
 Svc District / Sls District : 07G / H07
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206715	SOUTHERN MOTORS HOND		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CAM	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/10/2010 6:40:59 AM
Issue Owner : Crystal Baldassarre	Type 2 : Eligibility	Queue :	Close Date : 2/10/2010 6:41:12 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS INDICATOR INTERMITTENT LIGHTING UP

***** CASE CREATE 2/10/2010 6:33:56 AM, cbaldas**

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

***** CASE CAMPAIGN LOOKUP 2/10/2010 6:34:03 AM, cbaldas**

CAMPAIGN CHECK 02/10/2010 06:34:02 AM cbaldas

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/13/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

***** CASE CLAIMS LOOKUP 2/10/2010 6:34:07 AM, cbaldas**

CLAIM CHECK 02/10/2010 06:34:07 AM cbaldas

The following Claim History information was found

0; 2008-08-15; 208152; 934013; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

***** CASE CUC LOOKUP 2/10/2010 6:34:13 AM, cbaldas**

CUC CHECK 02/10/2010 06:34:13 AM cbaldas

The following CUC information was found

KIMBERLY;MARTIN;ACTIVE;100000;65097;77097;2008-11-18;2010-04-29;;2008-11-18;2008-11-18;208152;;0;2008-11-30;20
08-11-18

***** CASE VSC LOOKUP 2/10/2010 6:34:13 AM, cbaldas**

VSC CHECK 02/10/2010 06:34:12 AM cbaldas

The following VSC information was found

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

***** CASE EXTENDED WARRANTY LOOKUP 2/10/2010 6:34:16 AM, cbaldas**

WARRANTY CHECK 02/10/2010 06:34:16 AM cbaldas

No data found for VIN.

***** CASE CLAIMS LOOKUP 2/10/2010 6:34:22 AM, cbaldas**

CLAIM CHECK 02/10/2010 06:34:22 AM cbaldas

The following Claim History information was found

0; 2008-08-15; 208152; 934013; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

***** CASE MODIFY 2/10/2010 6:35:04 AM, cbaldas**

into WIP default and Status of Solving.

***** NOTES 2/10/2010 6:40:13 AM, cbaldas, Action Type : Call from Customer**

Updated customer contact information. phn# [REDACTED]

Situation: Customer s SRS indicator intermittently lights up.

Request: Customer inquiring what to do about the indicator lighting up.

Case History

Case ID : ██████████

Case Title : ██████████ - SRS INDICATOR INTERMITTENT LIGHTING UP

Probing Questions: Customer took vehicle into Grainger Honda to have the vehicle diagnosed, but they were unable to duplicate the issue and a diagnostic was inconclusive. Customer did say that the issue was intermittent.

Inbound Summary: ACS advised customer to take vehicle to any authorized Honda dealership to have the issue diagnosed and that waiting until it illuminates to take the vehicle into the dealership as this should make it easier to diagnose the issue. ACS also provided the address for Southern Motors Honda as follows:
10300 Abercorn Extens. Savannah, GA 31406

Customer required no further assistance. Case closed.

*** CASE MODIFY 2/10/2010 6:40:40 AM, cbaldas
into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 2/10/2010 6:40:59 AM, cbaldas
Created in WIP Default with Due Date 2/10/2010 6:40:59 AM.

*** SUBCASE ██████████ CLOSE 2/10/2010 6:41:12 AM, cbaldas
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/10/2010 6:41:12 AM, cbaldas

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/11/2008 2:47:19 PM
 Case Originator : Jonathan Ellis (Team CE) Sub Division : Customer Relations Status : Closed Close Date : 4/11/2008 3:01:32 PM
 Case Owner : Jonathan Ellis (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Jonathan Ellis (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - PASSENGER SIDE AIRBAG LIGHT RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 926
 VIN Type / No. : US VIN / 1HGCM66573A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 80,000
 In Service Date : 04/25/2003
 Months In Use : 60
 Engine Number : J30A41100941
 Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206729 / AUTONATION HONDA LEWISVILLE
 Phone No. : 972-221-8611
 Address : 601 WATERS RIDGE DR.
 City / State / Zip : LEWISVILLE, TX 75057
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$101.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jonathan Ellis	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/11/2008 2:51:05 PM
Issue Owner : Jonathan Ellis	Type 2 : Eligibility	Queue :	Close Date : 4/11/2008 3:01:32 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - PASSENGER SIDE AIRBAG LIGHT RECALL INQUIRY

*** CASE CREATE 4/11/2008 2:47:19 PM, jellis

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

*** CASE EXTENDED WARRANTY LOOKUP 4/11/2008 2:47:21 PM, jellis

WARRANTY CHECK 04/11/2008 02:47:21 PM jellis

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/11/2008 2:47:25 PM, jellis

CLAIM CHECK 04/11/2008 02:47:25 PM jellis

The following Claim History information was found

0; 2007-07-26; 206729; 531221; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 4/11/2008 2:47:44 PM, jellis

CAMPAIGN CHECK 04/11/2008 02:47:44 PM jellis

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/19/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 07/27/07; FX;

08-0

*** CASE CUC LOOKUP 4/11/2008 2:47:52 PM, jellis

CUC CHECK 04/11/2008 02:47:52 PM jellis

The following CUC information was found

;;0;0;0;,,,,;0;;

*** CASE VSC LOOKUP 4/11/2008 2:47:52 PM, jellis

VSC CHECK 04/11/2008 02:47:52 PM jellis

The following VSC information was found

[REDACTED];V001614127;B60;(NEW) PREMIUM 6YR 100K 0 DED;ACTIVE;;2003-04-25;2009-04-24;100000;10;208173;0.00

*** CASE CAMPAIGN LOOKUP 4/11/2008 2:48:15 PM, jellis

CAMPAIGN CHECK 04/11/2008 02:48:15 PM jellis

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/19/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 07/27/07; FX;

08-0

*** CASE VSC LOOKUP 4/11/2008 2:48:26 PM, jellis

VSC CHECK 04/11/2008 02:48:26 PM jellis

The following VSC information was found

[REDACTED];V001614127;B60;(NEW) PREMIUM 6YR 100K 0 DED;ACTIVE;;2003-04-25;2009-04-24;100000;10;208173;0.00

*** CASE CUC LOOKUP 4/11/2008 2:48:26 PM, jellis

CUC CHECK 04/11/2008 02:48:26 PM jellis

The following CUC information was found

;;0;0;0;,,,,;0;;

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - PASSENGER SIDE AIRBAG LIGHT RECALL INQUIRY

*** SUBCASE [REDACTED] CREATE 4/11/2008 2:51:05 PM, jellis

Created in WIP Default with Due Date 4/11/2008 2:51:05 PM.

*** CASE MODIFY 4/11/2008 2:51:59 PM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 4/11/2008 2:52:11 PM, jellis

into WIP Default and Status of Solving.

*** NOTES 4/11/2008 2:59:45 PM, jellis, Action Type : Call from Customer

The customer is calling because her passenger side airbags light is on and the customer wants to know if there is recall for her vehicle that provides coverage for her vehicle's problem. I informed the customer that there are no active campaigns for her vehicle at this time and that her vehicle wasn't offered the OPDS Warranty Extension. I informed the customer that her vehicle still has a Honda Care VSC and that her vehicle may have warranty coverage for the issue her vehicle is experiencing. The customer said the she would take her vehicle to BANKSTON HONDA to have her vehicle diagnosed to find out if the issue her vehicle is experiencing will be covered under warranty or not. I referred the customer to her local Honda dealership for a diagnosis. The customer isn't having any other problems with her vehicle at this time and the customer didn't require further assistance.

I verified the customer's information. [REDACTED]

*** CASE MODIFY 4/11/2008 2:59:47 PM, jellis

into WIP Default and Status of Solving.

*** CASE MODIFY 4/11/2008 2:59:51 PM, jellis

into WIP Default and Status of Solving.

*** NOTES 4/11/2008 3:01:10 PM, jellis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): The customer will be visiting your location for a diagnosis of her vehicle in regards to her passenger side airbag light is on.

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

Thank you for your attention to this matter.

Jonathan Ellis

Automobile Customer Service

*** SUBCASE [REDACTED] CLOSE 4/11/2008 3:01:32 PM, jellis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/11/2008 3:01:32 PM, jellis

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/17/2009 6:05:04 AM
 Case Originator : Marlene Wells (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 6/2/2009 12:14:09 PM
 Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 46
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ((KATY)) ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2807
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : KATY, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66583A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 59,500
 In Service Date : 05/10/2003
 Months In Use : 71
 Engine Number : J30A41101058
 Originating Dealer No. / Name : 207805 / STERLING MCCALL HONDA
 Selling Dealer No. / Name : 206602 / GILLMAN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208466 / HONDA CARS OF KATY
 Phone No. : 281-994-0055
 Address : 21001 KATY FREEWAY
 City / State / Zip : KATY, TX 77450
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206602	GILLMAN HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - P	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 4/20/2009 4:19:26 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 5/8/2009 1:38:10 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : ((KATY))3C-[REDACTED] - SRS LIGHT ON

*** CASE CREATE 4/17/2009 6:05:04 AM, mwells

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

*** CASE CAMPAIGN LOOKUP 4/17/2009 6:05:20 AM, mwells

CAMPAIGN CHECK 04/17/2009 06:05:20 AM mwells

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/24/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE VSC LOOKUP 4/17/2009 6:05:24 AM, mwells

VSC-CUC CHECK 04/17/2009 06:05:23 AM mwells

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/17/2009 6:05:30 AM, mwells

CLAIM CHECK 04/17/2009 06:05:29 AM mwells

The following Claim History information was found

0; 2008-10-31; 208466; 230581; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 4/17/2009 6:05:32 AM, mwells

WARRANTY CHECK 04/17/2009 06:05:32 AM mwells

No data found for VIN.

*** CASE MODIFY 4/17/2009 6:05:44 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/17/2009 6:05:58 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/17/2009 6:07:56 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 4/17/2009 6:08:22 AM, mwells

into WIP default and Status of Solving.

*** NOTES 4/17/2009 6:17:45 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr. [REDACTED]

ACS verified contact information as current

Situation: SRS light on

Customer stated that the SRS light was on, the dealer told him that it could be the battery, He replaced the battery and the the light still did not go off. He returned to the dealer for the issue of the SRS light being on and he was told that the SRS control unit needs to be replaced at \$600

He was told by the dealer if the repair is made and the light does not go off the additional fee would be \$2,000 for the complete unit to be replaced.

Customer stated that it was too much money and wanted to know if Honda to cover the expense. Customer stated that he is afraid that he pays this and the light

Case History

Case ID : [REDACTED] Case Title : ((KATY)) [REDACTED] - SRS LIGHT ON

does not go off

He stated that he has a servicing history with both Honda dealerships, But Honda Cars of Kathy assisted with the diagnose

Customer stated that he had to pay \$90.00 for the diagnostic

Customer contact is Mike Ma, service advisor

Request: Honda assistance for the SRS light

ACS advised that he was over the manufacture warranty of 3/36, His information would have to reviewed further by a case manager. He was advised that the review process is 1-2 business days and provided the case number. ACS advised there was no guaranteed assistance. ACS asked if he was willing to participate if asked by Honda for his needed repairs and he stated yes, if it was fair.

He prefers a contact on the cell number [REDACTED]

He thanked ACS and had no further requests

*** CASE MODIFY 4/17/2009 6:18:01 AM, mwells
into WIP default and Status of Solving.

*** CASE DISPATCH 4/17/2009 6:18:32 AM, mwells
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 4/17/2009 8:32:57 AM, ksulliva
from Queue Honda Team C to WIP default.

*** CASE MODIFY 4/20/2009 4:19:16 PM, ksulliva
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] 1 CREATE 4/20/2009 4:19:26 PM, ksulliva
Created in WIP Default with Due Date 4/20/2009 4:19:26 PM.

*** NOTES 4/20/2009 4:25:15 PM, ksulliva, Action Type : Call to Customer

Called customer and was advised that the srs light is on and the vehicle was taken to the dlr on 4/16. Customer stated he was advised that the srs control unit needs to be replaced and the estimate was \$636 and if this repair doesn't correct the concern the instrument harness and that will be approx \$2K.

I advised I will contact the dlr and gather some additional information and call him back by the end of the week. Customer thanked em and ended call.

*** COMMIT 4/20/2009 4:25:54 PM, ksulliva, Action Type : N/A

call cust/call dlr

*** NOTES 4/22/2009 2:30:46 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Brandon(sa) and was advised that there is no communication to the srs unit and that is the reason it was recommended to replace the srs unit first and if that doesn't correct the concern, the wiring harness would have to be replaced. Brandon stated that the customer does some service on his vehicle and he did not contribute to the failure of the part. I advised Brandon to call me back with the warranty price for both repairs. Brandon agreed, call ended.

*** CASE FULFILL 4/22/2009 2:30:59 PM, ksulliva

Fulfilled for [REDACTED] due 04/22/2009 12:00:00 AM.

Case History

Case ID : [REDACTED] Case Title : ((KATY)) [REDACTED] - SRS LIGHT ON

*** COMMIT 4/22/2009 2:31:06 PM, ksulliva, Action Type : N/A

has dlr returned my call?

*** NOTES 4/23/2009 10:56:35 AM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Brandon(sa)

*** CASE FULFILL 4/23/2009 10:56:44 AM, ksulliva

Fulfilled for [REDACTED] due 04/23/2009 12:00:00 AM.

*** COMMIT 4/23/2009 10:56:47 AM, ksulliva, Action Type : N/A

has brandon returned my call?

*** NOTES 4/24/2009 6:34:41 AM, cperez, Action Type : Warm Transfer

Customer is calling to speak with his CM, ACS was able to warm transfer

*** CASE MODIFY 4/24/2009 7:36:33 AM, ksulliva

into WIP 3C and Status of Solving.

*** NOTES 4/27/2009 6:26:02 AM, ssalvado, Action Type : Call for Case Mgr

Received a call from Mr. [REDACTED]

Customer called in requesting to speak to his case manager to thank her for all of her assistance in the matter. Customer was informed that the case manager was not available and was offered to be transferred to the case managers voicemail. Customer accepted and call ended.

*** NOTES 4/29/2009 3:59:33 PM, ksulliva, Action Type : Call from Dealer

Received call from dlr and was advised the warranty price for the srs control module is \$403.27 and I advised I would like to cover 75%(302.45).

Brandon(sa) advised he will contact the customer.

*** CASE FULFILL 4/29/2009 3:59:44 PM, ksulliva

Fulfilled for [REDACTED] due 04/27/2009 12:00:00 AM.

*** COMMIT 4/29/2009 3:59:48 PM, ksulliva, Action Type : N/A

f/u w/dlr

*** NOTES 5/4/2009 4:42:05 PM, klehtine, Action Type : Call for Case Mgr

Customer called to reach their RCM. I was unable to reach RCM. Customer advised he would attempt to call tomorrow morning. I advised customer of extension and morning start time for RCM.

*** NOTES 5/5/2009 7:21:53 AM, ssalvado, Action Type : Call for Case Mgr

Received a call from Mr. [REDACTED]

Customer called in requesting to speak to his case manager in regards to the fact that he had the SRS control module replaced at the dealership but the issue was not resolved. Customer states that the dealership is currently recommending to replaced the wiring harness for a total cost of \$2012.53. Customer is requesting assistance since he is not able to cover the cost of the harness.

Customer was informed that the case manager was not available and was offered to be transferred to the case manager's voicemail.

*** NOTES 5/5/2009 2:22:04 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Mike(sa) and was advised that after the srs unit was replaced the srs light came back and now the wiring harness needs to be replaced.

Mike stated he will call me back with the warranty pricing for the repair. Call ended.

Case History

Case ID : [REDACTED] Case Title : ((KATY))3C-[REDACTED] - SRS LIGHT ON

*** NOTES 5/5/2009 2:24:01 PM, ksulliva, Action Type : Call from Customer

Received call from customer and I advised that I have contacted the dlr and spoke with Mike and as soon as he calls me back with pricing information I would call him back. Customer thanked me and ended call.

*** CASE FULFILL 5/5/2009 2:24:21 PM, ksulliva

Fulfilled for [REDACTED] due 05/04/2009 12:00:00 AM.

*** COMMIT 5/5/2009 2:24:23 PM, ksulliva, Action Type : N/A

has mike returned my call?

*** NOTES 5/7/2009 10:34:11 AM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Mike in regards to the warranty pricing for the wiring harness.

*** CASE FULFILL 5/7/2009 10:34:25 AM, ksulliva

Fulfilled for [REDACTED] due 05/07/2009 12:00:00 AM.

*** COMMIT 5/7/2009 10:34:28 AM, ksulliva, Action Type : N/A

call dlr

*** NOTES 5/8/2009 1:37:49 PM, ksulliva, Action Type : Call from Customer

Received call from customer and was advised that he has contacted the dlr and spoke with Mike(sa) and was advised that the wiring harness does not need to be replaced, but the light came back on because of the seatbelt buckle and it will be replaced under warranty. Customer thanked me for my assistance and ended call, closing case.

*** SUBCASE [REDACTED] CLOSE 5/8/2009 1:38:10 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/8/2009 1:38:10 PM, ksulliva

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

*** CASE REOPEN 6/2/2009 10:00:14 AM, arodriqu

with Condition of Open and Status of Solving.

*** NOTES 6/2/2009 10:04:05 AM, arodriqu, Action Type : Warm Transfer

RECEIVED CALL from AMY from Honda Cars of Katy requesting to speak with RCM.
Call warm transferred to RCM.

*** CASE DISPATCH 6/2/2009 10:04:18 AM, arodriqu

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 6/2/2009 12:13:31 PM, ksulliva

from Queue Honda Team C to WIP default.

*** CASE CLOSE 6/2/2009 12:14:09 PM, ksulliva

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/1/2011 7:40:16 AM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/1/2011 2:05:32 PM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 5765
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LIVERMORE, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66393A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 96,000
In Service Date : 05/19/2003
Months In Use : 95
Engine Number : J30A41102709
Originating Dealer No. / Name : 207397 / LODI HONDA
Selling Dealer No. / Name : 208049 / LIVERMORE HONDA
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 4/1/2011 8:21:03 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 4/1/2011 8:21:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Referred to Dealer, Documented Concern,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS

*** CASE CREATE 4/1/2011 7:40:16 AM, jnakya

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

*** NOTES 4/1/2011 7:46:38 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding SRS

The customer indicated that he has two Honda vehicles which yesterday his SRS light came on in his 2003 Accord. The customer indicated that he heard there maybe a recall on this type of concern so he is calling Honda to verify.

ACS apologized to the customer for the current situation but the SRS indicator could state a concern with the airbags or the seatbelt.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the concern component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what the corrective action plan would be.

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

ACS offered to walk the customer through the website which the customer declined.

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

*** CASE MODIFY 4/1/2011 7:46:41 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/1/2011 8:21:03 AM, jnakya

Created in WIP Default with Due Date 4/1/2011 8:21:03 AM.

*** SUBCASE [REDACTED] CLOSE 4/1/2011 8:21:41 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/1/2011 8:21:57 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 4/1/2011 2:05:32 PM, jnakya

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/10/2013 12:47:04 PM
 Case Originator : Emma Vides (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/10/2013 1:06:24 PM
 Case Owner : Emma Vides (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Emma Vides (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] S LIGHT COMES ON FOR THE PAST FEW MONTHS No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5
 VIN Type / No. : US VIN / 1HGCM66543A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 73,000
 In Service Date : 08/19/2003
 Months In Use : 119
 Engine Number : J30A41102284
 Originating Dealer No. / Name : 206523 / RON TONKIN HONDA
 Selling Dealer No. / Name : 206523 / RON TONKIN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 7/10/2013 12:47:33 PM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 7/10/2013 1:06:24 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT COMES ON FOR THE PAST FEW MONTHS

*** CASE CREATE 7/10/2013 12:47:04 PM, evides

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

*** SUBCASE [REDACTED] CREATE 7/10/2013 12:47:33 PM, evides

Created in WIP Default with Due Date 7/10/2013 12:47:33 PM.

*** CASE MODIFY 7/10/2013 1:00:42 PM, evides

into WIP default and Status of Solving.

*** NOTES 7/10/2013 1:05:48 PM, evides, Action Type : Call from Customer

Customer updated information

Customer went to a AAA approved location in regards to the SRS light that intermittently turns on. Customer states that he was advised by AAA that there are 3 faulty codes which involve the seatbelt (62-10 open circuit passenger buckle, 61-10 driver, and 85-61 OPDS). Customer states that he was advised that the switch needs to be replaced which is with in the buckle. Customer stated that the he was advised by a friend that worked for a Honda dealership that there is a lifetime warranty on the seatbelt and customer is concern that that the dealerships doesn't want to cover it.

Appreciated customer for taking the time to call Am. ACS walked through owners.honda.com where customer was able to upload warranty booklet and advised that on page 31 of the warranty booklet it states that there is a limited safety warranty. ACS advised customer that Honda will cover at its option components that fail to function. ACS advised customer that the SRS is electrical and this would have been covered under 3 year or 36,000 miles. ACS advised customer that his complaint has been documented and if he is concern with the information that ACS os providing he is welcome to get a diagnosis done at the dealership since ACS cannot visually see the vehicle or diagnose it

Customer hung up. ACS could not finish closing of call

*** CASE MODIFY 7/10/2013 1:06:20 PM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/10/2013 1:06:24 PM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/10/2013 1:06:24 PM, evides

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/8/2006 7:36:50 AM
 Case Originator : Cherise Thomas (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 8/16/2006 10:32:20 AM
 Case Owner : Barry Meikle (Team HD) Method : Phone Queue : Days Open : 8
 Last Closed By : Barry Meikle (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 5A--██████████ - PRODUCT COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1960
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BROOKLYN, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1960
 VIN Type / No. : US VIN / 1HGCM563X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 13,000
 In Service Date : 03/24/2003
 Months In Use : 41
 Engine Number : K24A41092629
 Originating Dealer No. / Name : 207066 / PLAZA HONDA
 Selling Dealer No. / Name : 207066 / PLAZA HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207066 / PLAZA HONDA
 Phone No. : 718-253-8400
 Address : 2740 NOSTRAND AVENUE
 City / State / Zip : BROOKLYN, NY 11210
 Svc District / Sls District : 05B / A05
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRO	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 8/8/2006 1:58:32 PM
Issue Owner : Barry Meikle	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/16/2006 10:32:20 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 5A-- [REDACTED] - PRODUCT COMPLAINT

*** CASE CREATE 8/8/2006 7:36:50 AM, cthomas1

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

*** CASE MODIFY 8/8/2006 7:37:05 AM, cthomas1

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/8/2006 7:38:01 AM, cthomas1

WARRANTY CHECK 08/08/2006 07:38:01 AM cthomas1

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/8/2006 7:38:07 AM, cthomas1

CLAIM CHECK 08/08/2006 07:38:07 AM cthomas1

The following Claim History information was found

0; 2003-08-29; 207066; 207651; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-

*** CASE CAMPAIGN LOOKUP 8/8/2006 7:38:10 AM, cthomas1

CAMPAIGN CHECK 08/08/2006 07:38:10 AM cthomas1

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX 03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-08-29; FX

*** CASE VSC LOOKUP 8/8/2006 7:38:12 AM, cthomas1

VSC-CUC CHECK 08/08/2006 07:38:11 AM cthomas1

No data found for VIN.

*** CASE MODIFY 8/8/2006 7:38:29 AM, cthomas1

into WIP default and Status of Solving.

*** NOTES 8/8/2006 7:42:37 AM, cthomas1, Action Type : Call from Customer

Customer called and stated his SRS light came on about a week ago and never shut off. Customer stated he took the vehicle to an independent facility and they advised he needs a front control sensor. The customer stated he has an appointment with Plaza Honda today. He is requesting AH to pay for this repair due to the low mileage on the vehicle. The customer stated he has maintained all of the service on the vehicle.

I advised the customer he is outside of the warranty parameters and there is no guarantee AH will cover this repair. The customer stated he understands, but anything AH can do to assist him he would appreciate it. I advised the customer I will forward his case for review. I advised a case manager will contact in 1-2 business days. I provided the case number and the timeframe for a call back. Customer was satisfied and required no further assistance.

*** CASE MODIFY 8/8/2006 7:42:39 AM, cthomas1

into WIP default and Status of Solving.

*** CASE MODIFY 8/8/2006 7:42:39 AM, cthomas1

into WIP default and Status of Solving.

*** CASE DISPATCH 8/8/2006 7:42:47 AM, cthomas1

from WIP default to Queue Honda Team C.

Case History

Case ID : [REDACTED]

Case Title : 5A-- [REDACTED] - PRODUCT COMPLAINT

*** CASE YANKED 8/8/2006 8:51:09 AM, bmeikle

Yanked by bmeikle into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 8/8/2006 8:52:04 AM, bmeikle

WARRANTY CHECK 08/08/2006 08:52:04 AM bmeikle

No data found for VIN.

*** CASE VSC LOOKUP 8/8/2006 8:52:07 AM, bmeikle

VSC-CUC CHECK 08/08/2006 08:52:07 AM bmeikle

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/8/2006 8:52:15 AM, bmeikle

CAMPAIGN CHECK 08/08/2006 08:52:15 AM bmeikle

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-08-29; FX

*** CASE CLAIMS LOOKUP 8/8/2006 8:52:18 AM, bmeikle

CLAIM CHECK 08/08/2006 08:52:18 AM bmeikle

The following Claim History information was found

0; 2003-08-29; 207066; 207651; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE

INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-0

*** NOTES 8/8/2006 10:03:31 AM, bmeikle, Action Type : Call to Dealer

SM Vlad advised the customer has an appointment on the 10th with SA John. I asked he call me with the diagnosis.

*** SUBCASE N012006-08-0800211-1 CREATE 8/8/2006 1:58:32 PM, bmeikle

Created in WIP Default with Due Date 8/8/2006 1:58:32 PM.

*** COMMIT 8/8/2006 1:58:53 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 08/09/2006 06:45:54 PM.

call cust- srs appt 10th

*** CASE CAMPAIGN LOOKUP 8/9/2006 8:03:44 AM, bmeikle

CAMPAIGN CHECK 08/09/2006 08:03:44 AM bmeikle

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-08-29; FX

*** NOTES 8/9/2006 8:05:54 AM, bmeikle, Action Type : Call to Customer

I called the customer and asked he tell the SA that I am looking for a diagnosis. This way it goes faster. he thanked me for the call. He has my number and hours.

*** CASE FULFILL 8/9/2006 8:06:01 AM, bmeikle

Fulfilled for [REDACTED] due 08/09/2006 06:45:54 PM.

*** COMMIT 8/9/2006 8:06:03 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 08/10/2006 05:35:05 PM.

dealer to call- SRS diag?

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - PRODUCT COMPLAINT

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2006 6:13:47 AM, bmeikle

WARRANTY CHECK 08/10/2006 06:13:47 AM bmeikle

No data found for VIN.

*** CASE VSC LOOKUP 8/10/2006 6:14:00 AM, bmeikle

VSC-CUC CHECK 08/10/2006 06:13:59 AM bmeikle

No data found for VIN.

*** CASE MODIFY 8/10/2006 6:14:30 AM, bmeikle

into WIP Plaza and Status of Solving.

*** NOTES 8/10/2006 6:23:45 AM, bmeikle, Action Type : Call from Dealer

SM Vlad advised the ABS sensor needs replacing. At five months out AHM will cover to promote LOL>

*** NOTES 8/11/2006 7:01:03 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. I advised everything worked out well. The SM called me and we authorized the repair. It is only a few months out of warranty and as we discussed we are looking to promote LOL. I invited him to call me back. I left my number and hours.

*** CASE FULFILL 8/11/2006 7:01:09 AM, bmeikle

Fulfilled for [REDACTED] due 08/10/2006 05:35:05 PM.

*** COMMIT 8/11/2006 7:01:11 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 08/17/2006 12:01:12 PM.

close-100% abs sensor

*** NOTES 8/11/2006 8:23:16 AM, bmeikle, Action Type : Call to Customer

I called the customer back from his message. He asked if we could align his door for him. When the car was new he brought this to the dealer and showed them. They said since the car is a lease this is with in factory specs. Now he wants to buy the car so he wants the door aligned. I advised he needs to see the SM at the dealer to set up a DPSM inspection. I visual issue like this I can't authorize from here. he will see the dealer who told him the alignment was normal for a lease car, Plaza.

*** NOTES 8/11/2006 8:23:36 AM, bmeikle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

*** NOTES 08/11/2006 08:23:16 bmeikle Action Type: Call to Customer

I called the customer back from his message. He asked if we could align his door for him. When the car was new he brought this to the dealer and showed them. They said since the car is a lease this is with in factory specs. Now he wants to buy the car so he wants the door aligned. I advised he needs to see the SM at the dealer to set up a DPSM inspection. I visual issue like this I can't authorize from here. he will see the dealer who told him the alignment was normal for a lease car, Plaza.

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

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

Case History

Case ID : [REDACTED]

Case Title : 5A--[REDACTED] - PRODUCT COMPLAINT

*** SUBCASE [REDACTED] CLOSE 8/16/2006 10:32:20 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/16/2006 10:32:20 AM, bmeikle

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

Case Details

Case ID :	Division :	Condition :	Open Date :
Case Originator : Priscilla Lum (Team CF)	Honda - Auto	Closed	9/9/2008 11:49:28 AM
Case Owner : Priscilla Lum (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/9/2008 11:56:05 AM
Last Closed By : Priscilla Lum (Team CF)	Method : Phone	Queue :	Days Open : 0
Case Title : - SRS LIGHT INQUIRY	Point of Origin : Customer	Wipbin :	
		No. of Attachments : 0	

Site / Contact Info :

Site Name : 1424
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : LIVONIA, MI
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM56363A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 58,000
 In Service Date : 04/26/2003
 Months In Use : 65
 Engine Number : K24A41093852
 Originating Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Selling Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207502 / TROY HONDA
 Phone No. : 248-649-0202
 Address : 1835 MAPLELAWN
 City / State / Zip : TROY, MI 48084
 Svc District / Sls District : 04A / A04
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Priscilla Lum	Type 1 : Product	Status : Subcase Close	Open Date : 9/9/2008 11:55:56 AM
Issue Owner : Priscilla Lum	Type 2 : Operation	Queue :	Close Date : 9/9/2008 11:56:05 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT INQUIRY

*** CASE CREATE 9/9/2008 11:49:28 AM, plum

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

*** NOTES 9/9/2008 11:49:28 AM, plum, Action Type :

name address phone [REDACTED] verified

The customer is calling because she went to the dealer for the recall and her SRS light has been on and is concerned that this is the 2nd electrical problem. The seat belt clip has failed and is it going to cost \$250 for the repair plus the \$95 for the diagnosis. The customer is wondering if she should have to pay for it.

The customer was advised when there is no recall or warranty the repair becomes the owners responsibility. The customer was advised that the warranty is for 36/36k miles for defective items. The customer was advised that any part can unfortunately fail not just an electrical part. The customer referred to the brake switch repair that was done for her without charge and is this a defect why should she have to pay for it. The customer was advised to ask the dealer if it was a defect but even so the dealer would know if any warranty would have applied, and in this case, she has no warranty. The customer was advised to ask the dealer specifically why this part failed and that the dealer may be able to explain. The customer stated she may not buy this vehicle at the end of the lease after all.

The customer asked for no further assistance.

*** CASE MODIFY 9/9/2008 11:52:35 AM, plum

into WIP default and Status of Solving.

*** NOTES 9/9/2008 11:53:35 AM, plum, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called to express her concern with the SRS warning light display. The customer was advised that there was no applicable warranty for the repair and that the diagnosis fee was appropriate to determine the failure.

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

Thank you for your attention to this matter.

Priscilla Lum
Automobile Customer Service

*** CASE VSC LOOKUP 9/9/2008 11:54:38 AM, plum

VSC-CUC CHECK 09/09/2008 11:54:38 AM plum

No data found for VIN.

*** NOTES 9/9/2008 11:55:29 AM, plum, Action Type : Call from Customer

The customer was advised that dealer diagnosis fee is appropriate to determine what the problem is. The customer was advised that if the seat belt warranty applied, the dealer would have known to apply it.

*** CASE MODIFY 9/9/2008 11:55:31 AM, plum

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT INQUIRY

*** SUBCASE [REDACTED] CREATE 9/9/2008 11:55:56 AM, plum

Created in WIP Default with Due Date 9/9/2008 11:55:56 AM.

*** CASE MODIFY 9/9/2008 11:56:02 AM, plum

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/9/2008 11:56:05 AM, plum

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/9/2008 11:56:05 AM, plum

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/9/2007 2:26:03 PM
 Case Originator : Arlilu Padungyothee (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 8/9/2007 2:28:47 PM
 Case Owner : Arlilu Padungyothee (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlilu Padungyothee (Team CK) Point of Origin : Customer Wipbin :
 Case Title [REDACTED] - SRS WARRANTY/RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM566X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 76,000
 In Service Date : 04/16/2003
 Months In Use : 52
 Engine Number : K24A41093212
 Originating Dealer No. / Name : 207526 / AUTONATION HONDA AT BEL AIR
 Selling Dealer No. / Name : 207526 / AUTONATION HONDA AT BEL AIR M
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2007 2:26:35 PM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 8/9/2007 2:28:47 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS WARRANTY/RECALL INQUIRY

*** CASE CREATE 8/9/2007 2:26:03 PM, apadungy

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

*** SUBCASE [REDACTED] CREATE 8/9/2007 2:26:35 PM, apadungy

Created in WIP Default with Due Date 8/9/2007 2:26:35 PM.

*** NOTES 8/9/2007 2:28:02 PM, apadungy, Action Type : Call from Customer

Customer information verified.

Customer is contacting AHM to know if the vehicle has any recalls or warranties for the srs light being on and was informed that all recalls and extended warranties are vin specific and do not apply to all vehicles and his vehicle does not have any recalls or warranties for his srs light not wanting to turn off. Customer understood and call ended.

*** CASE MODIFY 8/9/2007 2:28:11 PM, apadungy

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/9/2007 2:28:23 PM, apadungy

CAMPAIGN CHECK 08/09/2007 02:28:23 PM apadungy

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-09-03; FX

06-085; Q26; Vaughn Class Action Honda; ;

04-0

*** CASE VSC LOOKUP 8/9/2007 2:28:24 PM, apadungy

VSC-CUC CHECK 08/09/2007 02:28:24 PM apadungy

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/9/2007 2:28:26 PM, apadungy

WARRANTY CHECK 08/09/2007 02:28:26 PM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/9/2007 2:28:29 PM, apadungy

CLAIM HISTORY CHECK 08/09/2007 02:28:29 PM apadungy

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/9/2007 2:28:38 PM, apadungy

CAMPAIGN CHECK 08/09/2007 02:28:38 PM apadungy

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-09-03; FX

06-085; Q26; Vaughn Class Action Honda; ;

04-0

*** SUBCASE [REDACTED] CLOSE 8/9/2007 2:28:47 PM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/9/2007 2:28:47 PM, apadungy

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 6/24/2008 6:32:42 AM
Case Originator : Steve Felix (Team AA)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/25/2008 10:21:50 AM
Case Owner : April Valdez (Team CC)	Method : Phone	Queue :	Days Open : 1
Last Closed By : April Valdez (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : 07F [REDACTED] CALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 46,000
 In Service Date : 09/10/2003
 Months In Use : 57
 Engine Number : J30A41104041
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 206671 / NALLEY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206671 / NALLEY HONDA
 Phone No. : 770-306-4600
 Address : 4197 JONESBORO ROAD
 City / State / Zip : UNION CITY, GA 30291
 Svc District / Sls District : 07G / D07
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CAMP Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED]	CAMP Subcase Close	Campaign	Eligibility	740	Front Wiper
[REDACTED]	CAMP Subcase Close	Campaign	Eligibility	222109	SAFETY RECALL: ACCO
[REDACTED]	CAMP Subcase Close	Campaign	Eligibility	740	Front Wiper

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steve Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2008 6:37:01 AM
Issue Owner : Steve Felix	Type 2 : Eligibility	Queue :	Close Date : 6/24/2008 6:42:30 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steve Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2008 6:42:14 AM
Issue Owner : Steve Felix	Type 2 : Eligibility	Queue :	Close Date : 6/24/2008 6:42:30 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
 Condition Code Desc : Motor 7401
 Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : April Valdez	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/25/2008 6:26:41 AM
Issue Owner : April Valdez	Type 2 : Eligibility	Queue :	Close Date : 6/25/2008 10:21:50 AM
Issue Title : ██████████	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 222109 / SAFETY RECALL: ACCORD V6 AUTOMATIC TR
 Condition Code Desc Please Specify
 Campaign Code / Desc : P38 / 03-04 ACCORD AUTO TR
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
23441-P7W-000	GEAR	Not Applicable

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : April Valdez	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/25/2008 6:27:15 AM
Issue Owner : April Valdez	Type 2 : Eligibility	Queue :	Close Date : 6/25/2008 10:21:50 AM
Issue Title : ██████████	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 740 / Front Wiper
 Condition Code Desc Motor 7401
 Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 07F-[REDACTED]- RECALL INQUIRY

*** CASE CREATE 6/24/2008 6:32:42 AM, sfelix
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/24/2008 6:32:57 AM, sfelix
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 6/24/2008 6:33:00 AM, sfelix
VSC-CUC CHECK 06/24/2008 06:33:00 AM sfelix
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/24/2008 6:33:03 AM, sfelix
WARRANTY CHECK 06/24/2008 06:33:03 AM sfelix
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/24/2008 6:33:06 AM, sfelix
CLAIM HISTORY CHECK 06/24/2008 06:33:06 AM sfelix
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/24/2008 6:33:58 AM, sfelix
CAMPAIGN CHECK 06/24/2008 06:33:58 AM sfelix
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/18/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 0

*** CASE MODIFY 6/24/2008 6:34:08 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 6/24/2008 6:34:13 AM, sfelix
into WIP default and Status of Solving.

*** NOTES 6/24/2008 6:36:34 AM, sfelix, Action Type : Call from Customer
Verified customer information

The customer is calling because she states that the SRS light came on yesterday. She noticed there was a recall involving the SRS light for certain 2004-2005 Accords and she wanted to see if that recall affected her vehicle.

I informed the customer that all campaigns are VIN specific. I pulled up campaign information with their VIN and their vehicle does not have any outstanding campaigns involving the SRS light. However, there is a recall for the windshield wiper motor. I advised her to visit her local authorized dealer for further assistance with this recall and advised her to have the dealer further diagnose the vehicle at that time to determine what is causing that SRS light to come one. The customer thanked me for the information and the call ended.

*** CASE MODIFY 6/24/2008 6:36:43 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/24/2008 6:37:01 AM, sfelix
Created in WIP Default with Due Date 6/24/2008 6:37:01 AM.

Case History

Case ID : [REDACTED]

Case Title : 07F-[REDACTED] RECALL INQUIRY

*** CASE MODIFY 6/24/2008 6:37:05 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 6/24/2008 6:41:54 AM, sfelix
into WIP default and Status of Solving.

*** CASE CREATE 6/24/2008 6:42:14 AM, sfelix
Number = [REDACTED] Created in WIP default with due date 06/25/2008 06:42:14 AM..

*** SUBCASE [REDACTED] CREATE 6/24/2008 6:42:14 AM, sfelix, Action Type :
Created in WIP default with due date 06/25/2008 06:42:14 AM.

*** SUBCASE [REDACTED] MODIFY 6/24/2008 6:42:20 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 6/24/2008 6:42:28 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/24/2008 6:42:30 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 6/24/2008 6:42:30 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/24/2008 6:42:30 AM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/25/2008 6:23:26 AM, avaldez
with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/25/2008 6:23:32 AM, avaldez
WARRANTY CHECK 06/25/2008 06:23:32 AM avaldez
No data found for VIN.

*** CASE VSC LOOKUP 6/25/2008 6:23:34 AM, avaldez
VSC-CUC CHECK 06/25/2008 06:23:34 AM avaldez
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/25/2008 6:23:38 AM, avaldez
CLAIM HISTORY CHECK 06/25/2008 06:23:38 AM avaldez
No data found for VIN.

*** CASE CREATE 6/25/2008 6:26:41 AM, avaldez
Number = [REDACTED] Created in WIP default with due date 06/26/2008 06:26:41 AM..

*** SUBCASE [REDACTED] CREATE 6/25/2008 6:26:41 AM, avaldez, Action Type :
Created in WIP default with due date 06/26/2008 06:26:41 AM.

*** SUBCASE [REDACTED] MODIFY 6/25/2008 6:26:46 AM, avaldez
into WIP default and Status of Solving.

*** CASE CREATE 6/25/2008 6:27:15 AM, avaldez
Number = [REDACTED] Created in WIP default with due date 06/26/2008 06:27:15 AM..

Case History

Case ID : [REDACTED] Case Title : 07F-[REDACTED] RECALL INQUIRY

*** SUBCASE [REDACTED] REATE 6/25/2008 6:27:15 AM, avaldez, Action Type :
Created in WIP default with due date 06/26/2008 06:27:15 AM.

*** SUBCASE [REDACTED] MODIFY 6/25/2008 6:27:20 AM, avaldez
into WIP default and Status of Solving.

*** NOTES 6/25/2008 6:35:44 AM, avaldez, Action Type : Call from Customer
I verified the customer's information: [REDACTED]

The customer called AHM called to see if there were any recalls affecting her vehicle. The customer stated that she went online and found that there was a transmission recall and a wiper motor recall. I informed the customer that per the product tab in CRMS that her vehicle was affected by P38) and has a fixed status date of 10/18/04. I informed the customer that this recall is a one time fix and any repairs needed to be done to the transmission will have to be repaired at her expense I also informed the customer that her vehicle was also affected by the motor wiper safety recall (Q78). I informed the customer that the recall notices will begin to be mailed as of June 24, 2008. I informed the customer that the reason as to why she seen this recall online was because it was pre-released by the media. I informed the customer that AHM wants to make sure that all Honda dealership have the necessary parts before releasing these notices. I informed the customer that once her she receives this notice she can take her vehicle to her local Honda dealership

The customer understood and thanked me for the information provided
The customer requested no further assistance
Call ended

*** CASE MODIFY 6/25/2008 6:35:47 AM, avaldez
into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2008 9:51:46 AM, avaldez
into WIP ready for review and Status of Solving.

*** CASE MODIFY 6/25/2008 9:53:00 AM, avaldez
into WIP ready for review and Status of Solving.

*** NOTES 6/25/2008 9:54:21 AM, avaldez, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer may be contacting your dealership for repair when she receives the recall notice Q78 for the wiper motor.

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

Thank you for your attention to this matter.

April Valdez
Automobile Customer Service

*** CASE MODIFY 6/25/2008 9:54:27 AM, avaldez
into WIP ready for review and Status of Solving.

*** NOTES 6/25/2008 10:21:32 AM, avaldez, Action Type : Note-General

Case History

Case ID : [REDACTED]

Case Title : 07P [REDACTED] RECALL INQUIRY

Case reviewed by L. Johnson.

*** SUBCASE [REDACTED] CLOSE 6/25/2008 10:21:50 AM, avaldez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2008 10:21:50 AM, avaldez

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

*** SUBCASE [REDACTED] CLOSE 6/25/2008 10:21:50 AM, avaldez

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/15/2011 10:38:24
Case Originator :	Carlo Isip (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/15/2011 10:42:22
Case Owner :	Carlo Isip (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Carlo Isip (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT ON - RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 2921
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 54,800
 In Service Date : 06/13/2003
 Months In Use : 101
 Engine Number : K24A41094952
 Originating Dealer No. / Name : 206671 / NALLEY HONDA
 Selling Dealer No. / Name : 206671 / NALLEY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 11/15/2011 10:42:07
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 11/15/2011 10:42:22
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON - RECALL INQUIRY

*** CASE CREATE 11/15/2011 10:38:24 AM, cisip

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

*** NOTES 11/15/2011 10:41:43 AM, cisip, Action Type : Call from Customer

Updated customers information

Best contact # for customer: [REDACTED]

Customer contacted ACS and stated that the SRS light is on and is inquiring if there are any open recalls on the vehicle at this time.

Per campaign tab, ACS advised customer there are no open recalls on her vehicle at this time. ACS advised customer that recall information can be found online at: www.recalls.honda.com. Customer understood and required no further assistance.

*** CASE MODIFY 11/15/2011 10:41:51 AM, cisip

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/15/2011 10:42:07 AM, cisip

Created in WIP Default with Due Date 11/15/2011 10:42:07 AM.

*** CASE MODIFY 11/15/2011 10:42:19 AM, cisip

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/15/2011 10:42:22 AM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/15/2011 10:42:22 AM, cisip

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

Case Details

Case ID : [REDACTED] **Division :** Honda - Auto **Condition :** Closed **Open Date :** 4/13/2005 9:53:26 AM
Case Originator : Kara Castanon (Team HC) **Sub Division :** Customer Relations **Status :** Closed **Close Date :** 4/29/2005 9:08:24 AM
Case Owner : Julie Kim (Team HF) **Method :** Phone **Queue :** **Days Open :** 16
Last Closed By : Julie Kim (Team HF) **Point of Origin :** Customer **Wipbin :** **No. of Attachments :** 0
Case Title : 6P-H [REDACTED] HENDRICK HONDA [REDACTED] - SRS ASSISTANCE REQUEST

Site / Contact Info :

Site Name : [REDACTED] 1425
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : MOUNT PLEASANT, SC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1425
VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 50,000
In Service Date : 04/30/2003
Months In Use : 24
Engine Number : K24A41095312
Originating Dealer No. / Name : 207904 / HENDRICK HONDA
Selling Dealer No. / Name : 207904 / HENDRICK HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207366 / HENDRICK HONDA OF CHARLESTON
Phone No. : 843-571-6910
Address : 1478 SAVANNAH HIGHWAY
City / State / Zip : CHARLESTON, SC 29407
Svc District / Sls District : 06M / D06
Warranty Labor Rate / Date : \$105.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207904	HENDRICK HONDA		

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 4/15/2005 10:05:01 AM
Issue Owner : Julie Kim	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/29/2005 9:08:18 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

*** CASE CREATE 4/13/2005 9:53:26 AM, kcastano

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

*** CASE EXTENDED WARRANTY LOOKUP 4/13/2005 9:58:47 AM, kcastano

WARRANTY CHECK 04/13/2005 09:58:47 AM kcastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/13/2005 9:58:52 AM, kcastano

CLAIM CHECK 04/13/2005 09:58:52 AM kcastano

The following Claim History information was found

0; 2004-09-23; 207366; 958716; 510; 818105 ; INSIDE DOOR HANDLE COVER (LEFT; FRONT) - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/13/2005 9:58:55 AM, kcastano

CAMPAIGN CHECK 04/13/2005 09:58:55 AM kcastano

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-08-26; FX

*** CASE VSC LOOKUP 4/13/2005 9:58:56 AM, kcastano

VSC-CUC CHECK 04/13/2005 09:58:55 AM kcastano

No data found for VIN.

*** NOTES 4/13/2005 10:01:56 AM, kcastano, Action Type : Call from Customer

The customer states her emissions light went off and she took the vehicle to the dealership and just had an emissions component replaced in Charlotte, NC where she purchased the vehicle. The customer states her SRS light is currently on and she had the vehicle diagnosed at Hendrick Honda of Charleston and was quoted \$203 for labor and \$155 for the part. The customer states the SRS control needs to be replaced. The customer states she has had the vehicle serviced at both dealerships.

The customer states she would like to know if AHM can assist with the repairs

The customer states she has leased a Honda in the past but this is her first actual purchase.

I apologized to the customer for her concerns. I advised the customer that assistance on out of warranty repairs would need to be reviewed by a RCM. I advised that I would forward her request to a RCM who will look into the matter and follow-up with her. I advised the customer that all decisions are made on a case by case basis. The customer states the vehicle is currently at the Charleston dealership.

*** CASE MODIFY 4/13/2005 10:03:04 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** CASE MODIFY 4/13/2005 10:03:08 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** CASE MODIFY 4/13/2005 10:03:13 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** CASE MODIFY 4/13/2005 10:03:20 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** NOTES 4/13/2005 10:04:25 AM, kcastano, Action Type : Note-General

Contact: John Cerlet in Service.

*** CASE MODIFY 4/13/2005 10:09:55 AM, kcastano

Case History

Case ID : [REDACTED] Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

into WIP K's Dispatch and Status of Solving.

*** CASE MODIFY 4/13/2005 10:09:55 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** CASE MODIFY 4/13/2005 10:09:55 AM, kcastano

into WIP K's Dispatch and Status of Solving.

*** CASE DISPATCH 4/13/2005 10:10:14 AM, kcastano

from WIP K's Dispatch to Queue Honda Team D.

*** CASE RULE ACTION 4/14/2005 9:10:14 AM, sa

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

*** CASE ACCEPT 4/14/2005 9:05:17 PM, panderso

from Queue Honda Team D to WIP default.

*** CASE ASSIGN 4/14/2005 9:05:30 PM, panderso

[REDACTED] to mkim, WIP

*** CASE RULE ACTION 4/14/2005 9:05:31 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 4/15/2005 10:05:01 AM, mkim

Created in WIP Default with Due Date 4/15/2005 10:05:01 AM.

*** CASE EXTENDED WARRANTY LOOKUP 4/15/2005 10:26:29 AM, mkim

WARRANTY CHECK 04/15/2005 10:26:29 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/15/2005 10:26:51 AM, mkim

CLAIM CHECK 04/15/2005 10:26:51 AM mkim

The following Claim History information was found

0; 2004-09-23; 207366; 958716; 510; 818105 ; INSIDE DOOR HANDLE COVER (LEFT; FRONT) - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/15/2005 10:26:56 AM, mkim

CAMPAIGN CHECK 04/15/2005 10:26:56 AM mkim

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-08-26; FX

*** CASE VSC LOOKUP 4/15/2005 10:26:58 AM, mkim

VSC-CUC CHECK 04/15/2005 10:26:58 AM mkim

No data found for VIN.

*** CASE MODIFY 4/15/2005 10:27:01 AM, mkim

into WIP default and Status of Solving.

*** COMMIT 4/15/2005 10:27:18 AM, mkim, Action Type : N/A

call dealer/call customer

*** CASE MODIFY 4/15/2005 10:27:47 AM, mkim

Case History

Case ID : [REDACTED] Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

into WIP default and Status of Solving.

*** NOTES 4/15/2005 10:54:47 AM, mkim, Action Type : Call from Customer
call SM and left message

*** NOTES 4/15/2005 10:55:06 AM, mkim, Action Type : Call from Customer
SM (Darrell Hixson)

*** NOTES 4/15/2005 11:03:03 AM, mkim, Action Type : Call from Customer
I contacted the customer to introduce myself as the CM.

The customer stated that she dropped her vehicle off at the Hendrick Honda on 04/12 and received a call the next day (04/13) from the SA that SRS control unit needed to be replace.

However, the customer stated that she does not think the dealership diagnosed the vehicle because she was not charged any diagnostic fee.

However, the customer stated that the SRS light is still coming on intermittently.

I informed the customer that I am still reviewing her case and will follow up with her next week with more information. The customer understood.

*** CASE MODIFY 4/15/2005 11:03:06 AM, mkim

into WIP 6P and Status of Solving.

*** CASE FULFILL 4/15/2005 11:03:24 AM, mkim

Fulfilled for [REDACTED] due 04/15/2005 05:00:00 PM.

*** COMMIT 4/15/2005 11:04:06 AM, mkim, Action Type : N/A

follow up with SM

*** CASE MODIFY 4/15/2005 1:29:32 PM, mkim

into WIP 6P and Status of Solving.

*** NOTES 4/15/2005 1:54:09 PM, mkim, Action Type : Call from Customer

I received a message from the SM-Darrell.

I contacted him back and left another message requesting a call back.

*** CASE MODIFY 4/15/2005 1:54:25 PM, mkim

into WIP 6P and Status of Solving.

*** CASE MODIFY 4/15/2005 3:03:21 PM, mkim

into WIP 6P and Status of Solving.

*** NOTES 4/15/2005 3:03:29 PM, mkim, Action Type : Call from Customer

I spoke to the SM-Darrell who had informed me that they did not charge the customer for diagnosis as good well because the customer purchase this vehicle and had it service up to 30K miles from their sister dealership, HENDRICK HONDA. The SM informed me that this vehicle has been regularly serviced at their dealership since 30K miles and also confirmed that he doesn't believed this vehicle has been in any accidents. The SM informed me that his limit on the mileage for goodwill is unto 50K miles and if the vehicle had less than 50K miles, he would have assist the customer with the repair. SM informed me also that this vehicle might be outside the warranty parameter due to the mileage but by time, it's only couple of years old. Therefore with the SRS unit, the SM believes that the mileage does not really pertain to the vehicle but more on the time and feels that assistance should be provided.

I thanked the SM and informed him that I will also follow up with him after further review.

*** CASE MODIFY 4/15/2005 3:03:34 PM, mkim

Case History

Case ID : [REDACTED] Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

into WIP 6P and Status of Solving.

*** CASE FULFILL 4/15/2005 3:22:12 PM, mkim

Fulfilled for [REDACTED] due 04/18/2005 11:00:00 AM.

*** COMMIT 4/15/2005 3:22:16 PM, mkim, Action Type : N/A

follow up with the SM to inform him that AHM will assist 100% with the repair

*** CASE FULFILL 4/18/2005 8:38:44 AM, mkim

Fulfilled for [REDACTED] due 04/18/2005 12:00:00 AM.

*** NOTES 4/18/2005 8:38:54 AM, mkim, Action Type : Call from Customer

I contacted the SM-Darrell and informed him that AHM will provide 100% assistance with the repair.

The SM-Darrell stated that he will contact the customer to let her know and also set up an appointment.

*** COMMIT 4/18/2005 8:39:05 AM, mkim, Action Type : N/A

Made to [REDACTED] due 04/25/2005 08:39:42 AM.

call cust/SM, when is the appt? repair completed?

*** CASE MODIFY 4/18/2005 8:40:08 AM, mkim

into WIP 6P and Status of Solving.

*** CASE MODIFY 4/18/2005 8:41:05 AM, mkim

into WIP 6P and Status of Solving.

*** NOTES 4/22/2005 8:56:26 AM, mkim, Action Type : Call to Dealer

I contacted the dealership to see if the repair had been completed.

I spoke to the Lanna-Service Receptionist and was informed that the repair was completed on 04/19/2005.

I left a VM to the SM-Darrell requesting a call back so I can provide authorization #.

*** NOTES 4/22/2005 9:00:30 AM, mkim, Action Type : Call to Customer

I spoke to the customer and was informed that the repair has not been completed.

The customer stated that she called the dealership and left a message requesting a call back to set up an appointment, but have not heard anything back.

I informed the customer that she can go ahead and contact the dealership back to set up an appointment for the repair.

I provided the customer with the phone number to the dealership and my contact information for future reference.

*** CASE MODIFY 4/22/2005 9:00:32 AM, mkim

into WIP follow up and Status of Solving.

*** CASE MODIFY 4/22/2005 9:00:40 AM, mkim

into WIP follow up and Status of Solving.

*** CASE FULFILL 4/22/2005 9:00:46 AM, mkim

Fulfilled for [REDACTED] due 04/25/2005 08:39:42 AM.

*** COMMIT 4/22/2005 9:00:48 AM, mkim, Action Type : N/A

***cust called?

*** CASE MODIFY 4/22/2005 9:01:14 AM, mkim

into WIP follow up and Status of Solving.

*** CASE MODIFY 4/22/2005 9:01:19 AM, mkim

Case History

Case ID : [REDACTED] Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

into WIP follow up and Status of Solving.

*** NOTES 4/25/2005 8:55:20 AM, mkim, Action Type : Call to Customer

I contacted the customer to see if she has the SRS repair completed.

The customer stated that she dropped her vehicle off on 04/22 and received a call back from the dealership the next day to pick up the vehicle because they did not have the part in.

The customer stated that she was informed that the part should be in sometime this week.

I provided the customer with my contact information in case if she needed any assistance.

I informed the customer that I will check by end of the week to see if the repair had been completed.

*** CASE MODIFY COMMITMENT 4/25/2005 8:56:45 AM, mkim

with SHAWNA FEIST due 04/28/2005 05:00:00 PM.

*** CASE MODIFY 4/25/2005 8:56:53 AM, mkim

into WIP follow up and Status of Solving.

*** CASE MODIFY COMMITMENT 4/27/2005 2:48:51 PM, mkim

with [REDACTED] due 04/29/2005 05:00:00 PM.

*** NOTES 4/27/2005 2:48:56 PM, mkim, Action Type : Call to Dealer

I spoke to the SA-John because the SM-Darrell was not around.

The SA-John informed me that they just received the SRS control unit in today and will contact the customer to schedule an appointment to have the repair completed.

*** CASE MODIFY 4/27/2005 2:48:59 PM, mkim

into WIP follow up and Status of Solving.

*** NOTES 4/27/2005 2:51:32 PM, mkim, Action Type : Call to Customer

I called the customer and left a VM on her day phone# stating that I spoke to the SA-John, who informed me that the part was in today so she can contact them to schedule an appointment to have the repair done.

I provided with my contact information and the dealership phone number.

In addition, I left a message stating that if I don't hear back from her, I will assume that she no longer needs my assistance and that the repair has been completed.

*** CASE MODIFY 4/27/2005 2:51:43 PM, mkim

into WIP follow up and Status of Solving.

*** CASE MODIFY 4/27/2005 2:51:51 PM, mkim

into WIP follow up and Status of Solving.

*** CASE FULFILL 4/29/2005 9:07:21 AM, mkim

Fulfilled for [REDACTED] due 04/29/2005 05:00:00 PM.

*** NOTES 4/29/2005 9:07:47 AM, mkim, Action Type : Note-Resolution

I checked and the customer has not call back for further assistance.

I am closing the case since no further assistance was needed at this time.

*** SUBCASE [REDACTED] CLOSE 4/29/2005 9:08:18 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/29/2005 9:08:22 AM, mkim

Case History

Case ID : [REDACTED]

Case Title : 6P-HENDRICK HONDA-[REDACTED] - SRS ASSISTANCE REQUEST

into WIP follow up and Status of Solving.

*** CASE CLOSE 4/29/2005 9:08:24 AM, mkim

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

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2010 7:25:10 AM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/17/2010 7:30:24 AM
Case Owner :	Kelly Fuller (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kelly Fuller (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 426
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████ ██████████
 City / State / Zip : CARY, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 426
 VIN Type / No. : US VIN / 1HGCM563X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 05/24/2003
 Months In Use : 87
 Engine Number : K24A41097469
 Originating Dealer No. / Name : 206747 / ROUSH HONDA
 Selling Dealer No. / Name : 206747 / ROUSH HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2010 7:28:38 AM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 8/17/2010 7:30:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 8/17/2010 7:25:10 AM, kfuller

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

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2010 7:25:12 AM, kfuller

WARRANTY CHECK 08/17/2010 07:25:12 AM kfuller

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/17/2010 7:25:17 AM, kfuller

CLAIM CHECK 08/17/2010 07:25:17 AM kfuller

The following Claim History information was found

0; 2008-10-10; 206747; 817682; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/17/2010 7:25:31 AM, kfuller

CAMPAIGN CHECK 08/17/2010 07:25:31 AM kfuller

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/02/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE VSC LOOKUP 8/17/2010 7:25:33 AM, kfuller

VSC-CUC CHECK 08/17/2010 07:25:33 AM kfuller

No data found for VIN.

*** CASE MODIFY 8/17/2010 7:25:41 AM, kfuller

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/17/2010 7:28:21 AM, kfuller

CAMPAIGN CHECK 08/17/2010 07:28:21 AM kfuller

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/02/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** SUBCASE [REDACTED] CREATE 8/17/2010 7:28:38 AM, kfuller

Created in WIP Default with Due Date 8/17/2010 7:28:38 AM.

*** NOTES 8/17/2010 7:30:22 AM, kfuller, Action Type : Call from Customer

The customer called to see if a letter could be sent out to him again regarding his campaign for the SRS light. I updated owner information and checked campaigns. I advised the customer that he has no campaigns related to the SRS light. He asked if I could send him something by email. I referred him to www.recalls.honda.com for all recall information. The customer thanked me. I thanked the customer. The call ended.

*** CASE CLOSE 8/17/2010 7:30:24 AM, kfuller

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

*** SUBCASE [REDACTED] CLOSE 8/17/2010 7:30:24 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/20/2009 7:42:34 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/20/2009 8:01:24 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG LIGT ON CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1015
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BRONX, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1015
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 24,000
In Service Date : 09/23/2003
Months In Use : 70
Engine Number : K24A41097029
Originating Dealer No. / Name : 206688 / YONKERS HONDA
Selling Dealer No. / Name : 206688 / YONKERS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206962 / BRONX HONDA
Phone No. : 718-892-3300
Address : 2541 E. TREMONT AVENUE
City / State / Zip : BRONX, NY 10461
Svc District / Sls District : 05D / F05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 7/20/2009 8:00:45 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 7/20/2009 8:01:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG LIGHT ON CONCERN

*** CASE CREATE 7/20/2009 7:42:34 AM, mwells

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

*** CASE MODIFY 7/20/2009 7:42:40 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 7/20/2009 7:44:52 AM, mwells

into WIP default and Status of Solving.

*** NOTES 7/20/2009 7:46:47 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr Angelo Massaro

ACS verified customer information

situation: airbags

Customer stated that the airbags have a picture on the dashboard and is concern there is a problem. Customer stated that he wanted to know what the dealer will charge him

ACS advised that the dealership diagnose fee will vary by dealer and he would need to call them to find out. He was advised that the dealer will be providing him a service in diagnosing his vehicle and there is a charge, the service is not free. He thanked ACS and had no further requests

*** CASE MODIFY 7/20/2009 7:46:49 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 7/20/2009 8:00:42 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/20/2009 8:00:45 AM, mwells

Created in WIP Default with Due Date 7/20/2009 8:00:45 AM.

*** CASE MODIFY 7/20/2009 8:00:49 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 7/20/2009 8:01:04 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 7/20/2009 8:01:22 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/20/2009 8:01:24 AM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/20/2009 8:01:24 AM, mwells

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 12/20/2006 11:28:13
 Case Originator : LaTanya Fowler (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/20/2006 3:06:02 PM
 Case Owner : Lomies Williams (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Lomies Williams (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS INDICATOR LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 35 G
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : CINCINNATI, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ G
 VIN Type / No. : US VIN / 1HGCM66883A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 52,820
 In Service Date : 04/26/2003
 Months In Use : 44
 Engine Number : J30A41107905
 Originating Dealer No. / Name : 206674 / SUPERIOR HONDA
 Selling Dealer No. / Name : 206674 / SUPERIOR HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207302 / CENTURY HONDA
 Phone No. : 513-791-9090
 Address : 9876 MONTGOMERY ROAD
 City / State / Zip : CINCINNATI, OH 45242
 Svc District / Sls District : 04C / B04
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Fowler	Type 1 : Product	Status : Subcase Close	Open Date : 12/20/2006 12:16:00
Issue Owner : LaTanya Fowler	Type 2 : Operation	Queue :	Close Date : 12/20/2006 12:16:18
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS INDICATOR LIGHT ON

*** CASE CREATE 12/20/2006 11:28:13 AM, lfowler

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

*** CASE EXTENDED WARRANTY LOOKUP 12/20/2006 11:28:16 AM, lfowler

WARRANTY CHECK 12/20/2006 11:28:16 AM lfowler

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/20/2006 11:28:20 AM, lfowler

CLAIM CHECK 12/20/2006 11:28:20 AM lfowler

The following Claim History information was found

0; 2004-12-22; 207302; 836281; 510; 841150 ; GLOVE BOX AND/OR COVER - REPLACE.

*** CASE CAMPAIGN LOOKUP 12/20/2006 11:28:23 AM, lfowler

CAMPAIGN CHECK 12/20/2006 11:28:22 AM lfowler

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2005-01-05; FX

*** CASE VSC LOOKUP 12/20/2006 11:28:29 AM, lfowler

VSC CHECK 12/20/2006 11:28:29 AM lfowler

The following VSC information was found

[REDACTED];V001611631;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2003-04-26;2010-04-25;100000;12;206674;0.00

*** CASE CUC LOOKUP 12/20/2006 11:28:29 AM, lfowler

CUC CHECK 12/20/2006 11:28:29 AM lfowler

The following CUC information was found

;;0;0;0;,,,,,0;;

*** NOTES 12/20/2006 12:08:02 PM, lfowler, Action Type : Call from Customer

The customer called ACS to inquire about the SRS indicator light. He states that the indicator light came on a week ago and did not go off. He states that he contacted Century Honda regarding this concern and they scheduled an appointment for him to bring the vehicle in. He states that he took the vehicle to the dealership today for the inspection and he was advised by the dealership that there is a \$75. charge that he would be responsible for if they are unable to find anything wrong. I advised the customer that the diagnostic fee is a labor charge that the dealership charges to look at the vehicle and if they determine that the repair is covered under warranty he will not have to pay for the diagnostic fee otherwise he is responsible for the labor charge. He states that this is what he paid \$1300. for. I informed the customer that the warranty does not cover non warrantable repairs explaining that I placed the customer on hold and made an outbound call to Honda Care and spoke to Kevin. I conferenced the customer in with Honda Care and he confirmed what I had originally advised the customer. The customer became argumentive and wanted to know who else he could talk to. He states that he would like to know of he can speak to a Honda District Representative. I explained to him that the DPSM is in the field and suggested that he speak to the SM at the dealership to find out when he will be available at Century Honda. He repeatedly requested information regarding the DPSM and I reiterated the same information time and time again. He finally thanked me for the information and the call ended.

*** CASE MODIFY 12/20/2006 12:11:32 PM, lfowler

into WIP default and Status of Solving.

*** NOTES 12/20/2006 12:15:22 PM, lfowler, Action Type : Contention

The customer called ACS to dispute the diagnostic fee charged by the dealership.

*** SUBCASE [REDACTED] CREATE 12/20/2006 12:16:00 PM, lfowler

Created in WIP Default with Due Date 12/20/2006 12:16:00 PM.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS INDICATOR LIGHT ON

*** SUBCASE [REDACTED] CLOSE 12/20/2006 12:16:18 PM, lfowler

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/20/2006 12:16:21 PM, lfowler

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

*** CASE REOPEN 12/20/2006 3:01:30 PM, lwilliam

with Condition of Open and Status of Solving.

*** NOTES 12/20/2006 3:05:57 PM, lwilliam, Action Type : Contention

Customer stated that he is calling back to make a complaint about the service he received earlier today. He states that when speaking with a rep today, his call was disconnected and he was never called back. He states that he is very upset with how he was treated on his earlier phone call. He stated that he wanted to make Honda aware of his concern. ACS advised him that his concern will be documented. Customer acknowledged.

*** CASE CLOSE 12/20/2006 3:06:02 PM, lwilliam

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/10/2003 10:59:47 AM
 Case Originator : Ron Rubinoff (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2003 1:06:58 PM
 Case Owner : Holly Muhammad (Team SB) Method : Phone Queue : Days Open : 1
 Last Closed By : Holly Muhammad (Team SB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SIDE SRS LIGHT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM566X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 4,100
 In Service Date : 03/14/2003
 Months In Use : 4
 Engine Number : K24A41099317
 Originating Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE
 Selling Dealer No. / Name : 208060 / GREENWICH HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208060 / GREENWICH HONDA
 Phone No. : 203-622-0600
 Address : 289 MASON STREET
 City / State / Zip : GREENWICH, CT 06830
 Svc District / Sls District : 05E / F05
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jig Patel	Type 1 : Product	Status : Subcase Close	Open Date : 7/10/2003 2:29:49 PM
Issue Owner : Holly Muhammad	Type 2 : Operation	Queue :	Close Date : 7/11/2003 1:06:56 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc Side SRS-Light 7513
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SIDE SRS LIGHT

*** CASE CREATE 7/10/2003 10:59:47 AM, rrubinof

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

*** NOTES 7/10/2003 10:59:48 AM, rrubinof, Action Type :

Customer stated that since his first 3,500 mile service the side driver's side airbag light was on. A side airbag module was replaced according to the customer. Other unknown SRS related parts were replaced and the vehicle has not been repaired to date and the light is still on according to the customer. The customer stated that the dealership broke clamps on the rear seat and scratched up his vehicle. The customer stated that he has been tot he dealership 2 times and on 7/14 it will be the third time. The customer stated that if the dealership cannot repair his vehicle he is going for arbitration. GREENWICH HONDA is the dealership. He stated this process has been going on for about 3 weeks now. The customer stated that he felt that he was being discriminated against by GREENWICH HONDA. The customer stated that he has an appointment to bring the vehicle back to GREENWICH HONDA on 7/14 for additional diagnosis and that the dealership assured him that they would repair whatever damages that they made to the vehicle. Advised that a call will be made to the SM at GREENWICH HONDA and back to him in 3-5 working days. The customer stated he understood.

*** CASE MODIFY 7/10/2003 11:00:10 AM, rrubinof

into WIP default and Status of Solving.

*** CASE DISPATCH 7/10/2003 11:00:15 AM, rrubinof

from WIP default to Queue Team D.

*** CASE ACCEPT 7/10/2003 2:29:34 PM, jpatel

from Queue Team D to WIP default.

*** SUBCASE [REDACTED] CREATE 7/10/2003 2:29:49 PM, jpatel

Created in WIP Default with Due Date 7/10/2003 2:29:49 PM.

*** CASE MODIFY 7/10/2003 2:29:54 PM, jpatel

into WIP default and Status of Solving.

*** CASE ASSIGN 7/10/2003 2:29:59 PM, jpatel

[REDACTED] to hmuhamma, WIP

*** CASE RULE ACTION 7/10/2003 2:30:00 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1000634-1 ASSIGN 7/10/2003 2:30:10 PM, jpatel

[REDACTED] to hmuhamma, WIP

*** SUBCASE N012003-07-1000634-1 RULE ACTION 7/10/2003 2:30:11 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1000634-1 NOTES 7/11/2003 1:02:04 PM, hmuhamma, Action Type : Call to Dealer

SM, Nini, stated that after the SRS Sensor replacement they could not reset the computer. Dealer ordered a computer. SM stated that they are going to install the computer on Monday, and repair the scratch on the customer's vehicle. SM stated that he has arranged a rental for the customer.

*** SUBCASE N012003-07-1000634-1 NOTES 7/11/2003 1:05:17 PM, hmuhamma, Action Type : Call from Customer

I confirmed with the customer that I spoke with the SD, Nini. I confirmed with the customer the information the SD provided. I asked the customer to contact me if he needs any further assistance with this issue.

*** SUBCASE [REDACTED] NOTES 7/11/2003 1:06:34 PM, hmuhamma, Action Type : Note-Resolution

Per the customer's request, I contacted the dealer on his behalf. I provided the customer with the dealer's response. I asked the customer to contact me directly if he needs additional assistance pertaining to this issue.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED]

*** CASE MODIFY 7/11/2003 1:06:41 PM, hmuhamma
into WIP default and Status of Solving.

*** SUBCASE N012003-07-1000634-1 CLOSE 7/11/2003 1:06:56 PM, hmuhamma
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/11/2003 1:06:57 PM, hmuhamma
into WIP default and Status of Solving.

*** CASE CLOSE 7/11/2003 1:06:58 PM, hmuhamma
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012003-07-1000634-1 NOTES 7/11/2003 1:26:52 PM, hmuhamma, Action Type : Call to Dealer

SM, Nini, stated that the customer about a year ago, at 18,000 miles, customer came to the dealer with a check engine light. Dealer replaced the fuel injectors. Dealer has not seen the customer since. SM stated that they found dirt inside the fuel tank. They removed the fuel sending unit, and you can put your hand into the bottom of the tank and find a lot of dirt at the bottom of the tank. The fuel filler neck, when you open the gas cap, inside he could see the rust. SM stated that a foreign substance got into the fuel tank via external interference. There is no sign of corrosion in the inner wall of the tank, which the dealer looked with a flash light.

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/24/2008 12:58:18 PM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/22/2008 11:36:33 AM
 Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 60
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 7F/ CAREY PAUL HONDA - ██████████ - CEL / SRS LIGHT ON AND O No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3695
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : SNELLVILLE, GA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3695
 VIN Type / No. : US VIN / 1HGCM56393A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 57,800
 In Service Date : 03/20/2003
 Months In Use : 64
 Engine Number : K24A41101233
 Originating Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Selling Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Phone No. : 770-985-1444
 Address : 3430 HIGHWAY 78
 City / State / Zip : SNELLVILLE, GA 30078
 Svc District / Sls District : 07G / D07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	- PRO Subcase Close	Product	Operation	752	SRS
██████████ / ██████████	- PRO Subcase Close	Product	Operation	110	Upper Engine
██████████ / ██████████	- PRO Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 7/24/2008 1:07:57 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 7/24/2008 1:08:04 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 9/4/2008 8:19:37 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 9/22/2008 11:36:29 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc Other 110X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Assist - AHM Partial
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-07-2401156-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 9/4/2008 8:20:17 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 9/22/2008 11:36:33 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM Partial, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF

*** CASE CREATE 7/24/2008 12:58:18 PM, yjones

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

*** CASE EXTENDED WARRANTY LOOKUP 7/24/2008 12:58:21 PM, yjones

WARRANTY CHECK 07/24/2008 12:58:21 PM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/24/2008 12:58:24 PM, yjones

CLAIM HISTORY CHECK 07/24/2008 12:58:24 PM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/24/2008 12:58:35 PM, yjones

CAMPAIGN CHECK 07/24/2008 12:58:35 PM yjones

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE VSC LOOKUP 7/24/2008 12:58:36 PM, yjones

VSC-CUC CHECK 07/24/2008 12:58:36 PM yjones

No data found for VIN.

*** CASE VSC LOOKUP 7/24/2008 1:02:06 PM, yjones

VSC-CUC CHECK 07/24/2008 01:02:06 PM yjones

No data found for VIN.

*** CASE MODIFY 7/24/2008 1:02:50 PM, yjones

into WIP default and Status of Solving.

*** NOTES 7/24/2008 1:06:32 PM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states sometimes the airbag light comes on and stays on.

Customer wants ACS to assist.

Advised customer per page 29 in owners manual that if the light stays on he should take vehicle to a Honda Dealership for an inspection.

Customer understood.

*** SUBCASE [REDACTED] CREATE 7/24/2008 1:07:57 PM, yjones

Created in WIP Default with Due Date 7/24/2008 1:07:57 PM.

*** SUBCASE [REDACTED] CLOSE 7/24/2008 1:08:04 PM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/24/2008 1:08:07 PM, yjones

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

Case History

Case ID : [REDACTED] Case Title : 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF

*** CASE REOPEN 9/3/2008 1:22:58 PM, pkhauo

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/3/2008 1:23:15 PM, pkhauo

CAMPAIGN CHECK 09/03/2008 01:23:15 PM pkhauo

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE EXTENDED WARRANTY LOOKUP 9/3/2008 1:23:16 PM, pkhauo

WARRANTY CHECK 09/03/2008 01:23:16 PM pkhauo

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/3/2008 1:23:18 PM, pkhauo

CLAIM HISTORY CHECK 09/03/2008 01:23:18 PM pkhauo

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/3/2008 1:25:39 PM, pkhauo

CAMPAIGN CHECK 09/03/2008 01:25:39 PM pkhauo

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE VSC LOOKUP 9/3/2008 1:25:40 PM, pkhauo

VSC-CUC CHECK 09/03/2008 01:25:40 PM pkhauo

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/3/2008 1:26:30 PM, pkhauo

WARRANTY CHECK 09/03/2008 01:26:30 PM pkhauo

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/3/2008 1:26:34 PM, pkhauo

CLAIM HISTORY CHECK 09/03/2008 01:26:34 PM pkhauo

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/3/2008 1:26:43 PM, pkhauo

CAMPAIGN CHECK 09/03/2008 01:26:43 PM pkhauo

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE CAMPAIGN LOOKUP 9/3/2008 1:31:53 PM, pkhauo

Case History

Case ID : N012008-07-2401156

Case Title : 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF

CAMPAIGN CHECK 09/03/2008 01:31:53 PM pkhauo

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE MODIFY 9/3/2008 1:37:47 PM, pkhauo

into WIP default and Status of Solving.

*** NOTES 9/3/2008 1:41:16 PM, pkhauo, Action Type : Call from Customer

The customer's information was verified.

Situation: Check engine/ SRS light comes on and off

Request: Assistance from American Honda

Probe: The customer stated that he has two Honda vehicles. He loves Honda. However, he is having issue with his vehicle. The check engine/ srs light comes on and off. He took it to the dealership. His service advisor is name Loddy. He was told that an engine needs to be put in. I tried to get some more detail information but the customer stated he is no a car person. He stated that he should not have problems with Honda. I told the customer a case manager will contact the dealership to find out more details of the vehicle so we can find out exactly what the issue is first.

In bound Conclusion: The customer thanked me and had no further request.

*** CASE MODIFY 9/3/2008 1:41:18 PM, pkhauo

into WIP default and Status of Solving.

*** CASE DISPATCH 9/3/2008 1:41:50 PM, pkhauo

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 9/4/2008 7:40:39 AM, ltafoya

[REDACTED] to bmcdonal, WIP

*** CASE RULE ACTION 9/4/2008 7:40:39 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 9/4/2008 8:19:37 AM, bmcdonal

Created in WIP Default with Due Date 9/4/2008 8:19:37 AM.

*** SUBCASE [REDACTED] CREATE 9/4/2008 8:20:17 AM, bmcdonal

Created in WIP Default with Due Date 9/4/2008 8:20:17 AM.

*** CASE MODIFY 9/4/2008 8:20:23 AM, bmcdonal

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/4/2008 2:33:20 PM, bmcdonal

CAMPAIGN CHECK 09/04/2008 02:33:20 PM bmcdonal

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/03/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

Case History

Case ID : [REDACTED] Case Title : 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF

*** NOTES 9/4/2008 2:47:28 PM, bmcdonal, Action Type : Call to Customer

Spoke to Mr [REDACTED] who explained that he was last at the dealership about two weeks ago. He paid about \$160 for brake light switch and the problem reoccurred. I apologized to the customer for his difficulty and assured him that I will follow up with the dealer to gather more essential information about his service history. Once I have completed the review process he will be notified if there is a viability for assistance. Customer understands and thanked me for calling him.

*** CASE MODIFY 9/4/2008 2:47:42 PM, bmcdonal

into WIP default and Status of Solving.

*** COMMIT 9/4/2008 2:55:18 PM, bmcdonal, Action Type : N/A

Call the dealer.

*** CASE MODIFY 9/4/2008 2:56:16 PM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 9/9/2008 2:23:08 PM, oevans, Action Type : Call for Case Mgr

Customer called regarding his current case status. I informed him that his case is still pending and that the RCM will be in contact with him once she had spoken with the dealer. Customer understood and will wait for her call.

*** CASE FULFILL 9/15/2008 8:08:24 AM, bmcdonal

Fulfilled for [REDACTED] due 09/09/2008 12:00:00 AM.

*** COMMIT 9/15/2008 8:08:25 AM, bmcdonal, Action Type : N/A

Call the customer

*** NOTES 9/16/2008 12:50:10 PM, crin, Action Type : Warm Transfer

The customer called to speak with the case manager. I checked if the case manager was available and she was. I transferred the customer to the case manager. No further assistance needed at this time.

*** CASE MODIFY 9/16/2008 12:52:49 PM, bmcdonal

into WIP District 7F and Status of Solving.

*** NOTES 9/16/2008 12:56:40 PM, bmcdonal, Action Type : Call from Customer

Customer called waiting to hear that he has another appointment for reinspection of his vehicle. I apologized for any inconvenience.

*** NOTES 9/16/2008 1:05:33 PM, bmcdonal, Action Type : Call to Dealer

LM for Patrice,

I need your assistance please. Customer has an on-going issue with CEL and SRS light coming on and off. Customer would like a reinspection ASAP.

VIN: 1HGCM56393A [REDACTED]: 2003 Accord

Girshkumar Naik 57,800 miles

The customer would like to return to the dealer Wednesday. I will give him your name as primary contact person. I left a voice mail message for you today. Requested a call back to confirm appt.

*** NOTES 9/16/2008 1:07:51 PM, bmcdonal, Action Type : Call to Dealer

Advised the SM that AHM will offer some assistance to the customer I will cover the cost of diagnostic and would like to discuss viability for goodwill once we confirm the root source of the failure.

*** NOTES 9/16/2008 2:48:05 PM, bmcdonal, Action Type : Call to Dealer

I was able to speak to Patrice Woods, SM who advised that the customer was last at the dealership in August. At that time they diagnose the vehicle for

Case History

Case ID : [REDACTED] Case Title : 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF

a throttle body. The dealer was unaware that he had an on going problem with his vehicle. I requested that she please perform another diag to track the root source of the problem. SM agreed that any time that is good for the customer will be fine. SM will re contact me tomorrow. I thanked her for her return call.

*** NOTES 9/16/2008 2:49:33 PM, bmc donal, Action Type : Call to Customer

I conveyed the information to Mr Naik and he agreed to return the vehicle to the dealership and thanked me for the assistance.

*** CASE MODIFY 9/16/2008 2:49:40 PM, bmc donal

into WIP District 7F and Status of Solving.

*** CASE FULFILL 9/16/2008 2:49:49 PM, bmc donal

Fulfilled for [REDACTED] due 09/17/2008 12:00:00 AM.

*** COMMIT 9/16/2008 2:49:51 PM, bmc donal, Action Type : N/A

Follow up with the customer and dealership for out of diag

*** CASE MODIFY 9/16/2008 2:50:13 PM, bmc donal

into WIP District 7F and Status of Solving.

*** NOTES 9/17/2008 1:54:02 PM, bmc donal, Action Type : Call from Dealer

Ms [REDACTED], SM returned the call to advise that they diag vehicle today and found the SRS light was tracked to the seat belt buckle. This repair will be covered under warranty. Part is currently on back order.

In regard tot he CEL, it is the throttle body that the DPSM has offered assistance 25% , customer declined. I advised that I will increase the goodwill to 60/40 split AHM will cover 60% customer 40%. Dealer will contact the cust and provide the cost quote for goodwill offer.

Warranty total parts & labor \$514.91 AHM \$308.89. Authorization issued to SM Patrice Woods.

*** CASE FULFILL 9/17/2008 1:54:10 PM, bmc donal

Fulfilled for [REDACTED] due 09/18/2008 12:00:00 AM.

*** COMMIT 9/17/2008 1:54:12 PM, bmc donal, Action Type : N/A

Call the customer to advise of GW to ensure he understands

*** CASE FULFILL 9/21/2008 2:28:21 PM, bmc donal

Fulfilled for [REDACTED] due 09/23/2008 12:00:00 AM.

*** COMMIT 9/21/2008 2:28:40 PM, bmc donal, Action Type : N/A

Close after talking to the customer

*** CASE FULFILL 9/22/2008 8:02:07 AM, bmc donal

Fulfilled for [REDACTED] due 09/23/2008 12:00:00 AM.

*** NOTES 9/22/2008 11:35:28 AM, bmc donal, Action Type : Call to Customer

Customer thanked me for the assistance that was provided to him. The vehicle was repaired and returned to him on Saturday. The seat belt is on order and has told that would be covered under the warranty. The customer is happy with the end results. Customer verified the mailing address as correct. He is comfortable waiting for the seat belt now, that the understands that AHM will cover the cost.

*** SUBCASE [REDACTED] MODIFY 9/22/2008 11:35:53 AM, bmc donal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE [REDACTED] MODIFY 9/22/2008 11:36:25 AM, bmc donal

Case History

Case ID : [REDACTED] **Case Title :** 7F/ CAREY PAUL HONDA - [REDACTED] - CEL / SRS LIGHT ON AND OFF
into WIP WIPbin-Sub 1 and Status of Solving.

*** **SUBCASE** [REDACTED] **CLOSE 9/22/2008 11:36:29 AM, bmcdonal**
Status = Solving, Resolution Code = Instruction Given

*** **SUBCASE** [REDACTED] **CLOSE 9/22/2008 11:36:33 AM, bmcdonal**
Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE 9/22/2008 11:36:33 AM, bmcdonal**
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/4/2009 3:22:52 PM
Case Originator : Sekou Stewart (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/21/2009 8:46:23 AM
Case Owner : Mary Stapleton (Team HB)	Method : Phone	Queue :	Days Open : 17
Last Closed By : Mary Stapleton (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR ON INTERMITTENTLY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 2128
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : SCOTCH PLAINS, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2128
VIN Type / No. : US VIN / 1HGCM56353A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 30,000
In Service Date : 05/27/2003
Months In Use : 75
Engine Number : K24A41098273
Originating Dealer No. / Name : 206774 / PLANET HONDA
Selling Dealer No. / Name : 206774 / PLANET HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206774 / PLANET HONDA
Phone No. : 908-964-1600
Address : 2285 ROUTE 22 WEST
City / State / Zip : UNION, NJ 07083
Svc District / Sls District : 05B / B05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sekou Stewart	Type 1 : Product	Status : Subcase Close	Open Date : 8/4/2009 3:33:33 PM
Issue Owner : Sekou Stewart	Type 2 : Operation	Queue :	Close Date : 8/4/2009 3:37:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Internet	Status : Subcase Close	Open Date : 8/21/2009 7:57:40 AM
Issue Owner : Fernando Rea	Type 2 : Ownerlink - Content	Queue :	Close Date : 8/21/2009 8:03:24 AM
Issue Title : [REDACTED] - INTERNET - OWNERLINK - CONTENT			

Coding Info :

Labor Code / Desc : /
Condition Code Desc :
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON INTERMITTENTLY

*** CASE CREATE 8/4/2009 3:22:52 PM, sstewart

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

*** CASE CAMPAIGN LOOKUP 8/4/2009 3:23:20 PM, sstewart

CAMPAIGN CHECK 08/04/2009 03:23:20 PM sstewart

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/02/08; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 8/4/2009 3:24:08 PM, sstewart

CAMPAIGN CHECK 08/04/2009 03:24:08 PM sstewart

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/02/08; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 8/4/2009 3:24:29 PM, sstewart

CAMPAIGN CHECK 08/04/2009 03:24:29 PM sstewart

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/02/08; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/4/2009 3:25:12 PM, sstewart

VSC-CUC CHECK 08/04/2009 03:25:12 PM sstewart

No data found for VIN.

*** SUBCASE N012009-08-0402268-1 CREATE 8/4/2009 3:33:33 PM, sstewart

Created in WIP Default with Due Date 8/4/2009 3:33:33 PM.

*** NOTES 8/4/2009 3:37:44 PM, sstewart, Action Type : Call from Customer

Verified Customer Contact Information

Contact Number:

[REDACTED]

Situation:

Customer has questions about airbag recall

Request:

Customer wants to know if his vehicle is part of recall he is hearing and reading about.

Probing question:

Customer sees the SRS light periodically go on and off. With the recall, he is concerned that his vehicle may be one of those affected.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON INTERMITTENTLY

Inbound conclusion:

ACS advised customer that 2003 Accords are not involved in the recall and I did not see any campaign letters in the campaign tab. Advised customer he can sign up for owner link and see if his vehicle has any recall notices. Advised that if he takes vehicle to be diagnosed for the SRS light, he will be charged as he is outside of warranty and there are no known issues. Customer has no other issues at this time.

*** CASE CLOSE 8/4/2009 3:37:56 PM, sstewart

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

*** SUBCASE [REDACTED] CLOSE 8/4/2009 3:37:56 PM, sstewart

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 8/21/2009 7:49:24 AM, frea

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/21/2009 7:51:29 AM, frea

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/21/2009 7:51:31 AM, frea

WARRANTY CHECK 08/21/2009 07:51:31 AM frea

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/21/2009 7:51:34 AM, frea

CLAIM CHECK 08/21/2009 07:51:34 AM frea

The following Claim History information was found

0; 2008-01-02; 206774; 134216; 510; 311135 ; CATALYTIC CONVERTER - REPLACE. S/B# 03-073 S/B# 03-091

*** CASE CAMPAIGN LOOKUP 8/21/2009 7:51:39 AM, frea

CAMPAIGN CHECK 08/21/2009 07:51:39 AM frea

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/02/08; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-0

*** CASE VSC LOOKUP 8/21/2009 7:51:40 AM, frea

VSC-CUC CHECK 08/21/2009 07:51:39 AM frea

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 8/21/2009 7:57:40 AM, frea

Created in WIP Default with Due Date 8/21/2009 7:57:40 AM.

*** NOTES 8/21/2009 8:03:06 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: [REDACTED] 5 home

Situation: Customer stated in 2004 the SRS light would come on intermittently. Customer stated he tried to take vehicle to dealership but the light would not come on while being inspected.

Customer has already spoken with different representatives at ACS but has been informed his vehicle is not involved in any SRS related recalls. However, customer stated he went on ownerlink and found that this vehicle is involved in a recall related to the SRS system.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON INTERMITTENTLY

Request: Customer would like to confirm that his vehicle is involved in an airbag/SRS related recall.
Customer also needs his ownerlink password reset.

Probing Questions:
Customer has not had vehicle inspected by a Honda dealership.

Inbound Summary:

ACS sent customer a reset password to his email address.
ACS went online with customer and did see a safety recall but it is for the windshield wiper motor.
ACS advised customer his vehicle is not involved in any recall or service campaign related to the airbags or SRS system.
ACS advised customer his vehicle is involved in an outstanding recall related to the windshield wiper motor. ACS advised customer he can have the recall performed at any Honda dealership free of charge.

Customer was satisfied with information provided and does not require additional assistance at this time.

*** CASE MODIFY 8/21/2009 8:03:21 AM, frea

into WIP default and Status of Solving.

*** CASE CLOSE 8/21/2009 8:03:24 AM, frea

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

*** SUBCASE [REDACTED] CLOSE 8/21/2009 8:03:24 AM, frea

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 8/21/2009 8:42:35 AM, mstaplet

with Condition of Open and Status of Solving.

*** NOTES 8/21/2009 8:46:17 AM, mstaplet, Action Type : Call from Customer

Verified the customer information.
The customer wanted to know if Honda provides a rental while the recall is being done.
I explained that is a service offered by the servicing dealer.
I explained he could check around to see which dealers in his area offer courtesy car.
The customer asked for the phone number for VIP Honda.
I provided the information [REDACTED]

*** CASE CLOSE 8/21/2009 8:46:23 AM, mstaplet

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/21/2009 7:12:03 AM
 Case Originator : Priscilla Samaniego (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 8/21/2009 7:29:08 AM
 Case Owner : Priscilla Samaniego (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Priscilla Samaniego (Team CK) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] Q96 SRS CAMPAIGN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 8
 VIN Type / No. : US VIN / 1HGCM56353A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 70,000
 In Service Date : 05/27/2003
 Months In Use : 75
 Engine Number : K24A41098273
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CORPORA	Subcase Close	Corporate	Media Exposure	752	SRS
[REDACTED] / [REDACTED] - INTERNE	Subcase Close	Internet	Ownerlink - General		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/21/2009 7:28:20 AM
Issue Owner : Priscilla Samaniego	Type 2 : Media Exposure	Queue :	Close Date : 8/21/2009 7:29:08 AM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Internet	Status : Subcase Close	Open Date : 8/21/2009 7:28:43 AM
Issue Owner : Priscilla Samaniego	Type 2 : Ownerlink - General	Queue :	Close Date : 8/21/2009 7:29:08 AM
Issue Title : [REDACTED] INTERNET - OWNERLINK - GENERAL			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] Q96 SRS CAMPAIGN

*** CASE CREATE 8/21/2009 7:12:03 AM, psamanie

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

*** CASE EXTENDED WARRANTY LOOKUP 8/21/2009 7:12:05 AM, psamanie

WARRANTY CHECK 08/21/2009 07:12:05 AM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/21/2009 7:12:09 AM, psamanie

CLAIM CHECK 08/21/2009 07:12:09 AM psamanie

The following Claim History information was found

0; 2008-01-02; 206774; 134216; 510; 311135 ; CATALYTIC CONVERTER - REPLACE. S/B# 03-073 S/B# 03-091

*** CASE MODIFY 8/21/2009 7:12:14 AM, psamanie

into WIP default and Status of Solving.

*** NOTES 8/21/2009 7:27:16 AM, psamanie, Action Type : Call from Customer

The customer called stating that he has seen his srs light on a couple of times but the light turns back off. The customer stated that he thinks that he is affected by the airbag recall. I advised that his vehicle was not affected. I advised of the wiper motor recall. The customer insisted that he was included. I advised that he was not and explained that the airbag inflator recall would not trigger the srs light. I advised that there are various reasons why his srs light would be on. I advised that the light needs to remain on so that a dealer can properly diagnose it. The customer stated that he would like to be able to log into his ownerlink account to view the recall information but he does not know his password. The customer provided the email address [REDACTED]. I updated his email address and resent him his password. There were no further questions. The customer was thanked and the call ended.

Customer phone verified: 908-518-1865

*** CASE MODIFY 8/21/2009 7:27:55 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/21/2009 7:28:20 AM, psamanie

Created in WIP Default with Due Date 8/21/2009 7:28:20 AM.

*** SUBCASE [REDACTED] CREATE 8/21/2009 7:28:43 AM, psamanie

Created in WIP Default with Due Date 8/21/2009 7:28:43 AM.

*** CASE MODIFY 8/21/2009 7:29:00 AM, psamanie

into WIP default and Status of Solving.

*** CASE CLOSE 8/21/2009 7:29:08 AM, psamanie

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

*** SUBCASE [REDACTED] CLOSE 8/21/2009 7:29:08 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 8/21/2009 7:29:08 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/13/2011 10:32:00 AM
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/13/2011 10:40:31 AM
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS UNIT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1110
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MANCHESTER, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1110
 VIN Type / No. : US VIN / 1HGCM56663A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 77,800
 In Service Date : 03/31/2003
 Months In Use : 98
 Engine Number : K24A41098719
 Originating Dealer No. / Name : 207139 / HONDA UNIVERSE
 Selling Dealer No. / Name : 207139 / HONDA UNIVERSE
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - P	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 5/13/2011 10:39:41 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 5/13/2011 10:40:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS UNIT CONCERN

*** CASE CREATE 5/13/2011 10:32:00 AM, jnajee

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

*** NOTES 5/13/2011 10:39:24 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that his srs light was on. Customer advised that he took his vehicle to the DLR to have a diagnostic performed on the vehicle. Customer stated that the DLR informed him that he needed to replace the SRS control unit. Customer advised that he wanted to know if this was a recall regarding this issue.

ACS informed customer that his vehicle is not associated with any recalls regarding the srs control unit. ACS informed customer that he will be responsible for the cost of repair for the srs unit. Customer understood. No further assistance required.

*** SUBCASE [REDACTED] CREATE 5/13/2011 10:39:41 AM, jnajee

Created in WIP Default with Due Date 5/13/2011 10:39:41 AM.

*** CASE MODIFY 5/13/2011 10:39:57 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/13/2011 10:40:31 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/13/2011 10:40:31 AM, jnajee

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2010 2:30:01 PM
Case Originator : Michelina Terzoli (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2010 2:47:26 PM
Case Owner : Michelina Terzoli (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Michelina Terzoli (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG ICON ILLUMINATED	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1721
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHICAGO, IL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1721
VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 134,000
In Service Date : 09/13/2003
Months In Use : 83
Engine Number : K24A41098718
Originating Dealer No. / Name : 207641 / NAPLETON'S RIVER OAKS HONDA
Selling Dealer No. / Name : 207641 / NAPLETON'S RIVER OAKS HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208371 / CURRY HONDA
Phone No. : 770-451-2700
Address : 5525 PEACHTREE INDUST.
City / State / Zip : CHAMBLEE, GA 30341
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$115.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2010 2:44:18 PM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 8/18/2010 2:47:25 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG ICON ILLUMINATED

*** CASE CREATE 8/18/2010 2:30:01 PM, mterzoli

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

*** CASE EXTENDED WARRANTY LOOKUP 8/18/2010 2:30:06 PM, mterzoli

WARRANTY CHECK 08/18/2010 02:30:06 PM mterzoli

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/18/2010 2:30:12 PM, mterzoli

CLAIM CHECK 08/18/2010 02:30:11 PM mterzoli

The following Claim History information was found

0; 2008-06-30; 207641; 136643; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

06-ON CIVICS (ALL) #38638-V.

*** CASE CAMPAIGN LOOKUP 8/18/2010 2:33:40 PM, mterzoli

CAMPAIGN CHECK 08/18/2010 02:33:39 PM mterzoli

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/31/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 8/18/2010 2:39:39 PM, mterzoli

into WIP default and Status of Solving.

*** NOTES 8/18/2010 2:43:44 PM, mterzoli, Action Type : Call from Customer

ACS updated customer contact information.

Best contact # [REDACTED].

Customer called in stating she had her vehicle serviced on 07-13-10 and today her airbag light is coming on. Customer made an appointment with Curry Honda for tomorrow but was concerned with the information the SA provided. Customer stated that the SA advised her she could possibly be responsible for the repairs and for the inspection of this issue. Customer feels that she should not be responsible for any repairs for an airbag as it is a safety issue. Customer would like AHM to contact dealer and notify them of her concerns.

ACS advised customer her concerns have been documented and a message will be sent to the dealer.

*** SUBCASE [REDACTED] CREATE 8/18/2010 2:44:18 PM, mterzoli

Created in WIP Default with Due Date 8/18/2010 2:44:18 PM.

*** NOTES 8/18/2010 2:47:18 PM, mterzoli, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

[REDACTED] advised she has an appointment with your dealership tomorrow for an inspection on her vehicle due to her airbag light being on. Customer would a thorough explanation of diagnosis and cost responsibility as she is concerned with the information a SA provided to her with at the time she made her appointment with your dealership. [REDACTED] requested that AHM contact you prior to her appointment.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG ICON ILLUMINATED

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

Thank you for your attention to this matter.

Michelina Terzoli
Automobile Customer Service

*** **SUBCASE** [REDACTED] **1 CLOSE 8/18/2010 2:47:25 PM, mterzoli**

Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE 8/18/2010 2:47:26 PM, mterzoli**

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 3/7/2011 6:53:22 AM
Case Originator : John Starling (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/7/2011 6:59:13 AM
Case Owner : John Starling (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : John Starling (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT/ SRS LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 9 HI
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HICKSVILLE, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 9 HI
VIN Type / No. : US VIN / 1HGCM66823A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 68,000
In Service Date : 06/02/2003
Months In Use : 93
Engine Number : J30A41110052
Originating Dealer No. / Name : 208271 / CURRY HONDA
Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206967 / HUNTINGTON HONDA
Phone No. : 631-423-6000
Address : 1055 E.JERICHO TRNPKE
City / State / Zip : HUNTINGTON, NY 11743
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$112.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 3/7/2011 6:58:16 AM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 3/7/2011 6:59:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] 1

Case Title : [REDACTED] - COMPLAINT/ SRS LIGHT ON

*** CASE CREATE 3/7/2011 6:53:22 AM, jstarlin

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

*** NOTES 3/7/2011 6:57:55 AM, jstarlin, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer states that his SRS light is on. The customer would like some assistance repairing this problem. ACS informed the customer that the vehicle would have to be inspected at a Honda DLR first before a request could be submitted. The customer was also informed of the current recall affecting his vehicle.
Case Closed

*** CASE MODIFY 3/7/2011 6:58:05 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/7/2011 6:58:16 AM, jstarlin

Created in WIP Default with Due Date 3/7/2011 6:58:16 AM.

*** CASE MODIFY 3/7/2011 6:58:59 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/7/2011 6:59:06 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/7/2011 6:59:12 AM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/7/2011 6:59:13 AM, jstarlin

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

Case Details

Case ID : [REDACTED] **Division :** Honda - Auto **Condition :** Closed **Open Date :** 12/28/2009 11:59:34
Case Originator : Sarah Lambert (Team HA) **Sub Division :** Customer Relations **Status :** Closed **Close Date :** 2/17/2010 10:19:22 AM
Case Owner : Charles Villanueva (Team HH) **Method :** Phone **Queue :** **Days Open :** 51
Last Closed By : Charles Villanueva (Team HH) **Point of Origin :** Customer **Wipbin :**
Case Title : 12E- (TRACY HONDA) [REDACTED] - N032010-02-1001675 / SRS INDICATOR **No. of Attachments :** 0

Site / Contact Info :

Site Name : [REDACTED] 5654
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : PLEASANTON, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5654
VIN Type / No. : US VIN / 1HGCM66823A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 71,000
In Service Date : 05/31/2003
Months In Use : 79
Engine Number : J30A41110082
Originating Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
Selling Dealer No. / Name : 208059 / ANDERSON HONDA
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208053 / TRACY HONDA
Phone No. : 209-832-1400
Address : 3450 AUTO PLAZA WAY
City / State / Zip : TRACY, CA 95304
Svc District / Sls District : 12D / C12
Warranty Labor Rate / Date : \$120.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208049	LIVERMORE HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	854	Seat belt, front
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 12/28/2009 12:09:06
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 12/28/2009 12:10:21
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
Condition Code Desc : BltWont Retract 8543
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Documented Concern
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 12/28/2009 12:10:42
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 12/28/2009 12:10:57
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2010 9:05:38 AM
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 2/17/2010 10:19:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : 12E- (TRACY HONDA) [REDACTED] - N032010-02-1001675 / SRS INDICATOR

*** CASE CREATE 12/28/2009 11:59:34 AM, slambert

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

*** CASE MODIFY 12/28/2009 11:59:43 AM, slambert

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/28/2009 12:00:06 PM, slambert

WARRANTY CHECK 12/28/2009 12:00:06 PM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/28/2009 12:00:11 PM, slambert

CLAIM CHECK 12/28/2009 12:00:11 PM slambert

The following Claim History information was found

0; 2008-03-19; 208049; 150042; 510; 712320 ; HEADLIGHTS - ADJUST.

*** CASE CAMPAIGN LOOKUP 12/28/2009 12:00:16 PM, slambert

CAMPAIGN CHECK 12/28/2009 12:00:16 PM slambert

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/03/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-

*** CASE VSC LOOKUP 12/28/2009 12:00:17 PM, slambert

VSC-CUC CHECK 12/28/2009 12:00:17 PM slambert

No data found for VIN.

*** CASE MODIFY 12/28/2009 12:00:25 PM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 12/28/2009 12:07:36 PM, slambert

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/28/2009 12:09:06 PM, slambert

Created in WIP Default with Due Date 12/28/2009 12:09:06 PM.

*** CASE MODIFY 12/28/2009 12:09:26 PM, slambert

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/28/2009 12:10:21 PM, slambert

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 12/28/2009 12:10:42 PM, slambert

Created in WIP Default with Due Date 12/28/2009 12:10:42 PM.

*** SUBCASE [REDACTED] CLOSE 12/28/2009 12:10:57 PM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/28/2009 12:11:01 PM, slambert

into WIP default and Status of Solving.

Case History

Case ID [REDACTED] Case Title : 12E- (TRACY HONDA) [REDACTED] - N032010-02-1001675 / SRS INDICATOR

*** CASE MODIFY 12/28/2009 12:26:39 PM, slambert
into WIP default and Status of Solving.

*** NOTES 12/28/2009 1:13:38 PM, slambert, Action Type : Call from Customer
ACS verified and updated the customer's information.

He said his SRS indicator has come on. He said he has been having an intermittent problem with the seatbelts retracting. He said he contacted the dealership and he was advised it would cost him a little over \$100 to inspect the vehicle. He called in to inquire about the seatbelt warranty.

ACS advised the customer the mechanical portion of the seatbelt is covered for the life of the vehicle. He was advised as long as he can buckle the seatbelt, it is safe to assume he may be responsible for the repair. He understood AHM relied on the dealerships to inspect the vehicle to determine whether the failed component will be covered under warranty. He also understood he would be responsible for any inspection fees because his vehicle is outside of warranty. ACS suggested he have the vehicle inspected. He had no further requests and ended the call.

*** CASE MODIFY 12/28/2009 1:13:50 PM, slambert
into WIP default and Status of Solving.

*** CASE CLOSE 12/28/2009 1:13:53 PM, slambert
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/11/2010 6:47:55 AM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 2/11/2010 6:52:37 AM, pbongco, Action Type : Letter/Fax
Please refer to case# N032010-02-1001675.

*** CASE MODIFY 2/11/2010 6:52:44 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 2/11/2010 6:53:01 AM, pbongco
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 2/11/2010 8:22:55 AM, wzitter
[REDACTED] to cvillanu, WIP

*** CASE RULE ACTION 2/11/2010 8:22:56 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/11/2010 9:05:26 AM, cvillanu
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/11/2010 9:05:38 AM, cvillanu
Created in WIP Default with Due Date 2/11/2010 9:05:38 AM.

*** COMMIT 2/11/2010 9:06:27 AM, cvillanu, Action Type : N/A

Made to [REDACTED] due 02/14/2010 09:06:30 AM.

Diagnosis? Follow up

*** NOTES 2/11/2010 9:08:40 AM, cvillanu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 2/14/2010

Case History

Case ID : [REDACTED] Case Title : 12E- (TRACY HONDA) [REDACTED] - N032010-02-1001675 / SRS INDICATOR

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

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

The customer has concerns with the SRS light and should be bring the vehicle to the dealership for a diagnosis. Please contact me after the diagnosis to present the outcome. Thanks!

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

Charles Villanueva
Automobile Customer Service

*** NOTES 2/11/2010 9:08:57 AM, cvillanu, Action Type : Call to Customer

I attempted to contact the customer at both day and evening numbers but was not successful. I left a voicemail stating that I will attempt to contact the customer again in 1-2 business days.

*** CASE MODIFY 2/11/2010 9:09:01 AM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 2/11/2010 9:10:24 AM, cvillanu

with RAY MOSHIRI due 02/12/2010 05:00:00 PM.

*** CASE MODIFY 2/11/2010 9:11:42 AM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 2/12/2010 9:51:13 AM, cvillanu

with [REDACTED] due 02/16/2010 05:00:00 PM.

*** CASE MODIFY 2/12/2010 9:51:34 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/12/2010 10:28:10 AM, cvillanu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer advises that he has an intermittent SRS light issue. He feels that it is a safety concern and would like AHM to get involved. It was explained that AHM would like to review his concern but the vehicle would first need to be diagnosed at an authorized Honda dealership. The customer states that he will bring the vehicle to Tracy Honda tomorrow. It was encourage for the customer to duplicate the concern and possible go on a test drive with the technicians at the dealership. I stressed to the customer the importance of duplicating the concern at the dealership in order to obtain a formal diagnosis. The vehicle is normally serviced at the dealership and is the customer's first Honda. I advised that I would be happy to review the case but assistance at this time is not guaranteed. The customer understood I provided my contact information if there were further concerns. I advised that I would contact the customer by 02/16/10.

*** CASE MODIFY COMMITMENT 2/12/2010 10:30:00 AM, cvillanu

with [REDACTED] due 02/15/2010 05:00:00 PM.

*** CASE MODIFY 2/12/2010 10:30:14 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/15/2010 9:39:40 AM, cvillanu, Action Type : Call to Dealer

I attempted to contact the SM but was not successful. I left a voicemail.

*** CASE MODIFY 2/15/2010 9:40:42 AM, cvillanu

Case History

Case ID : [REDACTED] Case Title : 12E- (TRACY HONDA) [REDACTED] - N032010-02-1001675 / SRS INDICATOR

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/15/2010 1:51:09 PM, cvillanu, Action Type : Call to Customer

I attempted to contact the customer at both day and evening numbers but was not successful. I left a voicemail.

*** CASE MODIFY COMMITMENT 2/15/2010 1:51:52 PM, cvillanu

with [REDACTED] due 02/17/2010 05:00:00 PM.

*** CASE MODIFY 2/15/2010 1:52:00 PM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** CASE MODIFY 2/17/2010 8:51:50 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** CASE MODIFY 2/17/2010 8:51:54 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/17/2010 9:45:42 AM, cvillanu, Action Type : Call to Dealer

I attempted to contact the SM but was not successful. I left a voicemail.

*** CASE MODIFY 2/17/2010 9:45:52 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/17/2010 10:06:25 AM, cvillanu, Action Type : Call from Dealer

The SM called and left a VM. He advised that they confirmed the SRS concern and the seat belt buckle need to be replaced. The repair was covered under warranty. RO#340270

*** CASE MODIFY 2/17/2010 10:06:35 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** CASE MODIFY 2/17/2010 10:17:13 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** NOTES 2/17/2010 10:17:52 AM, cvillanu, Action Type : Call to Customer

I contacted the customer to follow up on the repairs. The customer was satisfied, there were no further concerns. I advised the customer to contact me with any further questions.

*** CASE MODIFY 2/17/2010 10:18:01 AM, cvillanu

into WIP 12E-Steve Tuleja and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/17/2010 10:19:21 AM, cvillanu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/17/2010 10:19:22 AM, cvillanu

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2010 10:20:53 AM
Case Originator : Erica Dotson (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/11/2010 6:57:31 AM
Case Owner : Pamela Bongco (Team AC)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Pamela Bongco (Team AC)	Point of Origin : Customer	Wipbin :	
Case Title : 12E-[REDACTED] - N012009-S12-2801358 / RS LIGHT DIAGNOSIS			No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5654
VIN Type / No. : US VIN / 1HGCM66823A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 72,000
In Service Date : 05/31/2003
Months In Use : 81
Engine Number : J30A41110082
Originating Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
Selling Dealer No. / Name : 208059 / ANDERSON HONDA
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208049 / LIVERMORE HONDA
Phone No. : 925-447-1100
Address : 3200 LAS POSITAS ROAD
City / State / Zip : LIVERMORE, CA 94551
Svc District / Sls District : 12C / B12
Warranty Labor Rate / Date : \$135.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Dotson	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2010 10:21:26 AM
Issue Owner : Erica Dotson	Type 2 : Operation	Queue :	Close Date : 2/10/2010 11:11:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Forward to Call Ctr
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 12E-[REDACTED] N012009-S12-2801358 / RS LIGHT DIAGNOSIS

*** CASE CREATE 2/10/2010 10:20:53 AM, edotson

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

*** CASE EXTENDED WARRANTY LOOKUP 2/10/2010 10:20:54 AM, edotson

WARRANTY CHECK 02/10/2010 10:20:54 AM edotson

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/10/2010 10:20:58 AM, edotson

CLAIM CHECK 02/10/2010 10:20:58 AM edotson

The following Claim History information was found

0; 2008-03-19; 208049; 150042; 510; 712320 ; HEADLIGHTS - ADJUST.

*** CASE CAMPAIGN LOOKUP 2/10/2010 10:21:00 AM, edotson

CAMPAIGN CHECK 02/10/2010 10:21:00 AM edotson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/03/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-0

*** CASE VSC LOOKUP 2/10/2010 10:21:01 AM, edotson

VSC-CUC CHECK 02/10/2010 10:21:01 AM edotson

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 2/10/2010 10:21:26 AM, edotson

Created in WIP Default with Due Date 2/10/2010 10:21:26 AM.

*** CASE VSC LOOKUP 2/10/2010 10:22:00 AM, edotson

VSC-CUC CHECK 02/10/2010 10:22:00 AM edotson

No data found for VIN.

*** CASE MODIFY 2/10/2010 10:45:37 AM, edotson

into WIP default and Status of Solving.

*** NOTES 2/10/2010 11:08:44 AM, edotson, Action Type : Call from Customer

The customer contacted AHM in regards to the vehicle's SRS light. The customer stated the vehicle's SRS light comes on intermentanly. I asked the customer if there was a heavy item or small child sitting in the front seat when the light comes on. The customer stated he did not know. The customer stated it is a safety issue and he has fears about driving the vehicle. The customer stated it is a safety concern and AHM needs to assist him. I advised the customer the vehicle has to be diagnosed at a certified Honda dealership before the case can be forwarded to a CM. The customer stated he contacted the dealership (HONDA) and was advised they may or may not be able to read the code if the light is not on. I advised the customer the vehicle has to be diagnosed at a certified Honda dealership so AHM can know what they are reviewing. I advised without a positive diagnosis from a certified Honda dealership no decision on assistance can be made. The customer stated he does not feel he should have to pay for the diagnostic fees. I advised the customer AHM does not assist with diagnostic fees. I advised the diagnostic fee is the dealership's fee for diagnosing the vehicle. I advised the customer after the vehicle has been diagnosed a CM can review the case to see if AHM can provide assistance. The customer stated it is a safety concern and AHM should take care of the repairs. He stated he is trying to give AHM the courtesy of handling his request before going into litigation. I advised the customer AHM is not denying assistance but assistance cannot be provided on an unknown problem. I advised AHM has to know what they are assisting with in order to provide assistance. The customer stated the dealership does not know if the vehicle can be diagnosed. I advised the customer the dealership will not know for sure what can be done if he refuses to take the vehicle to the dealership to have the vehicle hooked up to a scanning tool. The customer stated he would like to speak with a CM. I advised he can

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - N012009-S12-2801358 / RS LIGHT DIAGNOSIS

Speak with a CM once the vehicle has been diagnosed and the CM has something to review. I advised the customer without a diagnosis his case will be forwarded to CM as a liaison only and not for assistance. I advised in order to seek assistance from AHM the vehicle has to be diagnosed. The customer stated he does not want to take the vehicle back to the dealership. I advised the customer the vehicle can be diagnosed at any certified Honda dealership. The customer stated he will not pay the diagnosis at a Honda dealership but he will at an IRF. I advised the customer AHM does not accept third party diagnostics. The customer stated he feels AHM should assist him with the whole repair and he should have to pay anything because it is a safety concern. I advised the customer it is not yet known what is wrong with the vehicle so therefore it is not known what kind of concern it is. The customer stated he will not pay for the diagnosis.

I advised the customer I will forward the case to a CM but I will advise the CM that he is refusing to have the vehicle diagnosed and pay for the diagnosis. I advised it is very unlikely that AHM will waive the diagnostics fee and it is unlikely that he will receive any assistance with the repairs without a diagnosis from a certified Honda dealership. I provided the customer the case number and advised a CM will be in contact with him regarding his request. Call ended.

I updated the customer's contact information.

*** CASE MODIFY 2/10/2010 11:08:53 AM, edotson

into WIP default and Status of Solving.

*** NOTES 2/10/2010 11:10:58 AM, edotson, Action Type : Note-General

The customer is requesting assistance with the diagnosis of the SRS light.

The customer is refusing to pay for the diagnostic fee at a certified Honda dealership.

The case will be dispatched to the N03 to Honda Queue.

*** CASE MODIFY 2/10/2010 11:11:00 AM, edotson

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/10/2010 11:11:15 AM, edotson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/10/2010 11:11:27 AM, edotson

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2010 11:11:38 AM, edotson

into WIP default and Status of Solving.

*** CASE DISPATCH 2/10/2010 11:11:59 AM, edotson

from WIP default to Queue N03 to Honda.

*** CASE MODIFY 2/10/2010 11:12:04 AM, edotson

into WIP default and Status of Solving.

*** CASE YANKED 2/11/2010 6:53:16 AM, pbongco

Yanked by pbongco into WIPbin default.

*** NOTES 2/11/2010 6:56:27 AM, pbongco, Action Type : Letter/Fax

On 02/11/10 ACS is closing this case replacing with N012009-12-2801358.

*** CASE MODIFY 2/11/2010 6:57:28 AM, pbongco

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 12E-[REDACTED] - N012009-S12-2801358 / RS LIGHT DIAGNOSIS

*** CASE CLOSE 2/11/2010 6:57:31 AM, pbongco

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/25/2011 9:36:16 AM	
Case Originator :	Christina Cotto (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/25/2011 10:43:10 AM
Case Owner :	Christina Cotto (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Christina Cotto (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS INDICATOR WARN LIGHT ON				No. of Attachments :	0	

Site / Contact Info :

Site Name : [REDACTED] 2825
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BIRMINGHAM, AL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM563X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 113,000
 In Service Date : 07/05/2003
 Months In Use : 93
 Engine Number : K24A41104619
 Originating Dealer No. / Name : 208215 / PENSACOLA HONDA
 Selling Dealer No. / Name : 208215 / PENSACOLA HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

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

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Cotto	Type 1 : Product	Status : Subcase Close	Open Date : 4/25/2011 10:42:40 AM
Issue Owner : Christina Cotto	Type 2 : Operation	Queue :	Close Date : 4/25/2011 10:42:58 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR WARN LIGHT ON

*** CASE CREATE 4/25/2011 9:36:16 AM, ccotto01

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

*** CASE MODIFY 4/25/2011 9:38:11 AM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2011 9:38:54 AM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2011 9:39:08 AM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 4/25/2011 9:40:14 AM, ccotto01

into WIP default and Status of Solving.

*** NOTES 4/25/2011 10:42:16 AM, ccotto01, Action Type : Call from Customer

I verified the customer's contact information.

The best number to contact the customer is at: [REDACTED]

The customer called ACS and stated that her SRS indicator light is coming on and off intermittently. The customer stated that she would like to know if there is a recall on this concern for her vehicle. The customer stated that the failure might be the seat belt and she has an appointment for diagnosis tomorrow.

ACS advised the customer that at this time there is no recall on this vehicle airbag. ACS advised the customer that her concerns are being documented and apologized for the inconvenience. ACS advised the customer to have the diagnosis and continue working with the dealer to see what the cause of failure is. ACS advised the customer that if the light comes on, it is the best option to have the SRS system checked, to make sure it is operating properly. ACS advised the customer of the web site www.owners.honda.com <<http://www.owners.honda.com>>, to view recall information and offered to guide the customer, she declined.

The customer understood and required no further assistance.

*** CASE MODIFY 4/25/2011 10:42:23 AM, ccotto01

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/25/2011 10:42:40 AM, ccotto01

Created in WIP Default with Due Date 4/25/2011 10:42:40 AM.

*** SUBCASE [REDACTED] CLOSE 4/25/2011 10:42:58 AM, ccotto01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/25/2011 10:43:00 AM, ccotto01

into WIP default and Status of Solving.

*** CASE CLOSE 4/25/2011 10:43:10 AM, ccotto01

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/24/2012 3:08:01 PM	
Case Originator :	Erica Ashley (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/24/2012 3:16:21 PM
Case Owner :	Erica Ashley (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erica Ashley (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS LIGHT			No. of Attachments :	0		

Site / Contact Info :

Site Name : 114
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : TAYLORS, SC
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : 114
 VIN Type / No. : US VIN / 1HGCM56623A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 140,000
 In Service Date : 03/29/2003
 Months In Use : 114
 Engine Number : K24A41104751
 Originating Dealer No. / Name : 207569 / DICK BROOKS HONDA OF GREER
 Selling Dealer No. / Name : 207569 / DICK BROOKS HONDA OF GREER
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ -	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/24/2012 3:08:43 PM
Issue Owner : Erica Ashley	Type 2 : Eligibility	Queue :	Close Date : 9/24/2012 3:16:21 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** NOTES 9/24/2012 3:08:01 PM, eashley, Action Type :

8642378107 was added. [REDACTED], name and address was verified.

*** CASE CREATE 9/24/2012 3:08:01 PM, eashley

Contact = CRAIG HAYWARD, Priority = N/A, Status = Solving.

*** CASE MODIFY 9/24/2012 3:08:24 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/24/2012 3:08:43 PM, eashley

Created in WIP Default with Due Date 9/24/2012 3:08:43 PM.

*** CASE MODIFY 9/24/2012 3:08:48 PM, eashley

into WIP default and Status of Solving.

*** NOTES 9/24/2012 3:16:04 PM, eashley, Action Type : Call from Customer

He called to see if there is a recall for the srs light. His is on and the seat belt sensor does not work right. I told him that I am sorry for the problem he is having. He thought there is a lifetime warranty on this. I told him that there is no lifetime warranty on the srs, but only if the seat belt itself is defective. I told him that there is no recall for the airbag/srs, only the interlock recall which is free to him and to call his Honda dealer.

He had no other inquiries. I told him that I appreciate his call to AHM and thanked him for allowing me to assist him with his inquiry.

*** CASE MODIFY 9/24/2012 3:16:10 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 9/24/2012 3:16:19 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/24/2012 3:16:21 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/24/2012 3:16:21 PM, eashley

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

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/25/2010 3:19:23 PM
Case Originator : Yolanda Jones (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/25/2010 3:25:52 PM
Case Owner : Yolanda Jones (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yolanda Jones (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - RECALL INQUIRY/AIRBAG	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 787
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : BELOIT, WI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56343A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 86,000
In Service Date : 06/24/2003
Months In Use : 86
Engine Number : K24A41104601
Originating Dealer No. / Name : 207660 / JACOBS' TWIN HONDA
Selling Dealer No. / Name : 207660 / JACOBS' TWIN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206862 / ZIMBRICK HONDA
Phone No. : 608-273-2555
Address : 1601 WEST BELTLINE HWY
City / State / Zip : MADISON, WI 53713
Svc District / Sls District : 08D / D08
Warranty Labor Rate / Date : \$108.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/25/2010 3:25:07 PM
Issue Owner : Yolanda Jones	Type 2 : Eligibility	Queue :	Close Date : 8/25/2010 3:25:28 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY/AIRBAG

*** CASE CREATE 8/25/2010 3:19:23 PM, yjones

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/25/2010 3:19:30 PM, yjones

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/25/2010 3:19:33 PM, yjones

WARRANTY CHECK 08/25/2010 03:19:33 PM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/25/2010 3:19:39 PM, yjones

CLAIM CHECK 08/25/2010 03:19:38 PM yjones

The following Claim History information was found

0; 2008-08-27; 207306; 276692; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE VSC LOOKUP 8/25/2010 3:19:40 PM, yjones

VSC-CUC CHECK 08/25/2010 03:19:40 PM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/25/2010 3:24:05 PM, yjones

CAMPAIGN CHECK 08/25/2010 03:24:05 PM yjones

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/17/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

*** NOTES 8/25/2010 3:24:18 PM, yjones, Action Type : Call from Customer

Updated the customers information.

Customer states her airbag light is on.

Customer wants to know if the airbag recall applies to her vehicle.

Advised customer that airbag recall is not attached to her vehicle.

Advised customer to go to owners.honda.com.

*** CASE MODIFY 8/25/2010 3:24:25 PM, yjones

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/25/2010 3:25:07 PM, yjones

Created in WIP Default with Due Date 8/25/2010 3:25:07 PM.

*** SUBCASE [REDACTED] CLOSE 8/25/2010 3:25:28 PM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/25/2010 3:25:35 PM, yjones

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY/AIRBAG

*** CASE CLOSE 8/25/2010 3:25:52 PM, yjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ 1 Division : Honda - Auto Condition : Closed Open Date : 2/5/2008 7:33:14 AM
 Case Originator : Jamel Applewhite (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/5/2008 9:20:11 AM
 Case Owner : Jamel Applewhite (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jamel Applewhite (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 7P-██████████ - CUSTOMER REQUEST--VEHICLE--INFORMATION--PANEL--WAR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. :
 Site Phone No. : ██████████ 8
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : SUNRISE, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 39,000
 In Service Date : 05/31/2003
 Months In Use : 57
 Engine Number : K24A41104491
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Phone No. : 954-755-5600
 Address : 9400 W. ATLANTIC BLVD.
 City / State / Zip : CORAL SPRINGS, FL 33071
 Svc District / Sls District : 07M / C07
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT - O	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Jamel Applewhite	Type 1 : Product	Status : Subcase Close	Open Date : 2/5/2008 9:19:51 AM
Issue Owner : Jamel Applewhite	Type 2 : Operation	Queue :	Close Date : 2/5/2008 9:20:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : 7P-[REDACTED] - CUSTOMER REQUEST--VEHICLE--INFORMATION--PANEL--WARNING L

*** CASE CREATE 2/5/2008 7:33:14 AM, japplewh

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 2/5/2008 7:33:56 AM, japplewh

CAMPAIGN CHECK 02/05/2008 07:33:56 AM japplewh

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/24/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 2/5/2008 7:34:17 AM, japplewh

WARRANTY CHECK 02/05/2008 07:34:17 AM japplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/5/2008 7:34:21 AM, japplewh

CLAIM CHECK 02/05/2008 07:34:21 AM japplewh

The following Claim History information was found

0; 2005-01-07; 208299; 232632; 510; 121170 ; OXYGEN/AIR FUEL RATIO SENSOR - REPLACE. S/B# 00-046

*** CASE CUC LOOKUP 2/5/2008 7:34:24 AM, japplewh

CUC CHECK 02/05/2008 07:34:24 AM japplewh

The following CUC information was found

;;;0;0;0;,,,,,0;;

*** CASE VSC LOOKUP 2/5/2008 7:34:24 AM, japplewh

VSC CHECK 02/05/2008 07:34:24 AM japplewh

The following VSC information was found

[REDACTED];FH00061295;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2003-06-02;2010-05-30;75000;74;207548;0.00

*** CASE MODIFY 2/5/2008 7:35:29 AM, japplewh

into WIP default and Status of Solving.

*** NOTES 2/5/2008 9:19:18 AM, japplewh, Action Type : Call from Customer

Customer contacted ACS to request information on his vehicle. The customer stated he has noticed that, his air bag light comes on intermittently. The customer stated that he wanted to know if he should take the vehicle into his Honda dealership.

I informed the customer that he should take his vehicle in, as soon as possible. It may be something wrong with his air bag, or it may just be a sensor.

Customer understood needed no further assistance, and I ended the call.

*** SUBCASE [REDACTED] CREATE 2/5/2008 9:19:51 AM, japplewh

Created in WIP Default with Due Date 2/5/2008 9:19:51 AM.

*** SUBCASE [REDACTED] CLOSE 2/5/2008 9:20:04 AM, japplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/5/2008 9:20:11 AM, japplewh

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 7P-[REDACTED] - CUSTOMER REQUEST--VEHICLE--INFORMATION--PANEL--WARNING L

*** CASE CLOSE 2/5/2008 9:20:11 AM, japplewh

Status = Closed, Resolution Code = See Issue, State = Open.

*** CASE MODIFY 2/5/2008 9:20:11 AM, japplewh

into WIP default and Status of Solving.

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/23/2008 1:15:03 PM
 Case Originator : Angelica Davis (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 4/23/2008 2:33:18 PM
 Case Owner : Angelica Davis (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Angelica Davis (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - ACCORD WIPER MOTOR RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : FORT LAUDERDALE, FL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3630
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 49,000
 In Service Date : 05/31/2003
 Months In Use : 59
 Engine Number : K24A41104491
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208299 / RICK CASE HONDA
 Phone No. : 954-364-3000
 Address : 15700RICKCASE HONDA WY
 City / State / Zip : DAVIE, FL 33331
 Svc District / Sls District : 07M / C07
 Warranty Labor Rate / Date : \$113.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ N - CORPORATE -	Subcase Close	Corporate	Media Exposure	740	Front Wiper
██████████ O	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Angelica Davis	Type 1 : Corporate	Status : Subcase Close	Open Date : 4/23/2008 1:16:05 PM
Issue Owner : Angelica Davis	Type 2 : Media Exposure	Queue :	Close Date : 4/23/2008 2:33:18 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
Condition Code Desc : Motor 7401
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Angelica Davis	Type 1 : Product	Status : Subcase Close	Open Date : 4/23/2008 1:23:43 PM
Issue Owner : Angelica Davis	Type 2 : Operation	Queue :	Close Date : 4/23/2008 2:33:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - ACCORD WIPER MOTOR RECALL INQUIRY

*** CASE CREATE 4/23/2008 1:15:03 PM, adavis

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/23/2008 1:15:35 PM, adavis

WARRANTY CHECK 04/23/2008 01:15:35 PM adavis

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/23/2008 1:15:38 PM, adavis

CLAIM CHECK 04/23/2008 01:15:38 PM adavis

The following Claim History information was found

0; 2006-12-07; 207548; 770857; 510; 010199 ; RADIO - REPLACE WITH NEW UNIT. NOTE: USE AUDIO CUSTOMER CONTENTION CODES.

*** CASE VSC LOOKUP 4/23/2008 1:15:40 PM, adavis

VSC CHECK 04/23/2008 01:15:40 PM adavis

The following VSC information was found

DEBORA;NEWPHER;FH00061295;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2003-06-02;2010-05-30;75000;74;207548;0.00

*** CASE CUC LOOKUP 4/23/2008 1:15:40 PM, adavis

CUC CHECK 04/23/2008 01:15:40 PM adavis

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 4/23/2008 1:15:45 PM, adavis

CAMPAIGN CHECK 04/23/2008 01:15:45 PM adavis

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/24/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04

*** SUBCASE [REDACTED] CREATE 4/23/2008 1:16:05 PM, adavis

Created in WIP Default with Due Date 4/23/2008 1:16:05 PM.

*** CASE MODIFY 4/23/2008 1:16:11 PM, adavis

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2008 1:16:14 PM, adavis

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2008 1:16:20 PM, adavis

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/23/2008 1:18:30 PM, adavis

CAMPAIGN CHECK 04/23/2008 01:18:30 PM adavis

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/24/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ACCORD WIPER MOTOR RECALL INQUIRY

04

*** CASE CUC LOOKUP 4/23/2008 1:19:03 PM, adavis

CUC CHECK 04/23/2008 01:19:03 PM adavis
The following CUC information was found
;;;0;0;0;::;0;;

*** CASE VSC LOOKUP 4/23/2008 1:19:03 PM, adavis

VSC CHECK 04/23/2008 01:19:03 PM adavis
The following VSC information was found
DEBORA;NEUPHER;FH00061295;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2003-06-02;2010-05-30;75000;74;207548;0.00

*** CASE MODIFY 4/23/2008 1:19:05 PM, adavis

into WIP default and Status of Solving.

*** NOTES 4/23/2008 1:21:54 PM, adavis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

This customer will be contacting your office to make an appointment regarding the SRS Light staying on and would like to get this inspected.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Angelica Davis
Automobile Customer Service

*** NOTES 4/23/2008 1:22:25 PM, adavis, Action Type : Call from Customer

This customer's information was verified [REDACTED]

The customer contacted AHM inquiring if there were any recalls or warranties on his vehicle, due to reading on-line about the windshield wiper recall. The customer was informed that currently there are no VIN's linked to the recall, as all recalls are VIN specific. I advised this customer that if this recall or any other recalls affect their vehicle in the future, they will be notified by mail. The customer understood.

The customer states that they saw this information on MSNBC.com.

The customer also wants to know if there is a recall or campaign regarding the SRS light. I advised the customer that there are no recalls or campaigns for the SRS affecting the vehicle. I also advised the customer that the vehicle is still under warranty and he should see the dealer about this.

I asked the customer if there is anything else I may assist with and the customer said no. I thanked the customer for calling AHM.

*** CASE MODIFY 4/23/2008 1:22:34 PM, adavis

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/23/2008 1:23:43 PM, adavis

Case History**Case ID :** [REDACTED]**Case Title :** [REDACTED] - ACCORD WIPER MOTOR RECALL INQUIRY

Created in WIP Default with Due Date 4/23/2008 1:23:43 PM.

*** **CASE MODIFY 4/23/2008 1:23:50 PM, adavis**

into WIP default and Status of Solving.

*** **CASE MODIFY 4/23/2008 1:24:03 PM, adavis**

into WIP default and Status of Solving.

*** **NOTES 4/23/2008 2:33:12 PM, adavis, Action Type : Note-General**

Case has been reviewed by L. Johnson.

*** **SUBCASE [REDACTED] CLOSE 4/23/2008 2:33:18 PM, adavis**

Status = Solving, Resolution Code = Instruction Given

*** **SUBCASE [REDACTED] CLOSE 4/23/2008 2:33:18 PM, adavis**

Status = Solving, Resolution Code = Instruction Given

*** **CASE CLOSE 4/23/2008 2:33:18 PM, adavis**

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/1/2008 10:15:44 AM	
Case Originator :	Carlos Angon (Team PA)	Sub Division :	PCRM	Status :	Closed	Close Date :	8/4/2008 4:42:45 PM
Case Owner :	Farah Sosa (Team HG)	Method :	Pro-Active O/B	Queue :		Days Open :	3
Last Closed By :	Farah Sosa (Team HG)	Point of Origin :	CSE/ACE	Wipbin :			
Case	- CSE NOT FIXED, DY			No. of Attachments :	0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : NEWNAN, GA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM56323A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 80,000
 In Service Date : 04/01/2003
 Months In Use : 64
 Engine Number : K24A41105553
 Originating Dealer No. / Name : 207147 / LINDELL HONDA
 Selling Dealer No. / Name : 207147 / LINDELL HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206671 / NALLEY HONDA
 Phone No. : 770-306-4600
 Address : 4197 JONESBORO ROAD
 City / State / Zip : UNION CITY, GA 30291
 Svc District / Sls District : 07G / D07
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2008 10:15:58 AM
Issue Owner : Farah Sosa	Type 2 : Operation	Queue :	Close Date : 8/4/2008 4:42:45 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Documented Concern
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

*** CASE CREATE 8/1/2008 10:15:44 AM, cangon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/1/2008 10:15:51 AM, cangon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/1/2008 10:15:58 AM, cangon

Created in WIP Default with Due Date 8/1/2008 10:15:58 AM.

*** CASE MODIFY 8/1/2008 10:15:58 AM, cangon

into WIP default and Status of Solving.

*** CASE ASSIGN 8/1/2008 11:57:21 AM, cangon

[REDACTED] to fsosa, WIP ø

*** CASE RULE ACTION 8/1/2008 11:57:22 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 8/1/2008 11:57:32 AM, cangon

[REDACTED]-1 to fsosa, WIP CURRENT TIMESTAMP

*** SUBCASE [REDACTED]-1 RULE ACTION 8/1/2008 11:57:33 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 8/1/2008 12:15:17 PM, fsosa

WARRANTY CHECK 08/01/2008 12:15:17 PM fsosa

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/1/2008 12:15:24 PM, fsosa

CLAIM CHECK 08/01/2008 12:15:24 PM fsosa

The following Claim History information was found

0; 2008-07-01; 206671; 643881; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B# 92-012

*** CASE VSC LOOKUP 8/1/2008 12:15:25 PM, fsosa

VSC-CUC CHECK 08/01/2008 12:15:25 PM fsosa

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/1/2008 12:15:30 PM, fsosa

CAMPAIGN CHECK 08/01/2008 12:15:30 PM fsosa

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/24/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-

*** NOTES 8/1/2008 12:17:03 PM, fsosa, Action Type : Note-General

OBW CLOSED

CREATE DATE: 06/28/2008

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, DY

The customer expressed the following concern in survey: I WAS NOT DISSATISFIED.

*** CASE MODIFY 8/1/2008 12:18:58 PM, fsosa

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2008 3:22:53 PM, fsosa

into WIP default and Status of Solving.

*** NOTES 8/1/2008 3:42:52 PM, fsosa, Action Type : Call to Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed. I will follow-up with customer to ensure that all issues of concern have been resolved.

I reached Mrs. [REDACTED] and introduced myself. I explained that I was calling from American Honda Motor Company regarding her 2003 Honda Accord. I informed customer that I am calling to follow up on some feedback that was provided on a recent survey. I advised customer that the reason for the call is to address any outstanding issues or concerns that she may have pertaining to the 2003 Honda Accord or her service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

Customer indicated the following: SRS light was on. It was under warranty. She is uncertain of what the matter was although it was related to seat belts. The dealer ordered parts, followed up with her and repairs have been completed. They have been driving Hondas since 1982 and with this Accord she has not had any major issues other than regular maintenance.

I thanked Mrs. [REDACTED], on behalf of American Honda, for her time and the valuable feedback provided. I advised her overall ownership experience is very important to American Honda. The customer required no further assistance. I apologized for any inconvenience. Call ended.

*** NOTES 8/1/2008 3:42:59 PM, fsosa, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** NOTES 8/1/2008 3:43:18 PM, fsosa, Action Type : Note-Resolution

The customer has no outstanding issues and is not requesting any assistance at this time.

I am closing the case per PCRM procedure.

*** CASE MODIFY 8/1/2008 3:43:51 PM, fsosa

into WIP default and Status of Solving.

*** COMMIT 8/1/2008 3:44:18 PM, fsosa, Action Type : N/A

Made to [REDACTED] due 08/04/2008 03:00:00 PM.

CSE Close case 3pm

*** CASE MODIFY 8/1/2008 3:44:38 PM, fsosa

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2008 3:44:47 PM, fsosa

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CSE NOT FIXED, DY

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2008 3:45:00 PM, fsosa

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/4/2008 4:42:45 PM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/4/2008 4:42:45 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/12/2011 3:53:21 PM
Case Originator : Ryan Watkins (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/12/2011 4:11:12 PM
Case Owner : Ryan Watkins (Team SB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Ryan Watkins (Team SB)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS ND			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 3340
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : TARBORO, NC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3340
 VIN Type / No. : US VIN / 1HGCM66553A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 104,000
 In Service Date : 05/14/2003
 Months In Use : 99
 Engine Number : J30A41112079
 Originating Dealer No. / Name : 208107 / HUBERT VESTER HONDA
 Selling Dealer No. / Name : 208107 / HUBERT VESTER HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207288 / BOB BARBOUR HONDA
 Phone No. : 252-355-2500
 Address : 3300 S. MEMORIAL DRIVE
 City / State / Zip : GREENVILLE, NC 27834
 Svc District / Sls District : 06L / G06
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2011 3:57:40 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 8/12/2011 3:57:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] 1

Case Title : [REDACTED] SRS ND

*** CASE CREATE 8/12/2011 3:53:21 PM, rwatkins

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 8/12/2011 3:53:37 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2011 3:53:46 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2011 3:56:21 PM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/12/2011 3:57:40 PM, rwatkins

Created in WIP Default with Due Date 8/12/2011 3:57:40 PM.

*** SUBCASE [REDACTED] CLOSE 8/12/2011 3:57:57 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/12/2011 4:00:21 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2011 4:00:23 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2011 4:01:53 PM, rwatkins

into WIP default and Status of Solving.

*** NOTES 8/12/2011 4:08:56 PM, rwatkins, Action Type : Call from Customer

[REDACTED] informed that SRS is now on. Customer is seeking to find out if the concern is covered. ACS informed customer vehicle is no longer under warranty and that no related campaigns applied to VIN. ACS advised customer of timing belt interval. Customer will contact DLR for diagnosis. Call end.

*** CASE CLOSE 8/12/2011 4:11:12 PM, rwatkins

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/1/2012 1:01:16 PM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/1/2012 2:17:59 PM
 Case Owner : Marlisha Youngblood (Team HA) Method : Dealer Referred Queue : Days Open : 0
 Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 78 W
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : PINSON, TN ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 78 W
 VIN Type / No. : US VIN / 1HGCM56783A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5673JNW / A
 Miles / Hours : 165,456
 In Service Date : 04/26/2003
 Months In Use : 109
 Engine Number : K24A41105675
 Originating Dealer No. / Name : 208323 / JACK PIRTLE HONDA
 Selling Dealer No. / Name : 208323 / JACK PIRTLE HONDA
 Trim : EX-LNAV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208487 / VICTORY HONDA OF JACKSON
 Phone No. : 731-668-3800
 Address : 1408 HIGHWAY 45 BYPASS
 City / State / Zip : JACKSON, TN 38305
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 5/1/2012 1:04:20 PM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 5/1/2012 2:17:59 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Provided Information, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON CONCERN

*** CASE CREATE 5/1/2012 1:01:16 PM, myoungbl

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/1/2012 1:01:22 PM, myoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 5/1/2012 1:02:14 PM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/1/2012 1:04:20 PM, myoungbl

Created in WIP Default with Due Date 5/1/2012 1:04:20 PM.

*** CASE MODIFY 5/1/2012 1:16:29 PM, myoungbl

into WIP default and Status of Solving.

*** NOTES 5/1/2012 1:19:00 PM, myoungbl, Action Type : Call from Customer

Verified Customer s Info.

Best Contact # [REDACTED]

DEALER REFERRED

Probing questions: Customer states the SRS light came on Sunday and when she took her car to VICTORY HONDA OF JACKSON she was told she needs a SRS replacement. She states she is concerned because she bought the car brand new and the SA (no name) told her that this can cause the airbags not to deeply is a collision. She states she does not believe she should be held responsible for the cost because this is an safety issue. She states the SA-Twila Johnson gave her AHM's phone number to call for financial assistance.

ACS informed customer that her concerns are documented. ACS advised customer that her car does not fall under any recalls or warranty extensions relating to the SRS light or airbags. ACS explained to the customer that because her car is well outside of warranty parameters by time and miles, AHM is not in the position to review her case for financial assistance. ACS suggested customer to speak with the SM of the dealer for possible assistance on the dealership level.

Customer needed no further assistance.

*** CASE MODIFY 5/1/2012 1:19:01 PM, myoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 5/1/2012 1:19:05 PM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/1/2012 2:17:59 PM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/1/2012 2:17:59 PM, myoungbl

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/29/2010 3:53:56 PM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/29/2010 4:04:33 PM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : GLENDALE, AZ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1274
VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 79,600
In Service Date : 04/07/2003
Months In Use : 90
Engine Number : K24A41106294
Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 10/29/2010 4:04:10 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 10/29/2010 4:04:32 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMPLAINT

*** CASE CREATE 10/29/2010 3:53:56 PM, jnajee

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 10/29/2010 3:54:03 PM, jnajee

CAMPAIGN CHECK 10/29/2010 03:54:02 PM jnajee

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;

06-085; Q26; Vaughn Class Action Honda; ; NU;

08-010; Q74;

*** CASE VSC LOOKUP 10/29/2010 3:54:04 PM, jnajee

VSC-CUC CHECK 10/29/2010 03:54:04 PM jnajee

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2010 3:54:07 PM, jnajee

CLAIM CHECK 10/29/2010 03:54:07 PM jnajee

The following Claim History information was found

0; 2009-10-01; 207672; 150303; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2010 3:54:08 PM, jnajee

WARRANTY CHECK 10/29/2010 03:54:08 PM jnajee

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/29/2010 3:54:16 PM, jnajee

CAMPAIGN CHECK 10/29/2010 03:54:16 PM jnajee

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;

06-085; Q26; Vaughn Class Action Honda; ; NU;

08-010; Q74;

*** NOTES 10/29/2010 4:01:38 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that his srs light comes and on and off at times. Customer stated that he was informed that the srs light is covered under the lifetime warranty. Customer wanted to know if this was accurate.

ACS informed customer that the srs is not covered under the lifetime warranty. ACS informed customer that he should take his vehicle to the dealership for a diagnostic. Customer understood. No further assistance required.

*** CASE VSC LOOKUP 10/29/2010 4:01:47 PM, jnajee

VSC-CUC CHECK 10/29/2010 04:01:46 PM jnajee

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2010 4:01:50 PM, jnajee

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMPLAINT

CLAIM CHECK 10/29/2010 04:01:50 PM jnajee

The following Claim History information was found

0; 2009-10-01; 207672; 150303; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2010 4:01:51 PM, jnajee

WARRANTY CHECK 10/29/2010 04:01:51 PM jnajee

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/29/2010 4:04:04 PM, jnajee

CAMPAIGN CHECK 10/29/2010 04:04:04 PM jnajee

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;
06-085; Q26; Vaughn Class Action Honda; ; NU;
08-010; Q74;

*** CASE CLAIMS LOOKUP 10/29/2010 4:04:06 PM, jnajee

CLAIM CHECK 10/29/2010 04:04:06 PM jnajee

The following Claim History information was found

0; 2009-10-01; 207672; 150303; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** SUBCASE [REDACTED] CREATE 10/29/2010 4:04:10 PM, jnajee

Created in WIP Default with Due Date 10/29/2010 4:04:10 PM.

*** SUBCASE [REDACTED] CLOSE 10/29/2010 4:04:32 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/29/2010 4:04:33 PM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/2/2006 9:41:32 AM
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/27/2006 4:18:22 PM
 Case Owner : Keleise Tupuola (Team HC) Method : Phone Queue : Days Open : 25
 Last Closed By : Keleise Tupuola (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 7A - JACK PIRTLE ██████████ - OPDS SENSOR / LCD DISPLAY OUT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 189
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : JACKSON, TN ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 189
 VIN Type / No. : US VIN / 1HGCM66593A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 92,000
 In Service Date : 06/28/2003
 Months In Use : 41
 Engine Number : J30A41112741
 Originating Dealer No. / Name : 208323 / JACK PIRTLE HONDA
 Selling Dealer No. / Name : 208323 / JACK PIRTLE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208323 / JACK PIRTLE HONDA
 Phone No. : 731-668-3800
 Address : 1408 HIGHWAY 45 BYPASS
 City / State / Zip : JACKSON, TN 38305
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$74.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Product	Operation	752	SRS
██████████ - PRODU	Subcase Close	Product	Operation	010	Radio, EQ & CD

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Keleise Tupuola	Type 1 : Product	Status : Subcase Close	Open Date : 11/6/2006 10:36:01 AM
Issue Owner : Keleise Tupuola	Type 2 : Operation	Queue :	Close Date : 11/27/2006 4:18:04 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM Partial, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Keleise Tupuola	Type 1 : Product	Status : Subcase Close	Open Date : 11/6/2006 10:36:31 AM
Issue Owner : Keleise Tupuola	Type 2 : Operation	Queue :	Close Date : 11/27/2006 4:18:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
Condition Code Desc : Radio Display 010U
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM Partial, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 7A - JACK PIRTLE - [REDACTED] - OPDS SENSOR / LCD DISPLAY OUT

*** CASE CREATE 11/2/2006 9:41:32 AM, mstaplet

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 11/2/2006 9:41:39 AM, mstaplet

CAMPAIGN CHECK 11/02/2006 09:41:39 AM mstaplet

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-07-09; FX

*** CASE CLAIMS LOOKUP 11/2/2006 9:41:43 AM, mstaplet

CLAIM CHECK 11/02/2006 09:41:43 AM mstaplet

The following Claim History information was found

0; 2006-10-18; 208323; 017250; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE. S/B#

01-014 S/B# 01-019 S/B# 98-061

*** CASE EXTENDED WARRANTY LOOKUP 11/2/2006 9:41:45 AM, mstaplet

WARRANTY CHECK 11/02/2006 09:41:45 AM mstaplet

No data found for VIN.

*** NOTES 11/2/2006 9:45:13 AM, mstaplet, Action Type : Call from Customer

ACS customer stated 2 days ago light went out on radio and the airbag light came up on panel and it goes and comes. Customer stated it is opds sensor and is concerned that opds is not covered by extended warranty.

*** CASE VSC LOOKUP 11/2/2006 9:48:49 AM, mstaplet

VSC CHECK 11/02/2006 09:48:49 AM mstaplet

The following VSC information was found

[REDACTED]S;V001946634;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2004-04-16;2010-06-27;100000;21186;208323;0

*** CASE CUC LOOKUP 11/2/2006 9:48:49 AM, mstaplet

CUC CHECK 11/02/2006 09:48:49 AM mstaplet

The following CUC information was found

;;0;0;0;0;0;0;0;0;0;0;0;0;

*** NOTES 11/2/2006 9:51:04 AM, mstaplet, Action Type : Call from Customer

The customer is requesting assistance with the repair of vehicle. \$160.00 for part and \$115.00 labor.

*** CASE MODIFY 11/2/2006 9:52:02 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2006 9:52:16 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2006 9:52:33 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2006 9:52:33 AM, mstaplet

into WIP default and Status of Solving.

*** CASE DISPATCH 11/2/2006 9:52:53 AM, mstaplet

from WIP default to Queue Honda Team F.

Case History

Case ID : [REDACTED]

Case Title : 7A - JACK PIRTLE - [REDACTED] - OPDS SENSOR / LCD DISPLAY OUT

*** CASE YANKED 11/2/2006 9:53:29 AM, mstaplet
Yanked by mstaplet into WIPbin default.

*** CASE MODIFY 11/2/2006 9:53:47 AM, mstaplet
into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2006 9:53:53 AM, mstaplet
into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2006 9:53:53 AM, mstaplet
into WIP default and Status of Solving.

*** CASE DISPATCH 11/2/2006 9:54:10 AM, mstaplet
from WIP default to Queue Honda Team F.

*** CASE ASSIGN 11/2/2006 12:21:50 PM, lhenry
[REDACTED] to ktupuola, WIP

*** CASE RULE ACTION 11/2/2006 12:21:51 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/2/2006 3:01:49 PM, ktupuola
into WIP default and Status of Solving.

*** NOTES 11/6/2006 10:34:49 AM, ktupuola, Action Type : Call to Dealer

Called SM-Mike and reviewed customers case. As a one time goodwill gesture AHM will cover the costs of the OPDS replacement and the radio replacement as she has also had an issue with the radio light being dark and dim and it was diagnosed last week.

I advised him to obtain a \$100 deductible for the repairs as we are covering them as a one time goodwill gesture.

Ended the call leaving my authorization number and he provided me with the RO# 6017707.

I thanked him and ended the call.

*** NOTES 11/6/2006 10:35:04 AM, ktupuola, Action Type : Call to Dealer

SM-Mike to call customer and provide offer.

*** SUBCASE [REDACTED] CREATE 11/6/2006 10:36:01 AM, ktupuola

Created in WIP Default with Due Date 11/6/2006 10:36:01 AM.

*** SUBCASE [REDACTED] CREATE 11/6/2006 10:36:31 AM, ktupuola

Created in WIP Default with Due Date 11/6/2006 10:36:31 AM.

*** COMMIT 11/6/2006 10:36:42 AM, ktupuola, Action Type : N/A

call dlr - veh rep?

*** CASE MODIFY 11/6/2006 10:37:06 AM, ktupuola

into WIP default and Status of Solving.

*** NOTES 11/20/2006 3:14:03 PM, ktupuola, Action Type : Call to Dealer

SM-Mike states the part arrived today and the customer will be contacted to bring the vehicle into the dealership for repairs.

*** CASE FULFILL 11/20/2006 3:14:10 PM, ktupuola

Fulfilled for [REDACTED] due 11/10/2006 12:00:00 AM.

*** COMMIT 11/20/2006 3:14:13 PM, ktupuola, Action Type : N/A

Case History

Case ID : [REDACTED]

Case Title : 7A - JACK PIRTLE - [REDACTED] - OPDS SENSOR / LCD DISPLAY OUT

call dlr - veh rep?

*** NOTES 11/27/2006 4:17:34 PM, ktupuola, Action Type : Call to Dealer

Called customer at daytime number and she thanked me for following up with her. She states she has an appointment scheduled for Wednesday and agreed that the case can be closed at this time as she states the offer has already been accepted and the parts are in. She informed me she would call if there are any questions or concerns.

*** SUBCASE [REDACTED] CLOSE 11/27/2006 4:18:04 PM, ktupuola

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/27/2006 4:18:14 PM, ktupuola

into WIP 7A and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/27/2006 4:18:22 PM, ktupuola

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/27/2006 4:18:22 PM, ktupuola

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2011 4:37:35 PM
Case Originator : John Starling (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/1/2011 4:49:44 PM
Case Owner : John Starling (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : John Starling (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT/SRS LIGHT ON\	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 126
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : NEW ROCHELLE, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56663A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 46,000
In Service Date : 05/01/2003
Months In Use : 99
Engine Number : K24A41102427
Originating Dealer No. / Name : 206788 / HILLSIDE HONDA
Selling Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE
Phone No. : 914-636-2000
Address : 25 EAST MAIN STREET
City / State / Zip : NEW ROCHELLE, NY 10801
Svc District / Sls District : 05D / F05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2011 4:43:39 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 8/1/2011 4:49:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - COMPLAINT/SRS LIGHT ON\

*** CASE CREATE 8/1/2011 4:37:35 PM, jstarlin

Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE MODIFY 8/1/2011 4:43:18 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:43:32 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 8/1/2011 4:43:39 PM, jstarlin

Created in WIP Default with Due Date 8/1/2011 4:43:39 PM.

*** CASE MODIFY 8/1/2011 4:44:10 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:45:35 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:46:50 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:47:17 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:47:20 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:47:23 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:47:32 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:47:38 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:48:38 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 8/1/2011 4:49:30 PM, jstarlin, Action Type : Call from Customer

vBest Contact Number: 914 636 2713

The customer states that his SRS light is on and he would like to know if it is covered. ACS advised the customer that the vehicle would first have to be diagnosed at a Honda DLR before any request for assistance can be reviewed. ACS also informed the customer of the open campaigns on the vehicle

*** CASE MODIFY 8/1/2011 4:49:33 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2011 4:49:37 PM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE ██████████ CLOSE 8/1/2011 4:49:43 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT/SRS LIGHT ON\

*** CASE CLOSE 8/1/2011 4:49:44 PM, jstarlin

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/18/2008 10:50:25 AM
 Case Originator : Raymond Anguiano (Team HA) Sub Division : Satellite Center Status : Closed Close Date : 4/18/2008 10:53:02 AM
 Case Owner : Raymond Anguiano (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Raymond Anguiano (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ OPDS WARRANTY EXTENSION No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MORGANVILLE, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56463A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 48,000
 In Service Date : 05/22/2003
 Months In Use : 59
 Engine Number : K24A41103441
 Originating Dealer No. / Name : 207002 / ROUTE 23 HONDA
 Selling Dealer No. / Name : 207449 / DCH KAY HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	CAMP Subcase Close	Campaign	Eligibility	752	SRS
██████████	CORP Subcase Close	Corporate	Media Exposure	740	Front Wiper

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/18/2008 10:50:42 AM
Issue Owner : Raymond Anguiano	Type 2 : Eligibility	Queue :	Close Date : 4/18/2008 10:53:01 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Corporate	Status : Subcase Close	Open Date : 4/18/2008 10:52:47 AM
Issue Owner : Raymond Anguiano	Type 2 : Media Exposure	Queue :	Close Date : 4/18/2008 10:53:02 AM
Issue Title : [REDACTED] CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
 Condition Code Desc : Motor 7401
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] OPDS WARRANTY EXTENSION

*** CASE CREATE 4/18/2008 10:50:25 AM, ranguian

Contact [REDACTED] Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 4/18/2008 10:50:42 AM, ranguian

Created in WIP Default with Due Date 4/18/2008 10:50:42 AM.

*** SUBCASE [REDACTED] CREATE 4/18/2008 10:52:47 AM, ranguian

Created in WIP Default with Due Date 4/18/2008 10:52:47 AM.

*** NOTES 4/18/2008 10:52:56 AM, ranguian, Action Type : Call from Customer

The customer is calling AHM because his airbag light has turned on. He took his vehicle to a local repair shop to have it diagnosed. The customer then stated that he had read before on the news that certain vehicles might have an OPDS warranty extension and would like to know if his vehicle is affected. I advised the customer that his vehicle is not affected by the OPDS warranty extension. The customer then stated that he read an article in regards to a windshield wiper motor recall. The customer is calling to find out if their vehicle is affected by this recall. I explained to the customer that all campaigns are VIN specific and not all vehicles are affected. I also let the customer know that AHM is still conducting an investigation to determine which vehicles are affected by this recall. I then advised the customer that once AHM has concluded the investigation and determine if their vehicle is affected, then they will receive a notice through the mail notifying them of the recall. The customer thanked me for the information provided and call ended.

Customer information updated. 6092748497

*** CASE MODIFY 4/18/2008 10:52:58 AM, ranguian

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/18/2008 10:53:01 AM, ranguian

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 4/18/2008 10:53:02 AM, ranguian

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/18/2008 10:53:02 AM, ranguian

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/12/2011 11:52:34 AM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/12/2011 12:03:43 PM
Case Owner : Noell Jessie (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Noell Jessie (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS CONCERNS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 565
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GLENCOE, IL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 565
VIN Type / No. : US VIN / 1HGCM66833A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours :
In Service Date : 05/09/2003
Months In Use : 96
Engine Number : J30A41114250
Originating Dealer No. / Name : 207953 / THE HONDA SUPERSTORE OF JOLIE
Selling Dealer No. / Name : 207953 / THE HONDA SUPERSTORE OF JOLIET
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2011 12:03:26 PM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 5/12/2011 12:03:42 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERNS

*** CASE CREATE 5/12/2011 11:52:34 AM, njessie

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/12/2011 12:02:57 PM, njessie, Action Type : Call from Customer

Updated customer contact info.

Best contact # [REDACTED]

Customer states that the air bag light is on in the vehicle. Customer states that he heard about an air bag recall on Hondas and would like to know if his vehicle is covered or if his problem will be covered by AHM.

ACS apologized for the problems they are having with their vehicle. ACS advised the customer that his vehicle was not a part of the air bag recall. ACS advised the customer that he should take the vehicle to be diagnosed at the dlr and at that time AHM would be able to further review if his vehicle is eligible for assistance.

Customer understood and needed no further assistance.

*** SUBCASE [REDACTED] 1 CREATE 5/12/2011 12:03:26 PM, njessie

Created in WIP Default with Due Date 5/12/2011 12:03:26 PM.

*** SUBCASE [REDACTED] CLOSE 5/12/2011 12:03:42 PM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2011 12:03:43 PM, njessie

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/5/2009 1:00:22 PM
 Case Originator : Andrea Hurel (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 8/5/2009 1:08:05 PM
 Case Owner : Andrea Hurel (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Andrea Hurel (Team CA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - Q96 SRS CAMPAIGN/SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 8700
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : ORLANDO, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 105,000
 In Service Date : 06/18/2003
 Months In Use : 74
 Engine Number : K24A41106831
 Originating Dealer No. / Name : 208299 / RICK CASE HONDA
 Selling Dealer No. / Name : 208299 / RICK CASE HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- Subcase Close	Corporate	Media Exposure	752	SRS
[REDACTED]	- Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/5/2009 1:06:22 PM
Issue Owner : Andrea Hurel	Type 2 : Media Exposure	Queue :	Close Date : 8/5/2009 1:07:05 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2009 1:07:42 PM
Issue Owner : Andrea Hurel	Type 2 : Operation	Queue :	Close Date : 8/5/2009 1:08:02 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - Q96 SRS CAMPAIGN/SRS LIGHT

*** CASE CREATE 8/5/2009 1:00:22 PM, ahurel

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/5/2009 1:00:24 PM, ahurel

WARRANTY CHECK 08/05/2009 01:00:24 PM ahurel

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/5/2009 1:00:30 PM, ahurel

CLAIM CHECK 08/05/2009 01:00:30 PM ahurel

The following Claim History information was found

0; 2008-12-30; 207260; 467251; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/5/2009 1:00:40 PM, ahurel

CAMPAIGN CHECK 08/05/2009 01:00:40 PM ahurel

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/10/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04

*** CASE VSC LOOKUP 8/5/2009 1:00:41 PM, ahurel

VSC-CUC CHECK 08/05/2009 01:00:41 PM ahurel

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/5/2009 1:01:35 PM, ahurel

CAMPAIGN CHECK 08/05/2009 01:01:35 PM ahurel

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/10/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04

*** CASE MODIFY 8/5/2009 1:04:24 PM, ahurel

into WIP default and Status of Solving.

*** NOTES 8/5/2009 1:06:05 PM, ahurel, Action Type : Call from Customer

The customer is calling in regards to the recall for the air bag inflator recall. The customer stated he was informed his vehicle is effected by the recall. I informed the customer that his vehicle is not effected by the recall. The customer inquired about the SRS light and the air bag light. I informed the customer it could be the driver, passenger, or seat belts triggering the air bags and to take the vehicle to the dealership. The customer stated he understood and needed no further assistance.

Customer's information was verified and updated..

*** SUBCASE [REDACTED] CREATE 8/5/2009 1:06:22 PM, ahurel

Created in WIP Default with Due Date 8/5/2009 1:06:22 PM.

*** SUBCASE [REDACTED] CLOSE 8/5/2009 1:07:05 PM, ahurel

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - Q96 SRS CAMPAIGN/SRS LIGHT

*** SUBCASE [REDACTED] CREATE 8/5/2009 1:07:42 PM, ahurel

Created in WIP Default with Due Date 8/5/2009 1:07:42 PM.

*** SUBCASE [REDACTED] CLOSE 8/5/2009 1:08:02 PM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/5/2009 1:08:03 PM, ahurel

into WIP default and Status of Solving.

*** CASE CLOSE 8/5/2009 1:08:05 PM, ahurel

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/26/2009 9:15:27 AM
 Case Originator : Kawana Riley (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/26/2009 9:26:31 AM
 Case Owner : Kawana Riley (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Kawana Riley (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ SRS LIGHT INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MEMPHIS, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : ██████████

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGCM56643A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 57,000
 In Service Date : 05/06/2003
 Months in Use : 69
 Engine Number : K24A41108039
 Originating Dealer No. / Name : 207029 / WILDE HONDA
 Selling Dealer No. / Name : 207029 / WILDE HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Product	Status : Subcase Close	Open Date : 2/26/2009 9:26:13 AM
Issue Owner : Kawana Riley	Type 2 : Operation	Queue :	Close Date : 2/26/2009 9:26:24 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT INQUIRY

*** CASE CREATE 2/26/2009 9:15:27 AM, kriley

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 2/26/2009 9:16:17 AM, kriley

CAMPAIGN CHECK 02/26/2009 09:16:16 AM kriley

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/28/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04

*** CASE EXTENDED WARRANTY LOOKUP 2/26/2009 9:16:30 AM, kriley

WARRANTY CHECK 02/26/2009 09:16:30 AM kriley

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/26/2009 9:16:35 AM, kriley

CLAIM CHECK 02/26/2009 09:16:35 AM kriley

The following Claim History information was found

0; 2008-10-06; 207967; 233619; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE VSC LOOKUP 2/26/2009 9:16:37 AM, kriley

VSC-CUC CHECK 02/26/2009 09:16:37 AM kriley

No data found for VIN.

*** CASE MODIFY 2/26/2009 9:22:23 AM, kriley

into WIP default and Status of Solving.

*** NOTES 2/26/2009 9:25:25 AM, kriley, Action Type : Call from Customer

verified customer contact information.

situation: SRS light

probing questions: Customer says his SRS light came on and he wants to know what that means.

Inbound conclusion: ACS explained that it may be an airbag issue but he needs to have the vehicle diagnosed as soon as possible at a honda dealership. Customer understood and ended the call.

*** SUBCASE [REDACTED] CREATE 2/26/2009 9:26:13 AM, kriley

Created in WIP Default with Due Date 2/26/2009 9:26:13 AM.

*** SUBCASE [REDACTED] CLOSE 2/26/2009 9:26:24 AM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/26/2009 9:26:26 AM, kriley

into WIP default and Status of Solving.

*** CASE CLOSE 2/26/2009 9:26:31 AM, kriley

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/15/2010 1:51:49 PM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/15/2010 1:56:37 PM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 8759
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MILWAUKEE, WI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 8759
VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 100,000
In Service Date : 03/26/2003
Months In Use : 91
Engine Number : K24A41109704
Originating Dealer No. / Name : 207717 / RUSS DARROW HONDA
Selling Dealer No. / Name : 207717 / RUSS DARROW HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2010 1:56:20 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 10/15/2010 1:56:36 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

***** CASE CREATE 10/15/2010 1:51:49 PM, jnajee**

Contact = [REDACTED] Priority = N/A, Status = Solving.

***** CASE EXTENDED WARRANTY LOOKUP 10/15/2010 1:51:53 PM, jnajee**

WARRANTY CHECK 10/15/2010 01:51:52 PM jnajee

No data found for VIN.

***** CASE CLAIMS LOOKUP 10/15/2010 1:51:56 PM, jnajee**

CLAIM CHECK 10/15/2010 01:51:56 PM jnajee

The following Claim History information was found

0; 2008-12-26; 207717; 089644; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

***** CASE CAMPAIGN LOOKUP 10/15/2010 1:52:03 PM, jnajee**

CAMPAIGN CHECK 10/15/2010 01:52:03 PM jnajee

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/31/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

***** CASE VSC LOOKUP 10/15/2010 1:52:05 PM, jnajee**

VSC-CUC CHECK 10/15/2010 01:52:04 PM jnajee

No data found for VIN.

***** NOTES 10/15/2010 1:55:48 PM, jnajee, Action Type : Call from Customer**

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that her srs light comes on randomly. Customer informed ACS that she wanted to know was there any recalls regarding the srs light on her vehicle.

ACS informed customer that there are no service bulletins regarding the srs light on her vehicle. ACS informed customer that she should take her vehicle to the dealership for a diagnostic. Customer understood. no further assistance required.

***** CASE EXTENDED WARRANTY LOOKUP 10/15/2010 1:55:58 PM, jnajee**

WARRANTY CHECK 10/15/2010 01:55:57 PM jnajee

No data found for VIN.

***** CASE CLAIMS LOOKUP 10/15/2010 1:56:01 PM, jnajee**

CLAIM CHECK 10/15/2010 01:56:00 PM jnajee

The following Claim History information was found

0; 2008-12-26; 207717; 089644; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

***** CASE CAMPAIGN LOOKUP 10/15/2010 1:56:03 PM, jnajee**

CAMPAIGN CHECK 10/15/2010 01:56:03 PM jnajee

The following Campaign information was found

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/31/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08

*** CASE VSC LOOKUP 10/15/2010 1:56:04 PM, jnajee

VSC-CUC CHECK 10/15/2010 01:56:04 PM jnajee
No data found for VIN.

*** SUBCASE [REDACTED] CREATE 10/15/2010 1:56:20 PM, jnajee

Created in WIP Default with Due Date 10/15/2010 1:56:20 PM.

*** SUBCASE [REDACTED] CLOSE 10/15/2010 1:56:36 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/15/2010 1:56:37 PM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 11/3/2009 8:32:47 AM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/3/2009 8:43:36 AM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 10B-[REDACTED] - SRS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 4225
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : EDMOND, OK [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66503A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 75,000
In Service Date : 05/27/2003
Months In Use : 78
Engine Number : J30A41118375
Originating Dealer No. / Name : 208293 / MOMENTUM HONDA NORTHWEST
Selling Dealer No. / Name : 208293 / MOMENTUM HONDA NORTHWEST
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208036 / BOB HOWARD HONDA
Phone No. : 405-753-8700
Address : 13201 N. KELLEY AVE.
City / State / Zip : OKLAHOMA CITY, OK 73131
Svc District / Sls District : 10B / B10
Warranty Labor Rate / Date : \$94.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 11/3/2009 8:42:59 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 11/3/2009 8:43:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 10B-[REDACTED] - SRS

*** CASE CREATE 11/3/2009 8:32:47 AM, jnakya

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 11/3/2009 8:33:12 AM, jnakya

CAMPAIGN CHECK 11/03/2009 08:33:12 AM jnakya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/19/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 08/19/09; FX;

08

*** CASE VSC LOOKUP 11/3/2009 8:33:13 AM, jnakya

VSC-CUC CHECK 11/03/2009 08:33:13 AM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/3/2009 8:33:17 AM, jnakya

CLAIM CHECK 11/03/2009 08:33:17 AM jnakya

The following Claim History information was found

0; 2009-08-19; 208036; 971281; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2009 8:33:18 AM, jnakya

WARRANTY CHECK 11/03/2009 08:33:18 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/3/2009 8:33:36 AM, jnakya

CAMPAIGN CHECK 11/03/2009 08:33:36 AM jnakya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 07/19/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 08/19/09; FX;

08

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2009 8:33:38 AM, jnakya

WARRANTY CHECK 11/03/2009 08:33:38 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 11/3/2009 8:34:37 AM, jnakya

VSC-CUC CHECK 11/03/2009 08:34:37 AM jnakya

No data found for VIN.

*** CASE MODIFY 11/3/2009 8:35:54 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 11/3/2009 8:42:40 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding SRS

Case History

Case ID : [REDACTED] Case Title : 10B-[REDACTED] - SRS

The customer indicated that the SRS indicator light comes on intermitting.

The customer indicated that she researched on-line that there is an extended warranty on the OPDS which she would like to know if this is on her VIN.

The customer indicated that she is having the same concern as other vehicles on the internet.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired.

ACS informed the customer that there isn't a extended warranty for the OPDS unit for this vehicles VIN.

ACS informed that recalls are VIN pacific.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

Recommendation

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE [REDACTED] CREATE 11/3/2009 8:42:59 AM, jnakya

Created in WIP Default with Due Date 11/3/2009 8:42:59 AM.

*** SUBCASE [REDACTED] CLOSE 11/3/2009 8:43:15 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/3/2009 8:43:18 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2009 8:43:35 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 11/3/2009 8:43:36 AM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/2/2008 10:09:26 AM
Case Originator : Aaron Prymus (Team HB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/2/2008 11:28:57 AM
Case Owner : Juan Toscano (Team HG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Juan Toscano (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title : [REDACTED] - AIR BAG RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 4550
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : WASHINGTON, DC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4550
 VIN Type / No. : US VIN / 1HGCM55343 [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 14,000
 In Service Date : 03/31/2003
 Months In Use : 63
 Engine Number : K24A41110449
 Originating Dealer No. / Name : / OURISMAN HONDA
 Selling Dealer No. / Name : / OURISMAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - C	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Prymus	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/2/2008 10:09:57 AM
Issue Owner : Aaron Prymus	Type 2 : Eligibility	Queue :	Close Date : 6/2/2008 10:10:56 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG RECALL INQUIRY

*** CASE CREATE 6/2/2008 10:09:26 AM, aprymus

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED]-1 CREATE 6/2/2008 10:09:57 AM, aprymus

Created in WIP Default with Due Date 6/2/2008 10:09:57 AM.

*** NOTES 6/2/2008 10:10:43 AM, aprymus, Action Type : Call from Customer

The customer's contact information was verified [REDACTED].

The customer called AHM because her SRS light comes on and stays on. The customer stated that she read online that there was a recall issued for the OPDS Unit. I verified per CRMS that the customer did not have any open recalls at this time. The customer then stated that the light comes on and goes off. This issue has been occurring for the last two weeks. The customer has not taken the vehicle to a Honda dealership to be inspected at this time.

I advised the customer to take her vehicle to any Honda dealership to be inspected for the issue that she is having at this time. The customer declined my offer to provide dealership information. The customer understood the provided information and required no further assistance. I thanked her for calling and the call ended.

*** CASE CLOSE 6/2/2008 10:10:56 AM, aprymus

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 6/2/2008 10:10:56 AM, aprymus

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 6/2/2008 11:24:21 AM, jtosciano

with Condition of Open and Status of Solving.

*** NOTES 6/2/2008 11:28:41 AM, jtosciano, Action Type : Call from Customer

The customer called in to verify if her vehicle was informed in the SB for the OPDS and if this light might be set off by the seat belt.

I informed her that her vehicle was not involved and SB 06-009. I informed her that there are multiple sensors that and trigger this light. I advised her to have the vehicle diagnosed to determine what is setting it off.

She understood, thanked me and ended the call.

*** CASE MODIFY 6/2/2008 11:28:56 AM, jtosciano

into WIP default and Status of Solving.

*** CASE CLOSE 6/2/2008 11:28:57 AM, jtosciano

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/20/2012 10:14:42 AM	
Case Originator :	Rio Wardana (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/20/2012 10:25:41 AM
Case Owner :	Rio Wardana (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Rio Wardana (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS WARN LIGHT ON N/D			No. of Attachments :	0		

Site / Contact Info :

Site Name : 905
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : ROCKLIN, CA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66533A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 100,000
 In Service Date : 09/30/2003
 Months In Use : 100
 Engine Number : J30A41119100
 Originating Dealer No. / Name : 208216 / TEMPE HONDA
 Selling Dealer No. / Name : 208216 / TEMPE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2012 10:24:04 AM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 1/20/2012 10:25:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS WARN LIGHT ON N/D

*** CASE CREATE 1/20/2012 10:14:42 AM, rwardana

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 1/20/2012 10:24:04 AM, rwardana

Created in WIP Default with Due Date 1/20/2012 10:24:04 AM.

*** NOTES 1/20/2012 10:25:29 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Customer called ACS in regards to the SRS warning light of her 2003 Accord

Customer states that when she turned the heater on, it seems as if there is a burning smell. Customer has not gone to a Honda dealership in regards to this issue.

ACS advised the customer that this vehicle is not included in any recalls towards the SRS system. ACS advised the customer that I cannot be sure as to why the SRS light of the vehicle came on, because of the 3 possible reasons as to why the light would come on (seat belt, airbags, or OPDS).

ACS advised that she has an open recall for the ignition switch. ACS referred the customer to a Honda dealership to have the recall completed, and to have the SRS light inspected.

Customer needed no further assistance.

*** CASE MODIFY 1/20/2012 10:25:39 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/20/2012 10:25:41 AM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/20/2012 10:25:41 AM, rwardana

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/25/2009 10:48:01 AM
Case Originator : Ryan Watkins (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/27/2009 9:11:22 AM
Case Owner : Eugene Lim (Team HD)	Method :	Phone	Queue :		Days Open :	2
Last Closed By : Eugene Lim (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - ND SRS CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 1627
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : NAPERVILLE, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 105,000
 In Service Date : 07/14/2003
 Months In Use : 73
 Engine Number : K24A41111862
 Originating Dealer No. / Name : 206659 / JAY HONDA
 Selling Dealer No. / Name : 206659 / JAY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
 Phone No. : 630-852-7200
 Address : 4475 LINCOLN AVENUE
 City / State / Zip : LISLE, IL 60532
 Svc District / Sls District : 08F / B08
 Warranty Labor Rate / Date : \$109.12 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 8/25/2009 11:01:48 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 8/25/2009 11:02:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ - ND SRS CONCERN

*** CASE CREATE 8/25/2009 10:48:01 AM, rwatkins

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 8/25/2009 10:48:31 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2009 10:48:37 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 8/25/2009 11:00:00 AM, rwatkins, Action Type : Call from Customer

██████████ verified contact info.

Customer recently purchased the vehicle.

Customer states 3 days ago he noticed that SRS indicator will intermittently become illuminated.

Customer has scheduled appointment scheduled with DLR for tomorrow.

Customer is seeking info re associated campaigns.

ACS referred customer to OWNER LINK.

Customer found on OWNER LINK that there is no outstanding recall for this concern.

ACS verified that no SRS related campaigns exist at this time. ACS

informed customer that DLR will advise of diagnosis findings.

Customer understood the information provided by ACS and required no further assistance at this time.

*** CASE CAMPAIGN LOOKUP 8/25/2009 11:00:02 AM, rwatkins

CAMPAIGN CHECK 08/25/2009 11:00:02 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 8/25/2009 11:00:47 AM, rwatkins

WARRANTY CHECK 08/25/2009 11:00:47 AM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/25/2009 11:00:51 AM, rwatkins

CLAIM CHECK 08/25/2009 11:00:51 AM rwatkins

The following Claim History information was found

0; 2007-04-09; 207854; 988641; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 8/25/2009 11:00:53 AM, rwatkins

CAMPAIGN CHECK 08/25/2009 11:00:53 AM rwatkins

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/25/2009 11:00:55 AM, rwatkins

VSC-CUC CHECK 08/25/2009 11:00:55 AM rwatkins

No data found for VIN.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ND SRS CONCERN

*** CASE MODIFY 8/25/2009 11:01:20 AM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/25/2009 11:01:48 AM, rwatkins

Created in WIP Default with Due Date 8/25/2009 11:01:48 AM.

*** SUBCASE [REDACTED] CLOSE 8/25/2009 11:02:21 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2009 11:02:35 AM, rwatkins

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/27/2009 9:05:48 AM, elim

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2009 9:06:00 AM, elim

WARRANTY CHECK 08/27/2009 09:06:00 AM elim

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2009 9:06:06 AM, elim

CLAIM CHECK 08/27/2009 09:06:06 AM elim

The following Claim History information was found

0; 2007-04-09; 207854; 988641; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE VSC LOOKUP 8/27/2009 9:06:08 AM, elim

VSC-CUC CHECK 08/27/2009 09:06:08 AM elim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2009 9:06:29 AM, elim

CAMPAIGN CHECK 08/27/2009 09:06:29 AM elim

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-0

*** NOTES 8/27/2009 9:10:56 AM, elim, Action Type : Call from Customer

Verified contact information.

customer is calling about his SRS light.

customer was informed that the SRS system refers to his safety restraint system.

customer was informed that the SRS campaign currently does not apply to his vehicle.

customer was advised that any issues pertaining to the SRS system will be an out of pocket expense.

customer was advised to have a Honda dealer inspect his vehicle.

customer has no further questions.

*** CASE MODIFY 8/27/2009 9:11:18 AM, elim

into WIP default and Status of Solving.

*** CASE CLOSE 8/27/2009 9:11:22 AM, elim

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - ND SRS CONCERN

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/23/2010 12:11:49 PM
 Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/23/2010 2:13:14 PM
 Case Owner : NaKya Jai (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : NaKya Jai (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2075
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : STERLING, VA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2075
 VIN Type / No. : US VIN / 1HGCM56453A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 60,000
 In Service Date : 05/29/2003
 Months In Use : 88
 Engine Number : K24A4111121
 Originating Dealer No. / Name : 207591 / LEESBURG HONDA
 Selling Dealer No. / Name : 207591 / LEESBURG HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208408 / HONDA OF TYSONS CORNER
 Phone No. : 703-442-8000
 Address : 1580 SPRING HILL RD.
 City / State / Zip : VIENNA, VA 22182
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2010 12:18:18 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 9/23/2010 12:18:37 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS

*** CASE CREATE 9/23/2010 12:11:49 PM, jnakya

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/23/2010 12:11:57 PM, jnakya

CAMPAIGN CHECK 09/23/2010 12:11:57 PM jnakya

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/29/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

*** CASE CLAIMS LOOKUP 9/23/2010 12:12:05 PM, jnakya

CLAIM CHECK 09/23/2010 12:12:05 PM jnakya

The following Claim History information was found

0; 2008-08-26; 208408; 116326; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CLAIMS LOOKUP 9/23/2010 12:12:12 PM, jnakya

CLAIM CHECK 09/23/2010 12:12:12 PM jnakya

The following Claim History information was found

0; 2008-08-26; 208408; 116326; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CLAIMS LOOKUP 9/23/2010 12:12:23 PM, jnakya

CLAIM CHECK 09/23/2010 12:12:23 PM jnakya

The following Claim History information was found

0; 2008-08-26; 208408; 116326; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/23/2010 12:12:47 PM, jnakya

CAMPAIGN CHECK 09/23/2010 12:12:47 PM jnakya

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/29/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

*** NOTES 9/23/2010 12:17:50 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding SRS

The customer indicated that she is having a concern with the operation of the SRS indicator light coming on intermittingly.

The customer indicated that she hasn't gone to the dealership just yet to have the concern inspected but she did call and was provided diagnostic fees \$101.00

The customer indicated that she heard that there is a extended warranty on the SRS which she would like to know if her vehicle was affected.

Case History

Case ID : ██████████

Case Title : ██████████ - SRS

ACS apologized to the customer for the current situation but the SRS indicator could state a concern with the airbags or the seatbelt.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the failed component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired which all repairs or diagnostic service at the dealer would be the consumers responsibility.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 9/23/2010 12:17:54 PM, jnakya

into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 9/23/2010 12:18:18 PM, jnakya

Created in WIP Default with Due Date 9/23/2010 12:18:18 PM.

*** SUBCASE ██████████ CLOSE 9/23/2010 12:18:37 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/23/2010 12:18:42 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 9/23/2010 2:13:12 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 9/23/2010 2:13:14 PM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/21/2013 8:23:32 AM
Case Originator :	Emma Vides (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/21/2013 8:36:56 AM
Case Owner :	Emma Vides (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Emma Vides (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SAN JOSE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66893A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 116,000
 In Service Date : 06/02/2003
 Months In Use : 116
 Engine Number : J30A41120389
 Originating Dealer No. / Name : 207924 / CAPITOL HONDA
 Selling Dealer No. / Name : 207924 / CAPITOL HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208358 / CAPITOL HONDA
 Phone No. : 408-445-4400
 Address : 745 W. CAPITOL EXPWAY.
 City / State / Zip : SAN JOSE, CA 95136
 Svc District / Sls District : 12E / B12
 Warranty Labor Rate / Date : \$139.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] PRODUCT -	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 2/21/2013 8:36:42 AM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 2/21/2013 8:36:56 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc : Side SRS-Light 7513
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT CONCERN

*** CASE CREATE 2/21/2013 8:23:32 AM, evides

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 2/21/2013 8:36:01 AM, evides, Action Type : Call from Customer

Customer verified information

Customer has the SRS light on and is concern that her airbag may not go off if in a car accident. Advised customer that on page 48 of her owner's manual it states that if the SRS is light is on there can be a potential problem with the side airbags, Seatbelt tensioner. Advised customer that ACS cannot visually see the vehicle and is advising that she takes her vehicle in for a diagnosis at own expense to confirm what is causing the light to be on. Advised customer that she has three safety recalls. ACs explained what each safety recall (S.B13-012, 10-059, 08-043) is for.

ACs provided the number to Capitol Honda. No further assistance needed,

*** SUBCASE [REDACTED] CREATE 2/21/2013 8:36:42 AM, evides

Created in WIP Default with Due Date 2/21/2013 8:36:42 AM.

*** CASE MODIFY 2/21/2013 8:36:54 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/21/2013 8:36:56 AM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/21/2013 8:36:56 AM, evides

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/9/2008 10:39:15 AM
 Case Originator : Richard Miller (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 6/9/2008 10:50:27 AM
 Case Owner : Richard Miller (Team AD) Method : Phone Queue : Days Open : 0
 Last Closed By : Richard Miller (Team AD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] NAVIGATION CODE/ AIR BAD RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SAN FRANCISCO, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66823A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 64,000
 In Service Date : 05/28/2003
 Months In Use : 61
 Engine Number : J30A41120433
 Originating Dealer No. / Name : 207237 / FLADEBOE HONDA
 Selling Dealer No. / Name : 207237 / FLADEBOE HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / SIs District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Codes	053	Navigation
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 6/9/2008 10:40:37 AM
Issue Owner : Richard Miller	Type 2 : Codes	Queue :	Close Date : 6/9/2008 10:40:42 AM
Issue Title : [REDACTED] PRODUCT - CODES			

Coding Info :

Labor Code / Desc : 053 / Navigation
 Condition Code Desc Anti-Theft 0535
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/9/2008 10:46:06 AM
Issue Owner : Richard Miller	Type 2 : Eligibility	Queue :	Close Date : 6/9/2008 10:46:15 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ NAVIGATION CODE/ AIR BAD RECALL INQUIRY

*** CASE CREATE 6/9/2008 10:39:15 AM, rmiller

Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/9/2008 10:39:17 AM, rmiller

WARRANTY CHECK 06/09/2008 10:39:17 AM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/9/2008 10:39:19 AM, rmiller

CLAIM HISTORY CHECK 06/09/2008 10:39:19 AM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/9/2008 10:39:23 AM, rmiller

CAMPAIGN CHECK 06/09/2008 10:39:23 AM rmiller

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/28/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

*** CASE VSC LOOKUP 6/9/2008 10:39:26 AM, rmiller

VSC CHECK 06/09/2008 10:39:26 AM rmiller

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 6/9/2008 10:39:26 AM, rmiller

CUC CHECK 06/09/2008 10:39:26 AM rmiller

The following CUC information was found

KRISTI;SIMPAO;ACTIVE;105000;24317;50400;2006-05-28;2010-05-28;;2004-11-01;2004-11-01;207998;;0;2004-11-30;2004-11-10

*** SUBCASE ██████████ CREATE 6/9/2008 10:40:37 AM, rmiller

Created in WIP Default with Due Date 6/9/2008 10:40:37 AM.

*** SUBCASE ██████████ CLOSE 6/9/2008 10:40:42 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLAIMS LOOKUP 6/9/2008 10:42:23 AM, rmiller

CLAIM HISTORY CHECK 06/09/2008 10:42:23 AM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/9/2008 10:42:41 AM, rmiller

CAMPAIGN CHECK 06/09/2008 10:42:41 AM rmiller

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/28/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

*** CASE CLAIMS LOOKUP 6/9/2008 10:42:43 AM, rmiller

CLAIM HISTORY CHECK 06/09/2008 10:42:43 AM rmiller

No data found for VIN.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] NAVIGATION CODE/ AIR BAD RECALL INQUIRY

*** CASE VSC LOOKUP 6/9/2008 10:44:45 AM, rmiller

VSC CHECK 06/09/2008 10:44:45 AM rmiller

The following VSC information was found

; ; ; ; ; ; ; ; ; ; ; 0 ; 0 ; ; 0.0

*** CASE CUC LOOKUP 6/9/2008 10:44:45 AM, rmiller

CUC CHECK 06/09/2008 10:44:45 AM rmiller

The following CUC information was found

[REDACTED] CTIVE;105000;24317;50400;2006-05-28;2010-05-28;;2004-11-01;2004-11-01;207998;;0;2004-11-30;2004-11-10

*** SUBCASE [REDACTED] CREATE 6/9/2008 10:46:06 AM, rmiller

Created in WIP Default with Due Date 6/9/2008 10:46:06 AM.

*** SUBCASE [REDACTED] CLOSE 6/9/2008 10:46:15 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/9/2008 10:50:22 AM, rmiller, Action Type : Call from Customer

Verified and Updated owner information.

SITUATION/REQUEST:

Ms. [REDACTED] wants to know if there is a recall for her air bags and wants her navigation code.

PROBING QUESTIONS:

She said that her SRS light is on and that her friend that used to work at a rental car place told her that there is a recall for the air bags.

INBOUND CONCLUSION:

I advised the customer that her navigation code is 1563. I told her that I did not see any recall for her air bags and advised her to go to a dealer for a diagnosis.

I forgot to put a dealer in the dealer tab.

She needed no further assistance at this moment.

*** CASE MODIFY 6/9/2008 10:50:24 AM, rmiller

into WIP default and Status of Solving.

*** CASE CLOSE 6/9/2008 10:50:27 AM, rmiller

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/12/2011 6:51:48 AM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/12/2011 6:57:18 AM
 Case Owner : Marlisha Youngblood (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 701
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : ODENTON, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 701
 VIN Type / No. : US VIN / 1HGCM56323A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 142,000
 In Service Date : 04/09/2003
 Months In Use : 101
 Engine Number : K24A41112717
 Originating Dealer No. / Name : 208299 / RICK CASE HONDA
 Selling Dealer No. / Name : 208299 / RICK CASE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 9/12/2011 6:57:04 AM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 9/12/2011 6:57:18 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT CONCERN

*** CASE CREATE 9/12/2011 6:51:48 AM, myoungbl

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/12/2011 6:51:55 AM, myoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 9/12/2011 6:53:24 AM, myoungbl

into WIP default and Status of Solving.

*** NOTES 9/12/2011 6:56:43 AM, myoungbl, Action Type : Call from Customer

Verified Customer s Info.

Best Contact #4 [REDACTED]

Probing questions: Customer states that her airbag light has been coming on and off for the last 3 months. Customer states that she would like to know if there is a recall on her car for this matter. Customer states that she has not taken it to a Honda dealer to have it diagnosed.

ACS informed customer that her concerns are documented. ACS advised customer that she only has a recall on her ignition switch. ACS advised customer to have her car diagnosed at a Honda dealer for the airbag light to have it addressed.

Customer needed no further assistance.

*** CASE MODIFY 9/12/2011 6:56:45 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/12/2011 6:57:04 AM, myoungbl

Created in WIP Default with Due Date 9/12/2011 6:57:04 AM.

*** SUBCASE [REDACTED] CLOSE 9/12/2011 6:57:18 AM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/12/2011 6:57:18 AM, myoungbl

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/29/2012 10:06:01 AM
 Case Originator : Leonard Kim (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2012 12:52:36 PM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05M-██████████ - (MATT BURNE) SRS LIGHT ON- ND No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 29 S
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : UPPER ASKAM, PA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 29 S
 VIN Type / No. : US VIN / 1HGCM56313A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 101,000
 In Service Date : 04/14/2003
 Months In Use : 109
 Engine Number : K24A41112546
 Originating Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206666 / MATT BURNE HONDA
 Phone No. : 570-341-1400
 Address : 1110 WYOMING AVENUE
 City / State / Zip : SCRANTON, PA 18509
 Svc District / Sls District : 05L / D05
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 5/29/2012 12:41:18 PM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 5/29/2012 12:52:36 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Assist Denied,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05M-[REDACTED] - (MATT BURNE) SRS LIGHT ON- ND

*** CASE CREATE 5/29/2012 10:06:01 AM, lkim

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/29/2012 10:06:21 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2012 10:06:45 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2012 10:10:14 AM, lkim

into WIP default and Status of Solving.

*** NOTES 5/29/2012 10:10:54 AM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is 5 [REDACTED]

The customer stated the light on her dashboard is showing an airbag problem. The customer was told that it would be a lot of money to fix it. The customer is requesting out of warranty assistance. The customer will take her vehicle to MATT BURNE HONDA next week sometime. This is the customer's second Honda, she bought a 2011 Accord last year. The customer does all her major servicing at the dealership. The customer stated her SRS light has been on for a week.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call her back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance.

*** CASE MODIFY 5/29/2012 10:10:55 AM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 5/29/2012 10:11:02 AM, lkim

from WIP default to Queue Honda Team G.

*** CASE YANKED 5/29/2012 10:11:59 AM, lkim

Yanked by lkim into WIPbin default.

*** CASE MODIFY 5/29/2012 10:12:00 AM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 5/29/2012 10:12:27 AM, lkim

from WIP default to Queue Tech Support.

*** CASE YANKED 5/29/2012 10:12:31 AM, lkim

Yanked by lkim into WIPbin default.

*** CASE DISPATCH 5/29/2012 10:12:35 AM, lkim

from WIP default to Queue Honda Team G.

*** CASE YANKED 5/29/2012 11:20:28 AM, wmenjiva

Yanked by wmenjiva into WIPbin ** Default **.

Case History

Case ID : [REDACTED]

Case Title : 05M-[REDACTED] - (MATT BURNE) SRS LIGHT ON- ND

*** CASE MODIFY 5/29/2012 12:40:44 PM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/29/2012 12:41:18 PM, wmenjiva

Created in WIP Default with Due Date 5/29/2012 12:41:18 PM.

*** NOTES 5/29/2012 12:52:06 PM, wmenjiva, Action Type : Call to Customer

RCM contacted the customer at [REDACTED] and introduced myself as the AHM RCM handling her case regarding an SRS light issue on her 2003 Accord. Explained to her that her vehicle was over 9 years old and had approx. 101000 miles, therefore the only valid warranty remaining on the vehicle was the seat belt warranty, which has a lifetime warranty. Any other components are well out of any parameter that AHM might be able to assist her with. Explained to her that she was welcome to take it into the dealer to be properly diagnosed to confirm what is causing the issue. If it is a seat belt, it does not a warranty.

She understood. She said that she had read the same on the warranty booklet. She mentioned that she had read on the owner's manual that the seat belt might also set the same light. She said that she would make an appointment with the dealer for them to diagnose it. She understood that the only warranty available is for her seat belt, and AHM would not be in a position to assist with any other related components.

Asked her if she had any other questions AHM could answer for her?

She said no and thanked for the information.

Thanked her for her time.

*** CASE MODIFY 5/29/2012 12:52:33 PM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/29/2012 12:52:36 PM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/29/2012 12:52:36 PM, wmenjiva

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/2/2013 10:49:43 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/2/2013 10:55:51 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN- ND		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 460
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : BUDA, TX [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 460
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 100,000
In Service Date : 05/31/2003
Months In Use : 122
Engine Number : J30A41121562
Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] 1 / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2013 10:55:37 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 7/2/2013 10:55:51 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN- ND

*** CASE CREATE 7/2/2013 10:49:43 AM, jnajee

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/2/2013 10:55:18 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the srs light is coming on and off. Customer stated that he's been experiencing this issue over the past few weeks. Customer stated that the srs light use to come on intermittently, now the srs light comes on every time he drives the vehicle. Customer advised that he hasn't had the vehicle diagnosed by a dlr yet.

ACS informed customer that the srs light is covered for 3/36k miles, whichever occurs first. ACS informed customer that he should take the vehicle to a dlr to have the vehicle diagnosed. ACS informed customer that he will be responsible for the cost of repair. Customer understood. No further assistance required.

*** SUBCASE [REDACTED]-1 CREATE 7/2/2013 10:55:37 AM, jnajee

Created in WIP Default with Due Date 7/2/2013 10:55:37 AM.

*** CASE MODIFY 7/2/2013 10:55:49 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/2/2013 10:55:51 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/2/2013 10:55:51 AM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/17/2011 3:42:28 PM
Case Originator : Chanise Gordon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/17/2011 3:46:32 PM
Case Owner : Chanise Gordon (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Chanise Gordon (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1053
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 262-242-0872
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MEQUON, WI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66543A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 115,000
In Service Date : 09/15/2003
Months In Use : 97
Engine Number : J30A41121275
Originating Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
Selling Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 10/17/2011 3:44:45 PM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 10/17/2011 3:46:32 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Documented Concern, Provided Information,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMPLAINT

*** CASE CREATE 10/17/2011 3:42:28 PM, cgordon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 10/17/2011 3:44:45 PM, cgordon

Created in WIP Default with Due Date 10/17/2011 3:44:45 PM.

*** CASE MODIFY 10/17/2011 3:44:59 PM, cgordon

into WIP default and Status of Solving.

*** NOTES 10/17/2011 3:46:29 PM, cgordon, Action Type : Call from Customer

Updated Customer's information.

Best contact number: [REDACTED]

The customer called regarding his SRS light periodically coming on for the past month. He said he has heard/read about things regarding the SRS light and he's calling to see if there is a recall relating to the SRS light. ACS informed the customer that there are currently no open recalls on his vehicle and the only way to see if it's seat belt related is to go to the Honda dealership to get a diagnosis.

The customer thanked ACS and needed no further assistance at this time.

*** CASE MODIFY 10/17/2011 3:46:30 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/17/2011 3:46:32 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/17/2011 3:46:32 PM, cgordon

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/20/2008 2:32:12 PM
 Case Originator : Sergio Suarez (Team AB) Sub Division : Customer Relations Status : Closed Close Date : 1/6/2009 8:40:10 AM
 Case Owner : Christeen Miller (Team HH) Method : Phone Queue : Days Open : 47
 Last Closed By : Christeen Miller (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 7P - ██████████, ALISON - OPDS SENSOR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 251
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : FORT LAUDERDALE, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 68,000
 In Service Date : 07/13/2003
 Months In Use : 64
 Engine Number : K24A41113484
 Originating Dealer No. / Name : 207391 / AUTONATION HONDA HOLLYWOOD
 Selling Dealer No. / Name : 207391 / AUTONATION HONDA HOLLYWOOD
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208325 / HOLMAN HONDA OF FT.
 Phone No. : 954-764-1100
 Address : 12 EAST SUNRISE BLVD.
 City / State / Zip : FORT LAUDERDALE, FL 33304
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	PR Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Armen Tumanian	Type 1 : Product	Status : Subcase Close	Open Date : 11/25/2008 10:22:30
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 12/9/2008 9:16:45 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 7P - [REDACTED] - OPDS SENSOR

*** CASE CREATE 11/20/2008 2:32:12 PM, ssuarez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 11/20/2008 2:32:20 PM, ssuarez

CAMPAIGN CHECK 11/20/2008 02:32:20 PM ssuarez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/25/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE CLAIMS LOOKUP 11/20/2008 2:32:23 PM, ssuarez

CLAIM CHECK 11/20/2008 02:32:23 PM ssuarez

The following Claim History information was found

0; 2008-11-17; 208325; 097541; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#
92-012

*** CASE EXTENDED WARRANTY LOOKUP 11/20/2008 2:32:24 PM, ssuarez

WARRANTY CHECK 11/20/2008 02:32:24 PM ssuarez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/20/2008 2:32:37 PM, ssuarez

CAMPAIGN CHECK 11/20/2008 02:32:37 PM ssuarez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/25/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE VSC LOOKUP 11/20/2008 2:32:39 PM, ssuarez

VSC-CUC CHECK 11/20/2008 02:32:39 PM ssuarez

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/20/2008 2:38:46 PM, ssuarez

CLAIM CHECK 11/20/2008 02:38:45 PM ssuarez

The following Claim History information was found

0; 2008-11-17; 208325; 097541; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#
92-012

*** CASE EXTENDED WARRANTY LOOKUP 11/20/2008 2:38:53 PM, ssuarez

WARRANTY CHECK 11/20/2008 02:38:53 PM ssuarez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/20/2008 2:39:00 PM, ssuarez

CAMPAIGN CHECK 11/20/2008 02:38:59 PM ssuarez

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/25/03; FX;

Case History

Case ID : [REDACTED]

Case Title : 7P - [REDACTED] - OPDS SENSOR

06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** NOTES 11/20/2008 2:47:55 PM, ssuarez, Action Type : Call from Customer

Verified and Updated customer information.

Situation: Customer went to the dealership to have the oil change, and she was notified that she will have to replace the OPDS Sensor.

Request: The customer is requesting financial consideration with regards to the repair of the OPDS sensor, as recommended by the dealership (Holman).

Probing Questions: SA Eddie Milleret. First Honda that the customer has owned. Vehicle is in customer possession. Quoted appx \$400 for repairs. The customer stated that the SRS light comes on when the vehicle is turned on, but after a while the light turns back on. The customer has done all her services and oil changes at the Honda dealership.

Inbound Conclusion: In the interest of customer satisfaction, along with the fact that this is an OPDS issue, this case will be forwarded for additional review. Customer was notified that we will more than likely not be able to get back in contact with her until possibly Tuesday of next week, which the customer stated would be fine.

Case will be forwarded to a RCM for further review.

*** CASE VSC LOOKUP 11/20/2008 2:48:03 PM, ssuarez

VSC-CUC CHECK 11/20/2008 02:48:03 PM ssuarez
No data found for VIN.

*** CASE MODIFY 11/20/2008 2:48:09 PM, ssuarez

into WIP default and Status of Solving.

*** CASE MODIFY 11/20/2008 2:48:24 PM, ssuarez

into WIP default and Status of Solving.

*** CASE MODIFY 11/20/2008 2:48:31 PM, ssuarez

into WIP default and Status of Solving.

*** CASE MODIFY 11/20/2008 2:48:44 PM, ssuarez

into WIP default and Status of Solving.

*** CASE MODIFY 11/20/2008 2:48:45 PM, ssuarez

into WIP default and Status of Solving.

*** CASE DISPATCH 11/20/2008 2:49:07 PM, ssuarez

from WIP default to Queue Honda Team E.

*** CASE YANKED 11/21/2008 7:29:38 AM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 11/21/2008 7:29:50 AM, hmuhamma

[REDACTED] to atumania, WIP

*** CASE RULE ACTION 11/21/2008 7:29:50 AM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : [REDACTED]

Case Title : 7P - [REDACTED] - OPDS SENSOR

*** CASE ASSIGN 11/21/2008 2:26:49 PM, atumania

[REDACTED] to agarcia2, WIP

*** CASE RULE ACTION 11/21/2008 2:26:50 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 11/24/2008 6:47:22 AM, Iroberts

Yanked by Iroberts into WIPbin default.

*** CASE ASSIGN 11/24/2008 6:47:35 AM, Iroberts

[REDACTED] to atumania, WIP

*** CASE RULE ACTION 11/24/2008 6:47:35 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 11/25/2008 10:22:30 AM, atumania

Created in WIP Default with Due Date 11/25/2008 10:22:30 AM.

*** CASE VSC LOOKUP 11/25/2008 10:22:36 AM, atumania

VSC-CUC CHECK 11/25/2008 10:22:36 AM atumania

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/25/2008 10:22:41 AM, atumania

CAMPAIGN CHECK 11/25/2008 10:22:41 AM atumania

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/25/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 11/25/2008 10:22:44 AM, atumania

CLAIM CHECK 11/25/2008 10:22:44 AM atumania

The following Claim History information was found

0; 2008-11-17; 208325; 097541; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012

*** CASE EXTENDED WARRANTY LOOKUP 11/25/2008 10:22:45 AM, atumania

WARRANTY CHECK 11/25/2008 10:22:45 AM atumania

No data found for VIN.

*** CASE MODIFY 11/25/2008 10:22:49 AM, atumania

into WIP default and Status of Solving.

*** NOTES 11/25/2008 10:29:45 AM, atumania, Action Type : Call to Dealer

Attempted to contact SM. It was indicated the SM is on vacation for 1 week. Attempted to contact SA Eddie and it was indicated he is on lunch. Left message requesting a contact back by the SA Eddie.

*** CASE CLAIMS LOOKUP 11/25/2008 10:31:20 AM, atumania

CLAIM CHECK 11/25/2008 10:31:20 AM atumania

The following Claim History information was found

0; 2008-11-17; 208325; 097541; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

Case History

Case ID : [REDACTED] Case Title : 7P - [REDACTED] - OPDS SENSOR

92-012

*** CASE CAMPAIGN LOOKUP 11/25/2008 10:34:42 AM, atumania

CAMPAIGN CHECK 11/25/2008 10:34:42 AM atumania

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/25/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 11/25/2008 10:35:50 AM, atumania, Action Type : Call to Customer

Spoke with customer and verified their information. I explained this call may be recorded for quality purposes. I thanked the customer for taking the time to notify us about their situation. I inquired if the customer has time to discuss their situation at the moment. I apologized if they are experiencing an issue and explained our factory warranty is for 3 years or 36k miles. I stated we have left a message for the SA Eddie requesting a contact back. I stated once an update is available we will contact her back. Customer thanked me and indicated she was looking for some sort of assistance with a safety item on such a young vehicle. She stated she looks forward to our contact back some time next week.

*** COMMIT 11/25/2008 10:35:55 AM, atumania, Action Type : N/A

Made to [REDACTED] due 11/26/2008 10:35:56 AM.

dealer call back? call dealer - HOLMAN - OPDS Sensor

*** CASE MODIFY 11/25/2008 10:36:21 AM, atumania

into WIP default and Status of Solving.

*** NOTES 11/25/2008 12:02:35 PM, atumania, Action Type : Call from Dealer

Spoke with SM Eddie who indicated the SRS unit needs replacement. He stated the customer has performed some minor services with them. I stated based on the age of the vehicle, nature of the failure, and service history AHM would like to cover the cost of parts and customer pay labor as a one time goodwill gesture. SA thanked me and call ended.

*** NOTES 11/25/2008 12:03:34 PM, atumania, Action Type : Call to Customer

Spoke with customer and explained after reviewing the case AHM did offer some partial assistance with the repairs. I stated as a one time goodwill gesture we would cover the cost of parts and she pays for labor. Customer thanked me and indicated she will contact Eddie to coordinate repairs. She stated no further assistance was needed and call ended.

*** CASE FULFILL 11/25/2008 12:03:40 PM, atumania

Fulfilled for [REDACTED] due 11/26/2008 10:35:56 AM.

*** COMMIT 11/25/2008 12:03:43 PM, atumania, Action Type : N/A

Made to [REDACTED] due 12/04/2008 12:03:43 PM.

follow up. close case

*** CASE MODIFY 11/25/2008 12:04:07 PM, atumania

into WIP Team E and Status of Solving.

*** CASE ASSIGN 11/26/2008 7:03:59 AM, atumania

[REDACTED] to kmakaena, WIP

*** CASE RULE ACTION 11/26/2008 7:04:00 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 12/4/2008 11:14:24 AM, kmakaena, Action Type : Call to Customer

Case History

Case ID : [REDACTED] Case Title : 7P [REDACTED] - OPDS SENSOR

ACS left the customer a message for a update with repairs. I provided the customer my contact information for a call back.

*** CASE MODIFY 12/4/2008 11:14:34 AM, kmakaena

into WIP ZONE 7 and Status of Solving.

*** CASE FULFILL 12/4/2008 11:14:38 AM, kmakaena

Fulfilled for [REDACTED] due 12/04/2008 12:03:43 PM.

*** COMMIT 12/4/2008 11:14:44 AM, kmakaena, Action Type : N/A

repairs completed?

*** CASE MODIFY 12/4/2008 11:17:17 AM, kmakaena

into WIP ZONE 7 and Status of Solving.

*** CASE MODIFY COMMITMENT 12/5/2008 2:26:51 PM, kmakaena

with [REDACTED] due 12/09/2008 12:00:00 AM.

*** NOTES 12/9/2008 9:15:40 AM, kmakaena, Action Type : Note-General

ACS will close the customer case until she updates ACS with repairs.

*** SUBCASE [REDACTED] YANKED 12/9/2008 9:16:05 AM, kmakaena

Yanked by kmakaena into WIPbin DEFAULT.

*** CASE MODIFY 12/9/2008 9:16:40 AM, kmakaena

into WIP ZONE 7 and Status of Solving.

*** CASE MODIFY 12/9/2008 9:16:42 AM, kmakaena

into WIP ZONE 7 and Status of Solving.

*** CASE CLOSE 12/9/2008 9:16:45 AM, kmakaena

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 12/9/2008 9:16:45 AM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 1/6/2009 8:35:37 AM, cmiller

with Condition of Open and Status of Solving.

*** NOTES 1/6/2009 8:39:58 AM, cmiller, Action Type : Call for Case Mgr

Customer is at the dealer having the repairs done on her vehicle. Customer needed her case number and is requesting to speak with her CM. ACS contacted the CM and was asked to let the customer know she would receive a call back later. Customer would like CM to call Eddie M. in the service department at 954-764-1100.

*** CASE MODIFY 1/6/2009 8:40:03 AM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 1/6/2009 8:40:10 AM, cmiller

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/21/2011 1:43:53 PM
 Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/21/2011 1:54:05 PM
 Case Owner : Michelina Terzoli (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Michelina Terzoli (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - DRIVER SIDE SEAT BELT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 333
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████ 9
 Fax No. :
 Address : ██████████
 City / State / Zip : BROOKLYN, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 333
 VIN Type / No. : US VIN / 1HGCM66523A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 113,000
 In Service Date : 06/04/2003
 Months In Use : 93
 Engine Number : J30A41121996
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 3/21/2011 1:53:07 PM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 3/21/2011 1:54:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Manual
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DRIVER SIDE SEAT BELT CONCERN

*** CASE CREATE 3/21/2011 1:43:53 PM, mterzoli

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 3/21/2011 1:52:26 PM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED]

Customer states that for the last 7 to 10 days he has been experiencing an issue with his driver side seat belt. Customer advised that the light will not come on in the vehicle showing that the seat belt has been removed. Customer advised that then the airbag light will come on. Customer advised that he read online that AHM will replace the seat belt components under the life time warranty. Customer would like to know if this is true.

ACS advised customer that we would not be able to diagnose the failure over the phone. Customer was advised that he should take the vehicle into the DLR and allow them to diagnose the vehicle. ACS advised that the DLR would determine the component causing the failure and provide repair options. Customer was referred to his warranty booklet and ACS reviewed the seat belt warranty with the customer.

*** SUBCASE [REDACTED] CREATE 3/21/2011 1:53:07 PM, mterzoli

Created in WIP Default with Due Date 3/21/2011 1:53:07 PM.

*** SUBCASE [REDACTED] CLOSE 3/21/2011 1:54:05 PM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/21/2011 1:54:05 PM, mterzoli

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 12/12/2011 10:19:36
 Case Originator : Monica Mendoza (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 12/12/2011 10:29:43
 Case Owner : Monica Mendoza (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Monica Mendoza (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WARRENTON, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 017
 VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 155,000
 In Service Date : 06/10/2003
 Months In Use : 102
 Engine Number : J30A41121869
 Originating Dealer No. / Name : 206831 / JOYCE KOONS HONDA
 Selling Dealer No. / Name : 206831 / JOYCE KOONS HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monica Mendoza	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/12/2011 10:29:28
Issue Owner : Monica Mendoza	Type 2 : Eligibility	Queue :	Close Date : 12/12/2011 10:29:43
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION

*** CASE CREATE 12/12/2011 10:19:36 AM, mmendoza1
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 12/12/2011 10:19:54 AM, mmendoza1
into WIP default and Status of Solving.

*** CASE MODIFY 12/12/2011 10:24:39 AM, mmendoza1
into WIP default and Status of Solving.

*** NOTES 12/12/2011 10:28:40 AM, mmendoza1, Action Type : Call from Customer
Verified customer information

The customer stated she took her vehicle to an IRF for a problem with her SRS light blinking. The technician advised her that AHM has released a recall for the airbags, and this may be the reason why she is experiencing this problem. I advised her the vehicle is not included in the recall, however she may want to take the vehicle to an AHM dealership for a more accurate diagnosis. The customer stated she is not happy with this outcome and that her vehicle should be included because her vehicle is having the same problems as the recalled vehicles. I explained that the recall has to do with over pressurizing in the airbag inflator, and has nothing to do with the lights. The customer stated ok, and disconnected without warning. No further assistance required.

CONTACT NUMBER: [REDACTED]

*** SUBCASE [REDACTED] CREATE 12/12/2011 10:29:28 AM, mmendoza1
Created in WIP Default with Due Date 12/12/2011 10:29:28 AM.

*** SUBCASE [REDACTED] CLOSE 12/12/2011 10:29:43 AM, mmendoza1
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/12/2011 10:29:43 AM, mmendoza1
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/14/2011 7:22:50 AM
 Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 3/16/2011 7:36:09 AM
 Case Owner : Julie Kim (Team HF) Method : Mail Queue : Days Open : 30
 Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT CO No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3704
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : HIGH POINT, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3704
 VIN Type / No. : US VIN / 1HGCM56613A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 107,630
 In Service Date : 04/12/2003
 Months In Use : 94
 Engine Number : K24A41114254
 Originating Dealer No. / Name : 207059 / VANN YORK HONDA
 Selling Dealer No. / Name : 207059 / VANN YORK HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207059 / VANN YORK HONDA
 Phone No. : 336-841-6400
 Address : 422 EASTCHESTER DRIVE
 City / State / Zip : HIGH POINT, NC 27262
 Svc District / Sls District : 06K / F06
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 2/14/2011 12:48:57 PM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 3/16/2011 7:36:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial, CR Generated Gdwill
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
77960-SDA-A84	SRS UNIT	Not Applicable

Check Req Info :

Check Requisition No. : 2201
 Primary Amount : \$106.63
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$106.63
 Approved By : cmartine
 Approval Date : 3/10/2011
 Status : PROCESSED
 Check No. : 1900294
 Check Date : 3/11/2011

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HIGH POINT, NC [REDACTED]
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 03217
 Category : Regular
 Failed Part # : 77960-SDA-A84

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

*** CASE CREATE 2/14/2011 7:22:50 AM, pbongco

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 2/14/2011 7:22:51 AM, pbongco, Action Type :

On 02/11/11 ACS received a 1-page letter from the customer regarding SRS control unit repair assistance.

*** CASE MODIFY 2/14/2011 7:23:18 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 2/14/2011 7:23:20 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 2/14/2011 7:23:44 AM, pbongco

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 2/14/2011 7:37:26 AM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE [REDACTED] CREATE 2/14/2011 12:48:57 PM, mkim

Created in WIP Default with Due Date 2/14/2011 12:48:57 PM.

*** NOTES 2/14/2011 12:49:12 PM, mkim, Action Type : Letter/Fax

American Honda Motor Co., Inc 2/7/2011

1919 Torrance Boulevard

Torrance, Ca. 90501-2746

Dear Sirs:

My family and I have been driving Honda's since 1979. We have always been satisfied with our cars. My husband dies in a Honda in 1992 in Atlanta, Ga.

I purchased this Honda Accord EX in 2003. I do not believe you are making Honda's as good as usual.

First I am enclosing a picture of my Headlight covers. They are so cloudy, the car doesn't look good, when seeing these HL covers. I have paid to have them buffed and the cloudiness returns as soon it rains. I have spent many dollars to get this cleared and nothing works!! I think its cheap plastic.

Now to the big problem:

A little Red Man came on the dash, with a ball in it's lap, after having my seatbelt retractor replaced by a dealership, which stop working. In September.

After my mechanic checked, they believed it's the computer or the SRS control unit. They ask if my car had ever been wrecked, and I said no, I bought it new and no wreck. I was told the dash is sunk in, on both sides, as if it has been in a wreck. They said they never had heard or seen this happen and I had to pay 408.00 plus tax to get this fixed.

I am a widow-retired and I do not have this kind of money to spend.

If Honda s are going to give the kind of problems, I am going to have to find another car.

Please check into this

[REDACTED]
*** COMMIT 2/14/2011 12:49:39 PM, mkim, Action Type : N/A

***ck req

Case History

Case ID : [REDACTED]

Case Title : 6L-[REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

*** CASE MODIFY 2/14/2011 12:50:18 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/14/2011 12:50:26 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/14/2011 12:51:17 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/14/2011 12:51:32 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/14/2011 12:51:56 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/14/2011 12:52:04 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 2/15/2011 12:30:48 PM, mkim
with [REDACTED] due 02/17/2011 05:00:00 PM.

*** NOTES 2/15/2011 12:31:02 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to Mrs. [REDACTED]

Customer said she's owned Honda since 1979 and never experience such problems on her previous vehicle's customer said some cloudy film keeps building up on the outside cover of the two front headlights and she had to replace the SRS control unit at an IRF>

Customer said the SRS light came on right away after Vann York Honda replace the sat belt last year but customer said she never notified the dealership about the SRS light.

Customer is requesting for AHM to reimburse her the cost for the SRS control unit since the IRF told her they've never experience any problems with the SRS control unit before.

I informed the customer if the IRF felt the problem was cause by a defect in the Honda product, they should have refer her in taking the vehicle to a Honda dealership instead. I informed the customer vehicle is out of warranty and assistance at this time is not guarantee. I asked the customer to fax in the RO and receipt for further review and I offer to contact her back by 2/18/2011 with a decision. Customer understood.

*** CASE MODIFY 2/15/2011 12:31:54 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 2/17/2011 1:30:05 PM, mkim
with [REDACTED] due 02/23/2011 05:00:00 PM.

*** NOTES 2/17/2011 1:30:14 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to Mrs. [REDACTED]

Customer said she does not have a fax machine so she mailed the invoice and receipt yesterday.

I informed the customer I will follow up with her next week upon receiving the documents.

Customer understood.

*** CASE MODIFY 2/17/2011 1:30:21 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/22/2011 7:27:54 AM, fdiaz, Action Type : Letter/Fax

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

On 02/18/11 ACS received a 1 page letter from customer with 1 page Ro from Triad Auto Specialty.

*** CASE MODIFY COMMITMENT 2/24/2011 2:05:35 PM, mkim

with [REDACTED] due 03/01/2011 05:00:00 PM.

*** NOTES 2/24/2011 2:08:42 PM, mkim, Action Type : Note-General

From: Triad Auto Specialty

Date: 1/27/2011

Mileage: 107,630

\$228.43 for Parts

\$180.00for labor

\$408.43

\$ 18.10 for Tax

\$426.53

*** CASE MODIFY 2/24/2011 2:08:52 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 3/1/2011 2:24:54 PM, mkim

with [REDACTED] due 03/02/2011 05:00:00 PM.

*** NOTES 3/1/2011 2:25:09 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customer's VM.

I left a message requesting a call back and provided my contact information.

I also left a message to follow up again on 03/03/2011 if I don't hear from her.

*** CASE MODIFY 3/1/2011 2:25:14 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 3/2/2011 2:06:47 PM, mkim

with [REDACTED] due 03/03/2011 05:00:00 PM.

*** CASE MODIFY 3/2/2011 2:07:00 PM, mkim

into WIP 6L and Status of Solving.

*** NOTES 3/3/2011 9:45:40 AM, mkim, Action Type : Note-General

Front seat belt buckle replaced in 10/18/2010 at 103,481 miles by dealer #207059

*** CASE MODIFY COMMITMENT 3/3/2011 9:46:25 AM, mkim

with [REDACTED] due 03/08/2011 05:00:00 PM.

*** NOTES 3/3/2011 9:47:27 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customer's VM.

I left a message requesting a call back and provided my contact information.

I also left a message to follow up again on 03/08/2011 if I don't hear from her.

*** CASE MODIFY 3/3/2011 9:47:34 AM, mkim

Case History

Case ID [REDACTED] Case Title : 6L-[REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

into WIP 6L and Status of Solving.

*** CASE MODIFY 3/3/2011 9:47:48 AM, mkim

into WIP 6L and Status of Solving.

*** NOTES 3/8/2011 6:56:02 AM, yjones, Action Type : Warm Transfer

Verified the customers day number.

Customer called to speak to the RCM.

Transferred customer to CM.

*** SUBCASE [REDACTED] DISPATCH 3/8/2011 7:01:36 AM, mkim

from WIP Subcases to Queue CkReq - Martinez.

*** CASE MODIFY 3/8/2011 7:02:27 AM, mkim

into WIP ck req and Status of Solving.

*** NOTES 3/8/2011 7:06:34 AM, mkim, Action Type : Note-General

From: Triad Auto Specialty

Date: 01/27/2011

Mileage: 107630

\$283.43 for Parts

\$180.00 for labor

\$ 18.10 for Tax

\$426.53 for Total

X 25 %

\$106.63

I will be submitting a reimbursement request in the amount of \$106.63, 25% of \$426.53 for SRS control unit repair as one time goodwill since the part controlled the SRS system.

A request will be submitted for check requisition.

I am dispatching the case to my supervisor for check requisition approval.

*** NOTES 3/8/2011 7:07:10 AM, mkim, Action Type : Call from Customer

Customer is returning a message I left before.

I informed customer after further review, AHM has decided to reimburse her \$106.63, 25% of \$426.53 for SRS control unit repair as one time goodwill since the part controlled the SRS system.

I informed the customer that reimbursement will be processed and mailed out on Monday, which she should receive within 7-10 days.

I encourage customer in contacting me back if she has further questions or concerns.

Case History

Case ID : [REDACTED] 3

Case Title : 6L-[REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

Customer thanked me and was very satisfied.

*** NOTES 3/8/2011 7:07:33 AM, mkim, Action Type : Note-General

Check Req:

DPSM Involved: No

Total amount the Customer Paid: \$426.53

Total Goodwill Assistance offered: \$106.63

% of GW Authorized: 25%

*** CASE MODIFY 3/8/2011 7:08:50 AM, mkim

into WIP ck req and Status of Solving.

*** CASE MODIFY 3/8/2011 7:08:54 AM, mkim

into WIP ck req and Status of Solving.

*** CASE MODIFY COMMITMENT 3/8/2011 7:09:06 AM, mkim

with [REDACTED] due 03/14/2011 05:00:00 PM.

*** CASE MODIFY 3/8/2011 7:09:20 AM, mkim

into WIP ck req and Status of Solving.

*** SUBCASE [REDACTED] RULE ACTION 3/9/2011 7:01:36 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE [REDACTED] RULE ACTION 3/10/2011 7:01:36 AM, sa

Action Task - owners supvrs - 48 hrs of rule Queue Escalation fired

*** SUBCASE [REDACTED] 3/10/2011 11:56:47 AM, cmartine, Action Type :

Check Requisition for 106.63 \$ submitted

Check Requisition for 106.63 \$ submitted by cmartine

*** SUBCASE [REDACTED] RETURN 3/10/2011 11:56:54 AM, cmartine

from Queue CkReq - Martinez to WIP Subcases.

*** CASE RULE ACTION 3/14/2011 6:22:50 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/14/2011 7:45:07 AM, mmillen, Action Type : Note-General

Check mailed.

*** SUBCASE [REDACTED] COMMIT 3/14/2011 8:01:18 AM, mkim, Action Type : External Commitment

Check processed for check_req_no = 2201 on 2011-03-11-00.00.000000

*** SUBCASE N012011-02-1401863-1 FULFILL 3/14/2011 11:09:40 AM, mkim

Fulfilled for [REDACTED] due ?/?/? ??:?.

*** CASE MODIFY COMMITMENT 3/14/2011 11:10:02 AM, mkim

with [REDACTED] due 03/15/2011 05:00:00 PM.

*** SUBCASE N012011-02-1401863-1 CLOSE 3/16/2011 7:36:03 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/16/2011 7:36:06 AM, mkim

Case History

Case ID : [REDACTED]

Case Title : 6L-[REDACTED] - PRODUCT ISSUE; SRS CONTROL UNIT & HEADLIGHT COVER

into WIP ck req and Status of Solving.

***** CASE CLOSE 3/16/2011 7:36:09 AM, mkim**

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 2/22/2012 10:41:34 AM
 Case Originator : April Cooper (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/22/2012 10:45:20 AM
 Case Owner : April Cooper (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : April Cooper (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INLFATOR INQ No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : MT WASHINGTON, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 741
 VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 108,000
 In Service Date : 11/17/2003
 Months In Use : 99
 Engine Number : K24A41115854
 Originating Dealer No. / Name : 207226 / HARDIN COUNTY HONDA
 Selling Dealer No. / Name : 207226 / HARDIN COUNTY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : April Cooper	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/22/2012 10:42:01 AM
Issue Owner : April Cooper	Type 2 : Eligibility	Queue :	Close Date : 2/22/2012 10:45:20 AM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : 14 /
 Temperament Code : Please Specify
 Resolutions : Referred to Website, Under Investigation, Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG INFLATOR INQ

*** CASE CREATE 2/22/2012 10:41:34 AM, acooper

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 2/22/2012 10:42:01 AM, acooper

Created in WIP Default with Due Date 2/22/2012 10:42:01 AM.

*** NOTES 2/22/2012 10:45:15 AM, acooper, Action Type : Call from Customer

Airbag Inflator Recall Concern

Verified customers information.

Best contact number [REDACTED]

The customer stated she read on Consumer Reports and read there is a recall on the air bag inflator. The customer stated the last few weeks the SRS has been on and she wanted to know if her vehicle was affected by this issue and what should she do.

ACS advised the customer after researching their request there are no campaigns on your vehicle, and there is no extended warranty for this issue and now that we have updated your information, if a recall or product update should come up for your vehicle you will be notified by mail. ACS referred the customer to web site ahm-ownerlink.com. I recommended if the SRS light is on and has stayed to have the vehicle diagnosed.

I advised the customer her case will be closed and it will not be necessary for AHM to follow up.

The customer thanked ACS and did not require any other assistance.

*** CASE MODIFY 2/22/2012 10:45:18 AM, acooper

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/22/2012 10:45:20 AM, acooper

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2012 10:45:20 AM, acooper

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/6/2009 6:48:14 AM	
Case Originator :	Hassan Khan (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/6/2009 6:52:13 AM
Case Owner :	Hassan Khan (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Hassan Khan (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS WARN LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 2515
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : NAPLES, FL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2515
 VIN Type / No. : US VIN / 1HGCM564X3 [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 40,000
 In Service Date : 05/07/2003
 Months In Use : 70
 Engine Number : K24A41115578
 Originating Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Selling Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Hassan Khan	Type 1 : Product	Status : Subcase Close	Open Date : 3/6/2009 6:51:42 AM
Issue Owner : Hassan Khan	Type 2 : Operation	Queue :	Close Date : 3/6/2009 6:52:00 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS WARN LIGHT ON

*** CASE CREATE 3/6/2009 6:48:14 AM, hkhan

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/6/2009 6:48:16 AM, hkhan

WARRANTY CHECK 03/06/2009 06:48:16 AM hkhan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/6/2009 6:48:19 AM, hkhan

CLAIM CHECK 03/06/2009 06:48:19 AM hkhan

The following Claim History information was found

0; 2008-07-22; 207316; 680871; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 3/6/2009 6:48:21 AM, hkhan

CAMPAIGN CHECK 03/06/2009 06:48:21 AM hkhan

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03

*** CASE VSC LOOKUP 3/6/2009 6:48:22 AM, hkhan

VSC-CUC CHECK 03/06/2009 06:48:22 AM hkhan

No data found for VIN.

*** NOTES 3/6/2009 6:51:23 AM, hkhan, Action Type : Call from Customer

ACS updated the customer s information

Situation: SRS Warn Light On

Request: Customer would like to know which Honda dealership is correct in determining what is the problem with vehicle

Probing Questions: Customer says the SRS Warn Light is on. Customer is getting two different answers from two dealerships. Germaine Honda advised customer the cable reel has to be replaced and Honda of Fort Meyers advised customer that the SRS control unit needs to be replaced and not the Cable Reel. Customer paid \$98.88 for the first diagnosis and \$19.95 for the second diagnosis. Customer had two diagnosis for better pricing. Customer would like to know why the SRS Control Unit is not under warranty.

Inbound Conclusion: ACS informed customer that a vehicle is under warranty from the life of the vehicle for 3 years or 36K miles and this vehicle is not out of warranty and any defects with vehicle would not be covered under warranty excluding some emissions parts and seat belts. Customer understood and needed no further assistance.

*** SUBCASE [REDACTED] CREATE 3/6/2009 6:51:42 AM, hkhan

Created in WIP Default with Due Date 3/6/2009 6:51:42 AM.

*** SUBCASE [REDACTED] CLOSE 3/6/2009 6:52:00 AM, hkhan

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/6/2009 6:52:09 AM, hkhan

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS WARN LIGHT ON

into WIP default and Status of Solving.

*** CASE CLOSE 3/6/2009 6:52:13 AM, hkhan

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/3/2003
Case Originator : John Kristianson (Team PA)	Sub Division : PCRMM	Status : Closed	Close Date : 8/12/2003 10:45:32 AM
Case Owner : Ray Hanakawa (Team PA)	Method : Pro-Active O/B	Queue :	Days Open : 9
Last Closed By : Ray Hanakawa (Team PA)	Point of Origin : Repeat Warranty Clm	Wipbin :	
Case Title : [REDACTED] - 2003 ACCORD	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 528
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MANAHAWKIN, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 528
VIN Type / No. : US VIN / 1HGCM56693 [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 1,409
In Service Date : 07/08/2003
Months In Use : 1
Engine Number : K24A41115683
Originating Dealer No. / Name : 206948 / NASSIEF HONDA
Selling Dealer No. / Name : 208317 / CAUSEWAY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208317 / CAUSEWAY HONDA
Phone No. : 609-597-0033
Address : 457 ROUTE 72 WEST
City / State / Zip : MANAHAWKIN, NJ 08050
Svc District / Sls District : 05J / G05
Warranty Labor Rate / Date : \$95.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS
[REDACTED] - SERVI	Subcase Close	Service - Dealer	Comeback	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2003
Issue Owner : Ray Hanakawa	Type 2 : Operation	Queue :	Close Date : 8/12/2003 10:44:53 AM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Ray Hanakawa	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/12/2003 10:32:45 AM
Issue Owner : Ray Hanakawa	Type 2 : Comeback	Queue :	Close Date : 8/12/2003 10:45:00 AM
Issue Title : [REDACTED] - SERVICE - DEALER - COMEBACK			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - 2003 ACCORD

*** CASE YANKED 8/6/2003 3:12:42 PM, rhanakaw

Yanked by rhanakaw into WIPbin default.

*** COMMIT 8/8/2003 7:08:43 AM, rhanakaw, Action Type : N/A

Made to D [REDACTED] due 08/11/2003 07:08:45 AM.

DCS Follow-Up

*** NOTES 8/8/2003 7:08:48 AM, rhanakaw, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/11/2003

We have received records indicating that this customer has brought their vehicle to your dealership for warranty repairs. As a new process, AHM would like to contact customer to follow up with repairs done since there warranty repairs done. Please advise me of the mileage from the most recent repair, and also the original customer complaint, Repair done on each problem, number of repair attempts if more than one, and day and night phone numbers. I can be reached at 800-999-1009 x118095 or by responding to this DCS (FYI customer did not contact us)

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

ray hanakawa

Automobile Customer Service

*** CASE FULFILL 8/11/2003 7:13:57 AM, rhanakaw

Fulfilled for [REDACTED] due 08/11/2003 07:08:45 AM.

*** CASE MODIFY 8/11/2003 12:50:58 PM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/11/2003 1:00:26 PM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/11/2003 1:02:09 PM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE CLAIMS LOOKUP 8/12/2003 10:31:07 AM, rhanakaw

CLAIM CHECK 08/12/2003 10:31:07 AM rhanakaw

The following Claim History information was found

0; 2003-07-11; 208317; 167788; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM

TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** CASE MODIFY 8/12/2003 10:32:10 AM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** SUBCASE [REDACTED] YANKED 8/12/2003 10:32:16 AM, rhanakaw

Yanked by rhanakaw into WIPbin default.

*** SUBCASE [REDACTED] CREATE 8/12/2003 10:32:45 AM, rhanakaw

Created in WIP Default with Due Date 8/12/2003 10:32:45 AM.

*** CASE MODIFY 8/12/2003 10:34:46 AM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - 2003 ACCORD

*** CASE MODIFY 8/12/2003 10:36:16 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:36:27 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:36:31 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:36:42 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:38:16 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 8/12/2003 10:40:20 AM, rhanakaw, Action Type : Call to Dealer

I spoke to Brian Penton the SM and he stated that the customer came in for the SRS light on twice. Dealer reset the light on the first trip and then replaced the OPDS control unit the second.

*** CASE MODIFY 8/12/2003 10:40:43 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:40:59 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE MODIFY 8/12/2003 10:42:08 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 8/12/2003 10:44:10 AM, rhanakaw, Action Type : Call to Customer

Customer stated that everything was taken care of and he is happy with the repairs.

Case closed since customer is satisfied.

*** SUBCASE [REDACTED] CLOSE 8/12/2003 10:44:53 AM, rhanakaw
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 8/12/2003 10:45:00 AM, rhanakaw
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2003 10:45:32 AM, rhanakaw
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/22/2012 10:12:58 AM
 Case Originator : Jennifer Pacheco (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 2/22/2012 10:21:37 AM
 Case Owner : Jennifer Pacheco (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pacheco (Team HG) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ W
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : ACWORTH, GA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 45 W
 VIN Type / No. : US VIN / 1HGCM66533A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 104,000
 In Service Date : 06/03/2003
 Months In Use : 104
 Engine Number : J30A41123402
 Originating Dealer No. / Name : 207441 / CURRY HONDA
 Selling Dealer No. / Name : 207441 / CURRY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2012 10:20:41 AM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 2/22/2012 10:21:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 2/22/2012 10:12:58 AM, jpacheco

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 2/22/2012 10:19:30 AM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Customer states that his SRS light has been turning on for a couple of weeks. He is worried that this means that the air bag may not deploy during an accident and is wondering what he should do.

I advised him that the light can indicate different problems and the best thing to do would be to have the vehicle inspected at the dlrship as he does not fall under a recall at this time. I advised him that he was outside of warranty and the repairs would be his responsibility.

Customer thanked me and no further assistance was needed.

*** CASE MODIFY 2/22/2012 10:19:58 AM, jpacheco

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/22/2012 10:20:41 AM, jpacheco

Created in WIP Default with Due Date 2/22/2012 10:20:41 AM.

*** SUBCASE [REDACTED] CLOSE 2/22/2012 10:21:37 AM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2012 10:21:37 AM, jpacheco

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/1/2010 8:40:08 AM
 Case Originator : Bridgette Samonte (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/1/2010 8:49:54 AM
 Case Owner : Bridgette Samonte (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ B
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : WINTON, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 1HGCM66353A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 91,000
 In Service Date : 01/23/2004
 Months In Use : 80
 Engine Number : J30A41123397
 Originating Dealer No. / Name : 207911 / COASTAL CAROLINA HONDA
 Selling Dealer No. / Name : 208039 / ALLIANCE HONDA OF ROANOKE RA
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - C	Subcase Close	Corporate	Media Exposure	725	Ignition Switch
██████████ / ██████████ - P	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Corporate	Status : Subcase Close	Open Date : 9/1/2010 8:49:03 AM
Issue Owner : Bridgette Samonte	Type 2 : Media Exposure	Queue :	Close Date : 9/1/2010 8:49:15 AM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2010 8:49:36 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 9/1/2010 8:49:44 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 9/1/2010 8:40:08 AM, bsamonte

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/1/2010 8:41:16 AM, bsamonte

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/1/2010 8:41:39 AM, bsamonte

CAMPAIGN CHECK 09/01/2010 08:41:39 AM bsamonte

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/29/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 03/23/07; FX;

08

*** CASE CLAIMS LOOKUP 9/1/2010 8:41:43 AM, bsamonte

CLAIM CHECK 09/01/2010 08:41:43 AM bsamonte

The following Claim History information was found

0; 2008-10-17; 206899; 164920; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2010 8:41:45 AM, bsamonte

WARRANTY CHECK 09/01/2010 08:41:44 AM bsamonte

No data found for VIN.

*** CASE VSC LOOKUP 9/1/2010 8:41:48 AM, bsamonte

VSC-CUC CHECK 09/01/2010 08:41:47 AM bsamonte

No data found for VIN.

*** CASE MODIFY 9/1/2010 8:44:38 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 9/1/2010 8:47:44 AM, bsamonte, Action Type : Call from Customer

Contact Info Verified

Phone [REDACTED]

Customer would like to know if the vehicle is involved in brake recall. Customer was told there was a recall coming out in September. ACS advised vehicle is not involved in any brake recall. Customer would like to know if there are any with air bags, as her SRS light is on. ACS advised no. Customer says the dealer wants to charge \$120 to diagnose vehicle. ACS referred customer to owners.honda.com to view recall information. Customer has no further questions.

*** NOTES 9/1/2010 8:48:25 AM, bsamonte, Action Type : Call from Customer

ACS also advised if vehicle may be involved with ignition switch recall, she will receive a notification in September.

*** CASE MODIFY 9/1/2010 8:48:50 AM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/1/2010 8:49:03 AM, bsamonte

Created in WIP Default with Due Date 9/1/2010 8:49:03 AM.

*** SUBCASE [REDACTED] CLOSE 9/1/2010 8:49:15 AM, bsamonte

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 9/1/2010 8:49:36 AM, bsamonte

Created in WIP Default with Due Date 9/1/2010 8:49:36 AM.

*** SUBCASE [REDACTED] CLOSE 9/1/2010 8:49:44 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2010 8:49:54 AM, bsamonte

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/18/2013 6:44:02 AM
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/18/2013 6:55:31 AM
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN/ DIAGNOSTIC FEE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ B
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : AMHERST, VA ██████████
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 1HGCM56653A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 88,000
 In Service Date : 05/16/2003
 Months In Use : 119
 Engine Number : K24A41117789
 Originating Dealer No. / Name : 207399 / MAHWAH HONDA
 Selling Dealer No. / Name : 207399 / MAHWAH HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206908 / BILLY CRAFT HONDA
 Phone No. : 434-385-6045
 Address : 3914 OLD FOREST ROAD
 City / State / Zip : LYNCHBURG, VA 24501
 Svc District / Sls District : 06F / C06
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 4/18/2013 6:55:09 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 4/18/2013 6:55:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN/ DIAGNOSTIC FEE

*** CASE CREATE 4/18/2013 6:44:02 AM, jnajee

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/18/2013 6:53:43 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that she took the vehicle to the dlr to have the recall performed. Customer advised that the srs light is on. Customer advised that she took the vehicle to an non Honda dlr and she was informed that the srs light will be covered at no cost to her. Customer stated that she feels that she shouldn't be responsible for the cost of the diagnostic fee.

ACS informed customer that the diagnostic fee is a fee that is required by the dlr. ACS informed customer that the dlr's are independently owned and operated and she is required to pay the fee. Customer stated that she will not purchase another Honda. No further information required.

*** SUBCASE [REDACTED] CREATE 4/18/2013 6:55:09 AM, jnajee

Created in WIP Default with Due Date 4/18/2013 6:55:09 AM.

*** CASE MODIFY 4/18/2013 6:55:26 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED]-1 CLOSE 4/18/2013 6:55:31 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/18/2013 6:55:31 AM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/9/2013 6:53:16 AM
 Case Originator : Kathryn Thomas (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/9/2013 7:02:27 AM
 Case Owner : Kathryn Thomas (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Kathryn Thomas (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS AND ABS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 899
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : DOVER, DE ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 899
 VIN Type / No. : US VIN / 1HGCM55673 ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5563JW / A
 Miles / Hours : 146,100
 In Service Date : 05/28/2003
 Months In Use : 120
 Engine Number : K24A41117482
 Originating Dealer No. / Name : 207027 / UNION PARK HONDA
 Selling Dealer No. / Name : 207027 / UNION PARK HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CAM	Subcase Close	Campaign	No Code	752	SRS
██████████ / ██████████ - PRO	Subcase Close	Product	Operation	010	Radio, EQ & CD
██████████ / ██████████ - CAM	Subcase Close	Campaign	No Code	422	Anti-Lock Brake

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kathryn Thomas	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/9/2013 6:58:43 AM
Issue Owner : Kathryn Thomas	Type 2 : No Code	Queue :	Close Date : 5/9/2013 6:59:37 AM
Issue Title : [REDACTED] - CAMPAIGN - NO CODE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kathryn Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 5/9/2013 7:00:29 AM
Issue Owner : Kathryn Thomas	Type 2 : Operation	Queue :	Close Date : 5/9/2013 7:00:46 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
Condition Code Desc : Radio Display 010U
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kathryn Thomas	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/9/2013 7:01:26 AM
Issue Owner : Kathryn Thomas	Type 2 : No Code	Queue :	Close Date : 5/9/2013 7:01:58 AM
Issue Title : [REDACTED] - CAMPAIGN - NO CODE			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc : Warnlight On 4221
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS AND ABS LIGHT ON

*** CASE CREATE 5/9/2013 6:53:16 AM, kthomas

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/9/2013 6:58:24 AM, kthomas, Action Type : Call from Customer

RODRIQUE PETION

Customer provided address/phone

Best phone number: [REDACTED]

Customer would like to know if there is a recall for the ABS or SRS. He states the seatbelt reminder light is not working and also the SRS light is on. He states he is at the selling non dealer and speaking with the sales person and purchased the vehicle last Saturday. He states he would like to know if there is a recall on the vehicle.

ACS advised him no recalls for SRS or ABS and all recalls on the vehicle have been completed. I advised him he no longer has any warranty from the manufacturer. I provided www.recalls.honda.com and no further action needed.

*** CASE MODIFY 5/9/2013 6:58:26 AM, kthomas

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/9/2013 6:58:43 AM, kthomas

Created in WIP Default with Due Date 5/9/2013 6:58:43 AM.

*** SUBCASE [REDACTED] CLOSE 5/9/2013 6:59:37 AM, kthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/9/2013 6:59:41 AM, kthomas

into WIP default and Status of Solving.

*** NOTES 5/9/2013 7:00:15 AM, kthomas, Action Type : Call from Customer

[REDACTED]
Customer provided address/phone

Best phone number: [REDACTED]

Customer states also the radio display goes out.

*** SUBCASE [REDACTED] CREATE 5/9/2013 7:00:29 AM, kthomas

Created in WIP Default with Due Date 5/9/2013 7:00:29 AM.

*** SUBCASE [REDACTED] CLOSE 5/9/2013 7:00:46 AM, kthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/9/2013 7:00:49 AM, kthomas

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] 3 CREATE 5/9/2013 7:01:26 AM, kthomas

Created in WIP Default with Due Date 5/9/2013 7:01:26 AM.

*** SUBCASE [REDACTED] CLOSE 5/9/2013 7:01:58 AM, kthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/9/2013 7:02:03 AM, kthomas

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS AND ABS LIGHT ON

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2013 7:02:25 AM, kthomas

into WIP default and Status of Solving.

*** CASE CLOSE 5/9/2013 7:02:27 AM, kthomas

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/26/2012 10:39:56 AM
Case Originator :	Manuen Pan (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/26/2012 10:42:48 AM
Case Owner :	Manuen Pan (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Manuen Pan (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SRS LIGHT					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BOCA RATON, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66513A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 91,000
 In Service Date : 12/30/2003
 Months In Use : 103
 Engine Number : J30A41124021
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PR Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Manuen Pan	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2012 10:42:34 AM
Issue Owner : Manuen Pan	Type 2 : Operation	Queue :	Close Date : 7/26/2012 10:42:48 AM
Issue Title : ██████████	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 7/26/2012 10:39:56 AM, mpan

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/26/2012 10:39:59 AM, mpan
into WIP Default and Status of Solving.*** CASE MODIFY 7/26/2012 10:40:14 AM, mpan
into WIP Default and Status of Solving.*** CASE MODIFY 7/26/2012 10:40:28 AM, mpan
into WIP Default and Status of Solving.*** SUBCASE [REDACTED] CREATE 7/26/2012 10:42:34 AM, mpan
Created in WIP Default with Due Date 7/26/2012 10:42:34 AM.*** CASE MODIFY 7/26/2012 10:42:40 AM, mpan
into WIP Default and Status of Solving.

*** NOTES 7/26/2012 10:42:43 AM, mpan, Action Type : Call from Customer

The customer contacted AHM in regards to the SRS light being on. I informed the customer that there could be lots of reasons why the light could be on. I asked the customer to contact her local Honda dealership to have the vehicle inspected. I provided the information to Coral Springs Honda.

The customer's contact information was verified.

*** CASE MODIFY 7/26/2012 10:42:46 AM, mpan
into WIP Default and Status of Solving.*** CASE MODIFY 7/26/2012 10:42:47 AM, mpan
into WIP Default and Status of Solving.*** CASE CLOSE 7/26/2012 10:42:48 AM, mpan
Status = Closed, Resolution Code = Instruction Given, State = Open*** SUBCASE N032012-07-2600758-1 CLOSE 7/26/2012 10:42:48 AM, mpan
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/24/2011 3:29:52 PM
Case Originator : Wendell Walker (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/24/2011 3:33:49 PM
Case Owner : Wendell Walker (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Wendell Walker (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT SRS LIGHT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 24 M
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : TEMPLETON, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 24 M
VIN Type / No. : US VIN / 1HGCM66543A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 100,000
In Service Date : 07/11/2003
Months In Use : 99
Engine Number : J30A41125757
Originating Dealer No. / Name : 207987 / PARKER HONDA
Selling Dealer No. / Name : 207987 / PARKER HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wendell Walker	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2011 3:33:35 PM
Issue Owner : Wendell Walker	Type 2 : Operation	Queue :	Close Date : 10/24/2011 3:33:46 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT SRS LIGHT

*** CASE CREATE 10/24/2011 3:29:52 PM, wwalker1

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/24/2011 3:31:38 PM, wwalker1

into WIP default and Status of Solving.

*** NOTES 10/24/2011 3:33:13 PM, wwalker1, Action Type : Call from Customer

ACS verified the customers information

The customer states that her SRS light is on and she wants to know if it is covered under warranty. She read that the AHM may be offering an extended warranty.

I advised the customer that only the dealership can advise her what is covered under warranty

I advised the customer that I would document her concerns.

*** SUBCASE [REDACTED] CREATE 10/24/2011 3:33:35 PM, wwalker1

Created in WIP Default with Due Date 10/24/2011 3:33:35 PM.

*** SUBCASE [REDACTED] CLOSE 10/24/2011 3:33:46 PM, wwalker1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/24/2011 3:33:49 PM, wwalker1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/1/2012 4:13:35 PM
 Case Originator : Hulita Fakatoumafi (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/1/2012 4:36:18 PM
 Case Owner : Hulita Fakatoumafi (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Hulita Fakatoumafi (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6728
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : HUNTINGTON PARK, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66383A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 100,001
 In Service Date : 06/23/2003
 Months In Use : 113
 Engine Number : J30A41125747
 Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTORE
 Phone No. : 562-402-3844
 Address : 18500 STUDEBAKER ROAD
 City / State / Zip : CERRITOS, CA 90701
 Svc District / Sls District : 01D / A01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CA	Subcase Close	Campaign	Details	725	Ignition Switch
██████████ / ██████████ - PR	Subcase Close	Product	Operation	512	Pwr steering pum
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2010 6:11:28 AM
Case Originator : Katrina Perez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/10/2010 6:21:01 AM
Case Owner : Katrina Perez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Katrina Perez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - UPDATE OWNERSHIP INFORMATION	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1593
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : PORT SAINT LUCIE, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1593
VIN Type / No. : US VIN / 1HGCM66323A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours : 75,000
In Service Date : 08/12/2003
Months In Use : 78
Engine Number : J30A41125442
Originating Dealer No. / Name : 207260 / CLASSIC HONDA
Selling Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Change Owner/Info		
[REDACTED] / [REDACTED] - INTERNE	Subcase Close	Internet	Ownerlink - Content		
[REDACTED] / [REDACTED] PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2010 6:12:25 AM
Issue Owner : Katrina Perez	Type 2 : Change Owner/Info	Queue :	Close Date : 2/10/2010 6:12:41 AM
Issue Title : [REDACTED] - PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Internet	Status : Subcase Close	Open Date : 2/10/2010 6:13:16 AM
Issue Owner : Katrina Perez	Type 2 : Ownerlink - Content	Queue :	Close Date : 2/10/2010 6:13:30 AM
Issue Title : [REDACTED] - INTERNET - OWNERLINK - CONTENT			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2010 6:13:47 AM
Issue Owner : Katrina Perez	Type 2 : Operation	Queue :	Close Date : 2/10/2010 6:14:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : 14 /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - UPDATE OWNERSHIP INFORMATION

*** CASE CREATE 2/10/2010 6:11:28 AM, kperez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 2/10/2010 6:12:00 AM, kperez

CAMPAIGN CHECK 02/10/2010 06:11:59 AM kperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/12/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 06/07/08; FX;

08-0

*** CASE MODIFY 2/10/2010 6:12:05 AM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2010 6:12:13 AM, kperez

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/10/2010 6:12:25 AM, kperez

Created in WIP Default with Due Date 2/10/2010 6:12:25 AM.

*** SUBCASE [REDACTED] CLOSE 2/10/2010 6:12:41 AM, kperez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 2/10/2010 6:13:16 AM, kperez

Created in WIP Default with Due Date 2/10/2010 6:13:16 AM.

*** SUBCASE [REDACTED] CLOSE 2/10/2010 6:13:30 AM, kperez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 2/10/2010 6:13:47 AM, kperez

Created in WIP Default with Due Date 2/10/2010 6:13:47 AM.

*** SUBCASE [REDACTED] CLOSE 2/10/2010 6:14:12 AM, kperez

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/10/2010 6:18:59 AM, kperez, Action Type : Call from Customer

I updated the ownership information to reflect [REDACTED] as the owner.

[REDACTED] wants to know if the airbag recall applies to her vehicle (I checked and said that there is no notice affiliated with the VIN). ALDITH FOGA is especially concerned because the SRS light has been illuminated for the past several months (an AHM, Co. dealership has yet to inspect the vehicle for this concern).

ACS referred the customer back to the phone tree and instructed them to press the option for recalls. ACS suggested that the customer visit the following web site to obtain up to date information about service bulletins and recalls: www.ahm-ownerlink.com ACS offered to walk the client through the site but the customer declined.

No further assistance was needed.

*** CASE CLOSE 2/10/2010 6:21:01 AM, kperez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2010 6:17:57 AM
Case Originator : Lisa Orosco (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/10/2010 8:09:21 AM
Case Owner : Lisa Orosco (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lisa Orosco (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : PORT SAINT LUCIE, FL
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / THGCM66323A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours :
 In Service Date : 08/12/2003
 Months In Use : 78
 Engine Number : J30A41125442
 Originating Dealer No. / Name : 207260 / CLASSIC HONDA
 Selling Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lisa Orosco	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/10/2010 8:09:14 AM
Issue Owner : Lisa Orosco	Type 2 : Eligibility	Queue :	Close Date : 2/10/2010 8:09:21 AM
Issue Title : [REDACTED] AMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] CALL INQUIRY

*** CASE CREATE 2/10/2010 6:17:57 AM, lorusco

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/10/2010 6:17:59 AM, lorusco

WARRANTY CHECK 02/10/2010 06:17:59 AM lorusco

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/10/2010 6:18:03 AM, lorusco

CLAIM CHECK 02/10/2010 06:18:03 AM lorusco

The following Claim History information was found

0; 2008-06-07; 207474; 117793; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 2/10/2010 6:18:09 AM, lorusco

CAMPAIGN CHECK 02/10/2010 06:18:09 AM lorusco

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/12/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 06/07/08; FX;

08-

*** CASE VSC LOOKUP 2/10/2010 6:18:10 AM, lorusco

VSC-CUC CHECK 02/10/2010 06:18:10 AM lorusco

No data found for VIN.

*** CASE MODIFY 2/10/2010 6:18:13 AM, lorusco

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2010 6:23:56 AM, lorusco

into WIP default and Status of Solving.

*** NOTES 2/10/2010 6:24:02 AM, lorusco, Action Type : Call from Customer

The customer contacted AHM requesting recall information on the vehicle. I verified the customer's contact information. The customer states that the airbag light comes off and on. I checked CRMS and CICS and informed the customer that there are no outstanding recalls on her vehicle. I provided her with information from the owners manual page 59 regarding the airbag system. I advised her to contact the dealer for an inspection. The customer understood. I asked the customer if I could be of further assistance, customer stated no thank you. I encouraged the customer to call back with any questions or concerns and call ended.

*** CASE MODIFY 2/10/2010 6:24:03 AM, lorusco

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/10/2010 8:09:14 AM, lorusco

Created in WIP Default with Due Date 2/10/2010 8:09:14 AM.

*** CASE MODIFY 2/10/2010 8:09:19 AM, lorusco

into WIP default and Status of Solving.

*** CASE CLOSE 2/10/2010 8:09:21 AM, lorusco

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 2/10/2010 8:09:21 AM, lorusco

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/26/2011 10:13:58 AM
Case Originator : Marlisha Youngblood (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/26/2011 10:19:07 AM
Case Owner : Marlisha Youngblood (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlisha Youngblood (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : EVERETT, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : KIEU HO 7 OT
VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 84,000
In Service Date : 06/30/2003
Months In Use : 98
Engine Number : J30A41126174
Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT - O	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2011 10:17:49 AM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 8/26/2011 10:19:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 8/26/2011 10:13:58 AM, myoungbl

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 8/26/2011 10:14:39 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/26/2011 10:17:49 AM, myoungbl

Created in WIP Default with Due Date 8/26/2011 10:17:49 AM.

*** NOTES 8/26/2011 10:19:03 AM, myoungbl, Action Type : Call from Customer

Verified Customer s Info.

Best Contact [REDACTED]

Probing questions: Customer states that his airbag light has been on for about 7-8 months. Customer states that he would like to know if there is a recall on his car for this matter. Customer states that he would like to know why the light is always on.

ACS informed customer that his concerns are documented. ACS advised customer that there is not a recall on his for this matter. ACS suggested for customer to have his car diagnosed at a Honda dealer to find out why the air bag light may be on.

Customer needed no further assistance.

*** SUBCASE [REDACTED] CLOSE 8/26/2011 10:19:07 AM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/26/2011 10:19:07 AM, myoungbl

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/20/2012 12:25:35 PM
Case Originator :	Marco Reeder (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/20/2012 12:30:36 PM
Case Owner :	Marco Reeder (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marco Reeder (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SAFETY RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : DODGEVILLE, WI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 86,000
 In Service Date : 08/30/2003
 Months In Use : 101
 Engine Number : K24A41119943
 Originating Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
 Selling Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Corporate	Media Exposure	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Marco Reeder	Type 1 : Corporate	Status : Subcase Close	Open Date : 1/20/2012 12:30:26 PM
Issue Owner : Marco Reeder	Type 2 : Media Exposure	Queue :	Close Date : 1/20/2012 12:30:36 PM
Issue Title : [REDACTED]	CORPORATE - MEDIA EXPOSURE		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SAFETY RECALL INQUIRY

*** CASE CREATE 1/20/2012 12:25:35 PM, mreeder

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/20/2012 12:26:20 PM, mreeder

into WIP default and Status of Solving.

*** NOTES 1/20/2012 12:29:56 PM, mreeder, Action Type : Call from Customer

The customer contacted AHM in regards to an airbag inflator safety recall. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I advised the customer that there are currently no outstanding recalls of the vehicle. The customer understood. The customer informed me her airbag light came on and her maintenance light. I informed the customer she would need to have her vehicle diagnosed by a Honda. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and ended the call.

*** SUBCASE [REDACTED] CREATE 1/20/2012 12:30:26 PM, mreeder

Created in WIP Default with Due Date 1/20/2012 12:30:26 PM.

*** CASE MODIFY 1/20/2012 12:30:33 PM, mreeder

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/20/2012 12:30:36 PM, mreeder

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/20/2012 12:30:36 PM, mreeder

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/19/2013 10:28:09 AM
 Case Originator : Steven Wick (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 8/2/2013 1:04:13 PM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 14
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05L-██████████ - (MOTORWORLD) SEAT BELT COMPLAINT/ GW RE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 19 O
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : WILKES BARRE, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 19 O
 VIN Type / No. : US VIN / 1HGCM55363A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 114,500
 In Service Date : 04/05/2003
 Months In Use : 123
 Engine Number : K24A41121576
 Originating Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Phone No. : 570-829-3500
 Address : 150 MOTORWORLD DRIVE
 City / State / Zip : WILKES BARRE, PA 18703
 Svc District / Sls District : 05L / D05
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 7/22/2013 8:06:28 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 8/2/2013 1:04:13 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Assist - AHM Partial, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05L-[REDACTED] - (MOTORWORLD) SEAT BELT COMPLAINT/ GW REQ

*** CASE CREATE 7/19/2013 10:28:09 AM, swick

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/19/2013 10:38:23 AM, swick, Action Type : Call to Customer

I updated the customer's contact information.

The customer's best contact number [REDACTED]

The customer stated he recently had the Accord taken into the DLR for an SRS light. The customer stated the light was staying on. He stated when he clicked in his seatbelt the light would go away. The DLR ran a diagnostic and found a short in the seat belt buckle. The customer stated he did research online and found many complaints. The DLR stated the repair is not covered. The repair is estimate \$163 + tax. The customer stated he already paid about \$79.95+ tax for a diagnostic.

The customer is the original owner of the vehicle.

The customer currently have an 06 Odyssey and have owned 2 other Honda/Acura vehicle.

The customer does maintenance at Motor World Honda and IRF

ACS stated I have documented the customer's concern. I stated the seat belt warranty covers components that would hinder the operation of the seat belt. I stated electrical components related to the SRS system are out of warranty at this point.

* case review with by TL

The case is being dispatched to a CM for further review. The CM will be contacting the customer by the end of the next business day. I stated there is no guarantee of assistance and each case is reviewed on a case by case basis.

The customer understood and required no further assistance.

*** CASE MODIFY 7/19/2013 10:38:24 AM, swick

into WIP Default and Status of Solving.

*** CASE MODIFY 7/19/2013 10:38:32 AM, swick

into WIP Default and Status of Solving.

*** CASE MODIFY 7/19/2013 10:38:40 AM, swick

into WIP Default and Status of Solving.

*** CASE MODIFY 7/19/2013 10:38:40 AM, swick

into WIP Default and Status of Solving.

*** CASE MODIFY 7/19/2013 10:38:41 AM, swick

into WIP Default and Status of Solving.

*** CASE DISPATCH 7/19/2013 10:39:08 AM, swick

from WIP Default to Queue Honda Team G.

*** CASE ACCEPT 7/19/2013 1:11:55 PM, wmenjiva

from Queue Honda Team G to WIP ** Default **.

Case History

Case ID : [REDACTED]

Case Title : 05L-[REDACTED] - (MOTORWORLD) SEAT BELT COMPLAINT/ GW REQ

*** CASE MODIFY 7/19/2013 1:24:05 PM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/22/2013 8:06:28 AM, wmenjiva

Created in WIP Default with Due Date 7/22/2013 8:06:28 AM.

*** NOTES 7/22/2013 8:24:14 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and introduced myself as the AHM RCM handling his case, regarding his request for assistance with the repair cost of an SRS light in his 2003 Accord. Explained to him that AHM does take into consideration the customer's brand loyalty, however the age and mileage of the vehicle at the time of the needed repair is a factor. Brought to his attention that the vehicle is over 10 years old and has over 110,000 miles.

Thus I could not guarantee him that AHM would be providing any assistance, nonetheless AHM would review his request.

He said that his vehicle is in immaculate shape mechanically, and has never any issues with it. He said that his expectations is for the vehicle to give him another 100,000 miles. He said that they had a 16 year old son that will be driving soon, and they might be looking to purchase a Honda Crosstour in the future and hope to stay with Honda.

Told him that we would review his case and follow up with him with an update by tomorrow or Wednesday.

He understood and thanked.

Thanked him for his time.

* Customer is the original owner of: 2002 CR-V, 2003 Accord, and 2006 Odyssey.

*** COMMIT 7/22/2013 8:24:26 AM, wmenjiva, Action Type :

Made to [REDACTED] due 07/25/2013 08:24:31 AM.

DCS Follow-Up

*** NOTES 7/22/2013 8:27:20 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/25/2013

This customer contacted our office regarding the following issue(s):

The customer stated he recently took the vehicle into Motorworld Honda for an SRS light issue. When he clicked in his seatbelt, the light would go away.

The dealer diagnosed it and found a short in the seat belt buckle. The dealer told him that the repair is not covered and quoted him \$163 + tax. He said that he already paid about \$79.95+ tax for a diagnostic. He is looking for AHM to assist with this repair cost.

The customer is the original owner of the vehicle and currently has an 06 Odyssey and have owned 2 other Honda/Acura vehicle.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Walter Menjivar

Automobile Customer Service

310-783-7706

*** CASE FULFILL 7/22/2013 8:27:27 AM, wmenjiva

Fulfilled for [REDACTED] due 07/25/2013 08:24:31 AM.

*** COMMIT 7/22/2013 8:27:29 AM, wmenjiva, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : 05L-[REDACTED] - (MOTORWORLD) SEAT BELT COMPLAINT/ GW REQ

Made to [REDACTED] due 07/24/2013 01:00:30 PM.

(Motorworld) Follow up with the cust

*** CASE MODIFY 7/22/2013 8:27:50 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** NOTES 7/25/2013 7:11:48 AM, wmenjiva, Action Type : Call to Dealer

RCM discussed the case with Motorworld Honda ASM-Shelly, SM was on vacation this week, who informed AHM that the vehicle came in on 7/18/13 with 114520 miles. Customer stated airbag light is on. Dealer pulled DTC HDS for a short in driver side seatbelt buckle, quoted the customer \$163. Asked the ASM to gather the warranty numbers and get back with me.

*** CASE MODIFY 7/25/2013 7:11:52 AM, wmenjiva

into WIP 05L and Status of Solving.

*** NOTES 7/25/2013 9:46:05 AM, wmenjiva, Action Type : Call from Dealer

RCM received a call from Motorworld Honda ASM-Shelly with the warranty cost: parts = \$55.36 and labor = \$25.50. Asked the ASM to contact the customer and present her with AHM's goodwill offer, for being a multiple Honda owner. Customer would only be responsible for \$24 + tax.

*** CASE MODIFY 7/25/2013 9:46:13 AM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** CASE MODIFY 7/25/2013 9:46:25 AM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** NOTES 7/25/2013 10:06:44 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and introduced myself. Told him that I was following up on his case to see if the dealer had contacted him to present him with AHM's offer of assistance with this repair cost?

He said yes. He said that he was told that he would only be responsible for about \$25 and scheduled an appointment for next week. He thanked for the assistance. Thanked him for being a Honda owner.

*** CASE FULFILL 7/25/2013 10:06:51 AM, wmenjiva

Fulfilled for [REDACTED] due 07/24/2013 01:00:30 PM.

*** COMMIT 7/25/2013 10:06:53 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 08/02/2013 10:00:54 AM.

(Motorworld) Check repair status

*** CASE MODIFY 7/25/2013 10:07:13 AM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** CASE MODIFY 7/30/2013 8:33:59 AM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** NOTES 7/30/2013 9:03:09 AM, wmenjiva, Action Type : Call from Dealer

Received call from Motorworld Honda SM-Mike who informed me that the customer has a scheduled appointment for 8/01/13.

*** CASE MODIFY 7/30/2013 9:03:16 AM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** NOTES 8/2/2013 12:56:38 PM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Motorworld Honda SM-Mike who informed me that the repairs have been completed. R.O.# 7716216, mileage 115207, AHM paid = \$56.60.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - (MOTORWORLD) SEAT BELT COMPLAINT/ GW REQ

*** NOTES 8/2/2013 12:57:34 PM, wmenjiva, Action Type : Check Requisition

Goodwill Template:

DPSM involved? No

Customer pay quote from Dealership: \$ 163.00

Total Warranty Repair Cost \$ 80.36

Total Amount Authorized for claim: \$ 55.45

Percentage of Goodwill Authorized: 69%

Total the Customer will pay \$ 24.91 + Applicable tax

*** CASE MODIFY 8/2/2013 12:57:40 PM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** CASE FULFILL 8/2/2013 1:02:21 PM, wmenjiva

Fulfilled for [REDACTED] due 08/02/2013 10:00:54 AM.

*** NOTES 8/2/2013 1:03:59 PM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and introduced myself. Informed him that I was following up on his case, post repairs, to verify his repair experience went well.

He said yes, everything went well with no hitches.

Told him that I was very glad to hear and thanked him for his time.

He thanked for the assistance provided.

*** CASE MODIFY 8/2/2013 1:04:10 PM, wmenjiva

into WIP Awaiting GW repairs and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/2/2013 1:04:13 PM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/2/2013 1:04:13 PM, wmenjiva

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/5/2010 9:04:20 AM
Case Originator : Andrew Ndungu (Team MA)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/5/2010 9:07:28 AM
Case Owner : Andrew Ndungu (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Andrew Ndungu (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ROANOKE, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66563A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 84,000
In Service Date : 06/18/2003
Months In Use : 83
Engine Number : J30A41128418
Originating Dealer No. / Name : 206641 / WOODSON HONDA
Selling Dealer No. / Name : 206641 / WOODSON HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Product	Status : Subcase Close	Open Date : 5/5/2010 9:06:22 AM
Issue Owner : Andrew Ndungu	Type 2 : Operation	Queue :	Close Date : 5/5/2010 9:07:28 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS LIGHT ON

*** CASE CREATE 5/5/2010 9:04:20 AM, andungu

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/5/2010 9:04:22 AM, andungu

WARRANTY CHECK 05/05/2010 09:04:22 AM andungu

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/5/2010 9:04:25 AM, andungu

CLAIM CHECK 05/05/2010 09:04:25 AM andungu

The following Claim History information was found

0; 2009-10-15; 206641; 918804; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 5/5/2010 9:04:28 AM, andungu

CAMPAIGN CHECK 05/05/2010 09:04:28 AM andungu

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 10/20/09; FX;
08-

*** CASE CUC LOOKUP 5/5/2010 9:04:29 AM, andungu

CUC CHECK 05/05/2010 09:04:29 AM andungu

The following CUC information was found

PATRICIA;HATCH;ACTIVE;105000;26400;50400;2006-06-18;2010-06-18;;2006-05-05;2006-05-05;206641;;0;2006-05-31;2006-05-09

*** CASE VSC LOOKUP 5/5/2010 9:04:29 AM, andungu

VSC CHECK 05/05/2010 09:04:29 AM andungu

The following VSC information was found

;;;;;;0;0;0.0

*** CASE MODIFY 5/5/2010 9:04:34 AM, andungu

into WIP Default and Status of Solving.

*** CASE CUC LOOKUP 5/5/2010 9:04:40 AM, andungu

CUC CHECK 05/05/2010 09:04:40 AM andungu

The following CUC information was found

[REDACTED];ACTIVE;105000;26400;50400;2006-06-18;2010-06-18;;2006-05-05;2006-05-05;206641;;0;2006-05-31;2006-05-09

*** CASE VSC LOOKUP 5/5/2010 9:04:40 AM, andungu

VSC CHECK 05/05/2010 09:04:40 AM andungu

The following VSC information was found

;;;;;;0;0;0.0

*** CASE CAMPAIGN LOOKUP 5/5/2010 9:04:54 AM, andungu

CAMPAIGN CHECK 05/05/2010 09:04:54 AM andungu

Case History

Case ID [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 10/20/09; FX;
08-

*** CASE VSC LOOKUP 5/5/2010 9:05:16 AM, andungu

VSC CHECK 05/05/2010 09:05:16 AM andungu
The following VSC information was found
;;,;;,;;,0;0;;0.0

*** CASE CUC LOOKUP 5/5/2010 9:05:16 AM, andungu

CUC CHECK 05/05/2010 09:05:16 AM andungu
The following CUC information was found
[REDACTED];ACTIVE;105000;26400;50400;2006-06-18;2010-06-18;;2006-05-05;2006-05-05;206641;;0;2006-05-31;2006-05-09

*** CASE CAMPAIGN LOOKUP 5/5/2010 9:05:37 AM, andungu

CAMPAIGN CHECK 05/05/2010 09:05:37 AM andungu
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/20/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 10/20/09; FX;
08-

*** SUBCASE [REDACTED] CREATE 5/5/2010 9:06:22 AM, andungu

Created in WIP Default with Due Date 5/5/2010 9:06:22 AM.

*** NOTES 5/5/2010 9:07:25 AM, andungu, Action Type : Call from Customer

Customer called in stating that her SRS light was on and whether there was a recall on the matter. I advised her that there were no recalls on the issue and to have a dealership diagnose the concern as there might be a problem with the opds unit.
Customer had no further questions.
Ownership updated.

*** CASE MODIFY 5/5/2010 9:07:27 AM, andungu

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/5/2010 9:07:28 AM, andungu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/5/2010 9:07:28 AM, andungu

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 1/5/2011 12:45:19 PM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/5/2011 2:35:29 PM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 4368
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : GURNEE, IL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4208
VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 130,000
In Service Date : 07/07/2003
Months In Use : 90
Engine Number : K24A41122690
Originating Dealer No. / Name : 206740 / PAULY HONDA
Selling Dealer No. / Name : 206740 / PAULY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2011 12:53:44 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 1/5/2011 12:54:01 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Document Pos Comment, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS

*** CASE CREATE 1/5/2011 12:45:19 PM, jnakya

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/5/2011 12:48:02 PM, jnakya

into WIP default and Status of Solving.

*** NOTES 1/5/2011 12:52:16 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding SRS

The customer indicated that she is experiencing a concern with the SRS indicator light coming on which she hasn't gone to the dealership just yet for diagnosed.
The customer indicated that she is calling to request some assistance.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the concern component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS apologized to the customer for the current situation but the SRS indicator could state a concern with the airbags or the seatbelt.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired which all repairs or diagnostic service at the dealer would be the consumers responsibility.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE [REDACTED] 1/5/2011 12:53:44 PM, jnakya

Created in WIP Default with Due Date 1/5/2011 12:53:44 PM.

*** SUBCASE [REDACTED] CLOSE 1/5/2011 12:54:01 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/5/2011 12:54:05 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 1/5/2011 2:35:29 PM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2012 7:43:55 AM
Case Originator : Angue Perez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/10/2012 7:56:34 AM
Case Owner : Angue Perez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Angue Perez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 2455
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CUMBERLAND, WI [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66823 [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 125,621
In Service Date : 07/29/2003
Months In Use : 103
Engine Number : J30A41128857
Originating Dealer No. / Name : 207361 / TOM KADLEC HONDA
Selling Dealer No. / Name : 206805 / LUTHER BROOKDALE HONDA
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208318 / KEN VANCE CAR CITY HONDA
Phone No. : 715-830-1111
Address : 2802 LORCH AVENUE
City / State / Zip : EAU CLAIRE, WI 54701
Svc District / Sls District : 08B / C08
Warranty Labor Rate / Date : \$85.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	854	Seat belt, front

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angue Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2012 7:47:19 AM
Issue Owner : Angue Perez	Type 2 : Operation	Queue :	Close Date : 2/10/2012 7:56:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angue Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2012 7:55:40 AM
Issue Owner : Angue Perez	Type 2 : Operation	Queue :	Close Date : 2/10/2012 7:56:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
Condition Code Desc : Other 854X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 2/10/2012 7:43:55 AM, aperez2

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/10/2012 7:44:12 AM, aperez2

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2012 7:46:20 AM, aperez2

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/10/2012 7:47:19 AM, aperez2

Created in WIP Default with Due Date 2/10/2012 7:47:19 AM.

*** CASE MODIFY 2/10/2012 7:52:33 AM, aperez2

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/10/2012 7:55:40 AM, aperez2

Created in WIP Default with Due Date 2/10/2012 7:55:40 AM.

*** NOTES 2/10/2012 7:56:15 AM, aperez2, Action Type : Call from Customer

I verified the customer's info.

The best contact number is [REDACTED].

The customer called stating that she is wondering if the vehicle has a problem or AHM has a known issue for her problem. She stated that over the last week the SRS was on for the driver side intermittently for 2 days and now for the last 5 days it has not been on. She stated that she took the vehicle for service on the 01/07/2012 to F&F Automotive and that's when they told her that the driver side the buckle assembly needs to be replaced.

ACS empathized with the customer and stated that her concern has been documented. ACS stated that at this time there are no known issues with the SRS light for her vehicle or the buckle assembly. ACS advised on calling a Honda dealer and speaking to the SM regarding the failure. It is recommended to take the vehicle to a Honda dealer for the repair since it is the seat belt if the SM determines that this is covered under the seat belt warranty then the repair will be at no cost to her. She understood and stated that she will give her dealer a call. ACS stated that the case will be closed and provided case # [REDACTED].

*** CASE MODIFY 2/10/2012 7:56:16 AM, aperez2

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2012 7:56:31 AM, aperez2

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/10/2012 7:56:34 AM, aperez2

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 2/10/2012 7:56:34 AM, aperez2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/10/2012 7:56:34 AM, aperez2

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/30/2013 9:45:25 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/30/2013 9:54:21 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN- ND	No. of Attachments : 0		

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	LAS VEGAS, NV [REDACTED]
E Mail :	DECLINED
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM665X3A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	120,000
In Service Date :	07/12/2003
Months In Use :	120
Engine Number :	J30A41128819
Originating Dealer No. / Name :	208218 / FINDLAY HONDA HENDERSON
Selling Dealer No. / Name :	208218 / FINDLAY HONDA HENDERSON
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	
Phone No. :	
Address :	
City / State / Zip :	
Svc District / Sls District :	/
Warranty Labor Rate / Date :	/
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 7/30/2013 9:53:47 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 7/30/2013 9:54:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN- ND

*** CASE CREATE 7/30/2013 9:45:25 AM, jnajee

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 7/30/2013 9:53:28 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the srs light is on. Customer advised that he's been experiencing this issue over a month. Customer stated that the srs light comes on as soon as he starts the vehicle. Customer stated the srs light stays on the entire time he drives the vehicle. Customer stated that the srs light comes on regardless if someone is sitting in the passenger seat. Customer stated that he wants to know if ACS can assist him with the cost of repair.

ACS informed customer that he takes the vehicle to a dlr to have the vehicle diagnosed, it's possible his case will be reviewed for possible assistance. ACS informed customer that the srs light was originally covered for 3/36k miles, whichever occurs first. Customer stated that he will call back once he makes a decision. No further assistance required.

*** SUBCASE [REDACTED] CREATE 7/30/2013 9:53:47 AM, jnajee

Created in WIP Default with Due Date 7/30/2013 9:53:47 AM.

*** CASE MODIFY 7/30/2013 9:54:03 AM, jnajee

into WIP default and Status of Solving.

*** CASE MODIFY 7/30/2013 9:54:20 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/30/2013 9:54:21 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/30/2013 9:54:21 AM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/6/2003 11:46:21 AM
Case Originator : David Kitchen (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/9/2003 10:46:31 AM
Case Owner : Steven Fox (Team HB)	Method :	Phone	Queue :		Days Open :	125
Last Closed By : Steven Fox (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 1817
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : LOUISVILLE, KY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56603A0█████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours :
 In Service Date : 04/30/2003
 Months In Use : 2
 Engine Number : K24A41122672
 Originating Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Selling Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
 Phone No. : 502-499-5040
 Address : #1 SWOPE AUTO CENTER
 City / State / Zip : LOUISVILLE, KY 40299
 Svc District / Sls District : 04K / E04
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
█████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS
█████████ / ██████████ - LITER	Subcase Close	Literature	Request		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2003 11:53:44 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 6/6/2003 11:54:10 AM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Literature	Status : Subcase Close	Open Date : 10/3/2003 9:09:27 AM
Issue Owner : Mawana Thomas	Type 2 : Request	Queue :	Close Date : 10/3/2003 9:09:40 AM
Issue Title : [REDACTED] - LITERATURE - REQUEST			

Coding Info :

Labor Code / Desc : /
Condition Code Desc :
Campaign Code / Desc : /
Temperament Code :
Resolutions : Sent Literature
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS

*** NOTES 6/6/2003 11:46:21 AM, dkitchen, Action Type :

Customer called to say his Red SRS light comes off and on. Customer said Sam Swope Honda inspected the vehicle and recommended a SRS switch/sensor in the right seat. Customer said the dealer is unable to determine why the light comes on and off.

I explained the SRS to customer and told him I will send him an SRS booklet.

Customer said okay.

*** CASE CREATE 6/6/2003 11:46:21 AM, dkitchen

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 6/6/2003 11:53:44 AM, dkitchen

Created in WIP Default with Due Date 6/6/2003 11:53:44 AM.

*** SUBCASE [REDACTED] CLOSE 6/6/2003 11:54:10 AM, dkitchen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/6/2003 11:54:16 AM, dkitchen

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/3/2003 9:04:01 AM, mthomas

with Condition of Open and Status of Solving.

*** NOTES 10/3/2003 9:08:59 AM, mthomas, Action Type : Call from Customer

ACS received a call from the cust stating that 3 months ago he was experiencing a problem with the check engine light being on. The cust stated that he was advised by a rep here at this office they they would send him a SRS booklet. The cust stated that to date he have not received. I informed the cust that I would send him a SRS booklet. I confirmed the cust mailing address. The cust stated that the dlr Sam Swope Honda informed him that the SRS sensor/switch needed to be replaced. The cust was informed by the dlr that they would order the part and contact him once the part becomes available. The cust stated that the dlr has not followed up with him and the light has not came back on. The cust would like to know if he should still have the repair performed although the light is off. I informed the cust that if the light is not on then he shouldn't have the repair performed.

*** NOTES 10/3/2003 9:09:14 AM, mthomas, Action Type : Call from Customer

I mailed the cust a SRS booklet.

*** SUBCASE [REDACTED] CREATE 10/3/2003 9:09:27 AM, mthomas

Created in WIP Default with Due Date 10/3/2003 9:09:27 AM.

*** SUBCASE [REDACTED] CLOSE 10/3/2003 9:09:40 AM, mthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/3/2003 9:09:43 AM, mthomas

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/9/2003 10:42:49 AM, sfox

with Condition of Open and Status of Solving.

*** NOTES 10/9/2003 10:45:49 AM, sfox, Action Type : Call from Customer

Customer called in stating that he received the SRS booklet. Customer states that the SRS light is off. Customer wants to know why the SRS light was on for two months and is no longer on.

Informed customer that this is not a technical support phone number and all technical questions are deferred to our local dealers. I recommended he contact the Service manager at his local dealer for possible explanation. Informed customer that I have documented his concern and if the light does come back on or if

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS

he needs further assistance he can call AHM in the future. Customer thanked me for my help.

*** NOTES 10/9/2003 10:46:23 AM, sfox, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customer called in stating that he received the SRS booklet. Customer states that the SRS light is off. Customer wants to know why the SRS light was on for two months and is no longer on.

Informed customer that this is not a technical support phone number and all technical questions are deferred to our local dealers. I recommended he contact the Service manager at his local dealer for possible explanation. Informed customer that I have documented his concern and if the light does come back on or if he needs further assistance he can call AHM in the future. Customer thanked me for my help.
This is for your information only and no response is required.

Thank you for your attention to this matter.

Steven Fox
Automobile Customer Service

*** CASE MODIFY 10/9/2003 10:46:29 AM, sfox

into WIP default and Status of Solving.

*** CASE CLOSE 10/9/2003 10:46:31 AM, sfox

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2008 3:18:07 PM
Case Originator : Charlene Paulo (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/18/2008 3:27:39 PM
Case Owner : Renee Cisneros (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Renee Cisneros (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ OPDS RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : WEST COVINA, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66533A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 82,500
 In Service Date : 06/29/2003
 Months In Use : 62
 Engine Number : J30A41129851
 Originating Dealer No. / Name : 208143 / HONDA OF PASADENA
 Selling Dealer No. / Name : 208143 / HONDA OF PASADENA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206562 / GOUDY HONDA
 Phone No. : 626-576-1114
 Address : 1400 W. MAIN STREET
 City / State / Zip : ALHAMBRA, CA 91801
 Svc District / Sls District : 01B / A01
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Charlene Paulo	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/18/2008 3:18:36 PM
Issue Owner : Renee Cisneros	Type 2 : Eligibility	Queue :	Close Date : 8/18/2008 3:27:14 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] OPDS RECALL INQUIRY

*** CASE CREATE 8/18/2008 3:18:07 PM, cpaulo

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 8/18/2008 3:18:07 PM, cpaulo, Action Type :

The customer's contact information has been verified [REDACTED]

The customer took the vehicle in 3 months ago to Goudy Honda for diagnosis because her OPDS sensor continuously stays on. The customer stated that the dealership did not give her an actual diagnosis for the problem with the SRS light. The customer has tried to contact the dealership numerous times. I advised the customer that at this time I can just advise her to continue to work with her dealership and take her vehicle in to get re-diagnosed. The customer understood and did not need any further assistance, the call ended.

*** SUBCASE [REDACTED] 1 CREATE 8/18/2008 3:18:36 PM, cpaulo

Created in WIP Default with Due Date 8/18/2008 3:18:36 PM.

*** NOTES 8/18/2008 3:20:31 PM, cpaulo, Action Type : Note-General

I could not locate the Goudy Honda the customer made reference to using her zip code or city location.

*** CASE MODIFY 8/18/2008 3:20:41 PM, cpaulo

into WIP default and Status of Solving.

*** CASE ASSIGN 8/18/2008 3:20:45 PM, cpaulo

[REDACTED] to rcisne01, WIP

*** CASE RULE ACTION 8/18/2008 3:20:46 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 8/18/2008 3:21:46 PM, cpaulo

[REDACTED] 1 to rcisne01, WIP

*** SUBCASE N032008-08-1802820-1 RULE ACTION 8/18/2008 3:21:47 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/18/2008 3:27:07 PM, rcisne01

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] 1 CLOSE 8/18/2008 3:27:14 PM, rcisne01

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/18/2008 3:27:35 PM, rcisne01, Action Type : Note-General

Case reviewed, dealer added. ~RC

*** CASE MODIFY 8/18/2008 3:27:38 PM, rcisne01

into WIP Default and Status of Solving.

*** CASE CLOSE 8/18/2008 3:27:39 PM, rcisne01

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/21/2011 11:45:39 AM
 Case Originator : Cynthia Sudario (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/21/2011 11:53:30 AM
 Case Owner : Cynthia Sudario (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Cynthia Sudario (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG LIGHT KEEPS GOING ON AND OFF No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 91-2
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████ 4
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : EWA BEACH, HI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████-2
 VIN Type / No. : US VIN / 1HGCM55353A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 100,207
 In Service Date : 08/08/2003
 Months In Use : 94
 Engine Number : K24A41124134
 Originating Dealer No. / Name : 208072 / HONDA WINDWARD
 Selling Dealer No. / Name : 208072 / HONDA WINDWARD
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	CAMP AI Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED] 1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/21/2011 11:53:12 AM
Issue Owner : Cynthia Sudario	Type 2 : Eligibility	Queue :	Close Date : 6/21/2011 11:53:26 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] 2

Case Title : [REDACTED] - AIRBAG LIGHT KEEPS GOING ON AND OFF

*** CASE CREATE 6/21/2011 11:45:39 AM, csudario

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/21/2011 11:47:12 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 6/21/2011 11:47:46 AM, csudario

into WIP default and Status of Solving.

*** NOTES 6/21/2011 11:52:26 AM, csudario, Action Type : Call from Customer

ACS verified spelling of name and contact information.

Customer states that the airbag light keeps going on and off and would like to know if there was a recall. ACS checked for any outstanding recalls/campaigns and ACS does not show that this is covered. Customer thanked ACS for information.

*** SUBCASE [REDACTED] CREATE 6/21/2011 11:53:12 AM, csudario

Created in WIP Default with Due Date 6/21/2011 11:53:12 AM.

*** SUBCASE [REDACTED] CLOSE 6/21/2011 11:53:26 AM, csudario

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/21/2011 11:53:30 AM, csudario

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/27/2011 4:19:53 PM
Case Originator : Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/27/2011 4:29:33 PM
Case Owner : Khia Eaton (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Khia Eaton (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 1932
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : NAPERVILLE, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1932
 VIN Type / No. : US VIN / 1HGCM56313A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 101,300
 In Service Date : 05/30/2003
 Months In Use : 101
 Engine Number : K24A41123542
 Originating Dealer No. / Name : 208281 / PLANET HONDA
 Selling Dealer No. / Name : 208281 / PLANET HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208281 / PLANET HONDA
 Phone No. : 708-720-2700
 Address : 5505 AUTO COURT
 City / State / Zip : MATTESON, IL 60443
 Svc District / Sls District : 08G / B08
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 10/27/2011 4:29:08 PM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 10/27/2011 4:29:30 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT CONCERN

*** CASE CREATE 10/27/2011 4:19:53 PM, kheaton

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/27/2011 4:21:59 PM, kheaton

into WIP default and Status of Solving.

*** NOTES 10/27/2011 4:28:40 PM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that his SRS light is illuminated.

Request: Customer would like ACS to verify any and all warranties that his vehicle has.

Probing Questions: Customer states that he has found online that there is an extended warranty in which vehicles similar to his has. Customer states that he also found that there is an unlimited seat belt warranty in which he is asking AHM to elaborate on.

Inbound Summary: ACS explained to the customer that his vehicle is not affected by any extended warranties for the SRS light being illuminated and supported that statement by explaining to the customer that all known issues are VIN specific. ACS explained to the customer that the lifetime seat belt warranty entails that the coverage is offered if the seat belt mechanically does not buckle. ACS urged the customer have the vehicle inspected by an authorized Honda dealer to inquire about the reason for the SRS light. Customer understood, and thanked ACS for information provided, and the call was ended.

*** SUBCASE [REDACTED] CREATE 10/27/2011 4:29:08 PM, kheaton

Created in WIP Default with Due Date 10/27/2011 4:29:08 PM.

*** SUBCASE [REDACTED] CLOSE 10/27/2011 4:29:30 PM, kheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/27/2011 4:29:33 PM, kheaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/8/2013 3:26:23 PM
Case Originator : Sean Scott (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/8/2013 3:44:57 PM
Case Owner : Sean Scott (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Sean Scott (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SEATBELT SENSOR FAIL			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 42 R
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : GREENBELT, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 42 R
 VIN Type / No. : US VIN / 1HGCM56613A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 140,000
 In Service Date : 05/12/2003
 Months In Use : 122
 Engine Number : K24A41124360
 Originating Dealer No. / Name : 206822 / WALSH HONDA
 Selling Dealer No. / Name : 206822 / WALSH HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Phone No. : 301-441-2900
 Address : 9400 BALTIMORE BLVD.
 City / State / Zip : COLLEGE PARK, MD 20740
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2013 3:36:39 PM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 7/8/2013 3:37:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SEATBELT SENSOR FAIL

*** CASE CREATE 7/8/2013 3:26:23 PM, sscott2

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 7/8/2013 3:36:39 PM, sscott2

Created in WIP Default with Due Date 7/8/2013 3:36:39 PM.

*** SUBCASE [REDACTED] CLOSE 7/8/2013 3:37:57 PM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** NOTES 7/8/2013 3:44:53 PM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer stated that he purchased the vehicle from a private party in 2010. The customer stated that the airbag indicator has come on. The customer stated that he took the vehicle to an IRF for a diagnosis and was informed that the seatbelt sensor needed to be replaced which is located inside the seatbelt buckle. The customer inquired if the seatbelt would be covered under warranty. I informed the customer that the repair would not be covered unless the actually seatbelt buckle was unable to latch. I informed him that if the seatbelt works as designed and the problem is electrical, the repair would not be covered. I informed the customer that the vehicle has an outstanding recall for the ignition switch interlock. I informed the customer that the vehicle can be taken to the dlr and have the recall fixed at no cost to him. The customer inquired what the warranty for the new Honda vehicles. I informed the customer that the vehicles have a new limited vehicle warranty of 3/36K and a power train warranty of 5/60K.

The customer understood and required no further assistance

*** CASE CLOSE 7/8/2013 3:44:57 PM, sscott2

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] **Division :** Honda - Auto **Condition :** Closed **Open Date :** 7/19/2010 7:31:27 AM
Case Originator : Walter Menjivar (Team HG) **Sub Division :** Customer Relations **Status :** Closed **Close Date :** 7/19/2010 7:55:43 AM
Case Owner : Walter Menjivar (Team HG) **Method :** Phone **Queue :** **Days Open :** 0
Last Closed By : Walter Menjivar (Team HG) **Point of Origin :** Customer **Wipbin :** **No. of Attachments :** 0
Case Title : [REDACTED] - SRS LIGHT / OPDS WARRANTY EXTENSION

Site / Contact Info :

Site Name : [REDACTED] 1130
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED] 7
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : FREDERICKSBURG, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66513A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 70,000
In Service Date : 08/02/2003
Months In Use : 83
Engine Number : J30A41131308
Originating Dealer No. / Name : 208168 / POHANKA HONDA OF FREDERICKS
Selling Dealer No. / Name : 208168 / POHANKA HONDA OF FREDERICKSB
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Warranty - Extended	Coverage	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Warranty - Extended	Status : Subcase Close	Open Date : 7/19/2010 7:55:17 AM
Issue Owner : Walter Menjivar	Type 2 : Coverage	Queue :	Close Date : 7/19/2010 7:55:43 AM
Issue Title : [REDACTED] - WARRANTY - EXTENDED - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Provided Information, Referred to 3rd Party
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - SRS LIGHT / OPDS WARRANTY EXTENSION

*** CASE CREATE 7/19/2010 7:31:27 AM, wmenjiva

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 7/19/2010 7:31:31 AM, wmenjiva

VSC-CUC CHECK 07/19/2010 07:31:31 AM wmenjiva

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/19/2010 7:31:55 AM, wmenjiva

CAMPAIGN CHECK 07/19/2010 07:31:55 AM wmenjiva

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/31/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 09/12/09; FX;

08

*** CASE EXTENDED WARRANTY LOOKUP 7/19/2010 7:31:57 AM, wmenjiva

WARRANTY CHECK 07/19/2010 07:31:57 AM wmenjiva

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/19/2010 7:32:02 AM, wmenjiva

CLAIM CHECK 07/19/2010 07:32:02 AM wmenjiva

The following Claim History information was found

0; 2009-09-12; 208168; 249317; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE EXTENDED WARRANTY LOOKUP 7/19/2010 7:32:55 AM, wmenjiva

WARRANTY CHECK 07/19/2010 07:32:55 AM wmenjiva

No data found for VIN.

*** CASE MODIFY 7/19/2010 7:32:58 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** CASE CLAIMS LOOKUP 7/19/2010 7:33:08 AM, wmenjiva

CLAIM CHECK 07/19/2010 07:33:08 AM wmenjiva

The following Claim History information was found

0; 2009-09-12; 208168; 249317; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE VSC LOOKUP 7/19/2010 7:33:20 AM, wmenjiva

VSC-CUC CHECK 07/19/2010 07:33:19 AM wmenjiva

No data found for VIN.

*** CASE MODIFY 7/19/2010 7:34:25 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** NOTES 7/19/2010 7:41:29 AM, wmenjiva, Action Type : Call from Customer

Verified owner, address, and contact numbers.

Customer contacted AHM stating that he his SRS light came on.

He inquired if his vehicle still covered under the warranty extension for SRS light?

I informed customer that his vehicle is not affected by OPDS warranty extension.

He stated that he read that this type of vehicles were affected by a warranty extension?

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT / OPDS WARRANTY EXTENSION

I explained to customer that like recalls, warranty extensions are VIN specific.

I informed customer that his SRS light could be set off by a number of reasons and components, most of which were covered under the 3 years/36,000 miles warranty, whichever comes first. Except for seatbelts warranty, which has a limited lifetime useful warranty.

I suggested he have it diagnosed by a Honda dealer to determine what is setting off the SRS light.

He inquired if it would be covered by the extended warranty he purchased?

I suggested to customer to contact the 3rd party company responsible for his extended warranty to inquire about warranty parameters and component coverage.

Customer had no further questions.

*** CASE MODIFY 7/19/2010 7:41:33 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** CASE MODIFY 7/19/2010 7:41:37 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/19/2010 7:55:17 AM, wmenjiva

Created in WIP Default with Due Date 7/19/2010 7:55:17 AM.

*** CASE MODIFY 7/19/2010 7:55:39 AM, wmenjiva

into WIP ** Default ** and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/19/2010 7:55:43 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/19/2010 7:55:43 AM, wmenjiva

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/30/2010 11:43:45 AM
Case Originator : [REDACTED]	Sub Division : Customer Relations	Status : Closed	Close Date : 9/30/2010 11:48:54 AM
Case Owner : Crystal Vito (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS WARNING LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 7033
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED] 7
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CINCINNATI, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7033
VIN Type / No. : US VIN / 1HGCM56323A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 84,000
In Service Date : 05/10/2003
Months In Use : 88
Engine Number : K24A41125636
Originating Dealer No. / Name : 207067 / MATT CASTRUCCI HONDA
Selling Dealer No. / Name : 207067 / MATT CASTRUCCI HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2010 11:45:46 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 9/30/2010 11:48:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Referred to Website, Documented Concern,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : KHAN, SAMIT - SRS WARNING LIGHT CONCERN

*** CASE CREATE 9/30/2010 11:43:45 AM, cvito

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/30/2010 11:43:47 AM, cvito

WARRANTY CHECK 09/30/2010 11:43:46 AM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/30/2010 11:43:50 AM, cvito

CLAIM CHECK 09/30/2010 11:43:50 AM cvito

The following Claim History information was found

0; 2008-09-06; 207435; 231026; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/30/2010 11:43:53 AM, cvito

CAMPAIGN CHECK 09/30/2010 11:43:53 AM cvito

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/29/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043;

*** CASE VSC LOOKUP 9/30/2010 11:43:55 AM, cvito

VSC CHECK 09/30/2010 11:43:55 AM cvito

The following VSC information was found

;;;;;;;0;0;0.0

*** CASE CUC LOOKUP 9/30/2010 11:43:56 AM, cvito

CUC CHECK 09/30/2010 11:43:56 AM cvito

The following CUC information was found

SAMIT;KHAN;EXPIRED;100000;39668;51668;2007-04-23;2010-05-10;;2007-04-23;2007-04-23;206696;;0;2007-06-30;2007-0
6-13

*** CASE MODIFY 9/30/2010 11:44:00 AM, cvito

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/30/2010 11:44:38 AM, cvito

VSC CHECK 09/30/2010 11:44:37 AM cvito

The following VSC information was found

;;;;;;;0;0;0.0

*** CASE CUC LOOKUP 9/30/2010 11:44:38 AM, cvito

CUC CHECK 09/30/2010 11:44:38 AM cvito

The following CUC information was found

SAMIT;KHAN;EXPIRED;100000;39668;51668;2007-04-23;2010-05-10;;2007-04-23;2007-04-23;206696;;0;2007-06-30;2007-0
6-13

*** SUBCASE [REDACTED] CREATE 9/30/2010 11:45:46 AM, cvito

Created in WIP Default with Due Date 9/30/2010 11:45:46 AM.

Case History

Case ID : [REDACTED]

Case Title : KHAN, SAMIT - SRS WARNING LIGHT CONCERN

*** CASE MODIFY 9/30/2010 11:46:10 AM, cvito

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/30/2010 11:46:19 AM, cvito

CAMPAIGN CHECK 09/30/2010 11:46:19 AM cvito

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/29/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043;

*** CASE MODIFY 9/30/2010 11:46:20 AM, cvito

into WIP default and Status of Solving.

*** NOTES 9/30/2010 11:48:33 AM, cvito, Action Type : Call from Customer

Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that his SRS Light is on. The customer is asking what that means.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I verified that the light means that there is something wrong with either his airbags or his seatbelts. I advised the customer to take there vehicle into the Honda dealership for a proper diagnosis. I referred the customer to ownerlink. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 9/30/2010 11:48:49 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/30/2010 11:48:54 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/30/2010 11:48:54 AM, cvito

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 3/3/2009 11:06:35 AM
Case Originator : Lauren Lanza (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/3/2009 11:13:04 AM
Case Owner : Lauren Lanza (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lauren Lanza (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - OPDS INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1141
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HOLLYWOOD, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1141
VIN Type / No. : US VIN / 1HGCM66553A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 44,000
In Service Date : 06/28/2003
Months In Use : 69
Engine Number : J30A41132243
Originating Dealer No. / Name : 206884 / SHERWOOD HONDA
Selling Dealer No. / Name : 206884 / SHERWOOD HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lauren Lanza	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/3/2009 11:12:48 AM
Issue Owner : Lauren Lanza	Type 2 : Eligibility	Queue :	Close Date : 3/3/2009 11:13:01 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - OPDS INQUIRY

*** CASE CREATE 3/3/2009 11:06:35 AM, Ilanza

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/3/2009 11:06:37 AM, Ilanza

WARRANTY CHECK 03/03/2009 11:06:37 AM Ilanza

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/3/2009 11:06:41 AM, Ilanza

CLAIM CHECK 03/03/2009 11:06:41 AM Ilanza

The following Claim History information was found

0; 2008-09-13; 208325; 063101; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 3/3/2009 11:07:20 AM, Ilanza

CAMPAIGN CHECK 03/03/2009 11:07:19 AM Ilanza

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/14/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE VSC LOOKUP 3/3/2009 11:07:21 AM, Ilanza

VSC-CUC CHECK 03/03/2009 11:07:21 AM Ilanza

No data found for VIN.

*** CASE MODIFY 3/3/2009 11:07:44 AM, Ilanza

into WIP default and Status of Solving.

*** NOTES 3/3/2009 11:12:21 AM, Ilanza, Action Type : Call from Customer

Updated customer information.

Situation: Customer s SRS light comes on and off.

Request: Customer would like to know if her vehicle was affected by any recalls.

Probing Questions: Customer says that she is getting ready to bring vehicle into the dealership for an oil change. Customer says that she has had issues with the SRS light coming on and off. Customer says that she saw on line that certain vehicles had been affected by this recall. Customer would like to know if her vehicle is associated with this recall.

Inbound Conclusions: ACS advised customer that her VIN is not associated with OPDS recall. Advised customer to bring vehicle to dealership and have it looked at for issues.

Customer understands and requires no further assistance at this time.

*** SUBCASE [REDACTED]-1 CREATE 3/3/2009 11:12:48 AM, Ilanza

Created in WIP Default with Due Date 3/3/2009 11:12:48 AM.

*** SUBCASE [REDACTED] CLOSE 3/3/2009 11:13:01 AM, Ilanza

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : RIVAS, ANNETTA - OPDS INQUIRY

*** CASE CLOSE 3/3/2009 11:13:04 AM, Iianza

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/17/2011 3:44:20 PM
Case Originator : Jennell Fort (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/17/2011 3:56:12 PM
Case Owner : Jennell Fort (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennell Fort (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 3B-[REDACTED]- SRS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 802
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : GEORGETOWN, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 802
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 84,281
In Service Date : 06/28/2003
Months In Use : 96
Engine Number : J30A41132042
Originating Dealer No. / Name : 208242 / RUDOLPH HONDA
Selling Dealer No. / Name : 208242 / RUDOLPH HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207895 / ROUND ROCK HONDA
Phone No. : 512-244-9000
Address : 2301 NORTH IH-35
City / State / Zip : ROUND ROCK, TX 78664
Svc District / Sls District : 03B / B03
Warranty Labor Rate / Date : \$102.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - SERVIC	Subcase Close	Service - Dealer	Experience	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 6/17/2011 3:52:13 PM
Issue Owner : Jennell Fort	Type 2 : Experience	Queue :	Close Date : 6/17/2011 3:52:39 PM
Issue Title : [REDACTED] - SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 3B-[REDACTED] - SRS

*** CASE CREATE 6/17/2011 3:44:20 PM, jfort

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/17/2011 3:46:57 PM, jfort

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2011 3:47:31 PM, jfort

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/17/2011 3:52:13 PM, jfort

Created in WIP Default with Due Date 6/17/2011 3:52:13 PM.

*** SUBCASE [REDACTED] CLOSE 6/17/2011 3:52:39 PM, jfort

Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/17/2011 3:55:37 PM, jfort, Action Type : Call from Customer

Updated contact information.

[REDACTED]

The customer wanted to register a complaint regarding a recent dealer experience.

He went in with his SRS light on and states the service department told him they were busy to make an appointment for next week.

He then went to the dealer facilitator and complained, he felt a safety issue should take priority.

The dealer got him in ASAP and a seat sensor/buckle was replaced under warranty.

He just wanted AHM to know the dealers could do a better job prioritizing.

I thanked him for the info and the call ended.

*** CASE CLOSE 6/17/2011 3:56:12 PM, jfort

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 3/12/2012 12:55:55 PM
Case Originator : Chanise Gordon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/12/2012 1:03:36 PM
Case Owner : Chanise Gordon (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Chanise Gordon (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT/RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 802
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : GEORGETOWN, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 802
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 91,000
In Service Date : 06/28/2003
Months In Use : 105
Engine Number : J30A41132042
Originating Dealer No. / Name : 208242 / RUDOLPH HONDA
Selling Dealer No. / Name : 208242 / RUDOLPH HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2012 12:57:29 PM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 3/12/2012 1:03:36 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/12/2012 1:03:05 PM
Issue Owner : Chanise Gordon	Type 2 : Eligibility	Queue :	Close Date : 3/12/2012 1:03:36 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : /
Condition Code Desc :
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Documented Concern, Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT/RECALL INQUIRY

*** CASE CREATE 3/12/2012 12:55:55 PM, cgordon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 3/12/2012 12:57:29 PM, cgordon

Created in WIP Default with Due Date 3/12/2012 12:57:29 PM.

*** CASE MODIFY 3/12/2012 12:57:37 PM, cgordon

into WIP default and Status of Solving.

*** CASE MODIFY 3/12/2012 12:58:05 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/12/2012 1:03:05 PM, cgordon

Created in WIP Default with Due Date 3/12/2012 1:03:05 PM.

*** NOTES 3/12/2012 1:03:27 PM, cgordon, Action Type : Call from Customer

Verified Customer's information.

Best contact number: [REDACTED]

The customer called regarding his SRS light coming on. He said he went online and saw that there are a lot of complaints regarding the SRS light. The customer called to see if there were any open recalls on his vehicle pertaining to the SRS light.

ACS informed the customer that recalls/warranty extensions are all VIN specific and not every vehicle will be affected. ACS informed him that his vehicle doesn't have a recall/warranty extension on his vehicle regarding his airbag. ACS suggested contacting a Honda dealer in his area to get a diagnosis to see why his light is on. ACS also invited the customer to register his vehicle on Honda's ownerlink website so that he will be informed of any upcoming recalls.

The customer thanked ACS and needed no further assistance at this time.

*** CASE MODIFY 3/12/2012 1:03:34 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/12/2012 1:03:36 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/12/2012 1:03:36 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/12/2012 1:03:36 PM, cgordon

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/31/2003 9:47:02 AM
Case Originator : Latrice Sheleay (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/24/2003 10:02:45
Case Owner : Corey Kruisheer (Team HD)	Method : Phone	Queue :	Days Open : 24
Last Closed By : Corey Kruisheer (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : *LUJACK HONDA-[REDACTED] - MULTIPLE PROBLEMS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1717
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BETTENDORF, IA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1717
VIN Type / No. : US VIN / 1HGCM66543A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 5,000
In Service Date : 07/16/2003
Months In Use : 3
Engine Number : J30A41132015
Originating Dealer No. / Name : 207463 / LUJACK HONDA
Selling Dealer No. / Name : 207463 / LUJACK HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207463 / LUJACK HONDA
Phone No. : 563-386-1511
Address : 3707 HARRISON STREET
City / State / Zip : DAVENPORT, IA 52806
Svc District / Sls District : 08H / E08
Warranty Labor Rate / Date : \$88.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation - "Safety"	421	Wheels/Tires
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Latrice Sheleay	Type 1 : Product	Status : Subcase Close	Open Date : 10/31/2003 10:19:24
Issue Owner : Latrice Sheleay	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/31/2003 10:36:04
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION -			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
Condition Code Desc : Pulling R or L 4212
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 20 - Wheels
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2003 11:03:41 AM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 11/24/2003 10:02:41
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty, Extended Coverage
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2003 11:04:08 AM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 11/24/2003 10:02:19
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Misaligned 5101
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : *LUJACK HONDA-[REDACTED] MULTIPLE PROBLEMS

*** CASE CREATE 10/31/2003 9:47:02 AM, Ishealey

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 10/31/2003 9:59:59 AM, Ishealey, Action Type : Call from Customer

The customer called because she has had to have the rear main seal replaced, the front end had to be re-aligned, currently the airbag light stays on and is currently in the shop because the dealership has told her it has major electrical problems. She feels that the car is a lemon and she would like Honda to buy the car back. She is a salesperson and she is afraid that she will be stranded on the road and the car will stop operating. She is distressed because she has taken 4 vacation days to spend time getting the car repaired. She purchased the Accord with high expectations based on Honda's reputation and has now lost faith.

*** NOTES 10/31/2003 10:13:03 AM, Ishealey, Action Type : Call from Customer

The customer called because she has had to have the rear main seal replaced, the front end had to be re-aligned, most recently the airbag light stays on and is currently in the shop and the dealer told her she has major electrical problems. She feels that the car is a lemon and would like Honda to buy the car back. She no longer feels safe in the car. She is a salesperson and is concerned that she will be stranded far away from her home when and her car will stop. She has taken 4 vacation days from the job in order to take her car in for repairs. She says she bought her Accord based on high expectations of Honda but is now feeling distressed. She says she wants to buy a Honda again but wants to see the outcome of this.

*** SUBCASE N012003-10-3100569-1 CREATE 10/31/2003 10:19:24 AM, Ishealey

Created in WIP Default with Due Date 10/31/2003 10:19:24 AM.

*** CASE MODIFY 10/31/2003 10:19:40 AM, Ishealey

into WIP New Cases and Status of Solving.

*** CASE MODIFY 10/31/2003 10:32:48 AM, Ishealey

into WIP New Cases and Status of Solving.

*** CASE DISPATCH 10/31/2003 10:33:13 AM, Ishealey

from WIP New Cases to Queue Team C.

*** SUBCASE [REDACTED] CLOSE 10/31/2003 10:36:04 AM, Ishealey

Status = Solving, Resolution Code = Instruction Given

*** CASE ACCEPT 10/31/2003 3:15:42 PM, mmartine

temporarily from Queue Team C to WIP MAIN.

*** CASE ASSIGN 10/31/2003 3:15:48 PM, mmartine

[REDACTED] to chaley, WIP õp

*** CASE RULE ACTION 10/31/2003 3:15:49 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 10/31/2003 3:44:13 PM, chaley, Action Type :

Made to [REDACTED] due 11/03/2003 03:44:16 PM.

DCS Follow-Up

*** NOTES 10/31/2003 3:45:04 PM, chaley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/3/2003

This customer contacted our office regarding the following issue(s):

The customer called because she has had to have the rear main seal replaced, the front end had to be re-aligned, most recently the airbag light stays on and

Case History

Case ID : [REDACTED] Case Title : *LUJACK HONDA-[REDACTED] - MULTIPLE PROBLEMS

is currently in the shop and the dealer told her she has major electrical problems. She feels that the car is a lemon and would like Honda to buy the car back. She no longer feels safe in the car. She is a salesperson and is concerned that she will be stranded far away from her home when and her car will stop. She has taken 4 vacation days from the job in order to take her car in for repairs. She says she bought her Accord based on high expectations of Honda but is now feeling distressed. She says she wants to buy a Honda again but wants to see the outcome of this.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

can you please call or forward any info you may have regarding this cust issue. Thanks. Chris H /800-999--1009x118079

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Chris Haley
Automobile Customer Service

*** CASE MODIFY 10/31/2003 3:45:09 PM, chaley

into WIP WPBIN and Status of Solving.

*** CASE ASSIGN 11/4/2003 10:42:36 AM, chaley

[REDACTED] to ckruishe, WIP

*** CASE RULE ACTION 11/4/2003 10:42:37 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/4/2003 11:02:16 AM, ckruishe

into WIP default and Status of Solving.

*** COMMIT 11/4/2003 11:02:31 AM, ckruishe, Action Type :

Made to [REDACTED] due 11/07/2003 11:02:33 AM.

DCS Follow-Up

*** NOTES 11/4/2003 11:03:14 AM, ckruishe, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/7/2003

This customer contacted our office regarding the following issue(s):

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

[REDACTED] has contacted our office regarding alignment and SRS concerns with her vehicle. Has Tech Line been contacted? What repairs have been completed? Please advise.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Corey Kruisheer
Automobile Customer Service
800-999-1009 ext 118038

*** SUBCASE N012003-10-3100569-2 CREATE 11/4/2003 11:03:41 AM, ckruishe

Case History

Case ID : [REDACTED] Case Title : *LUJACK HONDA-[REDACTED] - MULTIPLE PROBLEMS

Created in WIP Default with Due Date 11/4/2003 11:03:41 AM.

*** SUBCASE [REDACTED] CREATE 11/4/2003 11:04:08 AM, ckruishe

Created in WIP Default with Due Date 11/4/2003 11:04:08 AM.

*** CASE FULFILL 11/4/2003 11:04:16 AM, ckruishe

Fulfilled for [REDACTED] due 11/03/2003 03:44:16 PM.

*** COMMIT 11/4/2003 11:04:19 AM, ckruishe, Action Type : N/A

call customer

*** NOTES 11/5/2003 7:56:58 AM, aharlan, Action Type : Call from Dealer

The dealer (Cindy) called to respond to both CH's and CK's DCS message(s). She stated that the customer is currently in a rental and they are awaiting an airbag to complete the repair. The airbag is suppose to show up today. As far as she knows, the airbag is the only outstanding issue.

The vehicle has been at their dealership since Friday, October 31st.

*** CASE 11/5/2003 8:46:34 AM, ckruishe

AMPAIGN TEMPLATE CHECK 11/05/2003 08:46:33 AM ckruishe The following Campaign Template information was found 02-031A; 97-99 IGNI02-031B; 97-99 IGNI02-031C; 97-99 IGNI02-031D; 97-99 IGNI02-031E; 97-99 IGNI02-031F; 97-99 IGNI02-031G; 97-

*** NOTES 11/5/2003 9:51:51 AM, ckruishe, Action Type : Call to Dealer

Spoke with Cindy in service. Airbag arrived this morning and should be installed by tomorrow morning.

*** CASE FULFILL 11/5/2003 9:52:00 AM, ckruishe

Fulfilled for [REDACTED] due 11/07/2003 11:02:33 AM.

*** CASE MODIFY 11/5/2003 9:52:08 AM, ckruishe

into WIP 8 E-H and Status of Solving.

*** NOTES 11/5/2003 10:55:32 AM, bkumiyam, Action Type : Call from Customer

The customer is calling to speak to the case mgr. I tried to call the case mgr. but got vm. I provided her the new cases mgr. information and transferred to case mgr. vm.

*** NOTES 11/17/2003 2:03:43 PM, ckruishe, Action Type : Call to Dealer

Per service, customer's vehicle was repaired about 1 week ago. dealer has not heard from customer since.

*** CASE FULFILL 11/17/2003 2:03:55 PM, ckruishe

Fulfilled for [REDACTED] due 11/06/2003 12:00:00 AM.

*** COMMIT 11/17/2003 2:03:59 PM, ckruishe, Action Type : N/A

customer call back.

*** NOTES 11/20/2003 3:40:44 PM, ckruishe, Action Type : Call to Customer

LM for the customer confirming her vehicle is operating to her satisfaction.

*** CASE MODIFY COMMITMENT 11/20/2003 3:41:16 PM, ckruishe

with [REDACTED] due 11/21/2003 12:00:00 AM.

*** NOTES 11/24/2003 8:46:34 AM, ckruishe, Action Type : Call to Customer

LM for customer asking that she call if there are any further problems or concerns.

Case History

Case ID : [REDACTED]

Case Title : *LUJACK HONDA-[REDACTED] - MULTIPLE PROBLEMS

*** CASE VSC LOOKUP 11/24/2003 9:05:18 AM, ckruishe

VSC-CUC CHECK 11/24/2003 09:05:18 AM ckruishe

No data found for VIN.

*** NOTES 11/24/2003 9:42:20 AM, ckruishe, Action Type : Call from Customer

[REDACTED] called back. She is concerned about the integrity of her vehicle. Car only has 2,000 miles and already has a rear main seal failure and an SRS failure. Customer said she does not trust this car any longer. Told the customer that AHM regrets that she has experienced so many troubles. Told Ms. [REDACTED] that AHM would extend her warranty to 7/100 to quell her fears about the integrity of the vehicle. Also told Ms. [REDACTED] that I would cover her first major service as an apology for her troubles. Customer felt more at ease and thanked me for the offer. Asked that she call me if there are any further problems or questions.

*** NOTES 11/24/2003 9:49:47 AM, ckruishe, Action Type : Note-General

Mailed following offer letter to the customer:

November 24, 2003

[REDACTED]
Bettendorf, IA [REDACTED]

Dear Ms [REDACTED]

Thank you for recently contacting us in regards to your experiences with your 2003 Honda Accord. We regret that you encountered difficulties with your vehicle.

We appreciate you as a customer and would like to accommodate your 30,000-mile service (as described in your owner's manual). The service must be performed by an authorized Honda dealer and should be arranged through the dealer's service manager by presenting this letter. This is a onetime goodwill consideration extended to you for the inconvenience that you have experienced.

Thanks again for sharing your thoughts with us. If you have any question or require additional information please feel free to call at (800) 999-1009.

Sincerely,
American Honda Motors Co., Inc.

Corey Kruisheer
Automobile Customer Service
[REDACTED]

*** NOTES 11/24/2003 10:01:50 AM, ckruishe, Action Type : Note-General

Sent supervisor approved Honda Care to Penny Wright for processing

*** SUBCASE [REDACTED] CLOSE 11/24/2003 10:02:19 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 11/24/2003 10:02:41 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : *LUJACK HONDA-[REDACTED] - MULTIPLE PROBLEMS

*** CASE MODIFY 11/24/2003 10:02:42 AM, ckruishe
into WIP 8 E-H and Status of Solving.

*** CASE CLOSE 11/24/2003 10:02:45 AM, ckruishe
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/16/2008 8:04:01 AM
Case Originator : Michael Hancock	Sub Division : Satellite Center	Status : Closed	Close Date : 9/16/2008 8:05:23 AM
Case Owner : Michael Hancock	Method : Phone	Queue :	Days Open : 0
Last Closed By : Michael Hancock	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1631
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SAN DIMAS, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1631
VIN Type / No. : US VIN / 1HGCM66563A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 95,000
In Service Date : 07/22/2003
Months In Use : 62
Engine Number : J30A41132826
Originating Dealer No. / Name : 208030 / NORM REEVES HONDA SPRSTR HU
Selling Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTOR
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAM	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/16/2008 8:04:59 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 9/16/2008 8:05:10 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS RECALL INQUIRY

*** CASE CREATE 9/16/2008 8:04:01 AM, mhancock

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/16/2008 8:04:02 AM, mhancock, Action Type :

I verified the customer's information [REDACTED]

The customer contacted AHM in regards to the SRS recall. The customer stated that his SRS light is currently staying lit on the instrument panel and wanted to know if there is a recall out on the SRS system. I advised the customer that there are no SRS recalls affecting his vehicle. The customer stated that he found a bulletin on the internet regarding a warranty extension on the OPDS. I advised the customer that warranty extension is VIN specific and that his VIN is not affected by the SRS recall. The customer became very irate began to yell and rant about how bad Honda is treating him and how he purchased a defected vehicle with numerous of problems. I advised the customer that I have documented his concern and asked if the customer need any further assistance with AHM. The customer declined and ended the call.

*** CASE EXTENDED WARRANTY LOOKUP 9/16/2008 8:04:04 AM, mhancock

WARRANTY CHECK 09/16/2008 08:04:04 AM mhancock
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/16/2008 8:04:08 AM, mhancock

CLAIM CHECK 09/16/2008 08:04:08 AM mhancock
The following Claim History information was found
0; 2007-07-17; 900020; 011992; 510; 010098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098
S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE CAMPAIGN LOOKUP 9/16/2008 8:04:13 AM, mhancock

CAMPAIGN CHECK 09/16/2008 08:04:13 AM mhancock
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/22/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; RO;
08-010; Q7

*** CASE VSC LOOKUP 9/16/2008 8:04:15 AM, mhancock

VSC-CUC CHECK 09/16/2008 08:04:15 AM mhancock
No data found for VIN.

*** SUBCASE [REDACTED] CREATE 9/16/2008 8:04:59 AM, mhancock

Created in WIP Default with Due Date 9/16/2008 8:04:59 AM.

*** SUBCASE [REDACTED] CLOSE 9/16/2008 8:05:10 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/16/2008 8:05:23 AM, mhancock

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/6/2010 1:16:31 PM
 Case Originator : ██████████ (SC) Sub Division : Customer Relations Status : Closed Close Date : 5/6/2010 1:23:01 PM
 Case Owner : Cristine Perez (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Cristine Perez (Team SC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ PO B
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : INVERNESS, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 1HGCM66583A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 40,000
 In Service Date : 08/29/2003
 Months In Use : 81
 Engine Number : J30A41133579
 Originating Dealer No. / Name : 208111 / HANSEL HONDA
 Selling Dealer No. / Name : 208111 / HANSEL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208111 / HANSEL HONDA
 Phone No. : 707-769-4000
 Address : 1310 AUTO CENTER DRIVE
 City / State / Zip : PETALUMA, CA 94952
 Svc District / Sls District : 12A / A12
 Warranty Labor Rate / Date : \$130.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 5/6/2010 1:18:59 PM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 5/6/2010 1:19:14 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 5/6/2010 1:16:31 PM, cperez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/6/2010 1:17:41 PM, cperez

into WIP default and Status of Solving.

*** NOTES 5/6/2010 1:18:01 PM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss srs light on

Probing Questions: Customer states her srs light came on and states she took the vehicle in to a Hansel Honda dealer to reset it. Customer that as she was driving home and states the srs light coame back on. Customer went back into the dealer and was told that there is a short in the stirring column and the driver air bag is not working. Customer has not been in an accident and states that she has very low mileage and feels this should be covered under warranty.

AHM

Inbound Summary: ACS documented her concern and informed her that at this time there are no pending recalls or warranty extension at this moment on her vehicle, and due to the age and mileage, she would be outside the manufacture warranty. ACS informed her that AHM is not in the position to assist at this time.

*** CASE EXTENDED WARRANTY LOOKUP 5/6/2010 1:18:04 PM, cperez

WARRANTY CHECK 05/06/2010 01:18:04 PM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/6/2010 1:18:09 PM, cperez

CLAIM CHECK 05/06/2010 01:18:08 PM cperez

The following Claim History information was found

0; 2010-04-14; 208111; 735040; 510; 7405A0 ; WIPER MOTOR - INSPECT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 5/6/2010 1:18:15 PM, cperez

CAMPAIGN CHECK 05/06/2010 01:18:14 PM cperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/19/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE VSC LOOKUP 5/6/2010 1:18:16 PM, cperez

VSC-CUC CHECK 05/06/2010 01:18:16 PM cperez

No data found for VIN.

*** CASE MODIFY 5/6/2010 1:18:26 PM, cperez

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/6/2010 1:18:59 PM, cperez

Created in WIP Default with Due Date 5/6/2010 1:18:59 PM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** SUBCASE [REDACTED] CLOSE 5/6/2010 1:19:14 PM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/6/2010 1:23:01 PM, cperez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 12/22/2011 12:30:43
 Case Originator : Jennifer Pearson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/22/2011 12:37:32
 Case Owner : Jennifer Pearson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pearson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 11 W
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : CHAPPAQUA, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 11 W
 VIN Type / No. : US VIN / 1HGCM66543A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 90,000
 In Service Date : 07/17/2003
 Months In Use : 101
 Engine Number : J30A41134335
 Originating Dealer No. / Name : 208032 / MT. KISCO HONDA
 Selling Dealer No. / Name : 208032 / MT. KISCO HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 12/22/2011 12:37:21
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 12/22/2011 12:37:32
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-12-2200960

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 12/22/2011 12:30:43 PM, jpearson

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 12/22/2011 12:37:02 PM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer called ACS and stated his SRS light is on and the dlr wants to charge him \$98 for a diagnosis fee to determine the needed repairs on the vehicle. He stated he thinks this will only take them a couple minutes and he would like to know if Honda is ok with them charging this.

ACS stated the dlr will often charge a diagnosis fee to determine any needed repairs on the vehicle. I stated the dlrs are privately owned and the fee may differ from one dlr to the next so if he is unhappy with that dlr, he is welcome to contact a second dlr to determine the diagnosis fee they will charge. He required no further assistance.

*** SUBCASE [REDACTED] CREATE 12/22/2011 12:37:21 PM, jpearson

Created in WIP Default with Due Date 12/22/2011 12:37:21 PM.

*** CASE MODIFY 12/22/2011 12:37:29 PM, jpearson

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/22/2011 12:37:32 PM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/22/2011 12:37:32 PM, jpearson

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/27/2013 10:06:50 AM
 Case Originator : Darlene Augustus (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/27/2013 2:43:03 PM
 Case Owner : Darlene Augustus (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Darlene Augustus (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2810
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : POMPANO BEACH, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2810
 VIN Type / No. : US VIN / 1HGCM66833A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 30,000
 In Service Date : 07/11/2003
 Months In Use : 116
 Engine Number : J30A41133966
 Originating Dealer No. / Name : 207219 / POMPANO HONDA
 Selling Dealer No. / Name : 207219 / POMPANO HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darlene Augustus	Type 1 : Product	Status : Subcase Close	Open Date : 3/27/2013 2:42:25 PM
Issue Owner : Darlene Augustus	Type 2 : Operation	Queue :	Close Date : 3/27/2013 2:43:03 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 3/27/2013 10:06:50 AM, daugustu

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/27/2013 10:06:58 AM, daugustu

into WIP default and Status of Solving.

*** NOTES 3/27/2013 10:11:10 AM, daugustu, Action Type : Call from Customer

Updated information

Best number: [REDACTED]

The customer called ACS stating that the SRS light is on. The customer advised that he would like to know if there is a recall for this issue. The customer has not gotten a diagnosis for this issue. The customer is calling AHM to find out if there is a recall on the SRS system.

ACS advise the customer there is no recall for the air bags or SRS system. The customer understood and required no further assistance.

*** CASE MODIFY 3/27/2013 10:13:54 AM, daugustu

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2013 10:35:38 AM, daugustu

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/27/2013 2:42:25 PM, daugustu

Created in WIP Default with Due Date 3/27/2013 2:42:25 PM.

*** CASE MODIFY 3/27/2013 2:43:01 PM, daugustu

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/27/2013 2:43:03 PM, daugustu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/27/2013 2:43:03 PM, daugustu

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/5/2007 3:38:05 PM
 Case Originator : Vanna Chhauy (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/19/2007 2:23:44 PM
 Case Owner : Barry Meikle (Team HD) Method : Phone Queue : Days Open : 14
 Last Closed By : Barry Meikle (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 5G ((PRINCETON)) [REDACTED] SRS REPAIR REIMBURSEMENT REQUEST No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HILLSBOROUGH, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM55673A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5563JW / A
 Miles / Hours : 36,000
 In Service Date : 05/09/2003
 Months In Use : 46
 Engine Number : K24A41128527
 Originating Dealer No. / Name : 206765 / BURNS HONDA
 Selling Dealer No. / Name : 207087 / AUTOSPORT HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Phone No. : 609-683-0722
 Address : 987 STATE ROAD, RT.206
 City / State / Zip : PRINCETON, NJ 08540
 Svc District / Sls District : 05F / G05
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 3/7/2007 12:21:37 PM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 3/19/2007 2:23:44 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : CR Generated Gdwill
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
77960-SDA-A84	SRS UNIT	Not Applicable

Check Req Info :

Check Requisition No. : 5666
 Primary Amount : \$489.74
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$489.74
 Approved By : jstradfo
 Approval Date : 3/14/2007
 Status : PROCESSED
 Check No. : 1646767
 Check Date : 3/16/2007

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HILLSBOROUGH, NJ [REDACTED]
 Campaign Template # :
 Contention Code : 03205
 Defect Code : 03217
 Category : Regular
 Failed Part # : 77960-SDA-A84

Case History

Case ID : [REDACTED]

Case Title : 5G ((PRINCETON) [REDACTED] - SRS REPAIR REIMBURSEMENT REQUEST

*** CASE CREATE 3/5/2007 3:38:05 PM, vchhauy

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/5/2007 3:38:06 PM, vchhauy

WARRANTY CHECK 03/05/2007 03:38:06 PM vchhauy

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/5/2007 3:38:11 PM, vchhauy

CLAIM CHECK 03/05/2007 03:38:11 PM vchhauy

The following Claim History information was found

0; 2004-09-11; 208251; 137367; 510; 211101 ; CLUTCH MASTER CYLINDER - REPLACE. S/B# 02-002 S/B# 98-084

*** CASE CAMPAIGN LOOKUP 3/5/2007 3:38:14 PM, vchhauy

CAMPAIGN CHECK 03/05/2007 03:38:14 PM vchhauy

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-10-20; FX 04-027; Q32; 03-04 RADIO DISPLAY; ;

*** CASE VSC LOOKUP 3/5/2007 3:38:16 PM, vchhauy

VSC-CUC CHECK 03/05/2007 03:38:15 PM vchhauy

No data found for VIN.

*** CASE MODIFY 3/5/2007 3:42:40 PM, vchhauy

into WIP default and Status of Solving.

*** CASE MODIFY 3/5/2007 3:42:46 PM, vchhauy

into WIP default and Status of Solving.

*** NOTES 3/5/2007 3:55:50 PM, tbarnett, Action Type : Letter/Fax

On 3/5/07 ACS received a 1-page fax from customer.

*** NOTES 3/5/2007 4:02:00 PM, vchhauy, Action Type : Call from Customer

AHM received inbound from [REDACTED] regarding his SRS light. Customer indicated his SRS light came on and he took the vehicle to Honda of Princeton. He worked with SA Robert Heath and he was advised his SRS needed to be replaced for \$460.00. Customer had the vehicle fixed but he stated he has been doing some research on the web. He found that there are problems with the SRS in the 2004 Accord. He feels this is a known issue and would like Ah to reimburse him for the repairs. I informed customer there is no indication there is a problem with his SRS system. I explained to him recall are vin specific. I informed him if there is a problem with the vehicle Ah would put our recalls and he would be notified. I informed him I understand he feels this is a defect. I reiterated to him I there is no indication this is a problem with his vehicle. I informed him I will dispatch case to CM for reimbursement review. Informed him assistance is not guaranteed and he will be contacted back.

*** CASE MODIFY 3/5/2007 4:02:02 PM, vchhauy

into WIP default and Status of Solving.

*** CASE DISPATCH 3/5/2007 4:02:10 PM, vchhauy

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 3/6/2007 6:45:44 AM, ksulliva

[REDACTED] to dkitchen, WIP

Case History

Case ID : N012007-03-0501917

Case Title : 5G ((PRINCETON)) [REDACTED] - SRS REPAIR REIMBURSEMENT REQUEST

*** CASE RULE ACTION 3/6/2007 6:45:46 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-03-0501917-1 CREATE 3/7/2007 12:21:37 PM, dkitchen
Created in WIP Default with Due Date 3/7/2007 12:21:37 PM.

*** CASE MODIFY 3/7/2007 12:21:39 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 3/7/2007 12:21:44 PM, dkitchen
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 3/7/2007 12:26:41 PM, dkitchen
CLAIM CHECK 03/07/2007 12:26:41 PM dkitchen
The following Claim History information was found
0; 2004-09-11; 208251; 137367; 510; 211101 ; CLUTCH MASTER CYLINDER - REPLACE. S/B# 02-002 S/B#
98-084

*** CASE MODIFY 3/7/2007 12:27:04 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 3/7/2007 12:27:08 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 3/7/2007 12:27:33 PM, dkitchen
into WIP default and Status of Solving.

*** NOTES 3/7/2007 12:29:43 PM, dkitchen, Action Type : Call to Customer
Called and talked with customer. Customer said the dealership charged him \$400 to replace a sensor on his vehicle.

*** CASE MODIFY 3/7/2007 12:29:47 PM, dkitchen
into WIP default and Status of Solving.

*** COMMIT 3/7/2007 12:30:03 PM, dkitchen, Action Type :
Made to [REDACTED] due 03/10/2007 12:30:07 PM.
DCS Follow-Up

*** NOTES 3/7/2007 12:31:39 PM, dkitchen, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/10/2007

This customer contacted our office regarding the following issue(s):

AHM received inbound from [REDACTED] regarding his SRS light. Customer indicated his SRS light came on and he took the vehicle to Honda of Princeton. He worked with SA Robert Heath and he was advised his SRS needed to be replaced for \$460.00.

I KNOW CUSTOMER PAID, BUT HE SO CLOSE TO THE WARANTY PERIOD. CAN DEALERSHIP REFUND THE CUSTOMER JUST ON A ONE TIME BASIS.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Case History

Case ID : [REDACTED]

Case Title : 5G ((PRINCETON)) [REDACTED] - SRS REPAIR REIMBURSEMENT REQUEST

David Kitchen
Automobile Customer Service
1-800-999-1009 X118286

*** COMMIT 3/7/2007 12:31:47 PM, dkitchen, Action Type : N/A

Call customer, dealer may reimburse.

*** CASE MODIFY 3/7/2007 12:32:40 PM, dkitchen
into WIP default and Status of Solving.

*** CASE ASSIGN 3/12/2007 6:20:03 AM, dkitchen
[REDACTED] to bmeikle, WIP

*** CASE RULE ACTION 3/12/2007 6:20:05 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 3/12/2007 7:26:54 AM, bmeikle
Fulfilled for [REDACTED] due 03/14/2007 12:00:00 AM.

*** CASE FULFILL 3/12/2007 7:27:00 AM, bmeikle
Fulfilled for [REDACTED] due 03/10/2007 12:30:07 PM.

*** COMMIT 3/12/2007 7:27:02 AM, bmeikle, Action Type : N/A
Made to [REDACTED] due 03/12/2007 06:48:03 PM.

call dealer/ cust- SRS reimb

*** NOTES 3/12/2007 10:40:59 AM, bmeikle, Action Type : Call to Dealer
SM Frank is out today. I left a message to call me.

*** NOTES 3/12/2007 10:54:10 AM, bmeikle, Action Type : Call to Customer
I called the customer and left a message. I will contact him after I speak to the SM at the dealer. I will talk to him Tuesday.

*** CASE FULFILL 3/12/2007 10:54:17 AM, bmeikle
Fulfilled for [REDACTED] due 03/12/2007 06:48:03 PM.

*** COMMIT 3/12/2007 10:54:19 AM, bmeikle, Action Type : N/A
Made to [REDACTED] due 03/13/2007 05:59:20 PM.

call Prince- SRS repaired

*** CASE EXTENDED WARRANTY LOOKUP 3/13/2007 8:45:56 AM, bmeikle
WARRANTY CHECK 03/13/2007 08:45:56 AM bmeikle
No data found for VIN.

*** CASE VSC LOOKUP 3/13/2007 8:45:59 AM, bmeikle
VSC-CUC CHECK 03/13/2007 08:45:59 AM bmeikle
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/13/2007 8:46:06 AM, bmeikle
CAMPAIGN CHECK 03/13/2007 08:46:06 AM bmeikle
The following Campaign information was found
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-10-20; FX

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED] Case Title : 5G ((PRINCETON) [REDACTED] - SRS REPAIR REIMBURSEMENT REQUEST

04-027; Q32; 03-04 RADIO DISPLAY; ;

*** CASE CLAIMS LOOKUP 3/13/2007 8:46:14 AM, bmeikle

CLAIM CHECK 03/13/2007 08:46:14 AM bmeikle

The following Claim History information was found

0; 2004-09-11; 208251; 137367; 510; 211101 ; CLUTCH MASTER CYLINDER - REPLACE. S/B# 02-002 S/B# 98-084

*** CASE MODIFY 3/13/2007 8:46:26 AM, bmeikle

into WIP 5G and Status of Solving.

*** NOTES 3/13/2007 9:01:59 AM, bmeikle, Action Type : Call to Dealer

ASM Chris advised there is no damage or mods to the vehicle.

*** CASE CLAIMS LOOKUP 3/13/2007 9:10:37 AM, bmeikle

CLAIM CHECK 03/13/2007 09:10:37 AM bmeikle

The following Claim History information was found

0; 2004-09-11; 208251; 137367; 510; 211101 ; CLUTCH MASTER CYLINDER - REPLACE. S/B# 02-002 S/B# 98-084

*** NOTES 3/13/2007 9:12:28 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. I left my number and hours.

*** CASE FULFILL 3/13/2007 9:12:35 AM, bmeikle

Fulfilled for [REDACTED] due 03/13/2007 05:59:20 PM.

*** COMMIT 3/13/2007 9:12:37 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 03/19/2007 05:36:38 PM.

cust to call- SRS reimb request

*** NOTES 3/13/2007 9:15:37 AM, bmeikle, Action Type : Call to Dealer

I called ASM Chris. There are no mods or accidents to this vehicle.

*** NOTES 3/14/2007 9:17:56 AM, bmeikle, Action Type : Call from Customer

The customer called back and I apologized for this SRS issue. The control unit is not a maintenance part and AHM would like to see this last to at least 100K with no problems. To promote LOL we would like to reimburse him and confirmed the address. He loves Honda and will continue to buy them. He thanked us for the quick assistance. I asked he keep my number until the check arrives in a couple of weeks.

*** SUBCASE [REDACTED] YANKED 3/14/2007 9:18:12 AM, bmeikle

Yanked by bmeikle into WIPbin default.

*** SUBCASE [REDACTED] ASSIGN 3/14/2007 9:22:48 AM, bmeikle

[REDACTED] to jstradfo, WIP Ó

*** SUBCASE [REDACTED] RULE ACTION 3/14/2007 9:22:49 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/14/2007 9:23:10 AM, bmeikle, Action Type : Call to Customer

Ck req in que

*** CASE FULFILL 3/14/2007 9:23:20 AM, bmeikle

Fulfilled for [REDACTED] due 03/19/2007 05:36:38 PM.

Case History

Case ID : [REDACTED]

Case Title : 5G ((PRINCETON)) [REDACTED] SRS REPAIR REIMBURSEMENT REQUEST

*** COMMIT 3/14/2007 9:23:25 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 03/19/2007 12:23:27 PM.

ck req in que

*** SUBCASE [REDACTED] 3/14/2007 3:35:55 PM, jstradfo, Action Type :

Check Requisition for 489.74 \$ submitted

Check Requisition for 489.74 \$ submitted by jstradfo

*** SUBCASE [REDACTED] ASSIGN 3/14/2007 3:36:21 PM, jstradfo

[REDACTED] to bmeikle, WIP 917-1

*** SUBCASE [REDACTED] RULE ACTION 3/14/2007 3:36:22 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] COMMIT 3/19/2007 8:03:37 AM, bmeikle, Action Type : External Commitment

Check processed for check_req_no = 5666 on 2007-03-16-00.00.000000

*** NOTES 3/19/2007 9:00:49 AM, jharris, Action Type : Call from Customer

Check mailed.

*** CASE CLOSE 3/19/2007 2:23:44 PM, bmeikle

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 3/19/2007 2:23:44 PM, bmeikle

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/24/2012 11:33:30 AM
Case Originator : Elisha Slusser (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/27/2012 8:08:49 AM
Case Owner : Ronald Garay (Team CA)	Method : Mail	Queue :	Days Open : 3
Last Closed By : Ronald Garay (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : 06G - [REDACTED] - SRS LIGHT ON/NO CAMPAIGNS			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 600
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WYTHEVILLE, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66343A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6633EW / A
Miles / Hours :
In Service Date : 07/21/2003
Months In Use : 103
Engine Number : J30A41133922
Originating Dealer No. / Name : 208262 / COLE HONDA
Selling Dealer No. / Name : 208262 / COLE HONDA
Trim : LX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Product	Status : Subcase Close	Open Date : 2/27/2012 7:59:29 AM
Issue Owner : Ronald Garay	Type 2 : Operation	Queue :	Close Date : 2/27/2012 8:08:49 AM

[REDACTED] [REDACTED] PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 06G - [REDACTED] - SRS LIGHT ON/NO CAMPAIGNS

*** CASE CREATE 2/24/2012 11:33:30 AM, eslusser

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 2/24/2012 11:53:20 AM, eslusser, Action Type : Note-General

AHM received a letter from [REDACTED] in reference to the Q96 campaign.

No other documents received.

*** CASE MODIFY 2/24/2012 11:53:42 AM, eslusser

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2012 11:53:45 AM, eslusser

into WIP default and Status of Solving.

*** CASE DISPATCH 2/24/2012 11:54:01 AM, eslusser

from WIP default to Queue Chino Team CA.

*** CASE RULE ACTION 2/25/2012 11:54:01 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/26/2012 11:54:01 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 2/27/2012 6:14:40 AM, rgaray

Yanked by rgaray into WIPbin default.

*** CASE MODIFY 2/27/2012 7:59:08 AM, rgaray

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/27/2012 7:59:29 AM, rgaray

Created in WIP Default with Due Date 2/27/2012 7:59:29 AM.

*** NOTES 2/27/2012 8:07:13 AM, rgaray, Action Type : Call to Customer

I reached the customer's wife on the daytime number and introduced myself. I let her know I am following up regarding the letter AHM received on the customer's behalf. I explained that recalls are VIN specific and lets AHM know where the vehicle was made and what parts used in the vehicle. As far as requesting a VIN to be added to a recall, I apologized and explained that is not how recalls are applied.

I explained that several sensors or parts may cause the SRS light to illuminate and it should be diagnosed by a Honda dealer or IRF so they can find out what the concern may be. She thanked me and is requesting no further assistance. Call ended.

*** NOTES 2/27/2012 8:08:42 AM, rgaray, Action Type : Note-Resolution

The customer wrote a letter requesting AHM add their vehicle to a recall. The customer was explained how recalls are issued and advised their vehicle doesn't fall under the airbag inflator recall at this time.

The customer is requesting no further assistance and this case will be closed.

*** CASE MODIFY 2/27/2012 8:08:48 AM, rgaray

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/27/2012 8:08:49 AM, rgaray

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 06G - [REDACTED] - SRS LIGHT ON/NO CAMPAIGNS

*** CASE CLOSE 2/27/2012 8:08:49 AM, rgaray

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 1/21/2010 11:41:42 AM
Case Originator : Cicely Gill (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/21/2010 11:48:43 AM
Case Owner : Cicely Gill (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cicely Gill (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT/SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3407
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED] 5
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ORANGE, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3407
VIN Type / No. : US VIN / 1HGCM56643A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 109,486
In Service Date : 06/12/2003
Months In Use : 79
Engine Number : K24A41129425
Originating Dealer No. / Name : 207722 / TWIN CITY HONDA
Selling Dealer No. / Name : 207722 / TWIN CITY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207447 / MIKE SMITH HONDA
Phone No. : 409-833-7100
Address : 1515 I-10 SOUTH
City / State / Zip : BEAUMONT, TX 77701
Svc District / Sls District : 03G / E03
Warranty Labor Rate / Date : \$84.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cicely Gill	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2010 11:48:25 AM
Issue Owner : Cicely Gill	Type 2 : Operation	Queue :	Close Date : 1/21/2010 11:48:43 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPLAINT/SRS LIGHT

***** CASE CREATE 1/21/2010 11:41:42 AM, cgill**

Contact = [REDACTED], Priority = N/A, Status = Solving.

***** CASE CLAIMS LOOKUP 1/21/2010 11:42:36 AM, cgill**

CLAIM CHECK 01/21/2010 11:42:35 AM cgill

The following Claim History information was found

0; 2008-10-16; 207447; 514567; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

***** CASE CAMPAIGN LOOKUP 1/21/2010 11:42:43 AM, cgill**

CAMPAIGN CHECK 01/21/2010 11:42:42 AM cgill

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/19/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-

***** CASE VSC LOOKUP 1/21/2010 11:42:44 AM, cgill**

VSC-CUC CHECK 01/21/2010 11:42:44 AM cgill

No data found for VIN.

***** CASE VSC LOOKUP 1/21/2010 11:45:35 AM, cgill**

VSC-CUC CHECK 01/21/2010 11:45:35 AM cgill

No data found for VIN.

***** NOTES 1/21/2010 11:47:39 AM, cgill, Action Type : Call from Customer**

Updated Customer s Information

Best number to call: [REDACTED]

Situation: Customer states that her SRS light has come back on

Request: Customer wants to know if there are any recalls

Probing Questions: Customer s main was \$800. Customer had service yesterday at Mike Smith Honda dealership. Customer s a/c fan was replaced. Customer states that her SRS light was reset. Customer wants to know if there has been a recall on air bags for her car.

Inbound Summary: ACS confirmed that there are no recalls or service bulletins for her car. ACS advised to contact dealership and let them know that she is having further issue with her SRS light. ACS offered to iN dealers (customer declined.)

Customer satisfied

***** CASE MODIFY 1/21/2010 11:47:55 AM, cgill**

into WIP default and Status of Solving.

***** SUBCASE [REDACTED] CREATE 1/21/2010 11:48:25 AM, cgill**

Created in WIP Default with Due Date 1/21/2010 11:48:25 AM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT/SRS LIGHT

*** CASE CLOSE 1/21/2010 11:48:43 AM, cgill

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 1/21/2010 11:48:43 AM, cgill

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/16/2013 9:16:51 AM
Case Originator : Emma Vides (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/16/2013 9:30:36 AM
Case Owner : Emma Vides (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Emma Vides (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIR BAG LIGHT COMES ON INTERMITTENTLY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 24 C
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : EAST LYME, CT [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 24 C
VIN Type / No. : US VIN / 1HGCM66523A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 160,000
In Service Date : 07/21/2003
Months In Use : 117
Engine Number : J30A41135349
Originating Dealer No. / Name : 207444 / WESTBROOK HONDA
Selling Dealer No. / Name : 207444 / WESTBROOK HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2013 9:30:13 AM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 4/16/2013 9:30:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Referred to Dealer, Documented Concern,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIR BAG LIGHT COMES ON INTERMITTENTLY

*** CASE CREATE 4/16/2013 9:16:51 AM, evides

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/16/2013 9:29:49 AM, evides, Action Type : Call from Customer

Customer verified information

Customer called in to see if there is a recall for the airbags. Customer states that she was advised at the dealership that there I no recall for the SRS and it will be \$112 for a diagnoses unless it s the seatbelt it might be covered. Customer states that she had a transmission put in a couple of years ago where she was advised that she would need the calipers also replaced for her brakes. Customer was given an estimate of \$800 or \$900 job where customer didn t have the service done. Customer took it to an IRF advise her that there is nothing wrong .

Appreciated customer for taking the time to call AHM. ACS advised customer that there are no recalls for the airbags. ACD advised customer that she has access to owner s link. ACS offered to walk through website and customer said no. ACS advised customer that the SRS light can be on for a number of reasons, airbags, seatbelt, SRS unit, OPDS). ACS advised customer that the dealerships are independent and that the diagnosis fees vary by dealership. ACS recommended customer to have a diagnosis since she states that SRS light goes on intermittently for the paste few years.

*** SUBCASE [REDACTED] CREATE 4/16/2013 9:30:13 AM, evides

Created in WIP Default with Due Date 4/16/2013 9:30:13 AM.

*** CASE MODIFY 4/16/2013 9:30:33 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/16/2013 9:30:35 AM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/16/2013 9:30:36 AM, evides

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2012 9:51:29 AM
Case Originator : Rio Wardana (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/1/2012 9:56:04 AM
Case Owner : Rio Wardana (Team HE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Rio Wardana (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - MIL ON N/D		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 29 W
Dealer No. :
Site Phone No. : [REDACTED] 1
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHICAGO, IL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 29 W
VIN Type / No. : US VIN / 1HGCM66563A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 100,000
In Service Date : 06/28/2003
Months In Use : 110
Engine Number : J30A41135440
Originating Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND
Selling Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND P
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 9:54:20 AM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 8/1/2012 9:56:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - MIL ON N/D

*** CASE CREATE 8/1/2012 9:51:29 AM, rwardana

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/1/2012 9:52:14 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/1/2012 9:54:20 AM, rwardana

Created in WIP Default with Due Date 8/1/2012 9:54:20 AM.

*** CASE MODIFY 8/1/2012 9:54:39 AM, rwardana

into WIP default and Status of Solving.

*** NOTES 8/1/2012 9:55:56 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Customer called ACS in regards to the SRS of her 2003 Accord. Customer states she came across a recall for the airbag inflator on some other Honda vehicles. Customer states her SRS light has been staying on.

Customer wanted to know if there are any recalls on the SRS of her 2003 Accord.

ACS advised that this vehicle is not included in any recalls in regards to the SRS of her vehicle. ACS advised that the recall was in relation to airbags that were sold as a replacement unit. ACS advised the SRS light would have been on possibly due to the SRS, seat belt, or OPDS. ACS recommended a diagnosis through a Honda dlr.

Customer needed no further assistance.

*** CASE MODIFY 8/1/2012 9:56:00 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/1/2012 9:56:04 AM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 9:56:04 AM, rwardana

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/5/2010 7:36:52 AM
 Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/5/2010 7:47:58 AM
 Case Owner : Tyrone Cadle (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Tyrone Cadle (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1213
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ST LOUIS, MO [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2071
 VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 34,000
 In Service Date : 09/03/2003
 Months In Use : 79
 Engine Number : J30A41135262
 Originating Dealer No. / Name : / MEYER HONDA CO.
 Selling Dealer No. / Name : 206853 / STEPHEN VINCEL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208510 / HONDA OF FRONTENAC
 Phone No. : 314-994-1400
 Address : 885 S. LINDBERGH BLVD.
 City / State / Zip : ST. LOUIS, MO 63131
 Svc District / Sls District : 08K / E08
 Warranty Labor Rate / Date : \$114.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS
[REDACTED] - SER	Subcase Close	Service - Dealer	Experience	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2010 7:47:16 AM
Issue Owner : Tyrone Cadle	Type 2 : Operation	Queue :	Close Date : 4/5/2010 7:47:25 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 4/5/2010 7:47:48 AM
Issue Owner : Tyrone Cadle	Type 2 : Experience	Queue :	Close Date : 4/5/2010 7:47:57 AM
Issue Title : ██████████ - SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS

*** CASE CREATE 4/5/2010 7:36:52 AM, tcadle

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 4/5/2010 7:37:00 AM, tcadle

CAMPAIGN CHECK 04/05/2010 07:36:59 AM tcadle

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/07/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE MODIFY 4/5/2010 7:38:50 AM, tcadle

into WIP default and Status of Solving.

*** NOTES 4/5/2010 7:46:39 AM, tcadle, Action Type : Call from Customer

Verified the customer's contact [REDACTED].

Situation:

SRS light on.

Request:

Warranty information and to document service concerns.

Probing Questions:

Customer states he is having an air bag issue. He states he called three dealers and has an appointment to have the vehicle inspected on Thursday. He states the side air bag light is coming on even when there is a passenger in the seat. He states it would only reset when the vehicle is restarted. He states the vehicle was in a front end collision and the air bags were replaced. He states he was quoted \$112 to diagnose the vehicle. He states he contacted HONDA OF FRONTENAC and received the voice mail the first time. He states he hung up and called back an hour later. He states he spoke to a Wendy and, with a mouth full of food, she advised him that she was on lunch and that she would call him back later. He never heard of such service and plans on contacting the GM.

Inbound Summary:

ACS apologized and advised his concerns will be documented for management review. I advised the air bag's warranty expired at 3/36 and repairs/diagnosis will not be covered. I offered to provide further assistance at this time but the customer declined. Call concluded.

*** SUBCASE [REDACTED] CREATE 4/5/2010 7:47:16 AM, tcadle

Created in WIP Default with Due Date 4/5/2010 7:47:16 AM.

*** SUBCASE [REDACTED] CLOSE 4/5/2010 7:47:25 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 4/5/2010 7:47:48 AM, tcadle

Created in WIP Default with Due Date 4/5/2010 7:47:48 AM.

*** SUBCASE [REDACTED] CLOSE 4/5/2010 7:47:57 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2010 7:47:58 AM, tcadle

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/5/2010 7:36:52 AM
 Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/5/2010 7:47:58 AM
 Case Owner : Tyrone Cadle (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Tyrone Cadle (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1213
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ST LOUIS, MO [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2071
 VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 34,000
 In Service Date : 09/03/2003
 Months In Use : 79
 Engine Number : J30A41135262
 Originating Dealer No. / Name : / MEYER HONDA CO.
 Selling Dealer No. / Name : 206853 / STEPHEN VINCEL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208510 / HONDA OF FRONTENAC
 Phone No. : 314-994-1400
 Address : 885 S. LINDBERGH BLVD.
 City / State / Zip : ST. LOUIS, MO 63131
 Svc District / Sls District : 08K / E08
 Warranty Labor Rate / Date : \$114.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] - SER	Subcase Close	Service - Dealer	Experience	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2010 7:47:16 AM
Issue Owner : Tyrone Cadle	Type 2 : Operation	Queue :	Close Date : 4/5/2010 7:47:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 4/5/2010 7:47:48 AM
Issue Owner : Tyrone Cadle	Type 2 : Experience	Queue :	Close Date : 4/5/2010 7:47:57 AM
Issue Title : [REDACTED] - SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS

*** CASE CREATE 4/5/2010 7:36:52 AM, tcadle

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 4/5/2010 7:37:00 AM, tcadle

CAMPAIGN CHECK 04/05/2010 07:36:59 AM tcadle

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/07/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE MODIFY 4/5/2010 7:38:50 AM, tcadle

into WIP default and Status of Solving.

*** NOTES 4/5/2010 7:46:39 AM, tcadle, Action Type : Call from Customer

Verified the customer's contact information, [REDACTED].

Situation:

SRS light on.

Request:

Warranty information and to document service concerns.

Probing Questions:

Customer states he is having an air bag issue. He states he called three dealers and has an appointment to have the vehicle inspected on Thursday. He states the side air bag light is coming on even when there is a passenger in the seat. He states it would only reset when the vehicle is restarted. He states the vehicle was in a front end collision and the air bags were replaced. He states he was quoted \$112 to diagnose the vehicle. He states he contacted HONDA OF FRONTENAC and received the voice mail the first time. He states he hung up and called back an hour later. He states he spoke to a Wendy and, with a mouth full of food, she advised him that she was on lunch and that she would call him back later. He never heard of such service and plans on contacting the GM.

Inbound Summary:

ACS apologized and advised his concerns will be documented for management review. I advised the air bag's warranty expired at 3/36 and repairs/diagnosis will not be covered. I offered to provide further assistance at this time but the customer declined. Call concluded.

*** SUBCASE [REDACTED] CREATE 4/5/2010 7:47:16 AM, tcadle

Created in WIP Default with Due Date 4/5/2010 7:47:16 AM.

*** SUBCASE [REDACTED] CLOSE 4/5/2010 7:47:25 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 4/5/2010 7:47:48 AM, tcadle

Created in WIP Default with Due Date 4/5/2010 7:47:48 AM.

*** SUBCASE [REDACTED] CLOSE 4/5/2010 7:47:57 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2010 7:47:58 AM, tcadle

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIR BAG FAILURE/DOCUMENT SERVICE CONCERNS

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/21/2006 8:12:57 AM
Case Originator : Tiffany Carter (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/22/2006 10:02:09
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : BCH 7R - [REDACTED] - DEALERSHIP COMPLAINT/SERVICE		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 555
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MIAMI, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 555
VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 75,000
In Service Date : 09/30/2003
Months In Use : 39
Engine Number : J30A41136275
Originating Dealer No. / Name : 208299 / RICK CASE HONDA
Selling Dealer No. / Name : 208299 / RICK CASE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208252 / BEACH HONDA
Phone No. : 305-493-5000
Address : 2150 N.E.163RD STREET
City / State / Zip : NORTH MIAMI BEA, FL 33162
Svc District / Sls District : 07R / C07
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] SERVICE -	Subcase Close	Service - Dealer	Diagnosis Concern	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 12/21/2006 9:49:13 AM
Issue Owner : Kentaro Ogawa	Type 2 : Diagnosis Concern	Queue :	Close Date : 12/22/2006 10:02:09
Issue Title : [REDACTED] - SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : BCH 7R - ██████████ - DEALERSHIP COMPLAINT/SERVICE

*** CASE CREATE 12/21/2006 8:12:57 AM, tcarter1

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 12/21/2006 8:13:55 AM, tcarter1

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 12/21/2006 8:22:25 AM, tcarter1

VSC-CUC CHECK 12/21/2006 08:22:25 AM tcarter1
No data found for VIN.

*** CASE MODIFY 12/21/2006 8:23:37 AM, tcarter1

into WIP default and Status of Solving.

*** NOTES 12/21/2006 8:31:33 AM, tcarter1, Action Type : Call from Customer

Mr. ██████████ said that he is having a problem with the dealership calling me back. He said that he just had the 75k miles service done, and also the airbag light would come on intermittently and they checked that for him. He said that the technician diagnosed that it was the battery that was the problem, and they replaced the battery, but the airbag light is still coming on. He said that this was done last week, and he has been leaving messages for the service advisor Lewis Burgess with no return calls.

Mr. ██████████ said that he will be going back in the next week or so because he is also having his radio replaced because the back light went out, but he wants to make sure that they know that the battery did not fix the problem with the airbag light. He said that he doesn't want to end up paying a whole lot of money for something that was not done right. I advised the customer that the code for the light could have showed that it was the battery, but if it still comes on, then it is a possibility that it is one of the airbags, and yes that could be expensive. I advised him that the basic warranty covered airbags. He said that he has an extended warranty, not through Honda, but he doesn't know if this will cover it.

I asked the customer if I could put him on hold to call the dealership, and he agreed. I put the customer on hold to try to reach the service advisor. I called the dealership twice, and both times did not reach anyone in service. I advised the customer that I can forward his concerns to a RCM who works with the dealership on a daily basis and can get in contact with the service advisor for him. He thanked me. He said that this would be great and said that he appreciated my help.

*** CASE MODIFY 12/21/2006 8:31:42 AM, tcarter1

into WIP default and Status of Solving.

*** CASE DISPATCH 12/21/2006 8:31:49 AM, tcarter1

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 12/21/2006 8:38:05 AM, wzitter

██████████ o kogawa, WIP

*** CASE RULE ACTION 12/21/2006 8:38:07 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE ██████████ CREATE 12/21/2006 9:49:13 AM, kogawa

Created in WIP Default with Due Date 12/21/2006 9:49:13 AM.

*** CASE MODIFY 12/21/2006 9:49:16 AM, kogawa

into WIP Default and Status of Solving.

*** COMMIT 12/21/2006 9:49:45 AM, kogawa, Action Type :

Case History

Case ID [REDACTED]

Case Title : BCH 7R - [REDACTED] - DEALERSHIP COMPLAINT/SERVICE

Made to [REDACTED] due 12/24/2006 09:51:28 AM.

DCS Follow-Up

*** NOTES 12/21/2006 9:53:59 AM, kogawa, Action Type : Dealer Communication

ATTN: Luis Preedeja, SERVICE MANAGER

Luis, please have Mr. Burgess follow up with customer on his concerns, thanks.

This customer contacted our office regarding the following issue(s):

Mr. [REDACTED] said that he is having a problem with the dealership calling me back. He said that he just had the 75k mile service done, and also the airbag light would come on intermittently and dealer checked that for him. He said that the technician diagnosed that it was the battery that was the problem, and they replaced the battery, but the airbag light is still coming on. He said that this was done last week, and he has been leaving messages for the service advisor Lewis Burgess with no return calls.

Mr. [REDACTED] said that he will be going back in the next week or so because he is also having his radio replaced because the back light went out, but he wants to make sure that they know that the battery did not fix the problem with the airbag light. He said that he doesn't want to end up paying a whole lot of money for something that may have been improperly diagnosed. He said that he has an extended warranty, not through Honda, but he doesn't know if this will cover it.

Thank you for your attention to this matter.

Kentaro Ogawa

Automobile Customer Service

*** NOTES 12/21/2006 10:03:05 AM, kogawa, Action Type : Call to Customer

Customer advises he has tried to reach the service advisor off and on since Thu or Friday last week, has left voicemails as well as messages with dealer personnel. ACS advised I would follow up with service manager with efforts to get the call back he has been waiting for.

*** NOTES 12/21/2006 10:03:43 AM, kogawa, Action Type : Call to Dealer

L/M on SD Luis Predeja's voicemail for call back, also requested a courtesy call be placed to customer to address his concerns.

*** COMMIT 12/21/2006 10:03:59 AM, kogawa, Action Type : N/A

dlr cb?

*** NOTES 12/21/2006 12:33:31 PM, kogawa, Action Type : Call from Dealer

Gave Luis' customer's phone info on file, Luis apparently did not have the right phone number. Luis will follow up with customer.

*** CASE FULFILL 12/21/2006 12:33:53 PM, kogawa

Fulfilled for [REDACTED] due 12/24/2006 09:51:28 AM.

*** CASE MODIFY 12/21/2006 1:18:36 PM, kogawa

into WIP 7R Kevin McClung and Status of Solving.

*** NOTES 12/22/2006 9:57:08 AM, kogawa, Action Type : Call to Customer

Customer confirms dealer follow up, appreciates our help in getting the lines of communication reopened. Dealer has ordered a replacement radio, customer will not hesitate to call back if has further concerns.

*** SUBCASE [REDACTED] CLOSE 12/22/2006 10:02:09 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : BCH 7R - [REDACTED] - DEALERSHIP COMPLAINT/SERVICE

*** CASE CLOSE 12/22/2006 10:02:09 AM, kogawa

Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 1/16/2007 11:24:32 AM, kogawa, Action Type : Inbound DCS

WAITING FOR CUSTOMER TO BRING CAR IN ,FOR REPAIRS

*** COMMIT 1/16/2007 11:24:32 AM, kogawa, Action Type : External Commitment

Inbound DCS received from Dealer # 208252

*** CASE FULFILL 1/17/2007 6:14:05 AM, kogawa

Fulfilled for [REDACTED] due ??/? ??:?.

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/13/2012 8:14:43 AM
 Case Originator : Britteney Scales (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/17/2012 8:06:14 AM
 Case Owner : Allan Perez (Team HF) Method : Phone Queue : Days Open : 4
 Last Closed By : Allan Perez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 852
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : CHARLESTON, SC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 852
 VIN Type / No. : US VIN / 1HGCM56673A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 80,000
 In Service Date : 06/26/2003
 Months In Use : 109
 Engine Number : K24A41130625
 Originating Dealer No. / Name : 207366 / HENDRICK HONDA OF CHARLESTO
 Selling Dealer No. / Name : 207366 / HENDRICK HONDA OF CHARLESTO
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207366 / HENDRICK HONDA OF CHARLESTON
 Phone No. : 843-571-6910
 Address : 1478 SAVANNAH HIGHWAY
 City / State / Zip : CHARLESTON, SC 29407
 Svc District / Sls District : 06M / D06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - SERVI	Subcase Close	Service - Dealer	Diagnosis Concern	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 7/16/2012 6:46:45 AM
Issue Owner : Allan Perez	Type 2 : Diagnosis Concern	Queue :	Close Date : 7/16/2012 7:13:16 AM
Issue Title : [REDACTED] - SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW REQ

*** CASE CREATE 7/13/2012 8:14:43 AM, bscales

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/13/2012 8:15:19 AM, bscales

into WIP default and Status of Solving.

*** NOTES 7/13/2012 8:34:00 AM, bscales, Action Type : Call from Customer

Updated Contact Information

Best Contact [REDACTED]

Customer states her SRS indicator has been on for about 2 1/2 years. Customer states she has never been told what the cause is of the SRS light is. Customer has gone back and forth to Hendrick Honda and the Service Manager continued to reset the light. Customer says the light would go off for about 2-3 days and re illuminate. Customer states she has never been charged for a diagnostic fee. Customer states recently she went into the dealer and asked for the light to be taken off permanently. Customer states she was advised that there was an issue with the airbag that was causing the indicator to flash. Customer states that the service advisor she was working with was fired from the dealership because he was misleading customers and providing incorrect information. Customer states she is now being told that the issue with the SRS light is going to cost \$800 to repair. Customer states she purchased this vehicle in 2005. Customer states she has owned a total of three Honda vehicles.

ACS advised the customer that the original warranty on this part of the vehicle is 3/36, but ACS will dispatch the case to a regional case manager. ACS advised the customer that no financial assistance is guaranteed and that the case manager will contact her by the end of the next business day at the latest. Customer understood, ACS provided the case number and no further assistance was required.

*** CASE MODIFY 7/13/2012 8:34:02 AM, bscales

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2012 8:34:21 AM, bscales

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2012 8:34:36 AM, bscales

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2012 8:34:45 AM, bscales

into WIP default and Status of Solving.

*** CASE DISPATCH 7/13/2012 8:34:53 AM, bscales

from WIP default to Queue Honda Team F.

*** CASE MODIFY 7/13/2012 8:35:00 AM, bscales

into WIP default and Status of Solving.

*** CASE RULE ACTION 7/14/2012 7:34:53 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 7/15/2012 7:34:53 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ASSIGN 7/16/2012 6:05:30 AM, cmartine

[REDACTED] o aperez1, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 7/16/2012 6:05:31 AM, sa

Case History

Case ID : [REDACTED]

Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW REQ

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/16/2012 6:17:09 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 7/16/2012 6:17:11 AM, aperez1
into WIP Default and Status of Solving.

*** COMMIT 7/16/2012 6:17:14 AM, aperez1, Action Type : N/A
24 hour call

*** CASE MODIFY 7/16/2012 6:17:34 AM, aperez1
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/16/2012 6:46:45 AM, aperez1
Created in WIP Default with Due Date 7/16/2012 6:46:45 AM.

*** CASE MODIFY 7/16/2012 6:47:02 AM, aperez1
into WIP Other Districts and Status of Solving.

*** NOTES 7/16/2012 6:48:47 AM, aperez1, Action Type : Note-General

Vehicle history:

42647140	571228717	.NULL.	.NULL.	1HGCM56673A	[REDACTED]	04/25/2003 12:00:00
AM 135	2	207366	HOND ACCORD			
119962931	571228717	.NULL.	.NULL.	1HGCM56673A	[REDACTED]	02/07/2006 12:00:00
AM 140	25915	207366	HOND ACCORD			
119806319	571228717	.NULL.	.NULL.	1HGCM56673A	[REDACTED]	01/27/2006 12:00:00
AM 226.85	25913	207366	HOND ACCORD			
42647142	791246606	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	09/02/2003 12:00:00
AM 31	2484	207366	HOND ACCORD			
42647144	791246606	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	10/15/2003 12:00:00
AM 24	5763	207366	HOND ACCORD			
42647141	791246606	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	03/03/2004 12:00:00
AM 93	10448	207366	HOND ACCORD			
42647145	791246606	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	8 06/17/2004 12:00:00
AM 181	14032	207366	HOND ACCORD			
42647143	791246606	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	8 09/29/2004 12:00:00
AM 94	17669	207366	HOND ACCORD			
114436946	908599343	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	09/22/2005 12:00:00
AM 24.03	23833	207366	HOND ACCORD			
42647146	908599343	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	12/20/2004 12:00:00
AM 19	19700	207366	HOND ACCORD			
296115179	A39597229	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	08/24/2011 12:00:00
AM 43.95	76207	207366	HOND ACCORD			
299329153	A39597229	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	8 10/22/2011 12:00:00
AM 17	77344	207366	HOND ACCORD			
275469222	A39597229	[REDACTED]	[REDACTED]	1HGCM56673A	[REDACTED]	02/24/2011 12:00:00

Case History

Case ID : N012012-07-1300303

Case Title : 6N HENDRICK HONDA OF CHARLESTON - HENSEL, SHARON - SRS LIGHT/GW REQ

AM 57.17	72030	207366	HOND ACCORD	1HGCM56673A	03/01/2011 12:00:00
275469323	A39597229				
AM 199	72099	207366	HOND ACCORD	1HGCM56673A	10/13/2009 12:00:00
259473738	A39597229				
AM 27.64	56865	207366	HOND ACCORD	1HGCM56673A	10/29/2009 12:00:00
259473742	A39597229				
AM 90.5	58433	207366	HOND ACCORD	1HGCM56673A	11/30/2009 12:00:00
259473744	A39597229				
AM 188.01	59006	207366	HOND ACCORD	1HGCM56673A	05/11/2010 12:00:00
259473746	A39597229				
AM 650.97	63403	207366	HOND ACCORD	1HGCM56673A	09/23/2010 12:00:00
259473748	A39597229				
AM 67	67678	207366	HOND ACCORD	1HGCM56673A	02/24/2006 12:00:00
259473743	A39597229				
AM 108.4	26075	207366	HOND ACCORD	1HGCM56673A	10/20/2006 12:00:00
259473735	A39597229				
AM 24.95	29860	207366	HOND ACCORD	1HGCM56673A	04/30/2007 12:00:00
259473739	A39597229				
AM 34.95	32929	207366	HOND ACCORD	1HGCM56673A	04/30/2007 12:00:00
259473745	A39597229				
AM 356.32	32929	207366	HOND ACCORD	1HGCM56673A	11/07/2007 12:00:00
259473736	A39597229				
AM 24.95	36964	207366	HOND ACCORD	1HGCM56673A	04/03/2008 12:00:00
259473740	A39597229				
AM 34.95	39961	207366	HOND ACCORD	1HGCM56673A	09/04/2008 12:00:00
259473737	A39597229				
AM 27.64	47452	207366	HOND ACCORD	1HGCM56673A	03/26/2009 12:00:00
259473747	A39597229				
AM 996.78	51271	207366	HOND ACCORD	1HGCM56673A	06/04/2009 12:00:00
259473741	A39597229				
AM 52.59	53582	207366	HOND ACCORD	1HGCM56673A	07/06/2011 12:00:00
292177950	A39597229				
AM 196.46	75454	207366	HOND ACCORD		

1998 Accord

*** CASE MODIFY 7/16/2012 6:49:59 AM, aperez1 into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:50:25 AM, aperez1 into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:50:30 AM, aperez1 into WIP Other Districts and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW REQ

*** CASE MODIFY 7/16/2012 6:50:36 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:51:41 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:52:43 AM, aperez1
into WIP Other Districts and Status of Solving.

*** NOTES 7/16/2012 6:54:38 AM, aperez1, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer claims that the SRS light has been on for years and your dealer kept resetting the light and never told her what the problem was. The customer is now asking that the repair be paid for by AHM or your dealer.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Allan Perez
310-783-7728
Automobile Customer Service

*** CASE MODIFY 7/16/2012 6:55:17 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:56:32 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:57:17 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:58:13 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 6:58:48 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:00:02 AM, aperez1
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:04:35 AM, aperez1
into WIP Other Districts and Status of Solving.

*** NOTES 7/16/2012 7:12:26 AM, aperez1, Action Type : Call to Customer

ACS called the customer at [REDACTED] and introduced myself as the case manager assigned to the claim. I provided my name and advised the customer that I was sorry to hear of her concerns.

Case History

Case ID : [REDACTED]

Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW REQ

Customer states that the SRS light has been on for a couple of years now. Customer states that she always takes the vehicle to HENDRICK HONDA OF CHARLESTON and they always reset the light. Customer states that she went there recently for an oil change and mentioned the light and a new SA told her that they reset the light and she can set an appointment if she would like to have the repair performed. Customer states that she was shocked that she had been driving around all this time with a problem with the airbag system. Customer states that the SA told her that the repair should be covered by state law but when she arrived at the dealer for the repair, they told her that it will cost \$800 to fix it. Customer states that she would like to file a complaint with Honda regarding this dealer and she would like to know if anybody can help her with this repair.

ACS advised the customer that her concerns have been documented and forwarded to the SM. ACS advised the customer that AHM will be unable to assist her with this repair at this time. ACS advised the customer that the new vehicle limited warranty ended at 3yr/36k and even though this vehicle was purchased as a HCUC, the non-power train portion of that warranty would of ended a year later in 2007. Customer understood and states that she will discuss this with the GM of the dealer. ACS advised the customer that I would be unable to make any promises that the dealer will be willing to offer a discount on their end, call ended.

*** NOTES 7/16/2012 7:12:41 AM, aperez1, Action Type : Note-General

ACS is closing this case at this time.

*** CASE FULFILL 7/16/2012 7:12:44 AM, aperez1

Fulfilled for [REDACTED] due 07/16/2012 03:00:00 PM.

*** SUBCASE N012012-07-1300303-1 CLOSE 7/16/2012 7:13:16 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/16/2012 7:13:19 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:13:20 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:13:28 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:13:50 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:13:50 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/16/2012 7:14:49 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE CLOSE 7/16/2012 7:14:50 AM, aperez1

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/17/2012 8:02:22 AM, aperez1

with Condition of Open and Status of Solving.

*** NOTES 7/17/2012 8:05:46 AM, aperez1, Action Type : Call from Dealer

SA RICK called and left a voicemail stating that back on 10/29/09, the customer brought the vehicle in because the SRS light was on, they determined that it was the seatbelt buckle switch so they replaced it under warranty. SA left a message stating that on 8/24/11, the SRS light was back on, they

Case History

Case ID [REDACTED] Case Title : 6N HENDRICK HONDA OF CHARLESTON - [REDACTED] - SRS LIGHT/GW REQ

determined that there was a short in the system so they reset the light and when the customer returned a little over a month later, they found code 32-8 and advised the customer that it will cost \$700 to replace the passenger side airbag inflator, which the customer declined at that time.

*** CASE MODIFY 7/17/2012 8:05:49 AM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 7/17/2012 8:06:13 AM, aperez1

into WIP Default and Status of Solving.

*** CASE CLOSE 7/17/2012 8:06:14 AM, aperez1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/9/2008 3:27:00 PM
Case Originator : Aaron Prymus (Team HB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/9/2008 3:31:48 PM
Case Owner : Aaron Prymus (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Aaron Prymus (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title : [REDACTED] - AIRBAG RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 4440
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : LOGANVILLE, GA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4440
 VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 70,000
 In Service Date : 06/11/2003
 Months In Use : 60
 Engine Number : K24A41130755
 Originating Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Selling Dealer No. / Name : 206848 / CAREY PAUL HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Prymus	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/9/2008 3:29:51 PM
Issue Owner : Aaron Prymus	Type 2 : Eligibility	Queue :	Close Date : 6/9/2008 3:31:48 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - AIRBAG RECALL

*** CASE CREATE 6/9/2008 3:27:00 PM, aprymus

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/9/2008 3:27:07 PM, aprymus

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/9/2008 3:27:19 PM, aprymus

CAMPAIGN CHECK 06/09/2008 03:27:19 PM aprymus

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 05/25/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

*** SUBCASE [REDACTED] CREATE 6/9/2008 3:29:51 PM, aprymus

Created in WIP Default with Due Date 6/9/2008 3:29:51 PM.

*** NOTES 6/9/2008 3:30:18 PM, aprymus, Action Type : Call from Customer

The customer's contact information was verified [REDACTED].

The customer called AHM because her Airbag light comes on and goes off from. This issue has been going on for about 2 weeks. The customer stated that she heard about a recall issued for her vehicle's air bag system. I verified per CRMS that the customer was not affected by any open recalls at this time.

The customer understood this information and required no further assistance. I thanked her for calling and the call ended.

*** SUBCASE [REDACTED] CLOSE 6/9/2008 3:31:48 PM, aprymus

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/9/2008 3:31:48 PM, aprymus

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/12/2011 1:17:48 PM
Case Originator : Christina Cotto (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/12/2011 1:52:24 PM
Case Owner : Christina Cotto (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christina Cotto (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG RECALL CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 50 O
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CALDWELL, NJ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 50 O
VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 62,000
In Service Date : 10/08/2003
Months In Use : 96
Engine Number : J30A41137030
Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
Selling Dealer No. / Name : 207956 / HONDA OF ESSEX
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Christina Cotto	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/12/2011 1:52:12 PM
Issue Owner : Christina Cotto	Type 2 : Eligibility	Queue :	Close Date : 10/12/2011 1:52:24 PM
Issue Title [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Website
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG RECALL CONCERN

*** CASE CREATE 10/12/2011 1:17:48 PM, ccotto01

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/12/2011 1:18:05 PM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2011 1:19:41 PM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2011 1:23:49 PM, ccotto01

into WIP default and Status of Solving.

*** NOTES 10/12/2011 1:51:54 PM, ccotto01, Action Type : Call from Customer

I verified the customer's contact information.

The best number to contact the customer is at: [REDACTED]

The customer called ACS to inquire about the recalls on the vehicle. The customer stated that his airbag warning light was on, and he would like to know if there were any recalls or warranty that would cover this component.

ACS advised the customer that the vehicle has no recalls pertaining to the airbag system. ACS advised the customer of the recall for the ignition switch. ACS advised the customer that the airbag warning light should be diagnosed at a Honda DLR to determine what the exact cause of failure is. ACS advised the customer that outside of warranty and recalls, the cost of repairs are the customers responsibility. ACS referred the customer to the website www.owners.honda.com .honda.com> and offered to guide the customer through the site.

The customer understood and required no further assistance.

*** SUBCASE [REDACTED] CREATE 10/12/2011 1:52:12 PM, ccotto01

Created in WIP Default with Due Date 10/12/2011 1:52:12 PM.

*** CASE MODIFY 10/12/2011 1:52:22 PM, ccotto01

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/12/2011 1:52:24 PM, ccotto01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/12/2011 1:52:24 PM, ccotto01

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/26/2012 9:42:36 AM
Case Originator : Brenda Ibarra (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/26/2012 10:06:06 AM
Case Owner : Brenda Ibarra (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Brenda Ibarra (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR ILLUMINATED.	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 6890
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : MC LEAN, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6890
VIN Type / No. : US VIN / 1HGCM66553A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 108,000
In Service Date : 07/08/2003
Months In Use : 110
Engine Number : J30A41136891
Originating Dealer No. / Name : 208229 / HONDA OF ANNAPOLIS
Selling Dealer No. / Name : 208229 / HONDA OF ANNAPOLIS
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brenda Ibarra	Type 1 : Product	Status : Subcase Close	Open Date : 9/26/2012 10:05:48 AM
Issue Owner : Brenda Ibarra	Type 2 : Operation	Queue :	Close Date : 9/26/2012 10:06:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Assist Denied, Documented Concern, Provided
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ILLUMINATED.

*** CASE CREATE 9/26/2012 9:42:36 AM, bibarra

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/26/2012 9:51:12 AM, bibarra

into WIP default and Status of Solving.

*** NOTES 9/26/2012 10:04:40 AM, bibarra, Action Type : Call from Customer

Customer info updated.

Customer called to document complaint with SRS indicator illuminating and was advised that code 60-10 diagnosed a failed sensor that would keep the air bag from operating. Customer states that previous rep advised him that the Seat Belt was covered for the life of the vehicle and customer assumes that because this is part of the safety restraint system it would be covered. Customer advised that this is a well documented issue online and a safety hazard. Customer states that he was quoted \$600 for repairs.

ACS empathized with customer's frustrations in relation to their issue and assured customer that their concern would be documented, making it visible to all of AHM. ACS informed customer that no campaigns were found relating to their issue and advised customer that there would be no financial assistance provided due to the age and mileage of the vehicle. ACS clarified that the Seat belt Limited Lifetime warranty only covered the mechanical components of the seat belt, not the electrical sensors. ACS advised customer that recalls are mandated by NHTSA and if there were ever a recall issued in the future for his particular concern and VIN he would be eligible for reimbursement.

Customer stated that he would let his kids go to bed hungry and fix his vehicle because Honda didn't want to.

*** NOTES 9/26/2012 10:05:23 AM, bibarra, Action Type : Call from Customer

Customer was advised of the following and referred to dlr for repairs:

R44 IGNITION SWITCH RECALL 10-059

Q78 03 ACCORD WIPER MOTOR INOP 08-043

*** SUBCASE [REDACTED] CREATE 9/26/2012 10:05:48 AM, bibarra

Created in WIP Default with Due Date 9/26/2012 10:05:48 AM.

*** SUBCASE [REDACTED] CLOSE 9/26/2012 10:06:06 AM, bibarra

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/26/2012 10:06:06 AM, bibarra

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/28/2009 7:18:57 AM
 Case Originator : Bridgette Samonte (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/28/2009 7:36:48 AM
 Case Owner : Bridgette Samonte (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : LANSING, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1
 VIN Type / No. : US VIN / 1HGCM56303A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 05/22/2003
 Months In Use : 75
 Engine Number : K24A41131619
 Originating Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND
 Selling Dealer No. / Name : 208281 / PLANET HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Details	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/28/2009 7:36:19 AM
Issue Owner : Bridgette Samonte	Type 2 : Details	Queue :	Close Date : 8/28/2009 7:36:28 AM
Issue Title : [REDACTED] CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 8/28/2009 7:18:57 AM, bsamonte

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/28/2009 7:18:59 AM, bsamonte

WARRANTY CHECK 08/28/2009 07:18:59 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/28/2009 7:19:03 AM, bsamonte

CLAIM CHECK 08/28/2009 07:19:03 AM bsamonte

The following Claim History information was found

0; 2008-09-13; 208281; 204970; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/28/2009 7:24:16 AM, bsamonte

CAMPAIGN CHECK 08/28/2009 07:24:16 AM bsamonte

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/05/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHGT; ; ;
08-0

*** CASE MODIFY 8/28/2009 7:28:04 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 8/28/2009 7:31:12 AM, bsamonte, Action Type : Call from Customer

Contact Info verified

Customer did not have miles.

Customer gets recall notices in the mail, but dealer (would not mention which,, ACS asked twice) keeps saying she is not involved.

ACS advised all her recalls have been serviced.

2 months ago, SRS light comes on randomly. Sometimes it stays on, sometimes it does not come on at all. ACS referred to Honda dealer for a diagnosis.

Customer has another VIN she wants to check on. See related VIN# 1HGCM56146A [REDACTED]

*** SUBCASE [REDACTED] CREATE 8/28/2009 7:36:19 AM, bsamonte

Created in WIP Default with Due Date 8/28/2009 7:36:19 AM.

*** SUBCASE [REDACTED] CLOSE 8/28/2009 7:36:28 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/28/2009 7:36:48 AM, bsamonte

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/16/2010 8:52:33 AM
 Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2010 11:37:33 AM
 Case Owner : NaKya Jai (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : NaKya Jai (Team HA) Point of Origin : Customer Wipbin :
 Case Title : 06L-██████████ SEATBELT WARRANTY / SRS INDICATOR LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6703
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : GREENSBORO, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 376
 VIN Type / No. : US VIN / 1HGCM56303A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 85,000
 In Service Date : 06/04/2003
 Months In Use : 80
 Engine Number : K24A41132667
 Originating Dealer No. / Name : 207925 / SANFORD HONDA
 Selling Dealer No. / Name : 207925 / SANFORD HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Phone No. : 336-854-9900
 Address : 3633 W. WENDOVER AVE.
 City / State / Zip : GREENSBORO, NC 27407
 Svc District / Sls District : 06K / F06
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS
██████████ / ██████████ -	Subcase Close	Warranty	Coverage		

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2010 9:01:50 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 2/16/2010 9:02:07 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Warranty	Status : Subcase Close	Open Date : 2/16/2010 9:02:21 AM
Issue Owner : NaKya Jai	Type 2 : Coverage	Queue :	Close Date : 2/16/2010 9:02:38 AM
Issue Title : ██████████ - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 06L-[REDACTED] SEATBELT WARRANTY / SRS INDICATOR LIGHT ON

*** CASE CREATE 2/16/2010 8:52:33 AM, jnakya

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 2/16/2010 8:52:37 AM, jnakya

VSC-CUC CHECK 02/16/2010 08:52:36 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/16/2010 8:52:41 AM, jnakya

CAMPAIGN CHECK 02/16/2010 08:52:40 AM jnakya

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/08/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043

*** CASE CLAIMS LOOKUP 2/16/2010 8:52:42 AM, jnakya

CLAIM HISTORY CHECK 02/16/2010 08:52:42 AM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/16/2010 8:52:44 AM, jnakya

WARRANTY CHECK 02/16/2010 08:52:44 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 2/16/2010 8:55:45 AM, jnakya

VSC-CUC CHECK 02/16/2010 08:55:45 AM jnakya

No data found for VIN.

*** CASE MODIFY 2/16/2010 8:56:07 AM, jnakya

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/16/2010 9:01:19 AM, jnakya

CAMPAIGN CHECK 02/16/2010 09:01:19 AM jnakya

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/08/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043

*** NOTES 2/16/2010 9:01:24 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding seatbelt warranty

The customer indicated that the SRS indicator is on which he had the vehicle diagnosed at a private mechanic shop and was told that the seatbelt buckle needs to be replace so he was researching the information in the warranty manual but when he called the local dealership to ask a question is was rudely treated.

ACS apologized to the customer for the current situation but the SRS indictor could state a concern with the airbags or the seatbelt.
Seat Belt Limited Warranty

Case History

Case ID : [REDACTED]

Case Title : 06L-[REDACTED] SEATBELT WARRANTY / SRS INDICATOR LIGHT ON

Time Period

This warranty continues for the useful life of the vehicle.

Warranty Coverage

Honda will repair or replace, at its option, any Honda seat belt component that fails to function properly during normal use. This includes all parts and labor charges.

ACS informed the customer that AHM doesn't work with private mechanic shops.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

ACS offered to provided another local dealership and the customer declined.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE VSC LOOKUP 2/16/2010 9:01:28 AM, jnakya

VSC-CUC CHECK 02/16/2010 09:01:27 AM jnakya

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 2/16/2010 9:01:50 AM, jnakya

Created in WIP Default with Due Date 2/16/2010 9:01:50 AM.

*** SUBCASE [REDACTED] CLOSE 2/16/2010 9:02:07 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 2/16/2010 9:02:21 AM, jnakya

Created in WIP Default with Due Date 2/16/2010 9:02:21 AM.

*** SUBCASE [REDACTED] CLOSE 2/16/2010 9:02:38 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/16/2010 9:02:41 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 2/16/2010 11:37:31 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 2/16/2010 11:37:33 AM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/10/2013 11:16:04 AM
Case Originator : Eric Visperas (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/10/2013 11:33:40 AM
Case Owner : Eric Visperas (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Eric Visperas (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 235
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : BREWSTER, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 235
VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 33,300
In Service Date : 05/02/2003
Months In Use : 120
Engine Number : K24A41132744
Originating Dealer No. / Name : 206719 / PARAGON HONDA
Selling Dealer No. / Name : 206719 / PARAGON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eric Visperas	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2013 11:30:03 AM
Issue Owner : Eric Visperas	Type 2 : Operation	Queue :	Close Date : 5/10/2013 11:33:40 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 5/10/2013 11:16:04 AM, evispe1

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/10/2013 11:22:07 AM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2013 11:22:53 AM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2013 11:29:13 AM, evispe1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/10/2013 11:30:03 AM, evispe1

Created in WIP Default with Due Date 5/10/2013 11:30:03 AM.

*** CASE MODIFY 5/10/2013 11:30:29 AM, evispe1

into WIP default and Status of Solving.

*** NOTES 5/10/2013 11:33:28 AM, evispe1, Action Type : Call from Customer

[REDACTED]
BREWSTER NY [REDACTED]

Case ID: [REDACTED]

[REDACTED] called in today because he recently had recalls performed at the dealership. At the time he had the recalls performed, the dealer informed him that the SRS light is on and advised the customer there would be a \$99 charge to diagnose the issue. Customer said he declined to have vehicle diagnosed because he did not want to pay the diagnosis fee. Customer said that when he buckles his seat belt the SRS light goes off and based on that, and his own diagnosis, he feels AHM should fix the issue because he feels this should be covered under the lifetime seat belt warranty. I advised the customer that only a Honda dealership can confirm whether something is covered under warranty or not. I also advised the customer that his vehicle currently has no remaining warranty at this time. I advised the customer that if he feels his issue should fall under the seat belt lifetime warranty, he would have to bring his vehicle to a Honda dealership for diagnosis. Customer disconnected call when I informed him of this. I called the customer back to finish the call and provide the customer with his case number, and customer said not to call him back and he will be filing a complaint. No further assistance could be provided - call End.

*** SUBCASE [REDACTED] CLOSE 5/10/2013 11:33:40 AM, evispe1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2013 11:33:40 AM, evispe1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/10/2013 11:29:03 AM	
Case Originator :	Chris Martinez (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/10/2013 11:53:51 AM
Case Owner :	Chris Martinez (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Chris Martinez (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - AIRBAG WARNING LIGHT CONCERN				No. of Attachments :	0	

Site / Contact Info :

Site Name : [REDACTED] 235
 Dealer No. :
 Site Phone No. : [REDACTED] 1
 Contact Name : [REDACTED]
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address : [REDACTED]
 City / State / Zip : BREWSTER, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 235
 VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 33,300
 In Service Date : 05/02/2003
 Months In Use : 120
 Engine Number : K24A41132744
 Originating Dealer No. / Name : 206719 / PARAGON HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/10/2013 11:53:38 AM
Issue Owner : Chris Martinez	Type 2 : Eligibility	Queue :	Close Date : 5/10/2013 11:53:50 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Referred to Dealer, Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG WARNING LIGHT CONCERN

*** CASE CREATE 5/10/2013 11:29:03 AM, cmartin2

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/10/2013 11:29:35 AM, cmartin2

into WIP Default and Status of Solving.

*** CASE MODIFY 5/10/2013 11:30:28 AM, cmartin2

into WIP Default and Status of Solving.

*** NOTES 5/10/2013 11:53:04 AM, cmartin2, Action Type : Call from Customer

Vehicle ownership was updated.

Best contact phone [REDACTED]

Mr. [REDACTED] contacted ACS regarding the SRS light of his vehicle. The customer states that he took his vehicle into his local dealership for the Q78 and R74 campaigns. He states that he asked the dealership what could be causing his airbag warning light to come on. He was told that it could be an electrical problem and would be his expense. The customer argues that the light only comes on during certain situations when buckling his seatbelt. Per his warranty booklet, the customer claims that repairs to the seat belt should be free.

I informed Mr. [REDACTED] that the seat belts are covered under a lifetime warranty, but the issue must be diagnosed first. I explained that repairs would only be covered in the event that they failed due to a manufacture defect, and repairs would only be covered if they are to the seat belts, as no other airbag component is covered under warranty anymore. I provided him his N01 case number for reference. He was forwarded to his Honda dealership for a diagnosis at his expense.

Case will be closed.

*** SUBCASE [REDACTED] CREATE 5/10/2013 11:53:38 AM, cmartin2

Created in WIP Default with Due Date 5/10/2013 11:53:38 AM.

*** CASE MODIFY 5/10/2013 11:53:49 AM, cmartin2

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/10/2013 11:53:50 AM, cmartin2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2013 11:53:51 AM, cmartin2

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/29/2010 7:49:00 AM
Case Originator : Bridgette Samonte (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/29/2010 9:00:24 AM
Case Owner : Bridgette Samonte (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1246
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : VICTORVILLE, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1246
VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 66,000
In Service Date : 07/15/2003
Months In Use : 89
Engine Number : J30A41138643
Originating Dealer No. / Name : 208268 / VALLEY HI HONDA
Selling Dealer No. / Name : 208268 / VALLEY HI HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/29/2010 9:00:07 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/29/2010 9:00:20 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 12/29/2010 7:49:00 AM, bsamonte

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 12/29/2010 8:08:20 AM, bsamonte, Action Type : Call from Customer

Info verified/phone [REDACTED]

Customer says the SRS light is on and would like to know if this is covered under warranty. ACS advised he would need to bring the vehicle to a Honda dealer for a diagnosis and determine what component has failed. Customer is upset he has to pay a diagnosis fee. ACS advised there are no recalls or extensions on SRS. Customer disconnected.

*** SUBCASE [REDACTED] CREATE 12/29/2010 9:00:07 AM, bsamonte

Created in WIP Default with Due Date 12/29/2010 9:00:07 AM.

*** SUBCASE [REDACTED] CLOSE 12/29/2010 9:00:20 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/29/2010 9:00:24 AM, bsamonte

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/7/2010 6:47:13 AM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/7/2010 8:21:02 AM
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 692
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : YORKTOWN HEIGHTS, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 692
 VIN Type / No. : US VIN / 1HGCM66533A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 55,000
 In Service Date : 09/22/2003
 Months In Use : 81
 Engine Number : J30A41138738
 Originating Dealer No. / Name : 208271 / CURRY HONDA
 Selling Dealer No. / Name : 208271 / CURRY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208271 / CURRY HONDA
 Phone No. : 914-739-7600
 Address : 3845 CROMPOND ROAD
 City / State / Zip : YORKTOWN HEIGHT, NY 10598
 Svc District / Sls District : 05E / F05
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2010 8:20:33 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 6/7/2010 8:20:58 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 6/7/2010 6:47:13 AM, yjones

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 6/7/2010 6:47:22 AM, yjones

CAMPAIGN CHECK 06/07/2010 06:47:21 AM yjones

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/21/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 12/13/07; FX;

08-0

*** CASE VSC LOOKUP 6/7/2010 6:47:24 AM, yjones

VSC-CUC CHECK 06/07/2010 06:47:24 AM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/7/2010 6:47:29 AM, yjones

CLAIM CHECK 06/07/2010 06:47:29 AM yjones

The following Claim History information was found

0; 2007-12-12; 208271; 118609; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE EXTENDED WARRANTY LOOKUP 6/7/2010 6:47:30 AM, yjones

WARRANTY CHECK 06/07/2010 06:47:30 AM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/7/2010 6:47:38 AM, yjones

CAMPAIGN CHECK 06/07/2010 06:47:38 AM yjones

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/21/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 12/13/07; FX;

08-0

*** CASE CAMPAIGN LOOKUP 6/7/2010 6:47:55 AM, yjones

CAMPAIGN CHECK 06/07/2010 06:47:55 AM yjones

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/21/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 12/13/07; FX;

08-0

*** CASE MODIFY 6/7/2010 6:48:27 AM, yjones

into WIP default and Status of Solving.

*** NOTES 6/7/2010 7:33:05 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states his SRS light is on.

Customer wants to know if this is something that could be repaired under a recall.

Case History

Case ID : [REDACTED] **Case Title :** [REDACTED] - SRS LIGHT ON

Advised customer that there is not a SRS Recall attached to his VIN.

Advised customer to contact his local Honda Dealership for assistance.

Advised customer that this may be related to the seatbelt, which has a LIMITED lifetime warranty. (belt and buckle only)

***** SUBCASE [REDACTED] CREATE 6/7/2010 8:20:33 AM, yjones**

Created in WIP Default with Due Date 6/7/2010 8:20:33 AM.

***** SUBCASE [REDACTED] CLOSE 6/7/2010 8:20:58 AM, yjones**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 6/7/2010 8:21:02 AM, yjones**

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/29/2013 7:39:32 AM
 Case Originator : Xenia Christopher (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2013 7:52:34 AM
 Case Owner : Xenia Christopher (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Xenia Christopher (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGH ON/ND No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3737
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : DISTRICT HEIGHTS, MD ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3737
 VIN Type / No. : US VIN / 1HGCM66513A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 103,000
 In Service Date : 07/30/2003
 Months In Use : 118
 Engine Number : J30A41139405
 Originating Dealer No. / Name : 206698 / NARDY HONDA
 Selling Dealer No. / Name : 206698 / NARDY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Phone No. : 301-441-2900
 Address : 9400 BALTIMORE BLVD.
 City / State / Zip : COLLEGE PARK, MD 20740
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Xenia Christopher	Type 1 : Product	Status : Subcase Close	Open Date : 5/29/2013 7:48:43 AM
Issue Owner : Xenia Christopher	Type 2 : Operation	Queue :	Close Date : 5/29/2013 7:48:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGH ON/ND

*** CASE CREATE 5/29/2013 7:39:32 AM, xchristo

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 5/29/2013 7:48:43 AM, xchristo

Created in WIP Default with Due Date 5/29/2013 7:48:43 AM.

*** SUBCASE [REDACTED] CLOSE 5/29/2013 7:48:55 AM, xchristo

Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/29/2013 7:52:15 AM, xchristo, Action Type : Call from Customer

I updated the customers contact information. The best contact phone is [REDACTED]
[REDACTED]

Customer states her airbag light came on and she wants to know if there is a recall on it. Customer states she s been to the dealership and they told her it s not a recall and she wants to know what can be done.

ACS thanked the customer for calling and empathized with her regarding her concern. ACS referred the customer to page 49 of the owners manual and informed her of the following information -

Ignoring the SRS indicator light can result in serious injury or death if the airbags, cutoff system, or tensioners do not work properly.

Have your car checked by a dealer as soon as possible if the SRS light alerts you to a potential problem.

ACS advised the customer to contact her local Honda dealership to get the issue diagnosed and repaired and advised her that there are no recalls listed for this part. Customer advised she saw multiple complaints on line and wants the issue repaired. ACS advised the customer that the best resource for calls is om . Customer then advised that she will never purchase another car and disconnected the call.

*** CASE MODIFY 5/29/2013 7:52:31 AM, xchristo

into WIP default and Status of Solving.

*** CASE CLOSE 5/29/2013 7:52:34 AM, xchristo

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/14/2012 7:20:50 AM
 Case Originator : Keith Applewhite (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 9/14/2012 7:27:32 AM
 Case Owner : Keith Applewhite (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Keith Applewhite (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IRBGA RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LEESBURG, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66523A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 154,422
 In Service Date : 08/01/2003
 Months In Use : 109
 Engine Number : J30A41140071
 Originating Dealer No. / Name : 206765 / BURNS HONDA
 Selling Dealer No. / Name : 206765 / BURNS HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CA Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/14/2012 7:27:17 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 9/14/2012 7:27:32 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBGA RECALL

*** CASE CREATE 9/14/2012 7:20:50 AM, kapplewh

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/14/2012 7:20:56 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2012 7:22:01 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 9/14/2012 7:27:03 AM, kapplewh, Action Type : Call from Customer

I verified the customers contact information.

The customer contacted AHM inquiring on recalls. The customer stats the srs light is on and she'd like to know if there is a recall. I apologized for any inconveniences and I informed the customer that the vehicle has not been affected by any airbag recalls. I did advise the customer of the Q78 and R44 recall and I suggested that she schedule an appointment. I provided the customer with Honda of Dulles direct number. The customer requested no further assistance.

Customers contact number: [REDACTED]

*** SUBCASE [REDACTED] CREATE 9/14/2012 7:27:17 AM, kapplewh

Created in WIP Default with Due Date 9/14/2012 7:27:17 AM.

*** CASE MODIFY 9/14/2012 7:27:28 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CLOSE 9/14/2012 7:27:32 AM, kapplewh

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 9/14/2012 7:27:32 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/14/2003 1:22:49 PM
 Case Originator : Herbert Webb (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 2/25/2004 2:25:55 PM
 Case Owner : Caroline Chow (Team AC) Method : Phone Queue : Days Open : 103
 Last Closed By : Caroline Chow (Team AC) Point of Origin : Customer Wipbin :
 Case Title : 7M ██████████ - 2-3 LOANER REQUEST/SERVICE COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 7505
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : TAMPA, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7505
 VIN Type / No. : US VIN / 1HGCM56603A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 5,000
 In Service Date : 06/30/2003
 Months In Use : 5
 Engine Number : K24A41134756
 Originating Dealer No. / Name : 207435 / COGGIN HONDA
 Selling Dealer No. / Name : 207450 / TAMPA HONDA LAND
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208008 / BRANDON HONDA
 Phone No. : 813-664-1234
 Address : 9209 ADAMO DRIVE EAST
 City / State / Zip : TAMPA, FL 33619
 Svc District / Sls District : 07K / F07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207450	TAMPA HONDA LAND		

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - SER	Subcase Close	Service - Dealer	Loaner/Rental	616	A/C Condenser
██████████ - SER	Subcase Close	Service - Dealer	Loaner/Rental	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Herbert Webb	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 11/14/2003 1:43:40 PM
Issue Owner : Herbert Webb	Type 2 : Loaner/Rental	Queue :	Close Date : 11/14/2003 1:44:19 PM
Issue Title : [REDACTED] - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

Labor Code / Desc : 616 / A/C Condenser
Condition Code Desc : Any 6160
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 2/25/2004 2:25:20 PM
Issue Owner : Caroline Chow	Type 2 : Loaner/Rental	Queue :	Close Date : 2/25/2004 2:25:53 PM
Issue Title : [REDACTED] - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - Dealer100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 7M [REDACTED] - 2-3 LOANER REQUEST/SERVICE COMPLAINT

*** CASE CREATE 11/14/2003 1:22:49 PM, hwebb

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 11/14/2003 1:23:19 PM, hwebb

into WIP default and Status of Solving.

*** NOTES 11/14/2003 1:31:37 PM, hwebb, Action Type : Call from Customer

Customer called ACS and stated that she has taken the vehicle to Tampa Honda land (207450) to have the air bag light checked. Dealer told the customer that they have to order a part and the dealer has no ETA for the part.

Customer complains that this is the 3rd time she has had to take the vehicle to the dealership and each time she takes the vehicle to the dealership she has to miss

work. Customer is requesting a loaner vehicle while her vehicle is being repaired. Customer does not know when the vehicle will need to be returned to the dealership.

I explained to the customer that a loaner vehicle is the responsibility of the dealership, and that she should speak with the service manager regarding this matter.

I also stated to the customer that I will document her request and forward it to a case manager for reveiw, when she takes the vehicle to the dealer to contact ACS for further review in this matter.

*** CASE MODIFY 11/14/2003 1:32:34 PM, hwebb

into WIP default and Status of Solving.

*** NOTES 11/14/2003 1:43:19 PM, hwebb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customer called ACS and stated that she has taken the vehicle to Tampa Honda land (207450) to have the air bag light checked. Dealer told the customer that they have to order a part and the dealer has no ETA for the part.

Customer complains that this is the 3rd time she has had to take the vehicle to the dealership and each time she takes the vehicle to the dealership she has to miss

work. Customer is requesting a loaner vehicle while her vehicle is being repaired. Customer does not know when the vehicle will need to be returned to the dealership.

I explained to the customer that a loaner vehicle is the responsibility of the dealership, and that she should speak with the service manager regarding this matter.

I also stated to the customer that I will document her request and forward it to a case manager for reveiw, when she takes the vehicle to the dealer to contact ACS for further review in this matter.

PLEASE ASSIST THIS CUSTOMER WITH THIS MATTER.....

Thank you for your attention to this matter.

Herbert Webb

Automobile Customer Service

*** SUBCASE [REDACTED] CREATE 11/14/2003 1:43:40 PM, hwebb

Created in WIP Default with Due Date 11/14/2003 1:43:40 PM.

*** SUBCASE [REDACTED] CLOSE 11/14/2003 1:44:19 PM, hwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/14/2003 1:44:21 PM, hwebb

Case History

Case ID : [REDACTED] Case Title : 7M [REDACTED] - 2-3 LOANER REQUEST/SERVICE COMPLAINT

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/23/2004 1:29:50 PM, ewilliam

with Condition of Open and Status of Solving.

*** NOTES 2/23/2004 1:36:11 PM, ewilliam, Action Type : Call from Customer

The customer called and stated that she need rental assistance. She stated that she has an appointment on Saturday to take her vehicle in for service. She stated that this is her 3rd time taking her vehicle in for the SRS light coming on. The customer stated that she is requesting assistance from AHM with rental. She stated that she is taking her vehicle to Brandon Honda. The customer stated that she has 2 Honda vehicles. The customer is very frustrated and she is requesting assistance with this repair .

I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 2-3 business days. I provided customer with case number and confirmed contact information.

*** CASE MODIFY 2/23/2004 1:37:17 PM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 2/23/2004 1:38:03 PM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 2/23/2004 1:39:12 PM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 2/23/2004 1:39:28 PM, ewilliam

into WIP default and Status of Solving.

*** CASE DISPATCH 2/23/2004 1:39:40 PM, ewilliam

from WIP default to Queue Team F.

*** CASE RULE ACTION 2/24/2004 1:39:40 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE ACCEPT 2/24/2004 2:07:18 PM, cchow

from Queue Team F to WIP default.

*** COMMIT 2/24/2004 4:00:01 PM, cchow, Action Type :

Made to [REDACTED] due 02/27/2004 04:00:03 PM.

DCS Follow-Up

*** NOTES 2/24/2004 4:00:48 PM, cchow, Action Type : Dealer Communication

ATTN: David or Diego

RESOLUTION DUE DATE : 2/27/2004

This customer contacted our office regarding the following issue(s): SRS repair - rental

The customer called and stated that she need rental assistance. She stated that she has an appointment on Saturday to take her vehicle in for service. She stated that this is her 3rd time taking her vehicle in for the SRS light coming on. The customer stated that she is requesting assistance from AHM with rental. She stated that she is taking her vehicle to Brandon Honda. The customer stated that she has 2 Honda vehicles. The customer is very frustrated and she is requesting assistance with this repair .

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Case History

Case ID : [REDACTED]

Case Title : 7M [REDACTED] - 2-3 LOANER REQUEST/SERVICE COMPLAINT

David/Diego: what's the info on this customer? let me know. thank you!!!

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Caroline Chow
Automobile Customer Service
800-999-1009 x118053

*** COMMIT 2/25/2004 9:26:14 AM, cchow, Action Type :

Made to [REDACTED] due 02/28/2004 09:26:16 AM.

DCS Follow-Up

*** NOTES 2/25/2004 10:26:15 AM, cchow, Action Type : Dealer Communication

ATTN: John RESOLUTION DUE DATE : 2/28/2004

This customer contacted our office regarding the following issue(s): SRS repair - rental

The customer called and stated that she need rental assistance. She stated that she has an appointment on Saturday to take her vehicle in for service. She stated that this is her 3rd time taking her vehicle in for the SRS light coming on. The customer stated that she is requesting assistance from AHM with rental. She stated that she is taking her vehicle to Brandon Honda. The customer stated that she has 2 Honda vehicles. The customer is very frustrated and she is requesting assistance with this repair .

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

John: left you a message about this contact. let me know about the rental? thanks!!

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Caroline Chow
Automobile Customer Service
800-999-1009 x118053

*** NOTES 2/25/2004 10:29:01 AM, cchow, Action Type : Call from Dealer

Diego from Tampa Honda Land called and stated that he does not see any appointments for this customer but would be more than happy to help. I verified that customer was actually at Brandon Honda. I will consult with service at Brandon.

*** NOTES 2/25/2004 11:34:33 AM, cchow, Action Type : Call from Dealer

Left message for John Veltri, service manager, at Brandon. to cover rental. John called me back and stated that it wouldn't be a problem to provide the rental. I will call back to have him call the customer.

*** NOTES 2/25/2004 11:39:12 AM, cchow, Action Type : Call to Customer

Left message for customer to discuss and followup. I asked customer to call dealership and provided my contact information.

*** NOTES 2/25/2004 2:24:58 PM, cchow, Action Type : Call to Customer

Customer's request for rental has been granted and repair will be handled by dealership. Customer thanked and will contact if further assistance needed. Closing case unless further contacted by customer.

Case History

Case ID : [REDACTED]

Case Title : 7M [REDACTED] - 2-3 LOANER REQUEST/SERVICE COMPLAINT

*** SUBCASE [REDACTED] CREATE 2/25/2004 2:25:20 PM, cchow

Created in WIP Default with Due Date 2/25/2004 2:25:20 PM.

*** SUBCASE [REDACTED] CLOSE 2/25/2004 2:25:53 PM, cchow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2004 2:25:55 PM, cchow

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 11/22/2010 9:08:05 AM
Case Originator : Eugene Lim (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/22/2010 9:12:59 AM
Case Owner : Eugene Lim (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Eugene Lim (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT / SRS LIGHT TURNED ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 2104
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHARLOTTE, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2104
VIN Type / No. : US VIN / 1HGCM66523A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 73,640
In Service Date : 10/14/2003
Months In Use : 85
Engine Number : J30A41140178
Originating Dealer No. / Name : 207825 / WHITE PLAINS HONDA
Selling Dealer No. / Name : 207825 / WHITE PLAINS HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208326 / CROWN HONDA
Phone No. : 704-887-5800
Address : 7001 E INDEPENDENCE BL
City / State / Zip : CHARLOTTE, NC 28227
Svc District / Sls District : 06K / E06
Warranty Labor Rate / Date : \$95.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2010 9:11:39 AM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 11/22/2010 9:12:58 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPLAINT / SRS LIGHT TURNED ON

*** CASE CREATE 11/22/2010 9:08:05 AM, elim

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 11/22/2010 9:09:21 AM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 9:09:35 AM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/22/2010 9:11:39 AM, elim

Created in WIP Default with Due Date 11/22/2010 9:11:39 AM.

*** NOTES 11/22/2010 9:11:59 AM, elim, Action Type : Call from Customer

Verified contact information

[REDACTED]

Issue:

The customer stated his SRS light turned on and wants to know if it is a serious issue that needs to be addressed.

Summary:

The customer was advised that there could be a number of different reasons as to why the light turned on. The customer was informed that ACS is not a technical call center and was referred to contact his Honda dealer for support in order to determine if he needs to bring the vehicle in. The customer thanked me for the information and stated he will call his dealer. No further comments.

*** CASE MODIFY 11/22/2010 9:12:04 AM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 9:12:09 AM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2010 9:12:52 AM, elim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/22/2010 9:12:58 AM, elim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/22/2010 9:12:59 AM, elim

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2011 9:52:29 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/2/2011 10:09:31 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 2104
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHARLOTTE, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66523A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 83,000
In Service Date : 10/14/2003
Months In Use : 98
Engine Number : J30A41140178
Originating Dealer No. / Name : 207825 / WHITE PLAINS HONDA
Selling Dealer No. / Name : 207825 / WHITE PLAINS HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2011 9:55:51 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 12/2/2011 10:09:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 12/2/2011 9:52:29 AM, jnajee

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 12/2/2011 9:55:51 AM, jnajee

Created in WIP Default with Due Date 12/2/2011 9:55:51 AM.

*** NOTES 12/2/2011 10:09:22 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating at times the srs light comes on and stays on while he is driving. Customer advised that he's been having this issue for almost a year. Customer stated that at times the srs light turns off. Customer advised that he wants to know if he is associated with the recall.

ACS informed customer that his vehicle is not associated with a srs recall. ACS informed customer that he should take the vehicle to the dlr to have the vehicle diagnosed. ACS informed customer that he will find our further information about the problem he's experiencing once the vehicle is diagnosed. Customer understood. No further assistance required.

*** CASE MODIFY 12/2/2011 10:09:29 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/2/2011 10:09:31 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2011 10:09:31 AM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/25/2011 12:27:03 PM
Case Originator :	Arlilu Padungyothee (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/25/2011 12:33:30 PM
Case Owner :	Arlilu Padungyothee (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlilu Padungyothee (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] S INQUIRY					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WOODBRIDGE, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM55363A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 182,000
 In Service Date : 05/29/2003
 Months In Use : 98
 Engine Number : K24A41135080
 Originating Dealer No. / Name : 206932 / MAJESTIC HONDA
 Selling Dealer No. / Name : 206874 / BRANDFON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODUC Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 7/25/2011 12:31:38 PM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 7/25/2011 12:33:30 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INQUIRY

*** CASE CREATE 7/25/2011 12:27:03 PM, apadungy

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/25/2011 12:31:10 PM, apadungy

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/25/2011 12:31:38 PM, apadungy

Created in WIP Default with Due Date 7/25/2011 12:31:38 PM.

*** NOTES 7/25/2011 12:33:27 PM, apadungy, Action Type : Call from Customer

The customer called AHM and informed that the light of the airbag with the person sitting down with a seat belt comes on and sometimes stays on while driving. I informed that is the srs indicator. I informed that the light comes on when she turns the ignition switch to the On position. I informed if it comes on at any other time, it indicates a potential problem with the front airbags or automatic seat belt tensioners. I informed she may want to have the vehicle looked at by her dealer. I also informed she has the wiper motor recall and call ended.

*** SUBCASE [REDACTED] CLOSE 7/25/2011 12:33:30 PM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/25/2011 12:33:30 PM, apadungy

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/6/2010 7:13:43 AM
 Case Originator : Andrea Hurel (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 4/6/2010 7:21:21 AM
 Case Owner : Andrea Hurel (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Andrea Hurel (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - WIPER MOTOR COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 722
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : SILVER SPRING, MD ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 722
 VIN Type / No. : US VIN / 1HGCM66553A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 56,200
 In Service Date : 07/11/2003
 Months In Use : 81
 Engine Number : J30A41140592
 Originating Dealer No. / Name : 208134 / SUNBELT HONDA
 Selling Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ CAM	Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE
██████████ / ██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/6/2010 7:20:29 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 4/6/2010 7:20:45 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
Condition Code Desc : Motor 7401
Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Product	Status : Subcase Close	Open Date : 4/6/2010 7:21:11 AM
Issue Owner : Andrea Hurel	Type 2 : Operation	Queue :	Close Date : 4/6/2010 7:21:20 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - WIPER MOTOR COMPLAINT

*** CASE CREATE 4/6/2010 7:13:43 AM, ahurel

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/6/2010 7:13:45 AM, ahurel

WARRANTY CHECK 04/06/2010 07:13:45 AM ahurel

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/6/2010 7:13:48 AM, ahurel

CLAIM CHECK 04/06/2010 07:13:48 AM ahurel

The following Claim History information was found

0; 2009-02-23; 207765; 807971; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CLAIMS LOOKUP 4/6/2010 7:13:53 AM, ahurel

CLAIM CHECK 04/06/2010 07:13:53 AM ahurel

The following Claim History information was found

0; 2009-02-23; 207765; 807971; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 4/6/2010 7:14:11 AM, ahurel

CAMPAIGN CHECK 04/06/2010 07:14:11 AM ahurel

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/16/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; ; NU;

08-010; Q7

*** CASE VSC LOOKUP 4/6/2010 7:14:12 AM, ahurel

VSC-CUC CHECK 04/06/2010 07:14:12 AM ahurel

No data found for VIN.

*** CASE MODIFY 4/6/2010 7:15:10 AM, ahurel

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/6/2010 7:15:36 AM, ahurel

WARRANTY CHECK 04/06/2010 07:15:36 AM ahurel

No data found for VIN.

*** CASE CREATE 4/6/2010 7:20:29 AM, ahurel

Number = N032010-04-0600143-1, Created in WIP default with due date 04/07/2010 07:20:29 AM..

*** SUBCASE [REDACTED] CREATE 4/6/2010 7:20:29 AM, ahurel, Action Type :

Created in WIP default with due date 04/07/2010 07:20:29 AM.

*** SUBCASE [REDACTED] MODIFY 4/6/2010 7:20:33 AM, ahurel

into WIP default and Status of Solving.

*** NOTES 4/6/2010 7:20:36 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to the wiper motor. The customer stated his wipers are loud and would like to take the vehicle to the Honda dealership.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - WIPER MOTOR COMPLAINT

I informed the customer that if he brings the vehicle to the dealer, he may be charged for the diagnosis due to it may not be related to the recall. The customer stated that his back light on his radio is dark and I informed him of the Radio Display warranty extension for 7/100K. I informed the customer if the radio display light is dim or dark, he is covered for the repair.

The customer also stated his SRS light stays on for about a week and then it will turn off. I informed the customer to take the vehicle to the Honda dealership while the light is on for a diagnosis. The customer thanked me for the information and needed no further assistance.

Customer's information was verified.

*** SUBCASE [REDACTED] CLOSE 4/6/2010 7:20:45 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 4/6/2010 7:21:11 AM, ahurel

Created in WIP Default with Due Date 4/6/2010 7:21:11 AM.

*** SUBCASE [REDACTED] CLOSE 4/6/2010 7:21:20 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/6/2010 7:21:21 AM, ahurel

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 2/11/2010 12:56:49 PM
Case Originator : Laura Aldrich (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/11/2010 1:04:59 PM
Case Owner : Laura Aldrich (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Laura Aldrich (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : CAMPAIGN INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : STAFFORD, VA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66543A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 75,000
 In Service Date : 08/19/2003
 Months In Use : 78
 Engine Number : J30A41141095
 Originating Dealer No. / Name : 207964 / HENDRICK HONDA WOODBRIDGE
 Selling Dealer No. / Name : 207964 / HENDRICK HONDA WOODBRIDGE
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/11/2010 1:04:13 PM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 2/11/2010 1:04:45 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CAMPAIGN INQUIRY

*** CASE CREATE 2/11/2010 12:56:49 PM, laldrich

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 2/11/2010 12:57:04 PM, laldrich

CAMPAIGN CHECK 02/11/2010 12:57:04 PM laldrich

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/09/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 2/11/2010 12:58:35 PM, laldrich

VSC-CUC CHECK 02/11/2010 12:58:35 PM laldrich

No data found for VIN.

*** NOTES 2/11/2010 1:03:21 PM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM to inquire if his vehicle had the OPDS warranty extension, his SRS light is coming on.

Per CRMS, I informed the customer the vehicle is not included in the warranty extension.

I advised the customer if he is putting grocery bags, etc, on the passenger seat, or a person shifts, the light may come on.

The customer needed no further assistance and the call ended

*** SUBCASE [REDACTED] CREATE 2/11/2010 1:04:13 PM, laldrich

Created in WIP Default with Due Date 2/11/2010 1:04:13 PM.

*** SUBCASE [REDACTED] CLOSE 2/11/2010 1:04:45 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/11/2010 1:04:50 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2010 1:04:59 PM, laldrich

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/2/2011 2:49:15 PM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/2/2011 3:10:31 PM
 Case Owner : Robert Enriquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Enriquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS/DOOR LOCK CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3191
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : FEDERAL WAY, WA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM66593A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 60,000
 In Service Date : 08/17/2003
 Months In Use : 91
 Engine Number : J30A41141072
 Originating Dealer No. / Name : 207773 / BOB HALL'S HONDA
 Selling Dealer No. / Name : 206526 / HINSHAW'S HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PR	Subcase Close	Product	Operation	752	SRS
██████████ / ██████████ - PR	Subcase Close	Product	Operation	817	Door locks

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 3/2/2011 3:09:14 PM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 3/2/2011 3:10:23 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 3/2/2011 3:10:02 PM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 3/2/2011 3:10:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 817 / Door locks
 Condition Code Desc Lock Cylinder 8172
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS/DOOR LOCK CONCERN

*** CASE CREATE 3/2/2011 2:49:15 PM, renrique

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/2/2011 2:49:37 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 3/2/2011 3:07:53 PM, renrique

into WIP default and Status of Solving.

*** NOTES 3/2/2011 3:08:48 PM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact [REDACTED]

Customer called in stating that they have an issue with the right passenger door lock

Customer stated that they are having an issue with front passenger door lock. Customer stated that they can not lock or unlock the door with the remote transmitter. Customer stated that the control buttons on the drivers side door will not unlock the passenger door. Customer stated that they took the vehicle to HONDA OF FIFE DLR#207579 3/2/2011 and is waiting for a response. Customer stated that they were told that it would be \$102.00 for the inspection for the door lock.

Customer stated that they have an issue with the SRS LIGHT. Customer stated that the SRS light has be on since owning the vehicle. Customer stated that they just got used to seeing the light on and ignored it. Customer stated that they were not aware of the meaning concerning the SRS light. Customer stated that in order to have that inspected they would have to pay \$102.00.

Customer stated that in order to have the vehicle inspected it would cost her \$204.00. Customer would like to request financial assistance for the repair of the vehicle.

ACS advised that they would continue working with the SM at the Honda Dealership. ACS advised that they would have to have the vehicle inspected and diagnoses. Customer understood and needed no further assistance.

*** SUBCASE [REDACTED] CREATE 3/2/2011 3:09:14 PM, renrique

Created in WIP Default with Due Date 3/2/2011 3:09:14 PM.

*** SUBCASE [REDACTED] CREATE 3/2/2011 3:10:02 PM, renrique

Created in WIP Default with Due Date 3/2/2011 3:10:02 PM.

*** SUBCASE [REDACTED] CLOSE 3/2/2011 3:10:18 PM, renrique

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/2/2011 3:10:23 PM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/2/2011 3:10:26 PM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 3/2/2011 3:10:31 PM, renrique

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 3/4/2009 9:17:10 AM
Case Originator : Riano Sugito (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/4/2009 9:32:31 AM
Case Owner : Riano Sugito (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Riano Sugito (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG ISSUE		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BUDA, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 62,000
In Service Date : 08/04/2003
Months In Use : 67
Engine Number : J30A41142013
Originating Dealer No. / Name : 206996 / CLEO BAY HONDA
Selling Dealer No. / Name : 206996 / CLEO BAY HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 3/4/2009 9:31:36 AM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 3/4/2009 9:32:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG ISSUE

*** CASE CREATE 3/4/2009 9:17:10 AM, rsugito

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 3/4/2009 9:27:17 AM, rsugito, Action Type : Call from Customer

Notes Created by Tamara Young

Verified Customer Information

Mr. [REDACTED] is experiencing a problem with his 2003 Accord. Customer states airbag light has been coming on sporadically. Mr. [REDACTED] concern is car isn't that old. Customer would like to know what assistance AHM can provide. Customer hasn't taken car into dealership yet. Customer concern is dealership will charge for diagnosis and service. Customer would like to know if AHM will reimburse for the service performed.

I explained to the customer that our dealerships are franchised business and due to Honda's and the dealerships' franchised agreement and state of laws, AHM has a very limited amount of involvement.

AHM advised customer to take vehicle in for diagnosis/service to determine problem. Customer understood and call was ended.

*** CASE MODIFY 3/4/2009 9:29:16 AM, rsugito

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/4/2009 9:29:29 AM, rsugito

WARRANTY CHECK 03/04/2009 09:29:29 AM rsugito

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/4/2009 9:29:36 AM, rsugito

CLAIM CHECK 03/04/2009 09:29:36 AM rsugito

The following Claim History information was found

0; 2008-11-24; 208430; 699571; 510; 7405A0 ; WIPER MOTOR - INSPECT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 3/4/2009 9:29:45 AM, rsugito

CAMPAIGN CHECK 03/04/2009 09:29:44 AM rsugito

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 3/4/2009 9:29:46 AM, rsugito

VSC-CUC CHECK 03/04/2009 09:29:46 AM rsugito

No data found for VIN.

*** CASE MODIFY 3/4/2009 9:30:17 AM, rsugito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/4/2009 9:31:36 AM, rsugito

Created in WIP Default with Due Date 3/4/2009 9:31:36 AM.

*** SUBCASE [REDACTED] CLOSE 3/4/2009 9:32:14 AM, rsugito

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title [REDACTED] - AIRBAG ISSUE

*** CASE MODIFY 3/4/2009 9:32:24 AM, rsugito
into WIP default and Status of Solving.

*** CASE CLOSE 3/4/2009 9:32:31 AM, rsugito
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/8/2009 8:09:10 AM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/8/2009 8:18:11 AM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 03B-[REDACTED] - SRS INDICATOR ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 460
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BUDA, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 460
VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 67,000
In Service Date : 08/04/2003
Months In Use : 73
Engine Number : J30A41142013
Originating Dealer No. / Name : 206996 / CLEO BAY HONDA
Selling Dealer No. / Name : 206996 / CLEO BAY HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
Phone No. : 512-392-1313
Address : 4300 I H 35 SOUTH
City / State / Zip : SAN MARCOS, TX 78666
Svc District / Sls District : 03B / B03
Warranty Labor Rate / Date : \$97.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 9/8/2009 8:15:38 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 9/8/2009 8:15:52 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 03B-[REDACTED] - SRS INDICATOR ON

*** CASE CREATE 9/8/2009 8:09:10 AM, jnakya

Contact [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/8/2009 8:11:29 AM, jnakya

CAMPAIGN CHECK 09/08/2009 08:11:29 AM jnakya

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE VSC LOOKUP 9/8/2009 8:11:30 AM, jnakya

VSC-CUC CHECK 09/08/2009 08:11:30 AM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/8/2009 8:11:34 AM, jnakya

CLAIM CHECK 09/08/2009 08:11:34 AM jnakya

The following Claim History information was found

0; 2008-11-24; 208430; 699571; 510; 7405A0 ; WIPER MOTOR - INSPECT. S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 9/8/2009 8:11:35 AM, jnakya

WARRANTY CHECK 09/08/2009 08:11:35 AM jnakya

No data found for VIN.

*** CASE MODIFY 9/8/2009 8:13:28 AM, jnakya

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/8/2009 8:14:12 AM, jnakya

VSC-CUC CHECK 09/08/2009 08:14:11 AM jnakya

No data found for VIN.

*** NOTES 9/8/2009 8:15:19 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The customer name is [REDACTED]

Situation:

The customer called regarding SRS indicator

Probing Questions

Detailed Description

The customer indicated that the SRS is still on which he is going to go to the dealership.

The customer indicated that he had a case number and wanted to know if the case was still open.

Inbound Summary

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired

Case History

Case ID : ██████████ Case Title : ██████████ - SRS INDICATOR ON

ACS informed the customer that there isn't any recalls on this VIN number with a concern with the SRS indicator.

ACS apologized to the customer for the current situation but the SRS indicator could state a concern with the airbags or the seatbelt.

Seat Belt Limited Warranty

Time Period

This warranty continues for the useful life of the vehicle.

Warranty Coverage

Honda will repair or replace, at its option, any Honda seat belt component that fails to function properly during normal use. This includes all parts and labor charges.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE ██████████ CREATE 9/8/2009 8:15:38 AM, jnakya

Created in WIP Default with Due Date 9/8/2009 8:15:38 AM.

*** SUBCASE ██████████ CLOSE 9/8/2009 8:15:52 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/8/2009 8:15:55 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 9/8/2009 8:16:15 AM, jnakya

CLAIM CHECK 09/08/2009 08:16:15 AM jnakya

The following Claim History information was found

0; 2008-11-24; 208430; 699571; 510; 7405A0 ; WIPER MOTOR - INSPECT. S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 9/8/2009 8:16:16 AM, jnakya

WARRANTY CHECK 09/08/2009 08:16:16 AM jnakya

No data found for VIN.

*** NOTES 9/8/2009 8:16:45 AM, jnakya, Action Type : Call from Customer

Recommendation

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

*** CASE MODIFY 9/8/2009 8:17:07 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 9/8/2009 8:18:10 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 9/8/2009 8:18:11 AM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 11/21/2011 9:08:14 AM
 Case Originator : Kim Mercado (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 11/21/2011 9:25:24 AM
 Case Owner : Kim Mercado (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Kim Mercado (Team HD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2901
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : TAMPA, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3536
 VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 52,000
 In Service Date : 09/01/2003
 Months In Use : 98
 Engine Number : J30A41142109
 Originating Dealer No. / Name : 206824 / LEITH HONDA
 Selling Dealer No. / Name : 206824 / LEITH HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207450 / TAMPA HONDA LAND
 Phone No. : 813-935-8585
 Address : 11000 NO. FLORIDA AVE.
 City / State / Zip : TAMPA, FL 33612
 Svc District / Sls District : 07K / F07
 Warranty Labor Rate / Date : \$93.25 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 11/21/2011 9:24:44 AM
Issue Owner : Kim Mercado	Type 2 : Operation	Queue :	Close Date : 11/21/2011 9:25:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 11/21/2011 9:08:14 AM, kmercado

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 11/21/2011 9:23:34 AM, kmercado, Action Type : Call from Customer

Verified customer information

Best contact [REDACTED]

Customer states he is experiencing the SRS light comes on intermittently for the past 3 mos . When he parks the vehicle he shifts into park, applies the parking brake, take off his belt and then the light comes on until the vehicle is turned off. Customer has not taken the vehicle into the dealership for a diagnosis. Customer states he wants a free diagnosis.

ACS advised the customer that there are no outstanding campaigns on his vehicle and that he could speak with the SM about waiving the diagnostic fee. ACS provided the customer with the case number to document our conversation.

Customer understood and required no further assistance at this time.

*** SUBCASE [REDACTED] CREATE 11/21/2011 9:24:44 AM, kmercado

Created in WIP Default with Due Date 11/21/2011 9:24:44 AM.

*** SUBCASE [REDACTED] CLOSE 11/21/2011 9:25:15 AM, kmercado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/21/2011 9:25:17 AM, kmercado

into WIP default and Status of Solving.

*** CASE CLOSE 11/21/2011 9:25:24 AM, kmercado

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/6/2007 12:42:11 PM
 Case Originator : Jeffrey Garcia (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/6/2007 12:59:58 PM
 Case Owner : Jeffrey Garcia (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jeffrey Garcia (Team HA) Point of Origin : Dealer Wipbin :
 Case Title : ██████████ - A/C MALFUNCTION AND SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6640
 Dealer No. :
 Site Phone No. :
 Contact Name : ██████████
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : CANAL WINCHESTER, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 293
 VIN Type / No. : US VIN / 1HGCM56693A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 69,356
 In Service Date : 05/12/2003
 Months In Use : 50
 Engine Number : K24A41137261
 Originating Dealer No. / Name : 207034 / LINDSAY HONDA
 Selling Dealer No. / Name : 207034 / LINDSAY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeffrey Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2007 12:59:36 PM
Issue Owner : Jeffrey Garcia	Type 2 : Operation	Queue :	Close Date : 7/6/2007 12:59:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - A/C MALFUNCTION AND SRS LIGHT ON

*** CASE CREATE 7/6/2007 12:42:11 PM, jgarcia

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/6/2007 12:42:24 PM, jgarcia

WARRANTY CHECK 07/06/2007 12:42:24 PM jgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/6/2007 12:42:27 PM, jgarcia

CLAIM CHECK 07/06/2007 12:42:27 PM jgarcia

The following Claim History information was found

0; 2007-05-18; 207034; 395466; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 7/6/2007 12:42:29 PM, jgarcia

CAMPAIGN CHECK 07/06/2007 12:42:29 PM jgarcia

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-09-11; FX

06-085; Q26; Vaughn Class Action Honda; ;

04-027; Q32; 03-04 RADIO DISPLAY; 2007-05-22; FX

*** CASE CUC LOOKUP 7/6/2007 12:42:37 PM, jgarcia

CUC CHECK 07/06/2007 12:42:37 PM jgarcia

The following CUC information was found

MICHELE;WYANT;ACTIVE;100000;68878;80878;2007-06-18;2010-05-12;2003-05-12;2007-06-18;2007-06-18;207034;2007-06-22;69067;2007-06-30;2007-06-18

*** CASE VSC LOOKUP 7/6/2007 12:42:37 PM, jgarcia

VSC CHECK 07/06/2007 12:42:37 PM jgarcia

The following VSC information was found

[REDACTED];V003037173;H70;HONDA CERTIFIED 7/100 VSC UPSELL;INACTIVE;2007-06-16;2007-06-13;2010-05-11;100000;68878;207034;0.00

*** NOTES 7/6/2007 12:47:28 PM, jgarcia, Action Type : Call from Customer

Dealership calls ACS asking for pre approval for repairs to a customer vehicle with A/C issues and SRS light on. ACS informs her that the customer would need to call ACS with her issue for documentation and review. ACS also says that based on what information the customer provides, will then be determined if needs to be dispatched to a RCM. No further assistance needed.

*** SUBCASE [REDACTED] 4-1 CREATE 7/6/2007 12:59:36 PM, jgarcia

Created in WIP Default with Due Date 7/6/2007 12:59:36 PM.

*** SUBCASE [REDACTED] CLOSE 7/6/2007 12:59:56 PM, jgarcia

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/6/2007 12:59:58 PM, jgarcia

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/22/2008 3:47:23 PM
 Case Originator : Ashley Humble (Team CA) Sub Division : Customer Relations Status : Closed Close Date : 7/22/2008 3:56:17 PM
 Case Owner : Ashley Humble (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Ashley Humble (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ SRS LIGHT ON / RECALL INQUIRY / WARRANTY INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : HOUSTON, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : ██████████

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56373A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 100,000
 In Service Date : 05/13/2003
 Months In Use : 62
 Engine Number : K24A41137485
 Originating Dealer No. / Name : 207260 / CLASSIC HONDA
 Selling Dealer No. / Name : 207260 / CLASSIC HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208247 / HONDA OF SPRING
 Phone No. : 832-601-4000
 Address : 17350 NORTH FREEWAY
 City / State / Zip : HOUSTON, TX 77090
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ CAMPA	Subcase Close	Campaign	Eligibility	752	SRS
██████████ WARRA	Subcase Close	Warranty	Coverage		

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/22/2008 3:54:56 PM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 7/22/2008 3:56:17 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Warranty	Status : Subcase Close	Open Date : 7/22/2008 3:55:21 PM
Issue Owner : Ashley Humble	Type 2 : Coverage	Queue :	Close Date : 7/22/2008 3:56:17 PM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Referred to Dealer
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON / RECALL INQUIRY / WARRANTY INQUIRY

*** CASE CREATE 7/22/2008 3:47:23 PM, ahumble

Contact [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 7/22/2008 3:47:35 PM, ahumble

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 7/22/2008 3:51:44 PM, ahumble

CUC CHECK 07/22/2008 03:51:44 PM ahumble

The following CUC information was found

[REDACTED]CTIVE;105000;42399;54999;2006-07-29;2010-05-13;;2006-07-29;2006-07-29;208247;;0;2006-07-31;2006-07-31

*** CASE VSC LOOKUP 7/22/2008 3:51:44 PM, ahumble

VSC CHECK 07/22/2008 03:51:44 PM ahumble

The following VSC information was found

;;;;;;0;0;;0.0

*** NOTES 7/22/2008 3:54:29 PM, ahumble, Action Type : Call from Customer

I updated the customer's information [REDACTED]

The customer states that his SRS light has been on intermittently. The customer states that sometimes the SRS light comes on and stays on, he states that sometimes it comes on and turns off right away. The customer states that the SRS light is not on now. The customer states that his vehicle was diagnosed 2 weeks ago, he states that he diagnosed it himself with a machine, but states that nothing came up. The customer states that the SRS light was not on when he diagnosed it. The customer states that he is seeking to find out if there are any recalls for this issue on his vehicle.

I advised the customer that his vehicle is not affected by any recalls. I recommended that he bring the vehicle to his local Honda dealership for diagnosis. The customer indicated that he would visit GOODSON HONDA NORTH, and stated that he already had the phone number. The customer asked if this issue would be covered under warranty. I advised him that this issue would fall under the 12 month 12,000 mile non-power train coverage for the CUC warranty, but advised that this warranty has expired. I apologized for the inconvenience, but advised that it wouldn't be covered under warranty. The customer understood, and had no further inquiries when asked. I thanked him for calling, call was ended.

*** CASE MODIFY 7/22/2008 3:54:44 PM, ahumble

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/22/2008 3:54:56 PM, ahumble

Created in WIP Default with Due Date 7/22/2008 3:54:56 PM.

*** SUBCASE [REDACTED] CREATE 7/22/2008 3:55:21 PM, ahumble

Created in WIP Default with Due Date 7/22/2008 3:55:21 PM.

*** NOTES 7/22/2008 3:56:12 PM, ahumble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): The customer may be contacting your dealership for diagnosis; he indicated that his SRS light sometimes comes on and stays on. The customer indicated that his SRS light is not currently on.

This is for your information only and no response is required. Thank you for your attention to this matter.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON / RECALL INQUIRY / WARRANTY INQUIRY

Ashley Humble
Automobile Customer Service*** CASE MODIFY 7/22/2008 3:56:15 PM, ahumble
into WIP default and Status of Solving.*** SUBCASE [REDACTED] CLOSE 7/22/2008 3:56:17 PM, ahumble
Status = Solving, Resolution Code = Instruction Given*** SUBCASE [REDACTED] CLOSE 7/22/2008 3:56:17 PM, ahumble
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 7/22/2008 3:56:17 PM, ahumble
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/6/2007 9:52:08 AM
 Case Originator : Arlilu Padungyothee (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 6/6/2007 10:13:03 AM
 Case Owner : Arlilu Padungyothee (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Arlilu Padungyothee (Team CK) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BOCA RATON, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56153A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5613PLW / A
 Miles / Hours : 54,000
 In Service Date : 06/13/2003
 Months In Use : 48
 Engine Number : K24A41137367
 Originating Dealer No. / Name : 206884 / SHERWOOD HONDA
 Selling Dealer No. / Name : 206884 / SHERWOOD HONDA
 Trim : DX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2007 10:11:53 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 6/6/2007 10:13:02 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Other 752X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INQUIRY

*** CASE CREATE 6/6/2007 9:52:08 AM, apadungy

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 6/6/2007 10:11:05 AM, apadungy, Action Type : Call from Customer

Customer contacted AHM due to her srs light coming on periodically. I advised her that it will come on if there is a small object in the seat or someone in the way of the airbag. Customer understood and will pay close attention to why the light comes on and will take it to the dealership if it continues. Customer needed no further assistance and call ended.

Customer information verified.

*** CASE EXTENDED WARRANTY LOOKUP 6/6/2007 10:11:11 AM, apadungy

WARRANTY CHECK 06/06/2007 10:11:11 AM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/6/2007 10:11:16 AM, apadungy

CLAIM CHECK 06/06/2007 10:11:16 AM apadungy

The following Claim History information was found

0; 2004-11-12; 206884; 001701; 510; 410099 ; BASE STRAIGHT TIME (FRONT BRAKES)

*** CASE CAMPAIGN LOOKUP 6/6/2007 10:11:19 AM, apadungy

CAMPAIGN CHECK 06/06/2007 10:11:19 AM apadungy

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2004-11-12; FX
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 6/6/2007 10:11:20 AM, apadungy

VSC-CUC CHECK 06/06/2007 10:11:20 AM apadungy

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 6/6/2007 10:11:53 AM, apadungy

Created in WIP Default with Due Date 6/6/2007 10:11:53 AM.

*** SUBCASE [REDACTED] CLOSE 6/6/2007 10:13:02 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/6/2007 10:13:03 AM, apadungy

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/23/2013 10:02:31 AM
 Case Originator : Sarwat Khan (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/23/2013 10:09:29 AM
 Case Owner : Sarwat Khan (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sarwat Khan (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS INDICATOR IS ON No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SEVERNA PARK, MD [REDACTED]
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66553A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 155,000
 In Service Date : 09/11/2003
 Months In Use : 116
 Engine Number : J30A41142735
 Originating Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
 Selling Dealer No. / Name : 208025 / COLONIAL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarwat Khan	Type 1 : Product	Status : Subcase Close	Open Date : 5/23/2013 10:06:30 AM
Issue Owner : Sarwat Khan	Type 2 : Operation	Queue :	Close Date : 5/23/2013 10:09:29 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information, Referred to Dealer, Provided Information,
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INDICATOR IS ON

*** CASE CREATE 5/23/2013 10:02:31 AM, skhan

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/23/2013 10:06:11 AM, skhan

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/23/2013 10:06:30 AM, skhan

Created in WIP Default with Due Date 5/23/2013 10:06:30 AM.

*** NOTES 5/23/2013 10:09:24 AM, skhan, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS and stated that the airbag indicator light turned on. She stated that she was advised that the light is on due to the seat belt and due to the SRS unit is bad.

ACS advised customer that in the event of a crash, there is a possibility that the airbags might not deploy with the SRS indicator light being on. ACS advised customer that airbags are considered to be a supplemental restraint system. ACS advised customer that there are several reasons why the SRS indicator might turn on such as the airbags, seat belt, faulty sensor, etc. and only the Honda dlr. can determine if the issue is covered under warranty. ACS advised customer that there is no recall or campaign associated to her vehicle regarding the SRS indicator. ACS advised customer of SB 13-012, she stated that she had this repaired today. She asked how much would it cost for the repair and if she needs to replace her seat belt. ACS advised customer that AH does not set the prices for the Honda dlr. as they're individually owned and operated and stated that only the Honda dlr. would be able to determine what repairs need to be conducted after diagnosing the vehicle. ACS offered to send a communication to the Honda dlr. She declined, stating that she did not want to take the word of the Honda dlr. (unknown).

The customer does not require additional assistance at this time. The customer's concerns have been documented.

*** CASE CLOSE 5/23/2013 10:09:29 AM, skhan

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 5/23/2013 10:09:29 AM, skhan

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/30/2010 1:55:05 PM
 Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 8/30/2010 2:03:55 PM
 Case Owner : Crystal Vito (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4443
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : WILMINGTON, NC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4443
 VIN Type / No. : US VIN / 1HGCM66593 [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 80,000
 In Service Date : 07/29/2003
 Months In Use : 85
 Engine Number : J30A41142782
 Originating Dealer No. / Name : 207946 / STEVENSON HONDA
 Selling Dealer No. / Name : 207946 / STEVENSON HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 8/30/2010 2:02:14 PM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 8/30/2010 2:03:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Website,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 8/30/2010 1:55:05 PM, cvito

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/30/2010 1:55:08 PM, cvito

WARRANTY CHECK 08/30/2010 01:55:08 PM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/30/2010 1:55:11 PM, cvito

CLAIM CHECK 08/30/2010 01:55:11 PM cvito

The following Claim History information was found

0; 2009-04-23; 207946; 360486; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/30/2010 1:55:15 PM, cvito

CAMPAIGN CHECK 08/30/2010 01:55:15 PM cvito

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 03/10/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03

*** CASE VSC LOOKUP 8/30/2010 1:55:16 PM, cvito

VSC-CUC CHECK 08/30/2010 01:55:16 PM cvito

No data found for VIN.

*** CASE MODIFY 8/30/2010 1:55:19 PM, cvito

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/30/2010 1:56:23 PM, cvito

CAMPAIGN CHECK 08/30/2010 01:56:23 PM cvito

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 03/10/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03

*** CASE CAMPAIGN LOOKUP 8/30/2010 1:56:40 PM, cvito

CAMPAIGN CHECK 08/30/2010 01:56:40 PM cvito

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 03/10/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03

*** CASE VSC LOOKUP 8/30/2010 1:56:42 PM, cvito

VSC-CUC CHECK 08/30/2010 01:56:42 PM cvito

No data found for VIN.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE MODIFY 8/30/2010 1:56:45 PM, cvito
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/30/2010 2:01:16 PM, cvito
WARRANTY CHECK 08/30/2010 02:01:15 PM cvito
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/30/2010 2:01:20 PM, cvito
CLAIM CHECK 08/30/2010 02:01:20 PM cvito
The following Claim History information was found
0; 2009-04-23; 207946; 360486; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/30/2010 2:01:25 PM, cvito
CAMPAIGN CHECK 08/30/2010 02:01:25 PM cvito
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 03/10/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03

*** CASE VSC LOOKUP 8/30/2010 2:01:27 PM, cvito
VSC-CUC CHECK 08/30/2010 02:01:27 PM cvito
No data found for VIN.

*** CASE MODIFY 8/30/2010 2:01:32 PM, cvito
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/30/2010 2:02:14 PM, cvito
Created in WIP Default with Due Date 8/30/2010 2:02:14 PM.

*** CASE MODIFY 8/30/2010 2:02:29 PM, cvito
into WIP default and Status of Solving.

*** NOTES 8/30/2010 2:03:48 PM, cvito, Action Type : Call from Customer
Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that his SRS Light came on and has been on for a while. What s wrong with his vehicle? The customer stated that Honda knows something because he keeps reading online about different issues that other customers are having problems as well.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I advised the customer to take there vehicle into the Honda dealership for a proper diagnosis. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

*** SUBCASE [REDACTED] CLOSE 8/30/2010 2:03:54 PM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/30/2010 2:03:55 PM, cvito

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/4/2013 6:42:17 AM
Case Originator :	Leticia Muniz (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/4/2013 6:58:22 AM
Case Owner :	Leticia Muniz (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Leticia Muniz (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 22 W
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : VALHALLA, NY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 22 W
 VIN Type / No. : US VIN / 1HGCM56453A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 110,000
 In Service Date : 05/10/2003
 Months In Use : 117
 Engine Number : K24A41139026
 Originating Dealer No. / Name : 207565 / MADISON HONDA
 Selling Dealer No. / Name : 208272 / HONDA OF NANUET
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE
 Phone No. : 914-636-2000
 Address : 25 EAST MAIN STREET
 City / State / Zip : NEW ROCHELLE, NY 10801
 Svc District / Sls District : 05D / F05
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 2/4/2013 6:57:52 AM
Issue Owner : Leticia Muniz	Type 2 : Operation	Queue :	Close Date : 2/4/2013 6:58:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 2/4/2013 6:42:17 AM, Imuniz

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/4/2013 6:42:43 AM, Imuniz

into WIP default and Status of Solving.

*** CASE MODIFY 2/4/2013 6:42:56 AM, Imuniz

into WIP default and Status of Solving.

*** NOTES 2/4/2013 6:57:27 AM, Imuniz, Action Type : Call from Customer

Customer verified information on file.

Best contact number is: [REDACTED]

Customer states that he came into HONDA OF NEW ROCHELLE for an SRS light being on. Customer states that his IRF has read this to be a faulty seat belt sensor. Customer believes this is a safety issue. Customer was informed by SA, no name, at Honda of New Rochelle that he will need to pay \$125 for a diagnosis in order for them to confirm failure and warranty. Customer states that he knows what the failures are and what to have the component replaced per his request. Customer states that he owns 4 Hondas and in the process of purchasing a new Honda vehicle. Customer wants for White Plains Honda to do repairs at no charge to him

ACS empathized with the customer and explained the limited life time warranty on the seat belts and how this does not include electrical components such as sensor. I also explained that the \$125 are DLR fees and AH will not be able to override that charge. In addition the DLR will need to prove the failure to warranty to have any warranty approval and without a diagnosis I don't see how that may be possible. I explained that AH is not in a position to assist him with his request. Customer stated that he will have the repairs done by his IRF and will never buy another Honda again. Customer terminated the call.

*** CASE MODIFY 2/4/2013 6:57:35 AM, Imuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/4/2013 6:57:52 AM, Imuniz

Created in WIP Default with Due Date 2/4/2013 6:57:52 AM.

*** CASE MODIFY 2/4/2013 6:58:17 AM, Imuniz

into WIP default and Status of Solving.

*** CASE MODIFY 2/4/2013 6:58:20 AM, Imuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/4/2013 6:58:21 AM, Imuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/4/2013 6:58:22 AM, Imuniz

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/19/2005 7:09:13 AM
Case Originator : Paul Jimenez (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/19/2005 7:12:36 AM
Case Owner : Paul Jimenez (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Paul Jimenez (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 2003
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : CULLMAN, AL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2003
 VIN Type / No. : US VIN / 1HGCM56363A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 05/21/2003
 Months In Use : 27
 Engine Number : K24A41139108
 Originating Dealer No. / Name : 208206 / BRANNON HONDA
 Selling Dealer No. / Name : 208206 / BRANNON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Paul Jimenez	Type 1 : Product	Status : Subcase Close	Open Date : 8/19/2005 7:10:03 AM
Issue Owner : Paul Jimenez	Type 2 : Operation	Queue :	Close Date : 8/19/2005 7:12:35 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 8/19/2005 7:09:13 AM, pjimenez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2005 7:09:15 AM, pjimenez

WARRANTY CHECK 08/19/2005 07:09:15 AM pjimenez

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/19/2005 7:09:18 AM, pjimenez

CLAIM CHECK 08/19/2005 07:09:18 AM pjimenez

The following Claim History information was found

0; 2005-05-09; 208206; 703080; 510; 121170 ; OXYGEN/AIR FUEL RATIO SENSOR - REPLACE. S/B# 00-046

*** CASE CAMPAIGN LOOKUP 8/19/2005 7:09:20 AM, pjimenez

CAMPAIGN CHECK 08/19/2005 07:09:20 AM pjimenez

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-10-09; FX

*** CASE VSC LOOKUP 8/19/2005 7:09:21 AM, pjimenez

VSC-CUC CHECK 08/19/2005 07:09:21 AM pjimenez

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 8/19/2005 7:10:03 AM, pjimenez

Created in WIP Default with Due Date 8/19/2005 7:10:03 AM.

*** NOTES 8/19/2005 7:12:30 AM, pjimenez, Action Type : Call from Customer

The customer called in stating that the SRS light is on in the vehicle and wanted to know if it is dangerous to drive with the SRS light on. I informed the customer that the SRS light indicates that there is an issue with the airbags of the vehicle and that she may want to have it checked out ASAP. I informed the customer that the SRS light does not indicate an issue with the engine, just the airbags or supplemental restraint system. The customer understood. I asked the customer if there was anything else I could help her with.

The customer was satisfied and had no further questions. I am closing the case.

*** SUBCASE [REDACTED] CLOSE 8/19/2005 7:12:35 AM, pjimenez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/19/2005 7:12:36 AM, pjimenez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/2/2012 8:02:03 AM
 Case Originator : Laura Aldrich (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 8/2/2012 8:22:40 AM
 Case Owner : Laura Aldrich (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Laura Aldrich (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - CAMPAIGN INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : GALLIPOLIS, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66543A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 82,333
 In Service Date : 07/26/2003
 Months In Use : 109
 Engine Number : J30A41143276
 Originating Dealer No. / Name : 206649 / VALLEY HONDA
 Selling Dealer No. / Name : 206649 / VALLEY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] CAMP	Subcase Close	Campaign	Eligibility	725	Ignition Switch
[REDACTED] WARR	Subcase Close	Warranty	Coverage		
[REDACTED] PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/2/2012 8:14:55 AM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 8/2/2012 8:15:06 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
 Condition Code Desc Any 7250
 Campaign Code / Desc : R44 / IGNITION SWITCH RECA
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Warranty	Status : Subcase Close	Open Date : 8/2/2012 8:20:55 AM
Issue Owner : Laura Aldrich	Type 2 : Coverage	Queue :	Close Date : 8/2/2012 8:21:35 AM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Referred to 3rdParty
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Product	Status : Subcase Close	Open Date : 8/2/2012 8:22:28 AM
Issue Owner : Laura Aldrich	Type 2 : Operation	Queue :	Close Date : 8/2/2012 8:22:36 AM
Issue Title : ██████████	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - CAMPAIGN INQUIRY

*** CASE CREATE 8/2/2012 8:02:03 AM, laldrich
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/2/2012 8:09:51 AM, laldrich
into WIP Default and Status of Solving.

*** CASE CREATE 8/2/2012 8:14:55 AM, laldrich
Number = [REDACTED] Created in WIP Default with due date 08/03/2012 08:14:55 AM..

*** SUBCASE [REDACTED] CREATE 8/2/2012 8:14:55 AM, laldrich, Action Type :
Created in WIP Default with due date 08/03/2012 08:14:55 AM.

*** SUBCASE [REDACTED] MODIFY 8/2/2012 8:15:04 AM, laldrich
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/2/2012 8:15:06 AM, laldrich
Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/2/2012 8:20:21 AM, laldrich, Action Type : Call from Customer
The customer's information was updated with the current owner. The customer is calling AHM to inquire about a recall for the vehicle. I verified the vehicle was included in the ignition interlock. She wanted to know if I could tell if the timing chain has been changed. I pulled up a database and it didn't appear the timing belt had been changed. Per the owner manual, which I referred the customer to states at 60,000/90,000 miles. She spoke of the 3rd party warranty she has on the vehicle. I suggested she call them to get specifics on what is covered. It may only covered parts that need to be repaired but not wear and tear items. She then asked about the airbag light that keeps going on and off. I explained how it is to work and if it stays on, then there may be a problem. No further assistance was necessary. I expressed my appreciation for them allowing me to assist them and thanked them for calling AHM.

*** SUBCASE [REDACTED] CREATE 8/2/2012 8:20:55 AM, laldrich
Created in WIP Default with Due Date 8/2/2012 8:20:55 AM.

*** SUBCASE [REDACTED] CLOSE 8/2/2012 8:21:35 AM, laldrich
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/2/2012 8:22:01 AM, laldrich
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/2/2012 8:22:28 AM, laldrich
Created in WIP Default with Due Date 8/2/2012 8:22:28 AM.

*** SUBCASE [REDACTED] CLOSE 8/2/2012 8:22:36 AM, laldrich
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/2/2012 8:22:38 AM, laldrich
into WIP Default and Status of Solving.

*** CASE CLOSE 8/2/2012 8:22:40 AM, laldrich
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/11/2011 9:56:21 AM
 Case Originator : LaTanya Ducksworth (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/11/2011 1:07:00 PM
 Case Owner : LaTanya Ducksworth (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : LaTanya Ducksworth (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG LIGHT STAYS ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 7411
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : SAN DIEGO, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7411
 VIN Type / No. : US VIN / 1HGCM66553A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 120,000
 In Service Date : 08/05/2003
 Months In Use : 93
 Engine Number : J30A41144396
 Originating Dealer No. / Name : 206857 / ED VOYLES HONDA
 Selling Dealer No. / Name : 206857 / ED VOYLES HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	854	Seat belt, front
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 5/11/2011 10:09:33 AM
Issue Owner : LaTanya Ducksworth	Type 2 : Operation	Queue :	Close Date : 5/11/2011 10:13:46 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
Condition Code Desc : Other 854X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Manual
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 5/11/2011 1:06:29 PM
Issue Owner : LaTanya Ducksworth	Type 2 : Operation	Queue :	Close Date : 5/11/2011 1:06:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] 0

Case Title : [REDACTED] - AIRBAG LIGHT STAYS ON

*** CASE CREATE 5/11/2011 9:56:21 AM, lducksw

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE N012011-05-1100530-1 CREATE 5/11/2011 10:09:33 AM, lducksw

Created in WIP Default with Due Date 5/11/2011 10:09:33 AM.

*** NOTES 5/11/2011 10:13:12 AM, lducksw, Action Type : Call from Customer

Verified customer information.

Best contact number: [REDACTED]

The customer called in because the airbag light on his display stays on when he is driving the vehicle. He states that the when he turns the vehicle on and he has his seat belt on, the light will not come on, however if he starts the vehicle without his seatbelt on, the light will stay on as long as he is driving. The customer wants to know if there is a recall on the seatbelt or the airbags because the light stays on under the said conditions, the customer would also like to know if the seat belts are covered under warranty.

AHM referred the customer to his nearest dealership to have the vehicle diagnosed. AHM advised the customer that we need the technicians at the dealership to diagnose the problem before we can determine what the issue is. AHM advised the customer that if the dealership's diagnosis is a seat belt failure that the repairs would be covered under warranty. I referred the customer to page 31 of the warranty manual. I advised the customer that we cannot be sure that the problem is with the seat belts, so we would need him to take the vehicle to the dealership. AHM provided the customer with the case number.

*** SUBCASE [REDACTED] CLOSE 5/11/2011 10:13:46 AM, lducksw

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/11/2011 10:13:48 AM, lducksw

into WIP default and Status of Solving.

*** CASE MODIFY 5/11/2011 10:13:52 AM, lducksw

into WIP default and Status of Solving.

*** CASE CLOSE 5/11/2011 10:13:56 AM, lducksw

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/11/2011 1:05:18 PM, lducksw

with Condition of Open and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/11/2011 1:06:29 PM, lducksw

Created in WIP Default with Due Date 5/11/2011 1:06:29 PM.

*** SUBCASE [REDACTED] CLOSE 5/11/2011 1:06:51 PM, lducksw

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/11/2011 1:06:53 PM, lducksw

into WIP default and Status of Solving.

*** CASE CLOSE 5/11/2011 1:07:00 PM, lducksw

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/24/2009 11:02:58 AM
Case Originator :	Eugene Lim (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/24/2009 11:11:38 AM
Case Owner :	Eugene Lim (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Eugene Lim (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMPLAINT / SRS LIGHT IS ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 1598
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : CHINO HILLS, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1598
 VIN Type / No. : US VIN / 1HGCM66843A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 80,000
 In Service Date : 08/02/2003
 Months In Use : 73
 Engine Number : J30A41144644
 Originating Dealer No. / Name : 208286 / BUENA PARK HONDA
 Selling Dealer No. / Name : 208127 / HONDA SANTA ANA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208045 / DIAMOND HONDA
 Phone No. : 626-935-1700
 Address : 17525 E. GALE AVE
 City / State / Zip : CITY OF INDUSTR, CA 91748
 Svc District / Sls District : 01D / D01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2009 11:11:21 AM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 9/24/2009 11:11:38 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPLAINT / SRS LIGHT IS ON

*** CASE CREATE 9/24/2009 11:02:58 AM, elim

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/24/2009 11:03:04 AM, elim

WARRANTY CHECK 09/24/2009 11:03:04 AM elim

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/24/2009 11:03:08 AM, elim

CLAIM CHECK 09/24/2009 11:03:08 AM elim

The following Claim History information was found

0; 2009-06-10; 206562; 201931; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE VSC LOOKUP 9/24/2009 11:03:09 AM, elim

VSC-CUC CHECK 09/24/2009 11:03:09 AM elim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/24/2009 11:05:05 AM, elim

CAMPAIGN CHECK 09/24/2009 11:05:05 AM elim

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/11/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043;

*** CASE MODIFY 9/24/2009 11:07:15 AM, elim

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/24/2009 11:08:42 AM, elim

CAMPAIGN CHECK 09/24/2009 11:08:42 AM elim

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/11/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043;

*** NOTES 9/24/2009 11:10:57 AM, elim, Action Type : Call from Customer

Verified Information

Contact Number: [REDACTED]

Dealer Referred: No

Situation: SRS light is on.

Request: customer wants to know if he is covered under any campaigns.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT / SRS LIGHT IS ON

Probing Questions:

Customer stated he saw online articles involving the SRS light.
Customer wants to know if he is covered under any campaigns.

Inbound Summary:

Customer was advised that they are outside the parameters of their warranty coverage.
Customer was advised that there are no current campaigns that apply to the issue.
Customer was advised that their concerns would be documented.
Customer was advised to have his Dealer diagnose the issue.
Customer was advised that there would be an out of pocket expense as he is outside of warranty coverage.
Customer has no further questions.

*** SUBCASE [REDACTED] CREATE 9/24/2009 11:11:21 AM, elim

Created in WIP Default with Due Date 9/24/2009 11:11:21 AM.

*** CASE MODIFY 9/24/2009 11:11:35 AM, elim

into WIP default and Status of Solving.

*** CASE CLOSE 9/24/2009 11:11:38 AM, elim

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 9/24/2009 11:11:38 AM, elim

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/30/2012 1:28:04 PM
 Case Originator : Chanise Gordon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/30/2012 1:34:39 PM
 Case Owner : Chanise Gordon (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Chanise Gordon (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 140
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BASKING RIDGE, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 140
 VIN Type / No. : US VIN / 1HGCM563X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 200,000
 In Service Date : 07/07/2003
 Months In Use : 105
 Engine Number : K24A41141411
 Originating Dealer No. / Name : 207949 / DAVID MICHAEL HONDA OF FREE
 Selling Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 4/30/2012 1:34:21 PM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 4/30/2012 1:34:39 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 4/30/2012 1:28:04 PM, cgordon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 4/30/2012 1:28:44 PM, cgordon

into WIP default and Status of Solving.

*** NOTES 4/30/2012 1:34:03 PM, cgordon, Action Type : Call from Customer

Updated Customer s information.

Best contact number: [REDACTED]

updated address & phone number

The customer called stating that he drove the car to his son that will be using it while in college. Customer said the SRS light is on and it was brought to his attention that the sensor may need to be replaced. Customer said his son will not be able to pass inspection until the light is off. Customer called to see if there was any recalls on the car. ACS informed the customer that there aren t any recalls on his car pertaining to this problem.

ACS suggested having the car inspected at a Honda dealership to verify the reason the light is really on. ACS provided the customer with the number to Cambridge Honda in Cambridge, MA.

The customer thanked ACS and needed no further assistance at this time.

*** CASE MODIFY 4/30/2012 1:34:04 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/30/2012 1:34:21 PM, cgordon

Created in WIP Default with Due Date 4/30/2012 1:34:21 PM.

*** CASE MODIFY 4/30/2012 1:34:36 PM, cgordon

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/30/2012 1:34:39 PM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/30/2012 1:34:39 PM, cgordon

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/20/2003
Case Originator : John Kristianson (Team PA)	Sub Division :	PCRM	Status :	Closed	Close Date :	7/30/2003 3:06:05 PM
Case Owner : Ray Hanakawa (Team PA)	Method :	Pro-Active O/B	Queue :		Days Open :	10
Last Closed By : Ray Hanakawa (Team PA)	Point of Origin :	Repeat Warranty Clm	Wipbin :			
Case Title : [REDACTED] - 2003 ACCORD			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 88-0
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : REGO PARK, NY [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56693A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 1,080
 In Service Date : 05/27/2003
 Months In Use : 2
 Engine Number : K24A41141677
 Originating Dealer No. / Name : 206788 / HILLSIDE HONDA
 Selling Dealer No. / Name : 206788 / HILLSIDE HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206788 / HILLSIDE HONDA
 Phone No. : 718-657-7810
 Address : 139-07 HILLSIDE AVENUE
 City / State / Zip : JAMAICA, NY 11435
 Svc District / Sls District : 05D / A05
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	822	Door, right rear
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 7/20/2003
Issue Owner : Ray Hanakawa	Type 2 : Operation	Queue :	Close Date : 7/30/2003 3:05:50 PM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 822 / Door, right rear
Condition Code Desc : Any 8220
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ray Hanakawa	Type 1 : Product	Status : Subcase Close	Open Date : 7/25/2003 10:14:15 AM
Issue Owner : Ray Hanakawa	Type 2 : Operation	Queue :	Close Date : 7/30/2003 3:05:59 PM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - 2003 ACCORD

*** CASE YANKED 7/23/2003 3:27:27 PM, rhanakaw

Yanked by rhanakaw into WIPbin default.

*** COMMIT 7/23/2003 3:28:52 PM, rhanakaw, Action Type :

Made to [REDACTED] due 07/26/2003 03:28:54 PM.

DCS Follow-Up

*** NOTES 7/23/2003 3:28:57 PM, rhanakaw, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/26/2003

We have received records indicating that this customer has brought their vehicle to your dealership for warranty repairs. As a new process, AHM would like to contact customer to follow up with repairs done since there warranty repairs done. Please advise me of the mileage from the most recent repair, and also the original customer complaint, Repair done on each problem, number of repair attempts if more than one, and day and night phone numbers. I can be reached at 800-999-1009 x118095 or by responding to this DCS (FYI customer did not contact us)

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

ray hanakawa

Automobile Customer Service

*** CASE MODIFY 7/24/2003 2:11:32 PM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** CASE CLAIMS LOOKUP 7/24/2003 2:19:06 PM, rhanakaw

CLAIM CHECK 07/24/2003 02:19:06 PM rhanakaw

The following Claim History information was found

0; 2003-06-14; 206788; 156295; 510; 723099 ; S/T BASE FOR COOLANT TEMPERATURE SWITCH AND OIL PRESSURE

*** NOTES 7/24/2003 2:29:27 PM, rhanakaw, Action Type : Call to Dealer

I was asked by service to call back during the day when everyone was there.

*** CASE FULFILL 7/25/2003 7:51:18 AM, rhanakaw

Fulfilled for [REDACTED] due 07/26/2003 03:28:54 PM.

*** CASE CLAIMS LOOKUP 7/25/2003 9:45:56 AM, rhanakaw

CLAIM CHECK 07/25/2003 09:45:56 AM rhanakaw

The following Claim History information was found

0; 2003-06-14; 206788; 156295; 510; 723099 ; S/T BASE FOR COOLANT TEMPERATURE SWITCH AND OIL PRESSURE

*** CASE MODIFY 7/25/2003 9:46:09 AM, rhanakaw

into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 7/25/2003 10:12:48 AM, rhanakaw, Action Type : Call to Dealer

I spoke to Frank Burke the SA and he stated that the customer came in for:

1. Rt rear door handle inop - Reconnected cable.
2. SRS light on - Replaced OPD Sensor unit

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - 2003 ACCORD

*** CASE MODIFY 7/25/2003 10:13:02 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** SUBCASE [REDACTED] YANKED 7/25/2003 10:13:09 AM, rhanakaw
Yanked by rhanakaw into WIPbin default.

*** SUBCASE [REDACTED] CREATE 7/25/2003 10:14:15 AM, rhanakaw
Created in WIP Default with Due Date 7/25/2003 10:14:15 AM.

*** CASE MODIFY 7/25/2003 10:21:40 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 7/25/2003 10:25:04 AM, rhanakaw, Action Type : Call to Customer

Left a message asking the customer to call me back regarding the 03 Accord. I left my phone number and extension.

*** COMMIT 7/25/2003 10:25:19 AM, rhanakaw, Action Type : N/A

Call back if no response

*** CASE MODIFY 7/25/2003 10:25:40 AM, rhanakaw
into WIP 2003 Accord Dispatched and Status of Solving.

*** NOTES 7/29/2003 2:54:08 PM, rhanakaw, Action Type : Call to Customer
Phone busy

*** CASE MODIFY COMMITMENT 7/29/2003 3:01:23 PM, rhanakaw
with [REDACTED] due 07/30/2003 12:00:00 AM.

*** NOTES 7/30/2003 3:05:13 PM, rhanakaw, Action Type : Call to Customer

Customer stated that everything was going well. I advised customer that the Honda ACS phone number is in the warranty manual incase there are any questions or concerns.

Case closed since customer is satisfied.

*** SUBCASE [REDACTED] CLOSE 7/30/2003 3:05:50 PM, rhanakaw
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 7/30/2003 3:05:59 PM, rhanakaw
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/30/2003 3:06:05 PM, rhanakaw
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/27/2010 2:51:27 PM	
Case Originator :	Cristine Perez (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/27/2010 3:01:08 PM
Case Owner :	Cristine Perez (Team SC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Cristine Perez (Team SC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT		No. of Attachments :	0			

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LOS ANGELES, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66573A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 110,000
 In Service Date : 08/28/2003
 Months In Use : 83
 Engine Number : J30A41145335
 Originating Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
 Selling Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
 Phone No. : 323-466-3247
 Address : 6511 SANTA MONICA BLVD
 City / State / Zip : HOLLYWOOD, CA 90038
 Svc District / Sls District : 01B / B01
 Warranty Labor Rate / Date : \$120.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 7/27/2010 2:57:41 PM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 7/27/2010 2:57:55 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 7/27/2010 2:51:27 PM, cperez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/27/2010 2:51:51 PM, cperez

WARRANTY CHECK 07/27/2010 02:51:51 PM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/27/2010 2:51:55 PM, cperez

CLAIM HISTORY CHECK 07/27/2010 02:51:55 PM cperez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/27/2010 2:52:06 PM, cperez

CAMPAIGN CHECK 07/27/2010 02:52:05 PM cperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE VSC LOOKUP 7/27/2010 2:52:07 PM, cperez

VSC-CUC CHECK 07/27/2010 02:52:07 PM cperez

No data found for VIN.

*** CASE MODIFY 7/27/2010 2:55:27 PM, cperez

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/27/2010 2:56:22 PM, cperez

CAMPAIGN CHECK 07/27/2010 02:56:22 PM cperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** NOTES 7/27/2010 2:56:37 PM, cperez, Action Type : Call from Customer

New Owner Information

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss SRS light

Probing Questions: Customer states he purchased the vehicle a month ago, and states his SRS light has been coming on, and states he called a IRF and was suggested to take it in to a Honda dealer for diagnosis. Customer would like to know if there are nay recalls on the vehicle

AHM

Inbound Summary: ACS documented his concern and informed him that at this time there are no pending recalls or warranty extension at this moment on his vehicle, and due to the age and mileage, he would be outside the manufacture warranty. ACS informed him that AHM is not in the position to assist at this time.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE VSC LOOKUP 7/27/2010 2:56:41 PM, cperez

VSC-CUC CHECK 07/27/2010 02:56:41 PM cperez

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 7/27/2010 2:57:41 PM, cperez

Created in WIP Default with Due Date 7/27/2010 2:57:41 PM.

*** SUBCASE [REDACTED] CLOSE 7/27/2010 2:57:55 PM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 7/27/2010 2:58:15 PM, cperez

CAMPAIGN CHECK 07/27/2010 02:58:15 PM cperez

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/10/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE CLOSE 7/27/2010 3:01:08 PM, cperez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/9/2012 7:45:09 AM
 Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/9/2012 8:05:34 AM
 Case Owner : Khia Eaton (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Khia Eaton (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 59 P
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : PLAINVIEW, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 66 S
 VIN Type / No. : US VIN / 1HGCM66803A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 96,000
 In Service Date : 08/27/2003
 Months In Use : 107
 Engine Number : J30A41145579
 Originating Dealer No. / Name : 208226 / HONDA CITY
 Selling Dealer No. / Name : 208226 / HONDA CITY
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208226 / HONDA CITY
 Phone No. : 516-735-8900
 Address : 3859 HEMPSTEAD TURNPIK
 City / State / Zip : LEVITTOWN, NY 11756
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 7/9/2012 8:05:15 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 7/9/2012 8:05:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 7/9/2012 7:45:09 AM, kheaton

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/9/2012 7:50:15 AM, kheaton

into WIP default and Status of Solving.

*** NOTES 7/9/2012 8:00:32 AM, kheaton, Action Type : Call from Customer

Customer information was updated

Situation: Customer has contacted ACS stating that he was simply driving down the road and the SRS light illuminated.

Request: Customer is seeking information on what components could potentially be affected by this warning indicator.

Probing Questions: Customer explained that he has found online that the reason for this light is the OPDS system which he has found that there is an extended warranty for. ACS was not able to confirm any extended warranties for this vehicle. ACS explained to the customer that there could be a number of components that could be affected by this indicator. ACS explained to the customer the SRS indicator pertains to the supplemental restraint system in the vehicle. ACS explained to the customer that in the event of an accident there is possibility that the airbags will not deploy.

Inbound Summary: ACS ultimately urged the customer to have the vehicle inspected by an authorized Honda dealer as soon as possible. Customer understood and thanked ACS for the information provided, and required no additional assistance at the moment.

*** CASE MODIFY 7/9/2012 8:00:49 AM, kheaton

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/9/2012 8:05:15 AM, kheaton

Created in WIP Default with Due Date 7/9/2012 8:05:15 AM.

*** SUBCASE [REDACTED] CLOSE 7/9/2012 8:05:31 AM, kheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/9/2012 8:05:34 AM, kheaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/20/2010 10:55:40 AM
Case Originator :	Crystal Baldassarre (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/20/2010 11:07:17 AM
Case Owner :	Crystal Baldassarre (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Baldassarre (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS INDICATOR			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 137
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : SAN JOSE, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 137
 VIN Type / No. : US VIN / 1HGCM66883A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 77,000
 In Service Date : 08/06/2003
 Months In Use : 84
 Engine Number : J30A41145591
 Originating Dealer No. / Name : 207924 / CAPITOL HONDA
 Selling Dealer No. / Name : 207924 / CAPITOL HONDA
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207924 / CAPITOL HONDA
 Phone No. : 408-445-4400
 Address : 745 W. CAPITOL EXPWY
 City / State / Zip : SAN JOSE, CA 95136
 Svc District / Sls District : 12G / B01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Fit/Finish/Quality	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2010 11:06:53 AM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 8/20/2010 11:07:16 AM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS INDICATOR

*** CASE CREATE 8/20/2010 10:55:40 AM, cbaldas

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/20/2010 10:55:42 AM, cbaldas

WARRANTY CHECK 08/20/2010 10:55:42 AM cbaldas
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/20/2010 10:55:48 AM, cbaldas

CLAIM CHECK 08/20/2010 10:55:48 AM cbaldas
The following Claim History information was found
0; 2009-02-11; 208358; 123711; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/20/2010 10:55:52 AM, cbaldas

CAMPAIGN CHECK 08/20/2010 10:55:51 AM cbaldas
The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/19/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-0

*** CASE VSC LOOKUP 8/20/2010 10:55:54 AM, cbaldas

VSC CHECK 08/20/2010 10:55:54 AM cbaldas
The following VSC information was found
RAVI;SOOD;V001713666;B77;(NEW) PREMIUM 7YR 75K 0 DED;EXPIRED;;2003-08-06;2010-08-05;75000;4;207924;0.00

*** CASE CUC LOOKUP 8/20/2010 10:55:54 AM, cbaldas

CUC CHECK 08/20/2010 10:55:54 AM cbaldas
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;0;

*** CASE MODIFY 8/20/2010 10:56:01 AM, cbaldas

into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2010 10:56:47 AM, cbaldas

into WIP default and Status of Solving.

*** NOTES 8/20/2010 11:06:27 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his SRS indicator comes on and off intermittently. Customer states that Capitol Honda advised him that it would be \$165 to diagnosis his vehicle. Customer also indicated that his Side Airbag Off indicator is always lit as well. ACS advised customer that he needs to take the vehicle into a Honda dealership as soon as possible. ACS advised customer that these indicators lighting up could cause his airbags and seat belt tensioners to not operate in a vehicle collision.

ACS advised customer that the dealership SM might be willing to work with him on the diagnostic fee and that once the diagnostic is performed they will be able to advise if it is a warranty related component or not and if it is under warranty his diagnostic fee will be refunded and repair will be done at no cost.

ACS advised customer if the issue isn't covered under warranty that the dealership will provide a quote. Customer required no further assistance. Case closed.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR

*** SUBCASE [REDACTED] CREATE 8/20/2010 11:06:53 AM, cbaldas

Created in WIP Default with Due Date 8/20/2010 11:06:53 AM.

*** SUBCASE [REDACTED] CLOSE 8/20/2010 11:07:16 AM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/20/2010 11:07:17 AM, cbaldas

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/27/2011 8:49:21 AM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/27/2011 9:47:08 AM
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON/ND No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : WARMINSTER, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 403
 VIN Type / No. : US VIN / 1HGCM66563A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 59,147
 In Service Date : 08/19/2003
 Months In Use : 94
 Engine Number : J30A41146385
 Originating Dealer No. / Name : 207793 / KEENAN HONDA
 Selling Dealer No. / Name : 207793 / KEENAN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2011 9:46:49 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 6/27/2011 9:47:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON/ND

*** CASE CREATE 6/27/2011 8:49:21 AM, yjones

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 6/27/2011 9:02:18 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states he took his vehicle to listed dealership for an inspection. Customer states he has owned 3 Honda's. Customer states the srs light is on and the dealership wants him to pay 60.00 to tell him why the light is on. Customer would like ACS to cover this cost. Advised customer that ACS is not in a position to ask the dealership to waive the inspection fees. Advised customer that ACS would review a request for assistance. Advised customer because the vehicle is no longer covered under the new vehicle warranty, ACS could not guarantee assistance. Advised customer to contact ACS after dealership visit for additional assistance.

*** CASE MODIFY 6/27/2011 9:02:40 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/27/2011 9:46:49 AM, yjones

Created in WIP Default with Due Date 6/27/2011 9:46:49 AM.

*** SUBCASE [REDACTED] CLOSE 6/27/2011 9:47:04 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/27/2011 9:47:08 AM, yjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/5/2006 6:43:13 AM
 Case Originator : Rebecca Fregoso (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 7/5/2006 6:48:30 AM
 Case Owner : Rebecca Fregoso (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Rebecca Fregoso (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ OPDS WARRANTY EXTENSION No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : PHILA, PA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 266
 VIN Type / No. : US VIN / 1HGCM56463A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5643EW / A
 Miles / Hours : 43,900
 In Service Date : 09/13/2003
 Months In Use : 34
 Engine Number : K24A41143475
 Originating Dealer No. / Name : 208146 / SLOANE HONDA
 Selling Dealer No. / Name : 208146 / SLOANE HONDA
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Rebecca Fregoso	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/5/2006 6:46:06 AM
Issue Owner : Rebecca Fregoso	Type 2 : Eligibility	Queue :	Close Date : 7/5/2006 6:48:30 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - OPDS WARRANTY EXTENSION

*** CASE CREATE 7/5/2006 6:43:13 AM, rfregoso
Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 7/5/2006 6:43:17 AM, rfregoso
CAMPAIGN CHECK 07/05/2006 06:43:17 AM rfregoso
The following Campaign information was found
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-18; FX

*** CASE EXTENDED WARRANTY LOOKUP 7/5/2006 6:43:19 AM, rfregoso
WARRANTY CHECK 07/05/2006 06:43:19 AM rfregoso
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/5/2006 6:43:25 AM, rfregoso
CLAIM CHECK 07/05/2006 06:43:25 AM rfregoso
The following Claim History information was found
0; 2005-10-24; 208146; 186169; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

*** CASE VSC LOOKUP 7/5/2006 6:43:27 AM, rfregoso
VSC-CUC CHECK 07/05/2006 06:43:27 AM rfregoso
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/5/2006 6:43:40 AM, rfregoso
CLAIM CHECK 07/05/2006 06:43:40 AM rfregoso
The following Claim History information was found
0; 2005-10-24; 208146; 186169; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/5/2006 6:45:08 AM, rfregoso
CAMPAIGN CHECK 07/05/2006 06:45:07 AM rfregoso
The following Campaign information was found
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-18; FX

*** CASE MODIFY 7/5/2006 6:45:15 AM, rfregoso
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/5/2006 6:46:06 AM, rfregoso
Created in WIP Default with Due Date 7/5/2006 6:46:06 AM.

*** NOTES 7/5/2006 6:48:20 AM, rfregoso, Action Type : Call from Customer
Customer called to inquire if there was a recall or warranty extension on his airbags. Customer states that the side airbag light has been turning on and off quite often lately. I explained to customer that he does not have the OPDS Warranty extension placed on his vehicle and the light he is describing is different from the SRS light. I explained to customer that he should call his local Honda dealership to discuss this with them if he is concerned about it. Customer thanked me for the information and call ended.

*** CASE MODIFY 7/5/2006 6:48:23 AM, rfregoso
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/5/2006 6:48:30 AM, rfregoso
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2006 6:48:30 AM, rfregoso

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] DPDS WARRANTY EXTENSION

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 3/9/2009 11:04:21 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 3/13/2009 4:31:56 PM
Case Owner : Damon Phillips (Team CI)	Method : Pro-Active O/B	Queue :	Days Open : 4
Last Closed By : Damon Phillips (Team CI)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : [REDACTED] SE NOT FIXED, D?		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ALLEN, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 61,600
 In Service Date : 07/29/2003
 Months In Use : 68
 Engine Number : J30A41147067
 Originating Dealer No. / Name : 206635 / JOHN EAGLE HONDA OF DALLAS
 Selling Dealer No. / Name : 206635 / JOHN EAGLE HONDA OF DALLAS
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
 Phone No. : 972-529-9600
 Address : 601 S. CENTRAL EXPWY
 City / State / Zip : MCKINNEY, TX 75070
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRO Subcase Close	Product	Operation	752	SRS
[REDACTED]	SER Subcase Close	Service - Dealer	Policy		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 3/9/2009 11:04:33 AM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 3/13/2009 4:31:55 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/12/2009 3:33:50 PM
Issue Owner : Damon Phillips	Type 2 : Policy	Queue :	Close Date : 3/13/2009 4:31:55 PM
Issue Title : [REDACTED] SERVICE - DEALER - POLICY			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc :
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] CSE NOT FIXED, D?

*** CASE CREATE 3/9/2009 11:04:21 AM, cangon
Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 3/9/2009 11:04:28 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/9/2009 11:04:33 AM, cangon
Created in WIP Default with Due Date 3/9/2009 11:04:33 AM.

*** CASE MODIFY 3/9/2009 11:04:34 AM, cangon
into WIP default and Status of Solving.

*** NOTES 3/9/2009 2:53:15 PM, cangon, Action Type : Note-General
2/24/2009
CLOSED
IT WAS BECAUSE OF THE SERVICEPERSON. HE IS EXCELLENT. THEY TREAT ME FAIRLY MOST OF THE TIME.

*** SUBCASE [REDACTED] ASSIGN 3/10/2009 7:51:36 AM, cangon
[REDACTED] to dphillip, WIP

*** SUBCASE [REDACTED] RULE ACTION 3/10/2009 7:51:36 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 3/10/2009 7:51:43 AM, cangon
[REDACTED] to dphillip, WIP □□eC!ñ¾7□

*** CASE RULE ACTION 3/10/2009 7:51:43 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 3/10/2009 3:31:46 PM, dphillip
VSC CHECK 03/10/2009 03:31:46 PM dphillip
The following VSC information was found
PAMELA;PASCHALL;V001706904;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2003-07-29;2010-07-28;100000;6;206635;0.00

*** CASE CUC LOOKUP 3/10/2009 3:31:46 PM, dphillip
CUC CHECK 03/10/2009 03:31:46 PM dphillip
The following CUC information was found
;;;0;0;0;,,,,;0;;

*** CASE EXTENDED WARRANTY LOOKUP 3/10/2009 3:31:48 PM, dphillip
WARRANTY CHECK 03/10/2009 03:31:48 PM dphillip
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/10/2009 3:31:53 PM, dphillip
CLAIM CHECK 03/10/2009 03:31:53 PM dphillip
The following Claim History information was found
0; 2008-08-08; 207669; 443855; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-023
REPLACEMENT BATTERY; ALSO SEE ELECTRICAL

*** CASE CAMPAIGN LOOKUP 3/10/2009 3:31:55 PM, dphillip
CAMPAIGN CHECK 03/10/2009 03:31:55 PM dphillip

Case History

Case ID : ██████████ Case Title : ██████████ - CSE NOT FIXED, D?

The following Campaign information was found
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/01/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74;

*** NOTES 3/10/2009 3:32:15 PM, dphillip, Action Type : Note-General

The customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed . I will follow-up with customer to ensure that all issues of concern have been resolved.

*** COMMIT 3/10/2009 3:36:47 PM, dphillip, Action Type : N/A

2nd call west CSE

*** NOTES 3/10/2009 3:36:59 PM, dphillip, Action Type : Call to Customer

1st message

I called the customer to follow up on their recent survey feedback regarding their Honda Vehicle. I reached the customer's VM. I left a message introducing myself as a C.M. for American Honda Customer Service. The message indicated that we are attempting to speak with the owner or operator of the vehicle in reference to feedback on a recent survey. I left my contact information 800 999-1009 ext 220905 along with my work hours.

I will try the customer again on 3/13

*** CASE MODIFY 3/10/2009 3:37:02 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 3/10/2009 3:37:05 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 3/12/2009 3:27:21 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** NOTES 3/12/2009 3:30:26 PM, dphillip, Action Type : Call to Customer

I reached the customer and introduced myself. I explained that I was calling from American Honda Motor Company regarding their Honda Vehicle. I informed customer that I am calling to follow up on some feedback that was provided on a recent survey. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to the Honda Vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

I contacted the customer and spoke with Ms. ██████████. The customer stated that they took the vehicle to Honda Cars of Mckinney because the SRS light came on. The customer stated that the dealer replaced a sensor in the driver's seat belt which resolved the concern. The customer suggested that Honda Cars of Mckinney provide loaner vehicles for customers having warranty repairs. The customer stated that she is completely satisfied and no longer requires further assistance. The customer thanked me for my follow up call to ensure her satisfaction and she ended the call.

I informed Ms. ██████████ on behalf of American Honda, I would like to thank her for her time and the valuable feedback she has provided. I informed her

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] CSE NOT FIXED, D?

that her overall ownership experience is very important to American Honda. I apologized for any inconvenience. Call ended.

*** NOTES 3/12/2009 3:30:42 PM, dphillip, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** CASE FULFILL 3/12/2009 3:32:08 PM, dphillip

Fulfilled for [REDACTED] due 03/13/2009 12:00:00 AM.

*** NOTES 3/12/2009 3:32:15 PM, dphillip, Action Type : Note-Resolution

The customer stated that they took the vehicle to Honda Cars of McKinney because the SRS light came on. The customer stated that the dealer replaced a sensor in the drivers' seat belt which resolved the concern. The customer does not require further assistance. I will close the case.

Case closed per PCRM procedure

*** CASE MODIFY 3/12/2009 3:32:52 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:32:53 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:32:57 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:33:00 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:33:07 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:33:41 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/12/2009 3:33:50 PM, dphillip
Created in WIP Default with Due Date 3/12/2009 3:33:50 PM.

*** CASE MODIFY 3/12/2009 3:34:19 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** COMMIT 3/12/2009 3:34:25 PM, dphillip, Action Type : N/A

Close@3pm

*** CASE MODIFY 3/12/2009 3:35:31 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:35:35 PM, dphillip
into WIP CSE 2 and Status of Solving.

*** CASE MODIFY 3/12/2009 3:35:38 PM, dphillip

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - CSE NOT FIXED, D?
into WIP CSE 2 and Status of Solving.
*** CASE MODIFY 3/12/2009 3:35:40 PM, dphillip
into WIP CSE 2 and Status of Solving.
*** SUBCASE [REDACTED] CLOSE 3/13/2009 4:31:55 PM, dphillip
Status = Solving, Resolution Code = Instruction Given
*** SUBCASE [REDACTED] CLOSE 3/13/2009 4:31:55 PM, dphillip
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 3/13/2009 4:31:56 PM, dphillip
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/23/2011 2:29:57 PM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/23/2011 2:42:00 PM
 Case Owner : Robert Enriquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Enriquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS SENSOR REEPLACEMENT CONCERN/ASSIST DENIED No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 938
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 938
 VIN Type / No. : ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : ██████████
 In Service Date : 08/26/2003
 Months In Use : 96
 Engine Number : ██████████
 Originating Dealer No. / Name : 207311 / HONDA OF FISHERS
 Selling Dealer No. / Name : 207828 / INDY HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : ██████████
 Phone No. : ██████████
 Address : 1441 S. LIBERTY DR.
 City / State / Zip : BLOOMINGTON, IN 47403
 Svc District / Sls District : 04E / G04
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 8/23/2011 2:41:44 PM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 8/23/2011 2:41:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS SENSOR REEPLACEMENT CONCERN/ASSIST DENIED

*** CASE CREATE 8/23/2011 2:29:57 PM, renrique

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 8/23/2011 2:40:15 PM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact # [REDACTED]

Customer called in and stated that they are having an issue with the SRS and the Engine Indicator

Customer stated that they took the vehicle to STEPHENS HONDA DLR#208001 8/19/2011. Customer stated that they spoke to (SA) Erin. Customer stated that the vehicle was inspected and diagnosed.

Customer stated that the Engine Light came on e because the Idle Control Sensor would have to be replaced. Customer stated that they were quoted about \$600.00 for the replacement.

Customer stated that the SRS Indicator has been on for a few months now. Customer stated that SRS Indicator is coming from the rear seat. Customer stated that they were advised that they would have to replace the entire rear seat frame for around \$750.00. Customer stated that the Dealership has never seen this issue. Customer stated that considering that the repair is so costly they would like AHM to assist financially for the repair. Customer stated that the SA Erin contacted the AHM field Rep for assistance and was declined.

ACS apologized for the experience in regards to the vehicle. ACS advised that at this time AHM would not be in the position to financially assist with any repair or replacement. ACS advised that the failure is beyond the design life of the vehicle and AHM not be able to consider any financial assistance. ACS apologized once again for the experience. Customer understood and needed no further assistance.

*** CASE MODIFY 8/23/2011 2:40:41 PM, renrique

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/23/2011 2:41:44 PM, renrique

Created in WIP Default with Due Date 8/23/2011 2:41:44 PM.

*** SUBCASE [REDACTED] CLOSE 8/23/2011 2:41:56 PM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/23/2011 2:41:57 PM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 8/23/2011 2:42:00 PM, renrique

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/21/2009 8:16:54 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/21/2009 8:22:44 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT COMES ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1279
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : FAIRFAX, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1279
VIN Type / No. : US VIN / 1HGCM56323A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 74,000
In Service Date : 05/19/2003
Months In Use : 74
Engine Number : K24A41144122
Originating Dealer No. / Name : 207019 / POHANKA HONDA
Selling Dealer No. / Name : 207019 / POHANKA HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207734 / ROSENTHAL FAIRFAX HONDA
Phone No. : 703-934-8500
Address : 11020 MAIN STREET
City / State / Zip : FAIRFAX, VA 22030
Svc District / Sls District : 06A / A06
Warranty Labor Rate / Date : \$116.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2009 8:21:53 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 7/21/2009 8:22:43 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer, Provided Information
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMES ON

*** CASE CREATE 7/21/2009 8:16:54 AM, mwells

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 7/21/2009 8:16:59 AM, mwells

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 7/21/2009 8:17:00 AM, mwells

VSC-CUC CHECK 07/21/2009 08:17:00 AM mwells
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/21/2009 8:17:06 AM, mwells

CAMPAIGN CHECK 07/21/2009 08:17:06 AM mwells
The following Campaign information was found
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 11/06/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043

*** CASE CLAIMS LOOKUP 7/21/2009 8:17:08 AM, mwells

CLAIM HISTORY CHECK 07/21/2009 08:17:07 AM mwells
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/21/2009 8:17:10 AM, mwells

WARRANTY CHECK 07/21/2009 08:17:10 AM mwells
No data found for VIN.

*** CASE MODIFY 7/21/2009 8:17:12 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2009 8:17:21 AM, mwells

into WIP default and Status of Solving.

*** NOTES 7/21/2009 8:21:36 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS update the customer information as current

Customer stated that the airbag light randomly comes on and off and started a couple of weeks ago. He stated that he further reviewed with going on line and googling the information and found there was a recall and wanted to know if his vehicle was apart of this

ACS advised that his vehicle did not have any recalls and that he would need to have the dealer to further review with a diagnose of his complaint. He thanked ACS and had no further requests

*** CASE MODIFY 7/21/2009 8:21:38 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/21/2009 8:21:53 AM, mwells

Created in WIP Default with Due Date 7/21/2009 8:21:53 AM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMES ON

*** CASE MODIFY 7/21/2009 8:21:57 AM, mwells
into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2009 8:22:21 AM, mwells
into WIP default and Status of Solving.

*** CASE MODIFY 7/21/2009 8:22:38 AM, mwells
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/21/2009 8:22:43 AM, mwells
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2009 8:22:44 AM, mwells
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/3/2009 7:52:55 AM
 Case Originator : Andrew Ndungu (Team MA) Sub Division : Satellite Center Status : Closed Close Date : 8/3/2009 9:36:52 AM
 Case Owner : Ashley Humble (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Ashley Humble (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - WIPER MOTOR NON OPERATIONAL No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MIAMI, FL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56693A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 53,099
 In Service Date : 06/20/2003
 Months In Use : 74
 Engine Number : K24A41145047
 Originating Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Selling Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : / BRICKELL HONDA
 Phone No. :
 Address : 665 S.W. 8TH STREET
 City / State / Zip : MIAMI, FL 33130
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT	Subcase Close	Product	Operation	740	Front Wiper
██████████ / ██████████ - PRODUCT	Subcase Close	Product	No Code	752	SRS

Issue Details

Issue ID : ██████████	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2009 7:54:28 AM
Issue Owner : Andrew Ndungu	Type 2 : Operation	Queue :	Close Date : 8/3/2009 8:02:26 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
Condition Code Desc : Motor 7401
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Documented Concern
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title** :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2009 9:30:56 AM
Issue Owner : Ashley Humble	Type 2 : No Code	Queue :	Close Date : 8/3/2009 9:36:52 AM
Issue Title : ██████████ - PRODUCT - NO CODE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Forward to Call Ctr
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title** :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - WIPER MOTOR NON OPERATIONAL

*** CASE CREATE 8/3/2009 7:52:55 AM, andungu

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/3/2009 7:53:02 AM, andungu

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/3/2009 7:53:07 AM, andungu

WARRANTY CHECK 08/03/2009 07:53:07 AM andungu

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/3/2009 7:53:11 AM, andungu

CLAIM CHECK 08/03/2009 07:53:11 AM andungu

The following Claim History information was found

0; 2008-03-03; 208275; 321232; 510; 720099 ; S/T BASE FOR SIDE MARKER LIGHTS.

*** CASE CAMPAIGN LOOKUP 8/3/2009 7:53:16 AM, andungu

CAMPAIGN CHECK 08/03/2009 07:53:16 AM andungu

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/19/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08

*** CASE VSC LOOKUP 8/3/2009 7:53:17 AM, andungu

VSC-CUC CHECK 08/03/2009 07:53:17 AM andungu

No data found for VIN.

*** CASE MODIFY 8/3/2009 7:53:31 AM, andungu

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/3/2009 7:54:28 AM, andungu

Created in WIP Default with Due Date 8/3/2009 7:54:28 AM.

*** CASE CAMPAIGN LOOKUP 8/3/2009 7:54:37 AM, andungu

CAMPAIGN CHECK 08/03/2009 07:54:37 AM andungu

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/19/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; NU;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08

*** NOTES 8/3/2009 8:02:17 AM, andungu, Action Type : Call from Customer

Customer called in stating that his wipers were not working and he kept having short circuiting in his hood. I advised him that his vehicle had been recalled for the wiper motor and the issues might be related. The customer stated that he would then take it to Brickell Honda for the wiper motor. He stated that he was having electrical problems again. He stated that his hood keeps giving him a short circuits and he insisted on speaking to a CM manager. The customer was irate and kept interrupting as I tried to explain to him that the two issues might be related and that it would be best to take the vehicle in to have it diagnosed and have his recall repaired. He kept insisting on talking a CM, I then attempted a transfer to ACS but it failed.

Contact information updated.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - WIPER MOTOR NON OPERATIONAL

*** CASE MODIFY 8/3/2009 8:02:24 AM, andungu
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/3/2009 8:02:26 AM, andungu
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2009 8:02:26 AM, andungu
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/3/2009 8:05:33 AM, dangel
with Condition of Open and Status of Solving.

*** NOTES 8/3/2009 8:15:51 AM, dangel, Action Type : Call from Customer
The customers contact information was verified.

The customer is calling because he is upset about his Windshield Wipers are not working. The customer is calling because he would like to have this issue taken care of. I explained to the customer that his vehicle has a safety recall for the Wiper Motors and he can get this repair done for free at any Honda dealer. The customer was still upset but understood.

No further assistance was needed, the call ended.

*** CASE MODIFY 8/3/2009 8:15:54 AM, dangel
into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 8:16:54 AM, dangel
into WIP default and Status of Solving.

*** CASE CLOSE 8/3/2009 8:16:55 AM, dangel
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/3/2009 8:43:49 AM, ahumble
with Condition of Open and Status of Solving.

*** NOTES 8/3/2009 8:52:10 AM, ahumble, Action Type : Call from Customer
Customer's name, address, and phone number was verified [REDACTED]

The customer stated "my car is a lemon". The customer states that he is experiencing an electric shorting issue. The customer states that he also had an issue with his SRS light coming on. The customer states that he has not had his vehicle diagnosed for this issue because he doesn't want to pay \$110 for diagnosis. He stated that he has been to the dealership 10 times for this issue. The customer states that he doesn't drive this vehicle much, he stated that he is a "disabled person". The customer states that Brickell Honda wants to charge him \$110 to check for this issue. The customer states that he is sorry he bought the vehicle, he states that it is defective. The customer states that he wants to speak with a case manager, or he is going to contact an attorney.

I apologized to the customer for the situation, and advised him that he will need to speak to our vehicle concerns department. I advised him that this is the campaign department. He stated that they won't send him to a case manager, he states that he has to have the vehicle diagnosed. I advised him that I do apologize. He stated that if we do not help him he will sue us and get on national TV. I advised him that I understand he is upset but advised him that we cannot assist him in this department. I advised him that he needs to speak with the vehicle concerns department. I advised him that they cannot send him to a case manager until he gets the vehicle diagnosed. He states that he wants to speak to one of our case managers. I advised him we cannot assist him in this department and he needs to speak with vehicle concerns. I advised him that if he only feels that this is a wiper motor issue then that recall can be serviced at his Honda

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - WIPER MOTOR NON OPERATIONAL

dealer. He stated that is not correct, that he has an electrical issue. I advised him I would transfer him back to the phone prompt and he can press option 7. He understood. I thanked him, and the call was transferred.

*** CASE MODIFY 8/3/2009 8:52:13 AM, ahumble

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/3/2009 9:30:56 AM, ahumble

Created in WIP Default with Due Date 8/3/2009 9:30:56 AM.

*** CASE MODIFY 8/3/2009 9:30:57 AM, ahumble

into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 9:36:51 AM, ahumble

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/3/2009 9:36:52 AM, ahumble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2009 9:36:52 AM, ahumble

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/20/2010 3:23:21 PM
 Case Originator : Marlene Wells (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 9/20/2010 3:52:42 PM
 Case Owner : Marlene Wells (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlene Wells (Team SC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 8200
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : NORTH BERGEN, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 8200
 VIN Type / No. : US VIN / 1HGCM66833A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6683JNW / A
 Miles / Hours : 60,000
 In Service Date : 08/28/2003
 Months In Use : 85
 Engine Number : J30A41148335
 Originating Dealer No. / Name : 207943 / BARON HONDA
 Selling Dealer No. / Name : 208272 / HONDA OF NANUET
 Trim : EX-V6NV
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208140 / HUDSON HONDA
 Phone No. : 201-868-9500
 Address : 6608 KENNEDY BLVD.
 City / State / Zip : WEST NEW YORK, NJ 07093
 Svc District / Sls District : 05B / B05
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2010 3:52:02 PM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 9/20/2010 3:52:41 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 9/20/2010 3:23:21 PM, mwells

Contact = G [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/20/2010 3:23:27 PM, mwells

CAMPAIGN CHECK 09/20/2010 03:23:27 PM mwells

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 11/15/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-04

*** CASE VSC LOOKUP 9/20/2010 3:23:29 PM, mwells

VSC-CUC CHECK 09/20/2010 03:23:29 PM mwells

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/20/2010 3:23:33 PM, mwells

CLAIM CHECK 09/20/2010 03:23:33 PM mwells

The following Claim History information was found

0; 2008-12-09; 208140; 818281; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL

A WIPER MTOR KIT. S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 9/20/2010 3:23:34 PM, mwells

WARRANTY CHECK 09/20/2010 03:23:34 PM mwells

No data found for VIN.

*** CASE MODIFY 9/20/2010 3:23:52 PM, mwells

into WIP default and Status of Solving.

*** NOTES 9/20/2010 3:30:21 PM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS verified customer information

Situation: SRS light on

Customer states he is concerned why the SRS light is on. Customer wanted to know if there is any recalls. ACS advised his vehicle did not have any recalls for his complaint. ACS suggested that he has the issue diagnosed by the dealer. He was advised the diagnosis fee and any repairs would be the owners. Customer thanked ACS and had no further requests.

*** CASE MODIFY 9/20/2010 3:30:25 PM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/20/2010 3:52:02 PM, mwells

Created in WIP Default with Due Date 9/20/2010 3:52:02 PM.

*** CASE MODIFY 9/20/2010 3:52:37 PM, mwells

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/20/2010 3:52:41 PM, mwells

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/20/2010 3:52:42 PM, mwells

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/6/2011 10:57:57 AM
Case Originator : Rio Wardana (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/6/2011 11:04:16 AM
Case Owner : Rio Wardana (Team HE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Rio Wardana (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS WARN LIGHT ON N/D		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 8200
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : NORTH BERGEN, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM66833A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6683JNW / A
Miles / Hours : 65,000
In Service Date : 08/28/2003
Months In Use : 100
Engine Number : J30A41148335
Originating Dealer No. / Name : 207943 / BARON HONDA
Selling Dealer No. / Name : 208272 / HONDA OF NANUET
Trim : EX-V6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2011 11:04:06 AM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 12/6/2011 11:04:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS WARN LIGHT ON N/D

*** CASE CREATE 12/6/2011 10:57:57 AM, rwardana

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 12/6/2011 10:59:14 AM, rwardana

into WIP default and Status of Solving.

*** NOTES 12/6/2011 11:03:44 AM, rwardana, Action Type : Call from Customer

I verified the customer's contact

Customer found information online in regards to a recall on the airbags for his 2003 Accord. Customer would like to confirm whether or not the vehicle is included in the recall. Customer states that 3 months ago, the SRS warn light came on with a red color instead of yellow. Customer was trying to look at this information through the manual, however could not find this information. Customer called the dealership, and was advised of a diagnosis fee, and so customer decided against the diagnosis.

Customer would like to know what he should do at this point, and whether or not his vehicle is included in the recall.

ACS advised the customer that his vehicle is not included in a recall for its airbags. It is however, included in a recall for the ignition switch. Customer acknowledged this recall, and states that he chose to ignore the recall notice because he has not been experiencing any problems with the ignition. ACS advised the customer that the SRS light could be on because of the airbags, OPDS, or the seat belts. At this point, there is no way for ACS to be confirming the problem without a diagnosis. Customer indicates that since he is not experiencing any problems at this time, he will hold off on a diagnosis.

Customer needed no further assistance.

*** CASE MODIFY 12/6/2011 11:03:50 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/6/2011 11:04:06 AM, rwardana

Created in WIP Default with Due Date 12/6/2011 11:04:06 AM.

*** CASE MODIFY 12/6/2011 11:04:14 AM, rwardana

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/6/2011 11:04:16 AM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/6/2011 11:04:16 AM, rwardana

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/2/2003 12:35:42 PM
Case Originator : Corey Kruisheer (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/23/2003 8:52:56 AM
Case Owner : Caroline Odulio (Team HH)	Method : Phone	Queue :	Days Open : 21
Last Closed By : Caroline Odulio (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - ****URGENT**** SRS LIGHT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 4504
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : RALEIGH, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4504
VIN Type / No. : US VIN / 1HGCM66513A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 550
In Service Date : 08/26/2003
Months In Use : 1
Engine Number : J30A41148137
Originating Dealer No. / Name : 208167 / STEVE JONES HONDA
Selling Dealer No. / Name : 208167 / STEVE JONES HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207789 / AUTO PARK HONDA
Phone No. : 919-467-4747
Address : 2100 AUTO PARK BLVD.
City / State / Zip : CARY, NC 27511
Svc District / Sls District : 06K / F06
Warranty Labor Rate / Date : \$104.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206824	LEITH HONDA		

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 9/3/2003 6:42:24 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 9/23/2003 8:52:53 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - *****URGENT***** SRS LIGHT

*** NOTES 9/2/2003 12:35:42 PM, ckruishe, Action Type :

Customer called Leith Honda for an SRS light. The light has been on solid since this morning. Dealer told the customer that they could not see her until September 10. Customer is leaving for a road trip this weekend and needs to get the SRS problem resolved. Advised the customer that I would forward her concern to a case manager for immediate assistance as the SRS system is a safety concern and she has only owned the car for a week. Further advised that she might want to call Autopark Honda in Cary to see if they can take her in earlier. Customer understood and thanked me for the help.

*** CASE CREATE 9/2/2003 12:35:42 PM, ckruishe

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/2/2003 4:43:05 PM, ckruishe

into WIP default and Status of Solving.

*** CASE DISPATCH 9/2/2003 4:43:09 PM, ckruishe

from WIP default to Queue Team G.

*** CASE YANKED 9/3/2003 6:13:45 AM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE [REDACTED] CREATE 9/3/2003 6:42:24 AM, codulio

Created in WIP Default with Due Date 9/3/2003 6:42:24 AM.

*** COMMIT 9/3/2003 6:43:05 AM, codulio, Action Type :

Made to [REDACTED] due 09/06/2003 06:43:11 AM.

DCS Follow-Up

*** NOTES 9/3/2003 6:45:32 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/6/2003 6

Dear: Chuck Prior,

This customer contacted our office regarding the following issue(s):

Customer called Leith Honda for an SRS light. The light has been on solid since this morning. Dealer told the customer that they could not see her until September 10. Customer is leaving for a road trip this weekend and needs to get the SRS problem resolved. Advised the customer that I would forward her concern to a case manager for immediate assistance as the SRS system is a safety concern and she has only owned the car for a week.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Hello Chuck, do you know about the customer concern? I just want to confirm if this is the soonest you can get the customer in b/c of their trip this weekend? Customer is waiting for a follow up, please call or transmit a DCS response to the Customer Service Office as soon as possible to confirm if the customer can make in sooner then 9/10/03? Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118051

*** COMMIT 9/3/2003 6:46:14 AM, codulio, Action Type :

Made to [REDACTED] due 09/06/2003 06:46:20 AM.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - *****URGENT***** SRS LIGHT

DCS Follow-Up

*** NOTES 9/3/2003 6:49:00 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/6/2003 6

Dear: Sammy Byrd,

This customer contacted our office regarding the following issue(s):

Customer called Leith Honda for an SRS light. The light has been on solid since this morning. Dealer told the customer that they could not see her until September 10. Customer is leaving for a road trip this weekend and needs to get the SRS problem resolved. Advised the customer that I would forward her concern to a case manager for immediate assistance as the SRS system is a safety concern and she has only owned the car for a week. Further advised that she might want to call Autopark Honda in Cary to see if they can take her in earlier. Customer understood and thanked me for the help.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Hello Sammy, just want to let you know this customer may be calling to get an apt. for an SRS problem and would like repairs done before their trip this weekend. If customer happens to make it into your dealership and may possibly request further assistance on the repair please call DPSM.

Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118051

*** CASE MODIFY 9/3/2003 6:51:02 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 9/3/2003 8:02:28 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 9/3/2003 8:03:42 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 9/3/2003 8:32:31 AM, codulio
into WIP Default and Status of Solving.

*** NOTES 9/4/2003 10:22:38 AM, codulio, Action Type : Call to Dealer

I spoke with Chuck (SM) who confirmed their schedule is full and customer was very rude and demanding. The customer was offered a date to look into the concern. Chuck (SM) is also willing to speak with the customer if needed.

*** CASE MODIFY 9/5/2003 2:23:46 PM, codulio
into WIP Default and Status of Solving.

*** NOTES 9/23/2003 8:43:32 AM, codulio, Action Type : Call to Customer

I left message for customer to call me back and confirm if repairs has been completed. I related apology the independant Honda dealer was not able to get her into the dlr at a sooner time. I provided the case# to refer to when calling me back.

*** NOTES 9/23/2003 8:47:48 AM, codulio, Action Type : Call to Dealer

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ****URGENT**** SRS LIGHT

I called Auto Park Honda, I spoke with Kimberly (SA) confirmed vehicle came into the dlr. on 9/3/03 at 689 miles complaining SRS light on, dlr. diagnosed and ordered an OPDS unit. I asked if part has arrived? Kimberly (SA) confirmed the part has arrived since 9/15/03 and the customer has been contacted by Jeff (SA & partner of Kimberly) on 9/16/03 at 1:28 p.m.. I said I will call the customer to let her know.

*** NOTES 9/23/2003 8:52:29 AM, codulio, Action Type : Call to Customer

I called customer evening # (work) and was told the customer no longer works at [REDACTED]. I called daytime # and I spoke with [REDACTED] who took message for the customer to convey the part is in and should make an apt. for repairs in case the dlr. may return it part b/c they have called to try and schedule apt. but customer has not returned any call or come back to the dealership. I provided my# and case# to refer to when calling me back.

*** SUBCASE [REDACTED] CLOSE 9/23/2003 8:52:53 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/2003 8:52:56 AM, codulio

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/9/2012 10:55:57 AM
 Case Originator : Amanda Green (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 3/9/2012 12:06:14 PM
 Case Owner : Michael Mendoza (Team HH) Method : Phone Queue : Days Open : 0
 Last Closed By : Michael Mendoza (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG INDICATOR LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6260
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : COLUMBIA, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6260
 VIN Type / No. : US VIN / 1HGCM66563A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 145,000
 In Service Date : 08/11/2003
 Months In Use : 103
 Engine Number : J30A41148314
 Originating Dealer No. / Name : 208239 / VICTORY HONDA
 Selling Dealer No. / Name : 206664 / BROWN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Phone No. : 443-535-0500
 Address : 12441 AUTO DRIVE
 City / State / Zip : CLARKSVILLE, MD 21029
 Svc District / Sls District : 06E / B06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - P	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Green	Type 1 : Product	Status : Subcase Close	Open Date : 3/9/2012 11:27:43 AM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 3/9/2012 12:06:14 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Documented Concern, Referred to Manual
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG INDICATOR LIGHT ON

*** CASE CREATE 3/9/2012 10:55:57 AM, agreen2

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 3/9/2012 11:27:43 AM, agreen2

Created in WIP Default with Due Date 3/9/2012 11:27:43 AM.

*** NOTES 3/9/2012 11:33:14 AM, agreen2, Action Type : Call from Customer

ACS verified the contact information.

best contact phone number is: [REDACTED]

The customer called in stating the airbag light right above the speedometer randomly goes on. The customer stated when he starts the car the light with randomly turn on. It has been happening for the past 6 months. The customer has been doing research online regarding the situation. The customer is taking the vehicle to the dealership next week. The customer is taking the vehicle Jim Colmeman Honda. The customer wanted to know if the airbags would be covered by AHM under warranty. The customer also wanted to know why the diagnosis fee would not be covered by AHM.

ACS empathized with the customer over his frustration. ACS stated the information regarding reasons to why his light may be on can be found in his owners manual on page 49. ACS advised the customer that his warranty is 3yrs/36,000 miles. ACS stated he is 109,000 and 6 years out of warranty. ACS empathized with the customer stating any repairs on his airbags would not be covered by AHM. ACS also advised the customer that AHM cannot cover the diagnosis fee. ACS advised the customer that he can shop around at different dealerships because the prices may vary. ACS offered to walk him through the website to find another local dealership. The customer was no interested. The customer had no further questions.

*** CASE MODIFY 3/9/2012 11:34:00 AM, agreen2

into WIP Default and Status of Solving.

*** CASE MODIFY 3/9/2012 11:42:23 AM, agreen2

into WIP Default and Status of Solving.

*** CASE MODIFY 3/9/2012 11:42:35 AM, agreen2

into WIP Default and Status of Solving.

*** CASE ASSIGN 3/9/2012 11:42:43 AM, agreen2

[REDACTED] to mmendoza, WIP eC! é p

*** CASE RULE ACTION 3/9/2012 11:42:43 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/9/2012 11:42:46 AM, agreen2

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] ASSIGN 3/9/2012 11:43:01 AM, agreen2

[REDACTED] to mmendoza, WIP

*** SUBCASE [REDACTED] RULE ACTION 3/9/2012 11:43:01 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CLOSE 3/9/2012 12:06:14 PM, mmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/9/2012 12:06:14 PM, mmendoza

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/2/2013 6:36:20 AM
Case Originator :	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/2/2013 7:14:10 AM
Case Owner :	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Point of Origin :	Customer	Wipbin :			
Case Title :	- OPDS WARRANTY EXTENSION INQUIRY			No. of Attachments :	0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : VIRGINIA BEACH, VA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : 1037
 VIN Type / No. : US VIN / 1HGCM56693A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 140,000
 In Service Date : 06/01/2003
 Months In Use : 119
 Engine Number : K24A41145475
 Originating Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
 Selling Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208415 / HALL HONDA
 Phone No. : 757-431-4300
 Address : 3516 VIRGINIA BEACH BL
 City / State / Zip : VIRGINIA BEACH, VA 23452
 Svc District / Sls District : 06G / G06
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 5/2/2013 7:13:27 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 5/2/2013 7:14:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - OPDS WARRANTY EXTENSION INQUIRY

*** CASE CREATE 5/2/2013 6:36:20 AM, kheaton

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/2/2013 6:50:31 AM, kheaton, Action Type : Call from Customer

Customer information was verified

Customer has contacted ACS stating that his vehicle was recently diagnosed the reason for her SRS light being illuminated as the OPDS sensor needing to be replaced.

Request: Customer is seeking financial assistance with the repair cost.

Probing Questions: Customer states that he has heard that AHM has extended warranties on safety components and would like to know if this is covered, and if it is not, if AHM would be willing to offer any financial assistance for the repair cost.

Inbound Summary: ACS explained to the customer that there are no known issues that specifically affect the vehicle regarding the OPDS system ACS informed the customer that the normal warranty for this component is 3 years or 36,000 miles whichever comes first. ACS then explained to the customer that based on the fact that his vehicle is over 100,000 miles outside of the factory warranty, unfortunately AHM will not be in the position to offer any financial assistance with the repair cost. Customer understood AHM position, and required no additional assistance at the moment.

*** CASE MODIFY 5/2/2013 7:08:42 AM, kheaton

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] 1 CREATE 5/2/2013 7:13:27 AM, kheaton

Created in WIP Default with Due Date 5/2/2013 7:13:27 AM.

*** SUBCASE [REDACTED] CLOSE 5/2/2013 7:14:04 AM, kheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/2/2013 7:14:10 AM, kheaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/10/2013 12:16:01 PM	
Case Originator :	Crystal Pillow (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/18/2013 9:06:38 AM
Case Owner :	Kris Schroeder (Team HE)	Method :	Mail	Queue :		Days Open :	8
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	7J-(208594) DRIVER'S AIRBAG INFLATOR			No. of Attachments :	1		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : PORT CHARLOTTE, FL
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / IHGCM66563A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 80,000
 In Service Date : 08/14/2003
 Months In Use : 116
 Engine Number : J30A41149680
 Originating Dealer No. / Name : 207147 / LINDELL HONDA
 Selling Dealer No. / Name : 207147 / LINDELL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208594 / PORT CHARLOTTE HONDA
 Phone No. : 941-743-8883
 Address : 1252 TAMIAMI TRAIL
 City / State / Zip : PORT CHARLOTTE, FL 33953
 Svc District / Sls District : 07J / F07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODUCT	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2013 12:30:00 PM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 4/10/2013 12:30:10 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Safety-Regulatory
 Resolutions : Assist Denied, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : 7J-(208594)-[REDACTED] - DRIVER'S AIRBAG INFLATOR

*** CASE CREATE 4/10/2013 12:16:01 PM, cpillow

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 4/10/2013 12:16:46 PM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 12:18:30 PM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 12:18:41 PM, cpillow

into WIP default and Status of Solving.

*** NOTES 4/10/2013 12:29:36 PM, cpillow, Action Type : Call from Customer

Updated all customer contact information. phn# [REDACTED]

Customer states he took his vehicle into PORT CHARLOTTE HONDA and states that SM, Ron Deatley quoted him \$1,024 to replace the airbag inflator. Customer states the SM referred him to call AHM. DEALER REFERRED.

Customer states that he feels that this is a common failure based on 57 similar complaints online and based on a recall issued for older year/model Honda vehicles. Customer states that he is seeking for AHM to cover the cost of repairs as he states he feels that this is a defect.

Customer states he purchased this vehicle used a month ago from a private party. Customer states that he has previously owned a 1998 Prelude prior to this vehicle. Customer has only had the vehicle for a month so does not yet have established service history.

ACS expressed understanding of customer's concerns over an expected repair expense. ACS advised customer that all campaigns are VIN specific and that at this time there are no recalls related to the driver's airbag inflator for his VIN.

ACS advised customer that on a vehicle purchased used in an as-is condition from a private party with 80k miles and nearly 10yrs of age would place the vehicle beyond the point where AHM would consider participating in the cost of this repair expense at this point in time. No further assistance required. Case closed.

*** CASE MODIFY 4/10/2013 12:29:42 PM, cpillow

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/10/2013 12:30:00 PM, cpillow

Created in WIP Default with Due Date 4/10/2013 12:30:00 PM.

*** SUBCASE [REDACTED] CLOSE 4/10/2013 12:30:10 PM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/10/2013 12:30:10 PM, cpillow

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/11/2013 1:18:29 PM, cpillow

with Condition of Open and Status of Solving.

*** NOTES 4/11/2013 1:23:40 PM, cpillow, Action Type : Call to Customer

HCVACS provided customer with outbound QA disclaimer. phn# [REDACTED]

Customer states he is calling again to seek assistance again with the cost of replacement for the driver's airbag inflator. ACS reiterated to customer that his

Case History

Case ID : [REDACTED] Case Title : 7J-(208594)-[REDACTED] DRIVER'S AIRBAG INFLATOR

VIN has not, at this time, been included in a recall for the driver's airbag inflator.

ACS also reiterated that at this point in time that AHM would consider the vehicle to be beyond the point where participation in the cost of repairs would be considered based on vehicle being purchased in a used as-is condition and on it's overall vehicle age & mileage.

Customer inquired if Honda's position would change if he appealed to Honda Japan and ACS advised customer that on US vehicles that AHM is the appropriate entity to review requests such as his and that at this point in time AHM's position would remain the same. No further assistance required. Case closed.

*** CASE MODIFY 4/11/2013 1:23:50 PM, cpillow
into WIP default and Status of Solving.

*** CASE CLOSE 4/11/2013 1:24:02 PM, cpillow
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/17/2013 2:24:00 PM, valligoo
with Condition of Open and Status of Solving.

*** NOTES 4/17/2013 2:24:50 PM, valligoo, Action Type : Letter/Fax
On 4/17/13 ACS received a 1-page letter from the customer dated 4/14/13 regarding the previous concern.

*** CASE MODIFY 4/17/2013 2:25:28 PM, valligoo
into WIP default and Status of Solving.

*** CASE DISPATCH 4/17/2013 2:25:32 PM, valligoo
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 4/17/2013 2:27:43 PM, kschroed
from Queue Honda Team E to WIP Default.

*** CASE ADD ATTACHMENT 4/17/2013 2:30:16 PM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-04-1001092_1.PDF

*** COMMIT 4/18/2013 6:32:40 AM, kschroed, Action Type :

Made to [REDACTED] Tue 04/21/2013 06:32:44 AM.

DCS Follow-Up

*** NOTES 4/18/2013 6:32:57 AM, kschroed, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/21/2013

This customer contacted our office regarding the following issue(s):

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Airbag Inflator

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : 7J-(208594)-[REDACTED] DRIVER'S AIRBAG INFLATOR

- * Service history, if available
- * RO #(s)

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Kris Schroeder
Automobile Customer Service
310-783-7703

*** NOTES 4/18/2013 6:40:51 AM, kschroed, Action Type : Call to Dealer
Dealer contact: Al

Date at dealer: 4/9/13
R/O: 129672
Mileage: 80129

Customer's complaint: SRS light on

Dealer's diagnosis: vehicle needs drivers side inflator

Dealer resolution: Recommend replacing drivers airbag; estimate- \$1024

Service history at dealer: none; customer just purchased vehicle as used vehicle

DPSM involvement: not involved

Notes: Customer purchased vehicle 1 month ago from private party. Customer has "for sale" signs on vehicle currently. ACS to decline assistance with the cost of repairs

*** NOTES 4/18/2013 6:45:59 AM, kschroed, Action Type : Call to Customer

ACS left message for customer to give AHM a call back regarding customer's concerns at [REDACTED] Left ACS contact information, hours of operation and a call back date of 4/24/13

*** CASE FULFILL 4/18/2013 6:46:11 AM, kschroed

Fulfilled for [REDACTED] due 04/21/2013 06:32:44 AM.

*** COMMIT 4/18/2013 6:46:12 AM, kschroed, Action Type : N/A

call customer- received letter

*** CASE MODIFY 4/18/2013 6:46:29 AM, kschroed
into WIP Default and Status of Solving.

*** NOTES 4/18/2013 9:06:26 AM, kschroed, Action Type : Call from Customer

ACS had received a call from customer with regards to his concerns with the vehicle needing an airbag. ACS advised that AHM had received the letter the customer had written with regarding his concerns. ACS advised that the issue the customer was having with the vehicle was not due to a defect in the vehicle, but due to a failed part. ACS advised that currently there was no recall, campaign or warranty extension for the issue. ACS advised that currently at this time, the customer would be responsible for any and all repair cost for the repairs needed on vehicle. Customer understood. Customer was unhappy but understood

Case History

Case ID : [REDACTED]

Case Title : 7J-(208594)-[REDACTED]- DRIVER'S AIRBAG INFLATOR

AHM position at this time. I thanked him for his time and ended call.

Verified customer's information

*** CASE MODIFY 4/18/2013 9:06:36 AM, kschroed
into WIP 7J and Status of Solving.

*** CASE CLOSE 4/18/2013 9:06:38 AM, kschroed
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/26/2011 11:32:48 AM
Case Originator : Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/26/2011 11:38:10 AM
Case Owner : Tara Limun (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Tara Limun (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : [REDACTED] - AIRBAG WARNING LIGHT COMPLAINT (ND)			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 1173
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : POTOMAC, MD [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1173
 VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 90,000
 In Service Date : 09/01/2003
 Months In Use : 94
 Engine Number : J30A41149713
 Originating Dealer No. / Name : 207992 / O'DONNELL HONDA
 Selling Dealer No. / Name : 207992 / O'DONNELL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2011 11:37:32 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 7/26/2011 11:38:09 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG WARNING LIGHT COMPLAINT (ND)

*** CASE CREATE 7/26/2011 11:32:48 AM, tlimun

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/26/2011 11:37:28 AM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number [REDACTED].

The customer called ACS and advised that the indicator light for the airbag is coming on. Customer feels this issue should be under the airbag safety recall.

ACS advised customer recalls are VIN specific and NHTSA is the one generated the recall based on consumer report. Customer requested NHTSA contact number and ACS provided customer [REDACTED]. Customer seeks financial assistance from AHM. ACS advised customer AHM is not in the position to review his request based on age and mileage also there is no recall related to his issue. ACS advised customer his complaint is well documented so that all areas of our company have the access to this information. Call ended and customer understood.

*** SUBCASE [REDACTED] CREATE 7/26/2011 11:37:32 AM, tlimun

Created in WIP Default with Due Date 7/26/2011 11:37:32 AM.

*** SUBCASE [REDACTED] CLOSE 7/26/2011 11:38:09 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/26/2011 11:38:10 AM, tlimun

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/23/2009 2:27:14 PM	
Case Originator :	Fernando Rea (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/23/2009 2:33:09 PM
Case Owner :	Fernando Rea (Team MA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Fernando Rea (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS INDICATOR ON			No. of Attachments :	0		

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	() - [REDACTED]
Address :	[REDACTED]
City / State / Zip :	OAKLAND, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 711
VIN Type / No. :	US VIN / 1HGCM66803A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6683JNW / A
Miles / Hours :	90,000
In Service Date :	08/30/2003
Months In Use :	73
Engine Number :	J30A41150228
Originating Dealer No. / Name :	206890 / AUTONATION HONDA FREMONT
Selling Dealer No. / Name :	206890 / AUTONATION HONDA FREMONT
Trim :	EX-V6NV
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207837 / HONDA OF OAKLAND
Phone No. :	510-420-9200
Address :	3330 BROADWAY STREET
City / State / Zip :	OAKLAND, CA 94611
Svc District / Sls District :	12C / A12
Warranty Labor Rate / Date :	\$138.50 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS
[REDACTED] / [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility		

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2009 2:32:36 PM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 9/23/2009 2:33:08 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/23/2009 2:32:49 PM
Issue Owner : Fernando Rea	Type 2 : Eligibility	Queue :	Close Date : 9/23/2009 2:33:09 PM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS INDICATOR ON

***** CASE CREATE 9/23/2009 2:27:14 PM, frea**

Contact = [REDACTED] R, Priority = N/A, Status = Solving.

***** CASE EXTENDED WARRANTY LOOKUP 9/23/2009 2:28:23 PM, frea**

WARRANTY CHECK 09/23/2009 02:28:22 PM frea

No data found for VIN.

***** CASE CLAIMS LOOKUP 9/23/2009 2:28:25 PM, frea**

CLAIM HISTORY CHECK 09/23/2009 02:28:25 PM frea

No data found for VIN.

***** CASE CAMPAIGN LOOKUP 9/23/2009 2:28:31 PM, frea**

CAMPAIGN CHECK 09/23/2009 02:28:31 PM frea

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/14/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043;

***** CASE CUC LOOKUP 9/23/2009 2:28:34 PM, frea**

CUC CHECK 09/23/2009 02:28:34 PM frea

The following CUC information was found

;;;0;0;0;,,,,;0;;

***** CASE VSC LOOKUP 9/23/2009 2:28:34 PM, frea**

VSC CHECK 09/23/2009 02:28:34 PM frea

The following VSC information was found

PHUONG;WILLBUR;V001744770;A67;(NEW) PREMIUM 6YR 75K \$50 DED;EXPIRED;;2003-08-31;2009-08-29;75000;5;206890;50.0

0

***** CASE MODIFY 9/23/2009 2:29:31 PM, frea**

into WIP default and Status of Solving.

***** NOTES 9/23/2009 2:32:07 PM, frea, Action Type : Call from Customer**

Updated customers information. Customers best contact phone number is [REDACTED] home

Situation: Customer stated the SRS light is coming on intermittently. Customer stated he heard about a possible widespread issue and possible additional coverage for SRS components.

Request: Customer would like to know if any campaign has been identified with his vehicle related to the SRS.

Probing Questions:

Customer stated the SRS light has been coming on for the last few months.

Customer stated that at times turning off and on the engine the light would not come on for some time.

Inbound Summary:

ACS advised customer this vehicle is not involved in any outstanding recalls or service campaigns related to the SRS.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON

Customer was satisfied with information provided and does not require additional assistance at this time.

*** SUBCASE [REDACTED] CREATE 9/23/2009 2:32:36 PM, frea

Created in WIP Default with Due Date 9/23/2009 2:32:36 PM.

*** SUBCASE [REDACTED] CREATE 9/23/2009 2:32:49 PM, frea

Created in WIP Default with Due Date 9/23/2009 2:32:49 PM.

*** CASE MODIFY 9/23/2009 2:33:05 PM, frea

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/23/2009 2:33:08 PM, frea

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 9/23/2009 2:33:09 PM, frea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/2009 2:33:09 PM, frea

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/11/2009 7:55:23 AM
Case Originator : David Angel (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/11/2009 8:40:19 AM
Case Owner : David Angel (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : David Angel (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - Q78/LOCATE DEALER			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 111
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : SEARCY, AR ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : UNKNOWN XXXX
 VIN Type / No. : US VIN / 1HGCM665X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 88,000
 In Service Date : 08/15/2003
 Months In Use : 73
 Engine Number : J30A41150396
 Originating Dealer No. / Name : 206644 / FRANK BROWN HONDA
 Selling Dealer No. / Name : 206644 / FRANK BROWN HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Angel	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/11/2009 8:39:16 AM
Issue Owner : David Angel	Type 2 : Eligibility	Queue :	Close Date : 9/11/2009 8:40:19 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
Condition Code Desc : Motor 7401
Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
Temperament Code : Cold
Resolutions : Updated Information, Provided Information, Referred to Dealer
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Angel	Type 1 : Product	Status : Subcase Close	Open Date : 9/11/2009 8:39:59 AM
Issue Owner : David Angel	Type 2 : Operation	Queue :	Close Date : 9/11/2009 8:40:19 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - Q78/LOCATE DEALER

*** CASE CREATE 9/11/2009 7:55:23 AM, dangel

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/11/2009 7:55:24 AM, dangel

WARRANTY CHECK 09/11/2009 07:55:24 AM dangel

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/11/2009 7:55:29 AM, dangel

CLAIM CHECK 09/11/2009 07:55:29 AM dangel

The following Claim History information was found

0; 2007-02-16; 206689; 084426; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 9/11/2009 7:55:32 AM, dangel

CAMPAIGN CHECK 09/11/2009 07:55:32 AM dangel

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 08/27/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 02/16/07; FX;

08-0

*** CASE VSC LOOKUP 9/11/2009 7:55:34 AM, dangel

VSC CHECK 09/11/2009 07:55:34 AM dangel

The following VSC information was found

KAREN;CORKER;V001725728;B70;(NEW) PREMIUM 7YR 100K 0 DED;CANCELLED;2003-12-15;2003-08-15;2010-08-14;100000;21;

206644;0.00

*** CASE CUC LOOKUP 9/11/2009 7:55:34 AM, dangel

CUC CHECK 09/11/2009 07:55:34 AM dangel

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;

*** CASE MODIFY 9/11/2009 7:55:35 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2009 7:56:43 AM, dangel

into WIP default and Status of Solving.

*** NOTES 9/11/2009 8:03:26 AM, dangel, Action Type : Call from Customer

The customers contact information was updated.

The customer was updated as being the current owner for the vehicle.

The customer advised me they have received the notice for the Q78 campaign. The customer is calling because he would like to know where he can make an to have the safety recall for the Wiper Motor completed. I located the closest Honda dealer for the customer and provided the customer with the phone number. The Honda dealer closest to the customer is Honda World.

The customers mentioned the vehicle has an airbag fault that appears on the instrument panel. The customer would like to know if any campaigns would assist affect this issue. I advised the customer the vehicle does not have any campaigns for the SRS. I referred the customer to the Honda dealer for further assistance.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - Q78/LOCATE DEALER

The customer understood.

No other assistance was needed, The call ended.

*** CASE MODIFY 9/11/2009 8:03:28 AM, dangel
into WIP default and Status of Solving.

*** CASE CREATE 9/11/2009 8:39:16 AM, dangel

Number = [REDACTED] Created in WIP default with due date 09/12/2009 08:39:16 AM..

*** SUBCASE [REDACTED] CREATE 9/11/2009 8:39:16 AM, dangel, Action Type :

Created in WIP default with due date 09/12/2009 08:39:16 AM.

*** SUBCASE [REDACTED] MODIFY 9/11/2009 8:39:24 AM, dangel

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/11/2009 8:39:59 AM, dangel

Created in WIP Default with Due Date 9/11/2009 8:39:59 AM.

*** CASE MODIFY 9/11/2009 8:40:10 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2009 8:40:17 AM, dangel

into WIP default and Status of Solving.

*** CASE CLOSE 9/11/2009 8:40:19 AM, dangel

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 9/11/2009 8:40:19 AM, dangel

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 9/11/2009 8:40:19 AM, dangel

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 1/23/2012 11:13:40 AM
 Case Originator : Rosalinda Higgins (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 1/23/2012 11:23:11 AM
 Case Owner : Rosalinda Higgins (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Rosalinda Higgins (Team CE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG INFLATOR RECALL EXPANSION No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 29 C
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : FLORISSANT, MO ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ C
 VIN Type / No. : US VIN / 1HGCM66523A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours :
 In Service Date : 08/22/2003
 Months In Use : 101
 Engine Number : J30A41150849
 Originating Dealer No. / Name : 206604 / FRANK LETA HONDA
 Selling Dealer No. / Name : 206604 / FRANK LETA HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - CORPO	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Rosalinda Higgins	Type 1 : Corporate	Status : Subcase Close	Open Date : 1/23/2012 11:15:15 AM
Issue Owner : Rosalinda Higgins	Type 2 : Media Exposure	Queue :	Close Date : 1/23/2012 11:16:22 AM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Updated Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - AIRBAG INFLATOR RECALL EXPANSION

*** CASE CREATE 1/23/2012 11:13:40 AM, rhiggins

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 1/23/2012 11:13:42 AM, rhiggins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/23/2012 11:14:15 AM, rhiggins

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/23/2012 11:15:15 AM, rhiggins

Created in WIP Default with Due Date 1/23/2012 11:15:15 AM.

*** CASE MODIFY 1/23/2012 11:15:17 AM, rhiggins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/23/2012 11:15:26 AM, rhiggins

into WIP Default and Status of Solving.

*** CASE CLOSE 1/23/2012 11:16:22 AM, rhiggins

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 1/23/2012 11:16:22 AM, rhiggins

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 1/23/2012 11:22:23 AM, rhiggins

with Condition of Open and Status of Solving.

*** NOTES 1/23/2012 11:23:04 AM, rhiggins, Action Type : Call from Customer

Customer called in requesting safety recall information for his vehicle. Customer advised he saw in the news vehicle may be included in airbag inflator recall. I informed him safety recalls are VIN specific. I advised based on CRMS campaign check currently vehicle had no outstanding safety recalls. No further assistance was requested.

Owner information was verified.

*** CASE MODIFY 1/23/2012 11:23:06 AM, rhiggins

into WIP Default and Status of Solving.

*** CASE CLOSE 1/23/2012 11:23:11 AM, rhiggins

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/23/2012 6:04:24 AM
 Case Originator : Crystal Pillow (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 8/27/2012 5:00:45 PM
 Case Owner : Britteney Scales (Team SC) Method : Phone Queue : Days Open : 4
 Last Closed By : Britteney Scales (Team SC) Point of Origin : Customer Wipbin :
 Case Title : 6D (DULLES) [REDACTED] - SRS INDICATOR CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4620
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : STERLING, VA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM665X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 143,000
 In Service Date : 09/29/2003
 Months In Use : 107
 Engine Number : J30A41150777
 Originating Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & C
 Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208341 / AUTONATION HONDA DULLES
 Phone No. : 703-444-2010
 Address : 21715 AUTO WORLD DRIVE
 City / State / Zip : STERLING, VA 20166
 Svc District / Sls District : 06C / A06
 Warranty Labor Rate / Date : \$119.65 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 8/23/2012 6:17:26 AM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 8/23/2012 6:18:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 8/24/2012 7:21:34 AM
Issue Owner : Teri Spencer	Type 2 : Operation	Queue :	Close Date : 8/24/2012 7:21:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 6D (DULLES) [REDACTED] - SRS INDICATOR CONCERN

*** CASE CREATE 8/23/2012 6:04:24 AM, cpillow

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/23/2012 6:04:34 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2012 6:04:53 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2012 6:05:23 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2012 6:05:30 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 8/23/2012 6:16:57 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that her SRS indicator illuminated. Customer claims she went to an IRF and claims she was told the issue with the seat belt buckle. Customer states she called the dealership.

Customer states she was informed by the dealership SA that electrical seat belt components are not covered under warranty, but mechanical components are covered. Customer states she is calling to find out if her repair will be covered under warranty or not.

ACS expressed understanding of customer's frustration. ACS explained to customer (more than once) that the dealership would need to perform a diagnosis to determine if her repair would be covered under the limited lifetime seat belt warranty or not.

ACS explained to customer that ACS does not have a comprehensive list of all components that are or are not covered under warranty, but the dealership would be able to verify after diagnosis if her particular concern is covered or not.

ACS advised customer if the repair is warrantable that the diagnostic fee would be reimbursed and repairs would be performed at no cost otherwise she would be responsible for cost for diagnosis and would be provide a quote for approval.

In middle of explaining to customer that some components like the tensioner and buckle are covered under the warranty; however some electrical components like seat belt buckles sensors are not covered. At this point customer's call disconnected and another rep received her call before ACS had a chance to call her back.

*** SUBCASE [REDACTED] CREATE 8/23/2012 6:17:26 AM, cpillow

Created in WIP Default with Due Date 8/23/2012 6:17:26 AM.

*** CASE MODIFY 8/23/2012 6:17:36 AM, cpillow

into WIP default and Status of Solving.

*** CASE YANKED 8/23/2012 6:17:40 AM, spark

Yanked by spark into WIPbin default.

*** SUBCASE [REDACTED] CLOSE 8/23/2012 6:18:12 AM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/23/2012 6:45:32 AM, spark, Action Type : Call from Customer

Case History

Case ID : [REDACTED] Case Title : 6D (DULLES) [REDACTED] - SRS INDICATOR CONCERN

The customer called ACS stating that she would like to know why the SRS indicator isn't covered under the warranty. The customer went to Honda of Dellus and spoke to SA M.J. The customer went to the dlr last night and the SA told her the seat belt isn't covered.

ACS advised the customer that she would have to go back to the dlr and speak to the Service Manager and they would be the best qualified person to speak to as to why she isn't covered.

The customer required no further assistance.

*** CASE MODIFY 8/23/2012 6:46:03 AM, spark
into WIP default and Status of Solving.

*** CASE CLOSE 8/23/2012 6:46:07 AM, spark
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/23/2012 3:34:35 PM, skhan
with Condition of Open and Status of Solving.

*** NOTES 8/23/2012 3:52:13 PM, skhan, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS and stated that he has been going back and forth with the dealership in regards to his srs light. The customer is stating that he paid \$65 for a diagnosis fee last night at Honda of Dulles and that he was advised by the service advisor, MJ that his seatbelt buckle needs to be replaced, which would cost \$230 for cost of repairs as this repair is not covered under any type of warranty. The customer is stating that he went online and looked in the owner's manual which states that seatbelt should be covered for the life of the vehicle. The customer feels that the dealership is trying to make money off of him and does not want to assist him with the cost of the repair. The customer is asking AH to assist him with liaison assistance as he already paid for a diagnosis fee and does not want to go to a different Honda dealership. The customer is stating that he purchased his vehicle brand new and does his maintenance work at both the Honda dealerships and independent repair shops. The customer does not own any other Honda vehicles at this time. The customer is stating that his vehicle has never been in an accident and has never been abused and the seat belts have never been tampered with and he would like his seat belt repaired as soon as possible as this is a safety concern.

ACS empathized with the customer and documented the customer's concern. ACS advised the customer that his case will be forwarded to a CM for further review.

ACS advised the customer his case will be reviewed and will receive a call from the CM by the end of the next business day. ACS advised the customer there is no guarantee in assistance that can be provided due to being a case by case basis. ACS provided the customer with the case number. The customer requires no additional assistance at this time.

*** CASE MODIFY 8/23/2012 3:52:24 PM, skhan
into WIP default and Status of Solving.

*** CASE DISPATCH 8/23/2012 3:52:37 PM, skhan
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 8/24/2012 6:02:03 AM, tspencer
from Queue Honda Team F to WIP Default.

*** SUBCASE [REDACTED] CREATE 8/24/2012 7:21:34 AM, tspencer
Created in WIP Default with Due Date 8/24/2012 7:21:34 AM.

*** SUBCASE [REDACTED] CLOSE 8/24/2012 7:21:41 AM, tspencer
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 6D (DULLES) [REDACTED] - SRS INDICATOR CONCERN

*** CASE MODIFY 8/24/2012 7:21:57 AM, tspencer

into WIP Default and Status of Solving.

*** NOTES 8/24/2012 7:33:19 AM, tspencer, Action Type : Call to Customer

Dialed: [REDACTED]

I contacted Ms. [REDACTED] and introduced myself as the Case Mgr in the Customer Service Office at American Honda. I explained the purpose of the call was to discuss the SRS light concern.

I acknowledged she had spoken with a few reps in our office and Honda of Dulles.

I asked the customer which seat belt is she encountering the issue with Driver or Passenger? She said the Driver.

I asked if the seat belt itself will latch into the buckle and she said yes.

I confirmed the sensor switch inside the buckle unit has failed and she said yes.

I explained components of the Supplemental Restraint System (SRS-front airbag) that interact with, or act upon, the vehicle's seat belts (such as, but not limited to, the latch sensor, the belt pretensioners, or the ECU). Those components are covered under the New Limited Vehicle Warranty of 3/36; whichever occur first. I advised the Seat Belt Limited Warranty covers the buckle itself if it fails to function properly and that is the reason the SRS light was on. Depending upon the code stored and type of failure, the warranty will vary.

I notified customer that only the actual belt is what it's covered under warranty and the electrical components are not. She said okay. I asked Mr. [REDACTED] if there were any other questions and she said no. I thanked her for her time and ended the call. Case closed.

*** CASE MODIFY 8/24/2012 7:33:26 AM, tspencer

into WIP Default and Status of Solving.

*** CASE CLOSE 8/24/2012 7:33:39 AM, tspencer

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/27/2012 4:55:44 PM, bscales

with Condition of Open and Status of Solving.

*** NOTES 8/27/2012 5:00:42 PM, bscales, Action Type : Call from Customer

Customer states he is not sure and does not understand why the electrical component is not covered. ACS explained the information that was previously provided to the customer in reference to this issue. Customer states he feels this component should be covered under the limited warranty. ACS advised the customer that the case manager would be notified that he has further concerns.

*** CASE CLOSE 8/27/2012 5:00:45 PM, bscales

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/12/2011 6:53:13 AM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/12/2011 2:21:33 PM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIRBAG RECALL		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3655
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HIRAM, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3655
VIN Type / No. : US VIN / 1HGCM56643A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 121,000
In Service Date : 06/21/2003
Months In Use : 95
Engine Number : K24A41148703
Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOC
Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2011 9:26:48 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 5/12/2011 9:27:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Referred to Website, Documented Concern,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIRBAG RECALL

*** CASE CREATE 5/12/2011 6:53:13 AM, jnakya

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/12/2011 6:58:30 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/12/2011 7:00:54 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding airbag recall

The customer indicated that he just purchased this vehicle from his daughter but he heard that there is a recall on the airbags so he is calling Honda to check and see if his vehicle is affected. The customer indicated that the SRS indicator light does come on and stays on at times.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the concern component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS informed the customer that if he is experiencing a concern with the SRS indicator he would need to have the concern inspected but the repair cost would be at the customer expense.

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

ACS offered to walk the customer through the website which the customer accepted.

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 5/12/2011 7:01:01 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/12/2011 9:26:48 AM, jnakya

Created in WIP Default with Due Date 5/12/2011 9:26:48 AM.

*** SUBCASE [REDACTED] CLOSE 5/12/2011 9:27:21 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/12/2011 9:27:25 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 5/12/2011 2:21:33 PM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/23/2010 7:58:06 AM
Case Originator :	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/23/2010 8:02:54 AM
Case Owner :	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY		No. of Attachments :	0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : GARDEN GROVE, CA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM66333A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 67,000
 In Service Date : 09/14/2003
 Months In Use : 77
 Engine Number : J30A41152332
 Originating Dealer No. / Name : 208030 / NORM REEVES HONDA SPRSTR HU
 Selling Dealer No. / Name : 208030 / NORM REEVES HONDA SPRSTR HUN
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name :
 Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katie Garner	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/23/2010 8:00:08 AM
Issue Owner : Katie Garner	Type 2 : Eligibility	Queue :	Close Date : 2/23/2010 8:02:54 AM
Issue Title : [REDACTED]	ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RECALL INQUIRY

*** CASE CREATE 2/23/2010 7:58:06 AM, kgarner

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/23/2010 7:58:09 AM, kgarner

WARRANTY CHECK 02/23/2010 07:58:09 AM kgarner

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/23/2010 7:58:14 AM, kgarner

CLAIM CHECK 02/23/2010 07:58:14 AM kgarner

The following Claim History information was found

0; 2010-02-01; 208030; 463712; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE CAMPAIGN LOOKUP 2/23/2010 7:58:21 AM, kgarner

CAMPAIGN CHECK 02/23/2010 07:58:21 AM kgarner

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/12/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 02/01/10; FX;

08-

*** CASE VSC LOOKUP 2/23/2010 7:58:22 AM, kgarner

VSC-CUC CHECK 02/23/2010 07:58:22 AM kgarner

No data found for VIN.

*** CASE MODIFY 2/23/2010 7:58:45 AM, kgarner

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/23/2010 7:59:52 AM, kgarner

CAMPAIGN CHECK 02/23/2010 07:59:52 AM kgarner

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/12/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 02/01/10; FX;

08-

*** SUBCASE [REDACTED] CREATE 2/23/2010 8:00:08 AM, kgarner

Created in WIP Default with Due Date 2/23/2010 8:00:08 AM.

*** CASE CAMPAIGN LOOKUP 2/23/2010 8:01:17 AM, kgarner

CAMPAIGN CHECK 02/23/2010 08:01:17 AM kgarner

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/12/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 02/01/10; FX;

08-

*** NOTES 2/23/2010 8:02:22 AM, kgarner, Action Type : Call from Customer

Customer's contact information was updated.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RECALL INQUIRY

The customer said the SRS indicator is coming on and going off and he wanted to check for recalls regarding the problem. Campaign history is not listing any recalls related to the SRS light. The customer was informed the vehicle is not included in any recalls. The customer was asked if further assistance is required and he asked if there was a transmission recall. The customer was informed the gear update recall was completed 10/12/2004 and power steering hose recall was completed 2/2010. The customer thanked me and further assistance was not required. I thanked the customer for calling AHM and we ended the call.

*** CASE MODIFY 2/23/2010 8:02:28 AM, kgarner
into WIP default and Status of Solving.

*** CASE MODIFY 2/23/2010 8:02:40 AM, kgarner
into WIP default and Status of Solving.

*** CASE MODIFY 2/23/2010 8:02:50 AM, kgarner
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/23/2010 8:02:54 AM, kgarner
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/23/2010 8:02:54 AM, kgarner
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/22/2006 8:24:47 AM
 Case Originator : Miguel Castillo (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/1/2006 8:38:44 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 10
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 08E-██████████ - AIR BAG CONTROL UNIT REPLACEMENT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1523
 Dealer No. :
 Site Phone No. : 847-827-8456
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : DESPLAINES, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1523
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 33,800
 In Service Date : 05/22/2003
 Months In Use : 39
 Engine Number : K24A41148863
 Originating Dealer No. / Name : 206841 / CONTINENTAL HONDA
 Selling Dealer No. / Name : 206841 / CONTINENTAL HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207879 / O'HARE HONDA
 Phone No. : 847-297-5700
 Address : 1533 RIVER ROAD
 City / State / Zip : DES PLAINES, IL 60018
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$118.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2006 9:30:44 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 9/1/2006 8:38:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 08E-[REDACTED] - AIR BAG CONTROL UNIT REPLACEMENT

*** CASE CREATE 8/22/2006 8:24:47 AM, mcastill

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/22/2006 8:30:03 AM, mcastill

WARRANTY CHECK 08/22/2006 08:30:03 AM mcastill

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/22/2006 8:30:10 AM, mcastill

CLAIM CHECK 08/22/2006 08:30:10 AM mcastill

The following Claim History information was found

0; 2004-05-24; 206841; 200451; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-

*** CASE CAMPAIGN LOOKUP 8/22/2006 8:30:14 AM, mcastill

CAMPAIGN CHECK 08/22/2006 08:30:14 AM mcastill

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2004-05-24; FX

*** CASE VSC LOOKUP 8/22/2006 8:30:16 AM, mcastill

VSC-CUC CHECK 08/22/2006 08:30:16 AM mcastill

No data found for VIN.

*** CASE MODIFY 8/22/2006 8:30:33 AM, mcastill

into WIP default and Status of Solving.

*** NOTES 8/22/2006 8:50:54 AM, mcastill, Action Type : Call from Customer

The customer called in regards of his vehicle air bag unit control unit. The customer states that he visited O hare Honda today 8/22/06 for an air bag light on the dashboard. The customer states that this light had come on several times but it has always been fixed at Honda dealerships. He was advised by Mark, S/A at O hare Honda, that his vehicle needs an air bag control unit and that his cost for replacement is \$500. The customer states that Mark, S/A, advised him that this air bag control unit might not correct the air bag light problem. The customer states that his warranty has expired (39 month since purchase). The customer states that he is the original owner of the vehicle.

The customer is not happy about the fact that O hare Honda does not know if this unit control replacement will fix the problem. The customer is seeking assistance from AHM to fix or replace his air bag unit control system.

In the interest of the customer satisfaction, ACS advised the customer that his case will be forwarded to a case manager for further review. ACS advised the customer that his warranty has expired. ACS Advised the customer that this is not assurance of assistance. ACS advised the customer that a case manager will contact him within the next 1 to 2 business day. The customer understood, thanked me for my service and needed no further assistance.

*** CASE MODIFY 8/22/2006 8:51:04 AM, mcastill

into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2006 8:51:21 AM, mcastill

into WIP default and Status of Solving.

*** CASE DISPATCH 8/22/2006 8:52:01 AM, mcastill

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 8/22/2006 9:15:39 AM, wzitter

Case History

Case ID : [REDACTED] Case Title : 08E-[REDACTED] - AIR BAG CONTROL UNIT REPLACEMENT

[REDACTED] to kogawa, WIP !μÚø!μÛ !μãX

*** CASE RULE ACTION 8/22/2006 9:15:40 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 8/22/2006 9:30:44 AM, kogawa

Created in WIP Default with Due Date 8/22/2006 9:30:44 AM.

*** COMMIT 8/22/2006 9:30:59 AM, kogawa, Action Type : N/A

initial;

*** NOTES 8/22/2006 9:34:19 AM, kogawa, Action Type : Dealer Communication

ATTN: Frank Lorek, SERVICE MANAGER

At 39 months, low miles, I would think we would assist. Is there any info that customer can be given that would restore his confidence in the diagnosis?
800-999-1009 x118016

This customer contacted our office regarding the following issue(s):

The customer called in regards of his vehicle air bag unit control unit. The customer states that he visited O hare Honda today 8/22/06 for an air bag light on the dashboard. The customer states that this light had come on several times but it has always been fixed at Honda dealerships. He was advised by Mark, S/A at O hare Honda, that his vehicle needs an air bag control unit and that his cost for replacement is \$500. The customer states that Mark, S/A, advised him that this air bag control unit might not correct the air bag light problem. The customer states that his warranty has expired (39 month since purchase). The customer states that he is the original owner of the vehicle.

The customer is not happy about the fact that O hare Honda does not know if this unit control replacement will fix the problem. The customer is seeking assistance from AHM to fix or replace his air bag unit control system.

Thank you for your attention to this matter.

Kentaro Ogawa

800-999-1009 x118016

Automobile Customer Service

*** CASE CAMPAIGN LOOKUP 8/22/2006 9:55:32 AM, kogawa

CAMPAIGN CHECK 08/22/2006 09:55:23 AM kogawa

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2004-05-24; FX

*** NOTES 8/22/2006 10:08:34 AM, kogawa, Action Type : Call from Dealer

SM Frank shows excellent service history, will go ahead and take care of given low age/mileage. As far as concerns that this may not resolve the issue, it is more due to the nature of diagnosing SRS systems. Is 90% confident that the control unit is all that would be needed.

*** NOTES 8/23/2006 11:00:50 AM, kogawa, Action Type : Call to Customer

Customer confirms dealer contact, appreciates the assistance. Waiting for parts.

*** CASE FULFILL 8/23/2006 11:01:13 AM, kogawa

Fulfilled for [REDACTED] due 08/23/2006 12:00:00 AM.

*** COMMIT 8/23/2006 11:02:13 AM, kogawa, Action Type : N/A

repaired?

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG CONTROL UNIT REPLACEMENT

*** CASE MODIFY COMMITMENT 8/23/2006 11:02:47 AM, kogawa
with [REDACTED] due 09/01/2006 12:00:00 AM.

*** NOTES 9/1/2006 8:33:50 AM, kogawa, Action Type : Call to Customer
Customer confirms repair was a success, appreciates the follow up.

*** SUBCASE [REDACTED] CLOSE 9/1/2006 8:38:41 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2006 8:38:44 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/30/2009 11:33:30 AM
Case Originator :	Ryan Watkins (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/30/2009 11:44:20 AM
Case Owner :	Ryan Watkins (Team SB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ryan Watkins (Team SB)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - INTERMITTENT SRS LIGHT			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 7733
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : ELMWOOD PARK, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7733
 VIN Type / No. : US VIN / 1HGCM56323A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 116,000
 In Service Date : 05/22/2003
 Months In Use : 76
 Engine Number : K24A41150281
 Originating Dealer No. / Name : 207385 / CASTLE HONDA
 Selling Dealer No. / Name : 207385 / CASTLE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207385 / CASTLE HONDA
 Phone No. : 847-965-8833
 Address : 6900 W.DEMPSTER STREET
 City / State / Zip : MORTON GROVE, IL 60053
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2009 11:39:53 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 9/30/2009 11:40:11 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - INTERMITTENT SRS LIGHT

***** CASE CREATE 9/30/2009 11:33:30 AM, rwatkins**

Contact = [REDACTED], Priority = N/A, Status = Solving.

***** CASE CAMPAIGN LOOKUP 9/30/2009 11:33:47 AM, rwatkins**

CAMPAIGN CHECK 09/30/2009 11:33:47 AM rwatkins

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/13/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-0

***** CASE CAMPAIGN LOOKUP 9/30/2009 11:34:09 AM, rwatkins**

CAMPAIGN CHECK 09/30/2009 11:34:08 AM rwatkins

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/13/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-0

***** CASE MODIFY 9/30/2009 11:34:12 AM, rwatkins**

into WIP default and Status of Solving.

***** CASE MODIFY 9/30/2009 11:34:33 AM, rwatkins**

into WIP default and Status of Solving.

***** CASE MODIFY 9/30/2009 11:34:41 AM, rwatkins**

into WIP default and Status of Solving.

***** CASE MODIFY 9/30/2009 11:34:46 AM, rwatkins**

into WIP default and Status of Solving.

***** CASE EXTENDED WARRANTY LOOKUP 9/30/2009 11:39:23 AM, rwatkins**

WARRANTY CHECK 09/30/2009 11:39:23 AM rwatkins

No data found for VIN.

***** CASE VSC LOOKUP 9/30/2009 11:39:27 AM, rwatkins**

VSC CHECK 09/30/2009 11:39:27 AM rwatkins

The following VSC information was found

[REDACTED];V001635481;A70;(NEW) PREMIUM 7YR 100K \$50 DED;ACTIVE;;2003-05-22;2010-05-21;100000;10;207385;50.

00

***** CASE CUC LOOKUP 9/30/2009 11:39:27 AM, rwatkins**

CUC CHECK 09/30/2009 11:39:27 AM rwatkins

The following CUC information was found

::;0;0;0;::;::;0;;

***** CASE CAMPAIGN LOOKUP 9/30/2009 11:39:30 AM, rwatkins**

CAMPAIGN CHECK 09/30/2009 11:39:29 AM rwatkins

The following Campaign information was found

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - INTERMITTENT SRS LIGHT

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/13/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-0

*** CASE CLAIMS LOOKUP 9/30/2009 11:39:31 AM, rwatkins

CLAIM CHECK 09/30/2009 11:39:31 AM rwatkins

The following Claim History information was found

0; 2009-09-15; 208440; 985620; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** SUBCASE [REDACTED] CREATE 9/30/2009 11:39:53 AM, rwatkins

Created in WIP Default with Due Date 9/30/2009 11:39:53 AM.

*** SUBCASE [REDACTED] CLOSE 9/30/2009 11:40:11 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/30/2009 11:42:29 AM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

Customer states SRS will intermittently become illuminated.

Vehicle has not been diagnosed.

Customer is calling to check for possible coverage.

ACS informed customer that VIN has no SRS associated campaigns listed.

ACS advised customer of Seat Belt Warranty. ACS referred customer to DLR.

Customer declined DLR assistance at this time. Call end.

*** CASE CLOSE 9/30/2009 11:44:20 AM, rwatkins

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/10/2008 7:04:26 AM
Case Originator : Yolanda Jones (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/10/2008 1:04:59 PM
Case Owner : Yolanda Jones (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yolanda Jones (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 07A-[REDACTED] - SEATBELT/SRS INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1016
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BRENTWOOD, TN [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] B
VIN Type / No. : US VIN / 1HGCM66583A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM6653JNW / A
Miles / Hours : 82,768
In Service Date : 08/30/2003
Months In Use : 59
Engine Number : J30A41153083
Originating Dealer No. / Name : 208275 / BRICKELL HONDA
Selling Dealer No. / Name : 208275 / BRICKELL HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	- Subcase Close	Product	Operation	854	Seat belt, front
[REDACTED] / [REDACTED]	- Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 7/10/2008 1:04:03 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 7/10/2008 1:04:59 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
Condition Code Desc : Other 854X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 7/10/2008 1:04:40 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 7/10/2008 1:04:53 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SEATBELT/SRS INQUIRY

***** CASE CREATE 7/10/2008 7:04:26 AM, yjones**

Contact = [REDACTED], Priority = N/A, Status = Solving.

***** CASE EXTENDED WARRANTY LOOKUP 7/10/2008 7:04:27 AM, yjones**

WARRANTY CHECK 07/10/2008 07:04:27 AM yjones

No data found for VIN.

***** CASE CLAIMS LOOKUP 7/10/2008 7:04:32 AM, yjones**

CLAIM CHECK 07/10/2008 07:04:32 AM yjones

The following Claim History information was found

0; 2005-12-21; 207367; 628848; 510; 851096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 06-069
S/B# 06-084 S/B# 08-031 S/B# 99-EV1

***** CASE CAMPAIGN LOOKUP 7/10/2008 7:05:22 AM, yjones**

CAMPAIGN CHECK 07/10/2008 07:05:22 AM yjones

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 12/09/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-0

***** CASE CAMPAIGN LOOKUP 7/10/2008 7:05:44 AM, yjones**

CAMPAIGN CHECK 07/10/2008 07:05:44 AM yjones

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 12/09/04; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-0

***** CASE VSC LOOKUP 7/10/2008 7:08:50 AM, yjones**

VSC-CUC CHECK 07/10/2008 07:08:49 AM yjones

No data found for VIN.

***** CASE CLAIMS LOOKUP 7/10/2008 7:08:56 AM, yjones**

CLAIM CHECK 07/10/2008 07:08:56 AM yjones

The following Claim History information was found

0; 2005-12-21; 207367; 628848; 510; 851096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 06-069
S/B# 06-084 S/B# 08-031 S/B# 99-EV1

***** CASE EXTENDED WARRANTY LOOKUP 7/10/2008 7:08:57 AM, yjones**

WARRANTY CHECK 07/10/2008 07:08:57 AM yjones

No data found for VIN.

***** CASE MODIFY 7/10/2008 7:09:32 AM, yjones**

into WIP default and Status of Solving.

***** NOTES 7/10/2008 1:03:09 PM, yjones, Action Type : Call from Customer**

Verified the customers information.

Case History

Case ID [REDACTED]

Case Title : 07A-[REDACTED] - SEATBELT/SRS INQUIRY

Customer states the air bag light comes on and stays on. Customer states this occurs mostly when he buttons the seatbelt quickly.
Customer wants to know if vehicle has any airbag/seatbelt recalls.

Advised customer that vehicle does not have any recalls related to the airbags or seatbelts.
Advised customer to take vehicle to dealership for an inspection asap.

Customer understood.

*** SUBCASE [REDACTED] CREATE 7/10/2008 1:04:03 PM, yjones

Created in WIP Default with Due Date 7/10/2008 1:04:03 PM.

*** SUBCASE [REDACTED] CREATE 7/10/2008 1:04:40 PM, yjones

Created in WIP Default with Due Date 7/10/2008 1:04:40 PM.

*** SUBCASE [REDACTED] CLOSE 7/10/2008 1:04:53 PM, yjones

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 7/10/2008 1:04:59 PM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/10/2008 1:04:59 PM, yjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/7/2011 12:58:17 PM
Case Originator : Kangsan Kim (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/7/2011 1:01:12 PM
Case Owner : Kangsan Kim (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kangsan Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 7154
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED] 1
City / State / Zip : COLUMBUS, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7154
VIN Type / No. : US VIN / 1HGCM56603A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 86,500
In Service Date : 07/01/2003
Months In Use : 98
Engine Number : K24A41149979
Originating Dealer No. / Name : 207739 / UNIVERSITY HONDA
Selling Dealer No. / Name : 206664 / BROWN HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 9/7/2011 1:01:03 PM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 9/7/2011 1:01:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 9/7/2011 12:58:17 PM, kkim

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/7/2011 1:00:40 PM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED]

The customer called ACS and stated that the SRS light is on and asked if there are any SRS recalls on the vehicle.

ACS stated that there are no recalls on the SRS light on the vehicle, and advised the customer to contact a Honda dealership for a diagnosis to determine the cause of the SRS light.

The customer understood and required no further assistance.

*** CASE MODIFY 9/7/2011 1:00:47 PM, kkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/7/2011 1:01:03 PM, kkim

Created in WIP Default with Due Date 9/7/2011 1:01:03 PM.

*** SUBCASE [REDACTED] CLOSE 9/7/2011 1:01:11 PM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/7/2011 1:01:12 PM, kkim

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/5/2013 12:23:03 PM
 Case Originator : Britteney Scales (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 3/5/2013 12:29:23 PM
 Case Owner : Britteney Scales (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Britteney Scales (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS LIGHT/SEATBELT SENSOR FAILURE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 716
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : WYCKOFF, NJ [REDACTED]
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 716
 VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 87,000
 In Service Date : 06/02/2003
 Months In Use : 117
 Engine Number : K24A41151348
 Originating Dealer No. / Name : 207002 / ROUTE 23 HONDA
 Selling Dealer No. / Name : 207002 / ROUTE 23 HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207002 / ROUTE 23 HONDA
 Phone No. : 973-831-9500
 Address : 700 ROUTE 23
 City / State / Zip : POMPTON PLAINS, NJ 07444
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Britteney Scales	Type 1 : Product	Status : Subcase Close	Open Date : 3/5/2013 12:24:56 PM
Issue Owner : Britteney Scales	Type 2 : Operation	Queue :	Close Date : 3/5/2013 12:29:23 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT/SEATBELT SENSOR FAILURE

*** CASE CREATE 3/5/2013 12:23:03 PM, bscales

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** SUBCASE N012013-03-0501709-1 CREATE 3/5/2013 12:24:56 PM, bscales

Created in WIP Default with Due Date 3/5/2013 12:24:56 PM.

*** NOTES 3/5/2013 12:28:51 PM, bscales, Action Type : Call from Customer

Updated Contact Information

Customer states the SRS light has been going on and off in this system for the past four months. Customer states the vehicle is currently at Route 23 Honda and he was advised that there is an issue with the seatbelt buckle and it needs to be replaced. Customer states he was advised by Route 23 Honda that this is not covered under warranty. Customer is calling to confirm.

ACS advised the customer that the sensor in the seat belt buckle is covered under the 3/36 warranty and his no longer covered in this vehicle. Customer understood and no further assistance was required.

*** CASE MODIFY 3/5/2013 12:29:16 PM, bscales

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/5/2013 12:29:23 PM, bscales

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/5/2013 12:29:23 PM, bscales

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 4/5/2010 11:40:46 AM
 Case Originator : Christeen Miller (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 4/5/2010 11:51:24 AM
 Case Owner : Christeen Miller (Team HH) Method : Phone Queue : Days Open : 0
 Last Closed By : Christeen Miller (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6622
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : DALLAS, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56603A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 72,063
 In Service Date : 07/28/2003
 Months In Use : 81
 Engine Number : K24A41151408
 Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Selling Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Phone No. : 972-238-1700
 Address : 1331 N. CENTRAL EXPWY.
 City / State / Zip : RICHARDSON, TX 75080
 Svc District / Sls District : 03A / A03
 Warranty Labor Rate / Date : \$91.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2010 11:50:57 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 4/5/2010 11:51:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - SRS LIGHT

*** CASE CREATE 4/5/2010 11:40:46 AM, cmiller

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/5/2010 11:43:07 AM, cmiller

WARRANTY CHECK 04/05/2010 11:43:07 AM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/5/2010 11:43:14 AM, cmiller

CLAIM CHECK 04/05/2010 11:43:14 AM cmiller

The following Claim History information was found

0; 2008-02-26; 208208; 469415; 610; 212199 ;

*** CASE CAMPAIGN LOOKUP 4/5/2010 11:43:19 AM, cmiller

CAMPAIGN CHECK 04/05/2010 11:43:19 AM cmiller

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/23/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 0

*** CASE VSC LOOKUP 4/5/2010 11:43:24 AM, cmiller

VSC CHECK 04/05/2010 11:43:23 AM cmiller

The following VSC information was found

MONA;HUSH;V001704380;B57;(NEW) PREMIUM 5YR 75K 0 DED;EXPIRED;;2003-07-27;2008-07-27;75000;3009;208208;0.00

*** CASE CUC LOOKUP 4/5/2010 11:43:24 AM, cmiller

CUC CHECK 04/05/2010 11:43:24 AM cmiller

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;0;0;

*** NOTES 4/5/2010 11:50:16 AM, cmiller, Action Type : Call from Customer

Verified customer information

██████████

SRS light

The customers SRS light comes on and stays on, but only for some of her trips. Other trips the light comes on when she start the car but goes immediately off. She called the dealer and they told her they would check for recalls and call her back, but she wants to know right now. She has purchased 2 Hondas from this dealer and does all service there.

ACS advised the customer that there are no recalls or warranty extensions for the SRS unit on her vehicle. Suggested that she have the issue diagnosed by the dealer. ACS did explain to the customer that if the light is not on when she takes it in they may not be able to duplicate the issue.

*** SUBCASE ██████████ CREATE 4/5/2010 11:50:57 AM, cmiller

Created in WIP Default with Due Date 4/5/2010 11:50:57 AM.

*** SUBCASE ██████████ CLOSE 4/5/2010 11:51:16 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

*** CASE MODIFY 4/5/2010 11:51:18 AM, cmiller
into WIP default and Status of Solving.

*** CASE CLOSE 4/5/2010 11:51:24 AM, cmiller
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/27/2012 3:13:09 PM
 Case Originator : JeNaia Jordan (Team CA) Sub Division : PCRM Status : Closed Close Date : 1/27/2012 3:47:17 PM
 Case Owner : JeNaia Jordan (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : JeNaia Jordan (Team CA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIR BAG INFLATOR RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WEST CHESTER, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66533A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours :
 In Service Date : 09/18/2003
 Months In Use : 100
 Engine Number : J30A41153232
 Originating Dealer No. / Name : 208331 / HERSHEY HONDA
 Selling Dealer No. / Name : 208106 / ROBERTS HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CORP Subcase Close	Corporate	Class Action	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : JeNaia Jordan	Type 1 : Corporate	Status : Subcase Close	Open Date : 1/27/2012 3:17:59 PM
Issue Owner : JeNaia Jordan	Type 2 : Class Action	Queue :	Close Date : 1/27/2012 3:47:17 PM
Issue Title : [REDACTED]	CORPORATE - CLASS ACTION		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIR BAG INFLATOR RECALL INQUIRY

*** CASE CREATE 1/27/2012 3:13:09 PM, jjordan
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 1/27/2012 3:13:51 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:14:16 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:14:24 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:14:27 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:14:33 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:14:41 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:16:32 PM, jjordan
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/27/2012 3:17:59 PM, jjordan
Created in WIP Default with Due Date 1/27/2012 3:17:59 PM.

*** CASE MODIFY 1/27/2012 3:18:01 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:18:20 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:18:36 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:19:28 PM, jjordan
into WIP Default and Status of Solving.

*** CASE MODIFY 1/27/2012 3:19:49 PM, jjordan
into WIP Default and Status of Solving.

*** NOTES 1/27/2012 3:29:01 PM, jjordan, Action Type : Call from Customer
Updated New Owner Information
Best Contact Number: [REDACTED]

The customer contacted AHM regarding someone informing him of the press release on the driver's airbag inflator recall and wanted to know if it applies to his vehicle because his SRS light is on. I apologized for the inconvenience and advised the customer that I checked all vehicle campaign statuses and the vehicle does not have the recall. He stated he was concerned because his SRS light on the dash stays on and he feels like there is a mistake and this vehicle infact does apply to the recall, I apologized and informed him that the SRS light has nothing to do with this airbag inflator recall.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIR BAG INFLATOR RECALL INQUIRY

I asked the customer if I could read him the service bulletin verbatim so he can fully understand what the airbag inflator campaign is. Once I read the campaign document he further understood, I also informed him that the SRS light being on could be a faulty sensor that could have been hit or even possibly the seat belt restraint system. I advised he should take the vehicle to a Honda dealership to have the vehicle inspected and I also informed him that the dealership are individually owned and operated and he may be charged.

*** CASE MODIFY 1/27/2012 3:46:34 PM, jjordan
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/27/2012 3:47:17 PM, jjordan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/27/2012 3:47:17 PM, jjordan
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/10/2010 11:19:25 AM
Case Originator : NaKya Jai (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2010 2:31:53 PM
Case Owner : NaKya Jai (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 01B-[REDACTED] SRS INDICATOR		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3820
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BANNING, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3820
VIN Type / No. : US VIN / 1HGCM551X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5513PLW / A
Miles / Hours : 90,000
In Service Date : 06/03/2003
Months In Use : 86
Engine Number : K24A41150778
Originating Dealer No. / Name : 206562 / GOUDY HONDA
Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Trim : DX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Phone No. : 909-974-3800
Address : 1401 AUTO CENTER DRIVE
City / State / Zip : ONTARIO, CA 91761
Svc District / Sls District : 01F / D01
Warranty Labor Rate / Date : \$105.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 11:28:31 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 8/10/2010 11:29:02 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 01B-[REDACTED] - SRS INDICATOR

*** CASE CREATE 8/10/2010 11:19:25 AM, jnakya

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 8/10/2010 11:22:34 AM, jnakya

CAMPAIGN CHECK 08/10/2010 11:22:34 AM jnakya

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/27/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043

*** CASE CLAIMS LOOKUP 8/10/2010 11:22:36 AM, jnakya

CLAIM HISTORY CHECK 08/10/2010 11:22:35 AM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2010 11:22:39 AM, jnakya

WARRANTY CHECK 08/10/2010 11:22:39 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 8/10/2010 11:22:42 AM, jnakya

VSC-CUC CHECK 08/10/2010 11:22:41 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/10/2010 11:23:11 AM, jnakya

CAMPAIGN CHECK 08/10/2010 11:23:11 AM jnakya

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/27/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043

*** NOTES 8/10/2010 11:27:16 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding SRS indicator

The customer indicated that this vehicle was giving to him from his son. The customer indicated that there is an intermitting SRS indicator coming on then goes off but while he is driving he has noticed the indicator coming on.

ACS apologized to the customer for the current situation but the SRS indicator could state a concern with the airbags or the seatbelt.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the failed component. ACS informed the customer that recalls / Campaigns are VIN Specific.

Case History

Case ID : [REDACTED] Case Title : 01B-[REDACTED] - SRS INDICATOR

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.
<https://www.ahm-ownerlink.com>
ACS offered to walk the customer through the website which the customer declined.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 8/10/2010 11:27:24 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/10/2010 11:27:27 AM, jnakya

CLAIM HISTORY CHECK 08/10/2010 11:27:27 AM jnakya
No data found for VIN.

*** CASE VSC LOOKUP 8/10/2010 11:27:31 AM, jnakya

VSC-CUC CHECK 08/10/2010 11:27:31 AM jnakya
No data found for VIN.

*** CASE MODIFY 8/10/2010 11:27:52 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/10/2010 11:28:31 AM, jnakya

Created in WIP Default with Due Date 8/10/2010 11:28:31 AM.

*** SUBCASE [REDACTED] CLOSE 8/10/2010 11:29:02 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/10/2010 11:29:06 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2010 2:31:51 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 8/10/2010 2:31:53 PM, jnakya

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/13/2012 3:30:38 PM
 Case Originator : Erica Leake (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 1/13/2012 3:59:05 PM
 Case Owner : Erica Leake (Team CB) Method : Phone Queue : Days Open : 0
 Last Closed By : Erica Leake (Team CB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WEST HILLS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2322
 VIN Type / No. : US VIN / 1HGCM66593A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 90,000
 In Service Date : 08/29/2003
 Months In Use : 101
 Engine Number : J30A41154165
 Originating Dealer No. / Name : 207942 / HONDA OF THOUSAND OAKS
 Selling Dealer No. / Name : 207942 / HONDA OF THOUSAND OAKS
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] CORPOR	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Corporate	Status : Subcase Close	Open Date : 1/13/2012 3:58:36 PM
Issue Owner : Erica Leake	Type 2 : Media Exposure	Queue :	Close Date : 1/13/2012 3:59:05 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Updated Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION

*** CASE CREATE 1/13/2012 3:30:38 PM, eleake

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/13/2012 3:30:50 PM, eleake

into WIP default and Status of Solving.

*** NOTES 1/13/2012 3:34:45 PM, eleake, Action Type : Call from Customer

Customer contact information verified/updated [REDACTED]

Customer contact AHM stating he learned of an airbag recall from the media and would like to know if the recall applies to his vehicle. I informed the customer Honda recalls are VIN specific and his vehicle was not affected by the airbag inflator recall.

Customer stats the SRS light is on in the vehicle. I informed the customer the airbag inflator recall will not cause the SRS light to come on. I suggested the customer take the vehicle to a Honda dealer to have the vehicle diagnosed and determine why the light is on.

Customer ask if I knew why the light was on in the vehicle.

I informed the customer there are many components in the vehicle that can cause the SRS light to come on. I suggested the customer have a dealer diagnose the vehicle.

Customer understood and required no further assistance.

*** CASE MODIFY 1/13/2012 3:34:57 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2012 3:35:24 PM, eleake

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/13/2012 3:58:36 PM, eleake

Created in WIP Default with Due Date 1/13/2012 3:58:36 PM.

*** SUBCASE [REDACTED] CLOSE 1/13/2012 3:59:05 PM, eleake

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/13/2012 3:59:05 PM, eleake

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/21/2010 11:10:23 AM
Case Originator : Christeen Miller (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/21/2010 11:22:40 AM
Case Owner : Christeen Miller (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Christeen Miller (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3012
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BEAUFORT, SC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 65,000
In Service Date : 06/28/2003
Months In Use : 84
Engine Number : K24A41152967
Originating Dealer No. / Name : 207425 / STOKES HONDA CARS OF BEAUFO
Selling Dealer No. / Name : 207425 / STOKES HONDA CARS OF BEAUFOR
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207425 / STOKES HONDA CARS OF BEAUFORT
Phone No. : 843-521-2120
Address : 88 ROBERT SMALLS
City / State / Zip : BEAUFORT, SC 29906
Svc District / Sls District : 07G / H07
Warranty Labor Rate / Date : \$90.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 6/21/2010 11:21:57 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 6/21/2010 11:22:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 6/21/2010 11:10:23 AM, cmiller

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/21/2010 11:12:10 AM, cmiller

WARRANTY CHECK 06/21/2010 11:12:10 AM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/21/2010 11:12:14 AM, cmiller

CLAIM CHECK 06/21/2010 11:12:14 AM cmiller

The following Claim History information was found

0; 2009-10-06; 207425; 225831; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/21/2010 11:12:19 AM, cmiller

CAMPAIGN CHECK 06/21/2010 11:12:19 AM cmiller

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 11/07/07; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03

*** CASE VSC LOOKUP 6/21/2010 11:12:20 AM, cmiller

VSC-CUC CHECK 06/21/2010 11:12:20 AM cmiller

No data found for VIN.

*** CASE MODIFY 6/21/2010 11:12:29 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 6/21/2010 11:21:28 AM, cmiller, Action Type : Call from Customer

Verified customer information

[REDACTED]

SRS light is on

Customers SRS light came on about 2 weeks ago. It stays on about 50% of the time. He took it to his IRF and was told that the Honda vehicles have a problem with those indicator lights. He did not make any repair attempt or run any diagnostic. He wants to know if there are any recalls or warranty extensions for the vehicle.

ACS advised the customer that there are no recalls or warranty extensions for this issue. The warranty was for 3/36 and the vehicle is outside of that by both age and mileage. AHM would not be in a position to provide assistance for this repair at this time. Customer understood and the call was ended.

*** SUBCASE [REDACTED] CREATE 6/21/2010 11:21:57 AM, cmiller

Created in WIP Default with Due Date 6/21/2010 11:21:57 AM.

*** CASE MODIFY 6/21/2010 11:22:21 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 6/21/2010 11:22:34 AM, cmiller

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/21/2010 11:22:39 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/21/2010 11:22:40 AM, cmiller

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/20/2011 10:18:05 AM
 Case Originator : Crystal Pillow (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 5/20/2011 10:27:14 AM
 Case Owner : Crystal Pillow (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Pillow (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SEAT BELT INDICATOR CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3012
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : BEAUFORT, SC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 70,000
 In Service Date : 06/28/2003
 Months In Use : 95
 Engine Number : K24A41152967
 Originating Dealer No. / Name : 207425 / STOKES HONDA CARS OF BEAUFO
 Selling Dealer No. / Name : 207425 / STOKES HONDA CARS OF BEAUFOR
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Fit/Finish/Quality	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2011 10:26:55 AM
Issue Owner : Crystal Pillow	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 5/20/2011 10:27:13 AM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer,
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SEAT BELT INDICATOR CONCERN

*** CASE CREATE 5/20/2011 10:18:05 AM, cpillow

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/20/2011 10:25:41 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that for the last 18 months his seat belt indicator has been lit and his IRF is telling him to just ignore it. Customer doesn't know what is causing the indicator to light up and claims he saw on the news a month ago that there was a recall for this.

ACS advised customer that recalls are VIN specific and don't necessarily apply to all vehicles of a year/model. ACS advised customer that at this time there do not appear to be any recalls related to his indicator being lit.

ACS recommended that he have his local Honda dealership inspect the cause of the issue and if it is a warranty related seat belt component that this would be repaired at no cost.

ACS advised customer he can view recall information online at www.owners.honda.com by clicking the view recall history tab and entering his VIN. ACS advised customer that he does have a recall for his ignition switch for his vehicle and customer claims he did not receive notification.

ACS already verified that the correct address is on file and forwarded customer to recall dept to further address his concern about this recall and his claims of not having received the notification. No further assistance required. Case closed.

*** SUBCASE [REDACTED]-1 CREATE 5/20/2011 10:26:55 AM, cpillow

Created in WIP Default with Due Date 5/20/2011 10:26:55 AM.

*** SUBCASE [REDACTED] CLOSE 5/20/2011 10:27:13 AM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/20/2011 10:27:14 AM, cpillow

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 11/10/2009 3:54:36 PM
 Case Originator : Tanishia Santana (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 11/10/2009 4:10:33 PM
 Case Owner : Tanishia Santana (Team PB) Method : Phone Queue : Days Open : 0
 Last Closed By : Tanishia Santana (Team PB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] WIPER MOTOR RECALL AND RADIO DISPLAY INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WINTER HAVEN, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66503A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 53,890
 In Service Date : 09/06/2003
 Months In Use : 74
 Engine Number : J30A41155186
 Originating Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
 Selling Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE
[REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	0101E4	RADIO PRINTED CIRCU
[REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/10/2009 4:09:13 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 11/10/2009 4:10:32 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
 Condition Code Desc Motor 7401
 Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/10/2009 4:09:46 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 11/10/2009 4:10:32 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 0101E4 / RADIO PRINTED CIRCUIT BOARD - REPLACE.
 Condition Code Desc Radio Display 010U
 Campaign Code / Desc : Q32 / 03-04 RADIO DISPLAY
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
39175-SDA-A11	TUNER ASSY.	Not Applicable

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/10/2009 4:10:17 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 11/10/2009 4:10:32 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] WIPER MOTOR RECALL AND RADIO DISPLAY INQUIRY

*** CASE CREATE 11/10/2009 3:54:36 PM, tsantana

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/10/2009 3:54:38 PM, tsantana

WARRANTY CHECK 11/10/2009 03:54:38 PM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/10/2009 3:54:40 PM, tsantana

CLAIM HISTORY CHECK 11/10/2009 03:54:40 PM tsantana

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/10/2009 3:54:47 PM, tsantana

CAMPAIGN CHECK 11/10/2009 03:54:47 PM tsantana

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/11/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** CASE VSC LOOKUP 11/10/2009 3:54:49 PM, tsantana

VSC-CUC CHECK 11/10/2009 03:54:49 PM tsantana

No data found for VIN.

*** CASE MODIFY 11/10/2009 3:54:54 PM, tsantana

into WIP Default and Status of Solving.

*** NOTES 11/10/2009 4:08:47 PM, tsantana, Action Type : Call from Customer

Mr. [REDACTED] contacted AHM with concerns of the wiper motor recall, radio display dimming concern and the SRS light. I verified the contact info and asked if he could go into detail with his concern. He stated that he would like to know if he is still able to have the wiper motor recall completed. I informed him that he is. He stated that his radio display is dim and he feels that Honda should provide some kind of goodwill for the repair. I informed him that there was an extended warranty for the repair. He stated that thank you. He also stated that he would like to verify if there is a warranty for the SRS light for the reason his light stays on at times. I informed him that he would need to have the concern diagnosed and stated that there is not a recall for the concern. He understood. I asked if he needed the contact number for his dealer. I provided the dealers contact info. He stated thank you. I asked if he had any additional questions and he stated no thank you. I thanked him for calling AHM and the call ended.

*** CASE MODIFY 11/10/2009 4:08:51 PM, tsantana

into WIP Default and Status of Solving.

*** CASE CREATE 11/10/2009 4:09:13 PM, tsantana

Number = [REDACTED] Created in WIP Default with due date 11/11/2009 04:09:13 PM..

*** SUBCASE [REDACTED] CREATE 11/10/2009 4:09:13 PM, tsantana, Action Type :

Created in WIP Default with due date 11/11/2009 04:09:13 PM.

*** SUBCASE [REDACTED] MODIFY 11/10/2009 4:09:18 PM, tsantana

into WIP Default and Status of Solving.

*** CASE CREATE 11/10/2009 4:09:46 PM, tsantana

Number = [REDACTED] Created in WIP Default with due date 11/11/2009 04:09:46 PM..

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] WIPER MOTOR RECALL AND RADIO DISPLAY INQUIRY

*** SUBCASE [REDACTED] CREATE 11/10/2009 4:09:46 PM, tsantana, Action Type :

Created in WIP Default with due date 11/11/2009 04:09:46 PM.

*** SUBCASE [REDACTED] MODIFY 11/10/2009 4:09:52 PM, tsantana
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/10/2009 4:10:17 PM, tsantana
Created in WIP Default with Due Date 11/10/2009 4:10:17 PM.

*** CASE MODIFY 11/10/2009 4:10:30 PM, tsantana
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/10/2009 4:10:32 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 11/10/2009 4:10:32 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 11/10/2009 4:10:32 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2009 4:10:33 PM, tsantana
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/1/2010 12:13:19 PM
 Case Originator : Harout Agadjhanyan (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 3/1/2010 12:21:51 PM
 Case Owner : Harout Agadjhanyan (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Harout Agadjhanyan (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RADIO DISPLAY INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : EMERYVILLE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1095
 VIN Type / No. : US VIN / 1HGCM66503A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 72,000
 In Service Date : 09/06/2003
 Months In Use : 78
 Engine Number : J30A41155948
 Originating Dealer No. / Name : 207837 / HONDA OF OAKLAND
 Selling Dealer No. / Name : 207837 / HONDA OF OAKLAND
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - CAMPAIGN	Subcase Close	Campaign	Eligibility	0101E4	RADIO PRINTED CIRCU
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Harout Agadjhanyan	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/1/2010 12:21:05 PM
Issue Owner : Harout Agadjhanyan	Type 2 : Eligibility	Queue :	Close Date : 3/1/2010 12:21:51 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 0101E4 / RADIO PRINTED CIRCUIT BOARD - REPLACE.
Condition Code Desc : Radio Display 010U
Campaign Code / Desc : Q32 / 03-04 RADIO DISPLAY
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
39175-SDA-A11	TUNER ASSY.	Not Applicable

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Harout Agadjhanyan	Type 1 : Product	Status : Subcase Close	Open Date : 3/1/2010 12:21:39 PM
Issue Owner : Harout Agadjhanyan	Type 2 : Operation	Queue :	Close Date : 3/1/2010 12:21:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RADIO DISPLAY INQUIRY

*** CASE CREATE 3/1/2010 12:13:19 PM, hagadjha

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/1/2010 12:13:24 PM, hagadjha

WARRANTY CHECK 03/01/2010 12:13:24 PM hagadjha

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/1/2010 12:13:28 PM, hagadjha

CLAIM CHECK 03/01/2010 12:13:28 PM hagadjha

The following Claim History information was found

0; 2009-11-09; 207442; 418481; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-023

REPLACEMENT BATTERY; ALSO SEE ELECTRICAL

*** CASE VSC LOOKUP 3/1/2010 12:13:29 PM, hagadjha

VSC-CUC CHECK 03/01/2010 12:13:29 PM hagadjha

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/1/2010 12:13:34 PM, hagadjha

CAMPAIGN CHECK 03/01/2010 12:13:34 PM hagadjha

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 09/01/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

*** NOTES 3/1/2010 12:13:48 PM, hagadjha, Action Type : Call from Customer

Verified customer's name, phone number [REDACTED] and address.

*** CASE MODIFY 3/1/2010 12:13:55 PM, hagadjha

into WIP default and Status of Solving.

*** CASE MODIFY 3/1/2010 12:17:53 PM, hagadjha

into WIP default and Status of Solving.

*** NOTES 3/1/2010 12:19:21 PM, hagadjha, Action Type : Call from Customer

The customer called in and states that his radio display went out and he will like to know if he still has the warranty extension for the display lights.

I informed the customer that his vehicle still has the warranty available and that he can schedule an appointment to have the vehicle diagnosed for the concern.

I informed the customer that he has a recall for the wiper motor 08-043; Q78; 03 ACCORD WIPER MOTOR INOP

The customer thanked me for the help, no further assistance was needed. I thanked customer for calling AHM.

*** CASE MODIFY 3/1/2010 12:19:22 PM, hagadjha

into WIP default and Status of Solving.

*** NOTES 3/1/2010 12:20:37 PM, hagadjha, Action Type : Call from Customer

The customer states that his SRS light came on and then it turned off.

I informed the customer if the light comes on and stays on then he will have to take the vehicle to the dealer and have it diagnosed.

I informed the customer if the light turns off its normal.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RADIO DISPLAY INQUIRY

*** CASE MODIFY 3/1/2010 12:20:38 PM, hagadjha
into WIP default and Status of Solving.

*** CASE CREATE 3/1/2010 12:21:05 PM, hagadjha
Number = N032010-03-0101393-1, Created in WIP default with due date 03/02/2010 12:21:05 PM..

*** SUBCASE [REDACTED] CREATE 3/1/2010 12:21:05 PM, hagadjha, Action Type :
Created in WIP default with due date 03/02/2010 12:21:05 PM.

*** SUBCASE [REDACTED] MODIFY 3/1/2010 12:21:09 PM, hagadjha
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] MODIFY 3/1/2010 12:21:13 PM, hagadjha
into WIP default and Status of Solving.

*** CASE MODIFY 3/1/2010 12:21:15 PM, hagadjha
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/1/2010 12:21:39 PM, hagadjha
Created in WIP Default with Due Date 3/1/2010 12:21:39 PM.

*** CASE MODIFY 3/1/2010 12:21:49 PM, hagadjha
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/1/2010 12:21:51 PM, hagadjha
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/1/2010 12:21:51 PM, hagadjha
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/1/2010 12:21:51 PM, hagadjha
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/3/2006 7:00:51 AM
 Case Originator : Fred Silver (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 5/3/2006 7:16:34 AM
 Case Owner : Richard Wright (Team HG) Method : Phone Queue : Days Open : 0
 Last Closed By : Richard Wright (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 0 [REDACTED] SRS LIGHT ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : CYPRESS, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56643A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 51,000
 In Service Date : 07/08/2003
 Months In Use : 34
 Engine Number : K24A41153382
 Originating Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 Selling Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 Phone No. : 281-955-6666
 Address : 18787 NW FREEWAY
 City / State / Zip : HOUSTON, TX 77065
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Richard Wright	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2006 7:16:20 AM
Issue Owner : Richard Wright	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/3/2006 7:16:34 AM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : NA - Please Specify
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 03C-[REDACTED]-SRS LIGHT ISSUE

*** CASE CREATE 5/3/2006 7:00:51 AM, fsilver

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 5/3/2006 7:00:52 AM, fsilver, Action Type :

The customer called to say that the SRS light has come on in the dash and the dealership told the customer that the cost of the repair would cost \$300. The dealership then told the customer that they would cover the cost of the part but the customer would need to cover the cost of the labor.

*** CASE EXTENDED WARRANTY LOOKUP 5/3/2006 7:00:54 AM, fsilver

WARRANTY CHECK 05/03/2006 07:00:54 AM fsilver

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/3/2006 7:00:57 AM, fsilver

CAMPAIGN CHECK 05/03/2006 07:00:57 AM fsilver

No data found for VIN

*** CASE VSC LOOKUP 5/3/2006 7:01:00 AM, fsilver

VSC-CUC CHECK 05/03/2006 07:01:00 AM fsilver

No data found for VIN.

*** CASE MODIFY 5/3/2006 7:03:54 AM, fsilver

into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2006 7:04:03 AM, fsilver

into WIP default and Status of Solving.

*** NOTES 5/3/2006 7:08:08 AM, fsilver, Action Type : Call from Customer

The customer states that she cannot cover the cost of the labor and told the dealership that she would contact AHM and ask for assistance. I explained that I would dispatch her information to a CM and that she would receive a call back within 2 business days. I also explained that each issue is handled case by case and that there are no guarantees that AHM will assist them with their request.

*** CASE MODIFY 5/3/2006 7:08:10 AM, fsilver

into WIP default and Status of Solving.

*** CASE DISPATCH 5/3/2006 7:08:22 AM, fsilver

from WIP default to Queue Honda Team F.

*** CASE MODIFY 5/3/2006 7:08:25 AM, fsilver

into WIP default and Status of Solving.

*** CASE YANKED 5/3/2006 7:14:51 AM, rwright

Yanked by rwright into WIPbin default.

*** NOTES 5/3/2006 7:15:36 AM, rwright, Action Type : Call from Customer

Customer contacted AHM wanting her case closed. Customer stated the dealer did work with her so everything is OK. Customer was advised that her case would be closed.

*** SUBCASE [REDACTED] CREATE 5/3/2006 7:16:20 AM, rwright

Created in WIP Default with Due Date 5/3/2006 7:16:20 AM.

*** SUBCASE [REDACTED] CLOSE 5/3/2006 7:16:34 AM, rwright

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 03C [REDACTED] - SRS LIGHT ISSUE

*** CASE CLOSE 5/3/2006 7:16:34 AM, rwright

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 11/5/2009 10:00:12 AM
 Case Originator : Lindsey Hoffman (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 11/5/2009 10:11:45 AM
 Case Owner : Lindsey Hoffman (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Lindsey Hoffman (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS WARRANTY COMPLAINT AND SERPENTINE BELT INQ No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : STERLING HEIGHTS, MI [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 67,000
 In Service Date : 07/14/2003
 Months In Use : 76
 Engine Number : K24A41153633
 Originating Dealer No. / Name : 207049 / CAWOOD HONDA
 Selling Dealer No. / Name : 207502 / TROY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Warranty	Coverage	752	SRS
[REDACTED]	Subcase Close	Product	Model Information	110	Upper Engine

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lindsey Hoffman	Type 1 : Warranty	Status : Subcase Close	Open Date : 11/5/2009 10:05:52 AM
Issue Owner : Lindsey Hoffman	Type 2 : Coverage	Queue :	Close Date : 11/5/2009 10:11:44 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lindsey Hoffman	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2009 10:07:40 AM
Issue Owner : Lindsey Hoffman	Type 2 : Model Information	Queue :	Close Date : 11/5/2009 10:11:44 AM
Issue Title : [REDACTED] PRODUCT - MODEL INFORMATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
Condition Code Desc : Scheduled Maint 1109
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS WARRANTY COMPLAINT AND SERPENTINE BELT INQUIRY

*** CASE CREATE 11/5/2009 10:00:12 AM, lhoffman

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 11/5/2009 10:04:01 AM, lhoffman

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/5/2009 10:04:03 AM, lhoffman

WARRANTY CHECK 11/05/2009 10:04:02 AM lhoffman

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/5/2009 10:04:07 AM, lhoffman

CLAIM CHECK 11/05/2009 10:04:07 AM lhoffman

The following Claim History information was found

0; 2008-09-15; 207502; 171800; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 11/5/2009 10:04:10 AM, lhoffman

CAMPAIGN CHECK 11/05/2009 10:04:10 AM lhoffman

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 09/15/08; FX;

*** CASE VSC LOOKUP 11/5/2009 10:04:11 AM, lhoffman

VSC-CUC CHECK 11/05/2009 10:04:11 AM lhoffman

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 11/5/2009 10:05:52 AM, lhoffman

Created in WIP Default with Due Date 11/5/2009 10:05:52 AM.

*** SUBCASE [REDACTED] CREATE 11/5/2009 10:07:40 AM, lhoffman

Created in WIP Default with Due Date 11/5/2009 10:07:40 AM.

*** NOTES 11/5/2009 10:11:25 AM, lhoffman, Action Type : Call from Customer

Verified Customer Information

Best Phone: [REDACTED]

Situation: Customer had to have the seat belt buckle replaced due to sensor failure.

Request: Customer is calling to recommend that the SRS system have a longer warranty. Customer would also like to know when the serpentine belt needs to be replaced.

Probing Questions: This is the customer's 3rd Accord. Customer has had a situation in the last couple of days. The SRS light has been coming on intermittently for the last couple of months. Customer took the vehicle in, and the female part of the seatbelt had to be replaced due to a failure in the sensor.

Customer had to pay \$150.00 for the repairs. Customer thought that there was a 10 year 100k warranty on the SRS components.

Customer states that he is not happy with the fact that this does not have an extended warranty.

Customer would also like to know when it is recommended to replace the serpentine belt.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS WARRANTY COMPLAINT AND SERPENTINE BELT INQUIRY

Inbound Summary: ACS advised the customer that the seat belt functionality has a lifetime limited warranty. ACS advised the customer that the complaint would be documented. ACS advised the customer that the serpentine belt needs to be inspected every 30 k miles, but there is no set replacement mileage.

Customer had no additional questions

Case closed.

*** CASE MODIFY 11/5/2009 10:11:30 AM, lhoffman
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/5/2009 10:11:44 AM, lhoffman
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 11/5/2009 10:11:44 AM, lhoffman
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/5/2009 10:11:45 AM, lhoffman
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/1/2013 8:15:00 AM
 Case Originator : Ramona Jackson (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 8/1/2013 8:21:11 AM
 Case Owner : Ramona Jackson (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Ramona Jackson (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WOODBRIDGE, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66563A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 104,804
 In Service Date : 09/12/2003
 Months In Use : 119
 Engine Number : J30A41156933
 Originating Dealer No. / Name : 208307 / CREST HONDA
 Selling Dealer No. / Name : 208307 / CREST HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ramona Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2013 8:21:03 AM
Issue Owner : Ramona Jackson	Type 2 : Operation	Queue :	Close Date : 8/1/2013 8:21:11 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 15 - Seat Belts
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS RECALL INQUIRY

*** CASE CREATE 8/1/2013 8:15:00 AM, rjackso1

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 8/1/2013 8:16:54 AM, rjackso1

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2013 8:17:04 AM, rjackso1

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2013 8:17:24 AM, rjackso1

into WIP default and Status of Solving.

*** NOTES 8/1/2013 8:20:46 AM, rjackso1, Action Type : Call from Customer

Customers contact information was updated [REDACTED]

The customer (Mr. [REDACTED]) called AHM and stated that his vehicles SRS light was on and wanted to check the recalls. I informed him that there was no recall on the SRS light. I informed him of the Q78, R44 and S60 safety recalls. No further assistance was needed.

*** SUBCASE [REDACTED] CREATE 8/1/2013 8:21:03 AM, rjackso1

Created in WIP Default with Due Date 8/1/2013 8:21:03 AM.

*** CASE MODIFY 8/1/2013 8:21:09 AM, rjackso1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/1/2013 8:21:11 AM, rjackso1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2013 8:21:11 AM, rjackso1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/25/2011 7:14:36 AM
Case Originator :	Priscilla Samaniego (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/25/2011 7:19:45 AM
Case Owner :	Priscilla Samaniego (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : GREENVILLE, SC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 96,000
 In Service Date : 06/13/2003
 Months In Use : 92
 Engine Number : K24A41154492
 Originating Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
 Selling Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2011 7:19:28 AM
Issue Owner : Priscilla Samaniego	Type 2 : Operation	Queue :	Close Date : 2/25/2011 7:19:45 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERN

*** CASE CREATE 2/25/2011 7:14:36 AM, psamanie

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 2/25/2011 7:15:08 AM, psamanie

into WIP default and Status of Solving.

*** NOTES 2/25/2011 7:19:09 AM, psamanie, Action Type : Call from Customer

The customer called stating that her srs light is on and she was advised that the problem was a seat belt switch. The customer stated that she was advised that this was a recall for the 2004 and advised to contact AHM. I advised that her vehicle is not part of that recall. I advised she will be notified in the mail if there is ever a recall on her vehicle. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified [REDACTED]

*** CASE MODIFY 2/25/2011 7:19:18 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/25/2011 7:19:28 AM, psamanie

Created in WIP Default with Due Date 2/25/2011 7:19:28 AM.

*** CASE MODIFY 2/25/2011 7:19:43 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/25/2011 7:19:45 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2011 7:19:45 AM, psamanie

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/1/2009 11:48:13 AM
 Case Originator : Guillermo Delgado (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/2/2009 2:30:17 PM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 1
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 5D-██████████ - SRS LIGHT WARRANTY COVERAGE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MONTCLAIR, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56303A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 78,000
 In Service Date : 10/31/2003
 Months In Use : 71
 Engine Number : K24A41154649
 Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207002 / ROUTE 23 HONDA
 Phone No. : 973-831-9500
 Address : 700 ROUTE 23
 City / State / Zip : POMPTON PLAINS, NJ 07444
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Warranty	Coverage	752	SRS
██████████ RODU	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Warranty	Status : Subcase Close	Open Date : 9/1/2009 11:58:24 AM
Issue Owner : Guillermo Delgado	Type 2 : Coverage	Queue :	Close Date : 9/1/2009 11:58:57 AM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern, Assist Denied
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 9/2/2009 2:30:03 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 9/2/2009 2:30:13 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - Dealer100%
 Component Category : 15 - Seat Belts
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 5D [REDACTED] - SRS LIGHT WARRANTY COVERAGE

*** CASE CREATE 9/1/2009 11:48:13 AM, gdelgado

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 9/1/2009 11:48:25 AM, gdelgado

VSC CHECK 09/01/2009 11:48:25 AM gdelgado

The following VSC information was found

[REDACTED] V003578391;U28;PRE-OWNED 24MO/24K, \$100 DED;ACTIVE;;2009-04-06;2011-04-05;24000;75180;207002;100
.00

*** CASE CUC LOOKUP 9/1/2009 11:48:25 AM, gdelgado

CUC CHECK 09/01/2009 11:48:25 AM gdelgado

The following CUC information was found

AHMAD;RAHMOUN;TERMINATED;100000;58520;70520;2008-05-06;2010-10-31;;2008-05-06;2008-05-06;207002;;0;2008-05-31;
2008-05-07

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2009 11:48:29 AM, gdelgado

WARRANTY CHECK 09/01/2009 11:48:29 AM gdelgado

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2009 11:48:33 AM, gdelgado

CLAIM CHECK 09/01/2009 11:48:33 AM gdelgado

The following Claim History information was found

0; 2009-05-26; 207002; 789155; 510; 511100 ; STEERING GEARBOX - REPLACE. INCLUDES ALIGNMENT.

*** CASE CAMPAIGN LOOKUP 9/1/2009 11:48:46 AM, gdelgado

CAMPAIGN CHECK 09/01/2009 11:48:46 AM gdelgado

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE VSC LOOKUP 9/1/2009 11:48:49 AM, gdelgado

VSC CHECK 09/01/2009 11:48:48 AM gdelgado

The following VSC information was found

[REDACTED];V003578391;U28;PRE-OWNED 24MO/24K, \$100 DED;ACTIVE;;2009-04-06;2011-04-05;24000;75180;207002;100
.00

*** CASE CUC LOOKUP 9/1/2009 11:48:49 AM, gdelgado

CUC CHECK 09/01/2009 11:48:49 AM gdelgado

The following CUC information was found

AHMAD;RAHMOUN;TERMINATED;100000;58520;70520;2008-05-06;2010-10-31;;2008-05-06;2008-05-06;207002;;0;2008-05-31;
2008-05-07

*** CASE MODIFY 9/1/2009 11:48:50 AM, gdelgado

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/1/2009 11:54:05 AM, gdelgado

VSC CHECK 09/01/2009 11:54:05 AM gdelgado

Case History

Case ID : [REDACTED]

Case Title : 5D [REDACTED] - SRS LIGHT WARRANTY COVERAGE

The following VSC information was found

[REDACTED] V003578391;U28;PRE-OWNED 24MO/24K, \$100 DED;ACTIVE;;2009-04-06;2011-04-05;24000;75180;207002;100.00

*** CASE CUC LOOKUP 9/1/2009 11:54:06 AM, gdelgado

CUC CHECK 09/01/2009 11:54:06 AM gdelgado

The following CUC information was found

AHMAD;RAHMOUN;TERMINATED;100000;58520;70520;2008-05-06;2010-10-31;;2008-05-06;2008-05-06;207002;;0;2008-05-31;2008-05-07

*** NOTES 9/1/2009 11:57:46 AM, gdelgado, Action Type : Call from Customer

Contact information is updated to new ownership. Customer called because the SRS light turned on. Customer took the vehicle to Route 23 Honda for diagnostics. Dealer diagnosed the SRS light located in the seat belt latch area. According to customer, dealer and Honda Care will not cover under warranty. Honda Care considered it as cosmetic. Honda Care referred her to AHM. Customer would like to know if the issue is covered under the life time warranty on seat belt. After my research, I apologized and explained, AHM will not cover the switch because it is not part of the life time warranty. I apologized and told him I will only document his concern at this time. Customer understood and needs no further assistance at this time.

*** CASE MODIFY 9/1/2009 11:57:48 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2009 11:58:05 AM, gdelgado

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2009 11:58:10 AM, gdelgado

WARRANTY CHECK 09/01/2009 11:58:09 AM gdelgado

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2009 11:58:13 AM, gdelgado

CLAIM CHECK 09/01/2009 11:58:13 AM gdelgado

The following Claim History information was found

0; 2009-05-26; 207002; 789155; 510; 511100 ; STEERING GEARBOX - REPLACE. INCLUDES ALIGNMENT.

*** CASE VSC LOOKUP 9/1/2009 11:58:14 AM, gdelgado

VSC CHECK 09/01/2009 11:58:14 AM gdelgado

The following VSC information was found

MICHAEL;STARK;V003578391;U28;PRE-OWNED 24MO/24K, \$100 DED;ACTIVE;;2009-04-06;2011-04-05;24000;75180;207002;100.00

*** CASE CUC LOOKUP 9/1/2009 11:58:15 AM, gdelgado

CUC CHECK 09/01/2009 11:58:15 AM gdelgado

The following CUC information was found

AHMAD;RAHMOUN;TERMINATED;100000;58520;70520;2008-05-06;2010-10-31;;2008-05-06;2008-05-06;207002;;0;2008-05-31;2008-05-07

*** SUBCASE N012009-09-0101145-1 CREATE 9/1/2009 11:58:24 AM, gdelgado

Created in WIP Default with Due Date 9/1/2009 11:58:24 AM.

*** CASE MODIFY 9/1/2009 11:58:53 AM, gdelgado

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 5D [REDACTED] - SRS LIGHT WARRANTY COVERAGE

*** SUBCASE [REDACTED] CLOSE 9/1/2009 11:58:57 AM, gdelgado

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2009 11:58:58 AM, gdelgado

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/1/2009 1:33:58 PM, rwatkins

with Condition of Open and Status of Solving.

*** CASE VSC LOOKUP 9/1/2009 1:34:51 PM, rwatkins

VSC CHECK 09/01/2009 01:34:51 PM rwatkins

The following VSC information was found

MICHAEL;STARK;V003578391;U28;PRE-OWNED 24MO/24K, \$100 DED;ACTIVE;;2009-04-06;2011-04-05;24000;75180;207002;100.00

*** CASE CUC LOOKUP 9/1/2009 1:34:52 PM, rwatkins

CUC CHECK 09/01/2009 01:34:52 PM rwatkins

The following CUC information was found

AHMAD;RAHMOUN;TERMINATED;100000;58520;70520;2008-05-06;2010-10-31;;2008-05-06;2008-05-06;207002;;0;2008-05-31;2008-05-07

*** NOTES 9/1/2009 1:48:18 PM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

Vehicle is now at DLR.

Honda Care Supervisor referred customer to ACS for assistance with cost.

Customer is seeking assistance with cost of seat belt buckle sensor.

ACS informed customer that case will be forwarded to CM for further assistance. ACS informed customer that CM will follow up within 2 business days and of no guarantees.

Customer prefers to be reached at # [REDACTED]

Customer understood the information provided by ACS and required no further assistance at this time.

*** CASE MODIFY 9/1/2009 1:48:30 PM, rwatkins

into WIP default and Status of Solving.

*** CASE DISPATCH 9/1/2009 1:48:44 PM, rwatkins

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 9/1/2009 2:14:22 PM, kogawa

from Queue Honda Team G to WIP Default.

*** CASE CLAIMS LOOKUP 9/2/2009 7:13:57 AM, kogawa

CLAIM CHECK 09/02/2009 07:13:57 AM kogawa

The following Claim History information was found

0; 2009-05-26; 207002; 789155; 510; 511100 ; STEERING GEARBOX - REPLACE. INCLUDES ALIGNMENT.

*** NOTES 9/2/2009 7:42:51 AM, kogawa, Action Type : Call to Customer

Customer advises car is at dealer. SA advised that set belt buckle repair is not covered under extended warranty. Customer contacted VSC, and VSC advised indeed repair not covered, but VSC referred customer to ACS, claiming service ops manual affords warranty coverage under lifetime warranty. ACS advised to customer that lifetime covers the mechanical aspects of seat belts, not electrical aspects of SRS system, despite belt buckle switch being integrated with buckle.

Case History

Case ID : [REDACTED]

Case Title : 5D [REDACTED] - SRS LIGHT WARRANTY COVERAGE

Customer advises dealer is to be consulting DPSM. ACS advised dealer will be consulted. Customer advises dealer is to call him later today with findings. He has not authorized repairs.

*** NOTES 9/2/2009 7:44:01 AM, kogawa, Action Type : Call to Dealer

SM Brad unavail, SA Frank advises SM is to be in dialogue with DPSM, no feedback yet as to whether dealer will be able to provide customer with any goodwill on this noncovered component.

*** COMMIT 9/2/2009 7:44:05 AM, kogawa, Action Type : N/A

outcome?

*** NOTES 9/2/2009 2:28:56 PM, kogawa, Action Type : Call from Dealer

SM Brad advises dealer is stepping up and taking care of as goodwill.

*** SUBCASE [REDACTED] CREATE 9/2/2009 2:30:03 PM, kogawa

Created in WIP Default with Due Date 9/2/2009 2:30:03 PM.

*** SUBCASE [REDACTED] CLOSE 9/2/2009 2:30:13 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/2/2009 2:30:17 PM, kogawa

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 3/3/2010 11:27:51 AM
Case Originator : Fenton Hulse (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/3/2010 11:33:04 AM
Case Owner : Fenton Hulse (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Fenton Hulse (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 5596
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : MORROW, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 122,806
In Service Date : 10/28/2003
Months In Use : 77
Engine Number : K24A41155725
Originating Dealer No. / Name : 206664 / BROWN HONDA
Selling Dealer No. / Name : 206664 / BROWN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 3/3/2010 11:29:54 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 3/3/2010 11:33:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 3/3/2010 11:27:51 AM, fhulse

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/3/2010 11:27:58 AM, fhulse

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/3/2010 11:28:01 AM, fhulse

WARRANTY CHECK 03/03/2010 11:28:01 AM fhulse
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/3/2010 11:28:05 AM, fhulse

CLAIM CHECK 03/03/2010 11:28:05 AM fhulse
The following Claim History information was found
0; 2008-09-12; 208236; 278930; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 3/3/2010 11:28:09 AM, fhulse

CAMPAIGN CHECK 03/03/2010 11:28:09 AM fhulse
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 09/12/08; FX;

*** CASE VSC LOOKUP 3/3/2010 11:28:11 AM, fhulse

VSC-CUC CHECK 03/03/2010 11:28:11 AM fhulse
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/3/2010 11:28:44 AM, fhulse

CAMPAIGN CHECK 03/03/2010 11:28:44 AM fhulse
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 09/12/08; FX;

*** CASE VSC LOOKUP 3/3/2010 11:28:45 AM, fhulse

VSC-CUC CHECK 03/03/2010 11:28:45 AM fhulse
No data found for VIN.

*** SUBCASE N012010-03-0300798-1 CREATE 3/3/2010 11:29:54 AM, fhulse

Created in WIP Default with Due Date 3/3/2010 11:29:54 AM.

*** NOTES 3/3/2010 11:32:51 AM, fhulse, Action Type : Call from Customer

verified customer information.

phn# [REDACTED] 3

Mr. [REDACTED] has been experiencing a srs light for the last few days. He has become aware off the srs recall and wants to know if his vehicle is associated with this.

ACS advised Mr. [REDACTED] that his vehicle is not associated with the srs recall. ACS advised Mr. [REDACTED] that the recall has to do with the inflation of the driver airbag, and this is not normally associated with the srs light being on. ACS advised Mr. [REDACTED] that the srs light indicates a failure in

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

the srs system. ACS referred [REDACTED] to a local dealer for further assistance. Case closed.

*** CASE MODIFY 3/3/2010 11:32:54 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/3/2010 11:33:03 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2010 11:33:04 AM, fhulse

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/30/2007 12:59:36
Case Originator : Greg Vong (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/1/2007 2:03:19 PM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT IS ON.		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 9215
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : TAMPA, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56473A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 54,000
In Service Date : 06/07/2003
Months In Use : 52
Engine Number : K24A41155168
Originating Dealer No. / Name : 207147 / LINDELL HONDA
Selling Dealer No. / Name : 207147 / LINDELL HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207450 / TAMPA HONDA LAND
Phone No. : 813-935-8585
Address : 11000 NO. FLORIDA AVE.
City / State / Zip : TAMPA, FL 33612
Svc District / Sls District : 07K / F07
Warranty Labor Rate / Date : \$93.25 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 10/30/2007 1:38:25 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 11/1/2007 2:03:17 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON.

*** CASE CREATE 10/30/2007 12:59:36 PM, gvong

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 10/30/2007 12:59:39 PM, gvong

VSC-CUC CHECK 10/30/2007 12:59:39 PM gvong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/30/2007 12:59:43 PM, gvong

CAMPAIGN CHECK 10/30/2007 12:59:43 PM gvong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 10/30/2007 12:59:45 PM, gvong

CLAIM CHECK 10/30/2007 12:59:45 PM gvong

The following Claim History information was found

0; 2004-09-13; 208348; 520492; 510; 841199 ; INSTRUMENT PANEL, UPPER PANEL, DASHBOARD - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 10/30/2007 12:59:51 PM, gvong

WARRANTY CHECK 10/30/2007 12:59:50 PM gvong

No data found for VIN.

*** CASE VSC LOOKUP 10/30/2007 1:01:06 PM, gvong

VSC-CUC CHECK 10/30/2007 01:01:06 PM gvong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/30/2007 1:01:13 PM, gvong

CAMPAIGN CHECK 10/30/2007 01:01:13 PM gvong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 10/30/2007 1:01:16 PM, gvong

CLAIM CHECK 10/30/2007 01:01:16 PM gvong

The following Claim History information was found

0; 2004-09-13; 208348; 520492; 510; 841199 ; INSTRUMENT PANEL, UPPER PANEL, DASHBOARD - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 10/30/2007 1:01:17 PM, gvong

WARRANTY CHECK 10/30/2007 01:01:17 PM gvong

No data found for VIN.

*** CASE MODIFY 10/30/2007 1:02:42 PM, gvong

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2007 1:06:19 PM, gvong

into WIP default and Status of Solving.

*** NOTES 10/30/2007 1:07:16 PM, gvong, Action Type : Call from Customer

Copied from case ref number N012007-02-1202014.

***NOTES LOG 02/12/2007 01:56:31 PM pbongco

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON.

*** WARRANTY CHECK 02/12/2007 07:36:29 AM apadungy
No data found for VIN.

*** CLAIM CHECK 02/12/2007 07:36:33 AM apadungy
The following Claim History information was found
0; 2004-09-13; 208348; 520492; 510; 841199 ; INSTRUMENT PANEL, UPPER PANEL, DASHBOARD - REPLACE.

*** CAMPAIGN CHECK 02/12/2007 07:36:34 AM apadungy
No data found for VIN

*** VSC-CUC CHECK 02/12/2007 07:36:37 AM apadungy
No data found for VIN.

*** NOTES 02/12/2007 07:37:12 apadungy Action Type: Call from Customer
THIS SHOULD HAVE BEEN N01 NOT N03

Customer is hearing a noise in the vehicle and the vehicle does not stop when you brake it skids and it feels as if she is loosing control of the steering wheel, she hears the noise from the front right end of the vehicle. The dealership informed her that the vehicle needed to replace the brake pads which she had them do but the problem still occurred. Customer went back to the dealership and they are telling her that the new brake pads need to be replaced and rotors need to be turned, customer is stating that if that was the problem they should of turned the rotors when they replaced the brake pads the first time customer does not believe that the dealership is able to find out what the problem is and is now requesting assistance from AHM. She was informed that I will forward her case to a CM who will work with the dealership and herself as a liaison, customer understood and call ended.

*** WARRANTY CHECK 02/12/2007 07:37:21 AM apadungy
No data found for VIN.

*** SUBCASE [REDACTED] 2/12/2007 8:50:59 AM apadungy

*** NOTES 02/12/2007 10:03:26 cchao Action Type: Note-General
Case has been reviewed. Case will be forwarded to N03 Honda Queue for further review.

*** SUBCASE [REDACTED] 2/13/2007 8:16:45 AM jpatel

*** COMMIT 02/13/2007 14:33:12 jpatel Action Type: N/A

call customer**brakes

*** CLAIM CHECK 02/16/2007 08:34:22 AM jpatel
The following Claim History information was found
0; 2004-09-13; 208348; 520492; 510; 841199 ; INSTRUMENT PANEL, UPPER PANEL, DASHBOARD - REPLACE.

*** NOTES 02/16/2007 09:08:30 jpatel Action Type: Call to Dealer
Made follow up call with dealership and spoke with Mike-SM. He advised me that the customer's last visit was back in March of 06' with 32k miles. Sm states that the customer had a concern related to a vibration while braking. Sm states that they recommended to service the front rotors. Sm states that the

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT IS ON.

customer declined repairs. Sm states that the customer had a similar complaint in 11/05' with 31k miles and they suggested to resurface the front rotors. Sm states that the customer then had a brake concern in 9/05' with 29k miles and the pads and rotors were fine after inspection. Sm states that in 9/04' with 18k miles the dealer replaced the front pads and resurfaced the front rotors under GW.

Sm states that the last brake service was at 18k miles and the customer's last dealer visit was 3/06' 15k miles later. I advised Sm that the customer currently has 45k miles and is requesting assistance with her brakes. Sm states taht its been 30k miles since the last brake service. I advised Sm that I would follow up with the customer and further discuss her concerns. I advised Sm that the customer may be working with another dealership and have a recent visit.

*** NOTES 02/16/2007 09:44:50 jpatel Action Type: Call to Customer
Made follow up call with customer and left message with Rebecca for customer to return my call.

*** FULFILL 02/16/2007 09:47:06 jpatel Action Type: N/A

*** COMMIT 02/16/2007 09:47:19 jpatel Action Type: N/A

call customer**brakes

*** NOTES 02/20/2007 10:06:49 jpatel Action Type: Call to Customer
Made follow up call with customer and left message.

*** FULFILL 02/20/2007 10:06:57 jpatel Action Type: N/A

*** COMMIT 02/20/2007 10:07:10 jpatel Action Type: N/A

send 10-day

*** NOTES 02/28/2007 11:27:58 jpatel Action Type: Letter/Fax
The following letter was sent to customer:

February 28, 2007

[REDACTED]
Tampa, FL [REDACTED]

Dear Ms. [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your Honda.

Our office attempted to contact you by telephone, but we were not successful in reaching you. If you have any current issues, with your Honda, we would like to provide assistance with resolving them. Please contact our office, at your earliest convenience, so that we may discuss your concerns in more detail.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS LIGHT IS ON.

Our office can be reached at (800) 999-1009, Extension 118044. Our office hours are Monday through Friday, from 6:00 a.m. to 2:30 p.m., PST.

If we do not hear from you within 10 days from the date of this letter, we will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance. Again, thank you for bringing your concerns to our attention.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Jignesh Patel
Automobile Customer Services
1-(800)-999-1009 Extension 118040

File# [REDACTED]

*** CASE MODIFY 10/30/2007 1:12:14 PM, gvong

into WIP default and Status of Solving.

*** NOTES 10/30/2007 1:18:30 PM, gvong, Action Type : Call from Customer

ACS received inbound call from customer in regards to her recent issue. Vehicle was brought into Tampa Honda Land on 10/26/07 because her dash light came on. Dealership ran test on the vehicle and they found no problems. Currently her SRS light is on, and customer is worried airbags may not work. Customer also wants to know why no one ever called her back on case ref number [REDACTED]. Brakes concern has been fixed, however there are new issues with the front tinted windows being scratch, possibly by window regulators and her carpet is coming apart. Customer would like assistance with the repair.

Verified and updated owner's information. Apologized for customer situation. Informed customer RCM has called customer back and left a message with [REDACTED]. Customer states she was not at work at the time, and was on leave of absence. Informed customer ACS will forward claim to RCM for review. Provided customer with case ref number. Customer understood and has no further question.

SA-Emil.

*** CASE MODIFY 10/30/2007 1:18:32 PM, gvong

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2007 1:18:32 PM, gvong

into WIP default and Status of Solving.

*** CASE DISPATCH 10/30/2007 1:18:42 PM, gvong

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 10/30/2007 1:20:51 PM, kogawa

from Queue Honda Team E to WIP Default.

*** CASE CAMPAIGN LOOKUP 10/30/2007 1:24:02 PM, kogawa

CAMPAIGN CHECK 10/30/2007 01:24:02 PM kogawa

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** COMMIT 10/30/2007 1:25:06 PM, kogawa, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT IS ON.

initia;

*** SUBCASE [REDACTED] CREATE 10/30/2007 1:38:25 PM, kogawa

Created in WIP Default with Due Date 10/30/2007 1:38:25 PM.

*** COMMIT 10/30/2007 1:38:50 PM, kogawa, Action Type :

Made to [REDACTED] due 11/02/2007 01:39:43 PM.

DCS Follow-Up

*** NOTES 10/30/2007 1:40:01 PM, kogawa, Action Type : Dealer Communication

ATTN: [REDACTED], SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

ACS received inbound call from customer in regards to her recent issue. Vehicle was brought into Tampa Honda Land on 10/26/07 because her dash light came on. Dealership ran test on the vehicle and they found no problems. Currently her SRS light is on, and customer is worried airbags may not work. Additional. Window tint is scratched. Carpet coming apart. Past issues with brakes.

Thank you for your attention to this matter.

Kentaro Ogawa

800-999-1009x118016

Automobile Customer Service

*** CASE MODIFY 10/30/2007 1:44:48 PM, kogawa

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/1/2007 1:21:47 PM, kogawa

CAMPAIGN CHECK 11/01/2007 01:21:47 PM kogawa

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 11/1/2007 1:24:17 PM, kogawa

VSC-CUC CHECK 11/01/2007 01:24:17 PM kogawa

No data found for VIN.

*** NOTES 11/1/2007 2:02:44 PM, kogawa, Action Type : Call to Customer

Called customer to review. Was most recently in @ Hondaland, and she paid for brake repairs. Pending concerns not addressed: Carpet is coming up by doors/seats. Window tint is getting scratched. Seats have a yellow/blue/green fiber material that comes off the seats, believes contributes to asthma. SRS light intermittent.

She thinks she has an extended warranty. ACS informed customer the 3/36 has expired. ACS advised window tint is a certainty that we will not assist. Other issues if dealer deems to be failures due to a defect are subject to case by case review. No assurances, best if she reviews with Emil, her contact at dealer. Will not hesitate to call back if has further questions/concerns.

*** NOTES 11/1/2007 2:03:03 PM, kogawa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON.

Called customer to review. Was most recently in @ Hondaland, and she paid for brake repairs. Pending concerns not addressed: Carpet is coming up by doors/seats. Window tint is getting scratched. Seats have a yellow/blue/green fiber material that comes off the seats, believes contributes to asthma. SRS light intermittent.

She thinks she has an extended warranty. ACS informed customer the 3/36 has expired. ACS advised window tint is a certainty that we will not assist. Other issues if dealer deems to be failures due to a defect are subject to case by case review. No assurances, best if she reviews with Emil, her contact at dealer. Will not hesitate to call back if has further questions/concerns.

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** SUBCASE [REDACTED] CLOSE 11/1/2007 2:03:17 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2007 2:03:19 PM, kogawa

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/19/2011 3:01:39 PM
Case Originator : Daniel Wentz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/20/2011 8:33:43 AM
Case Owner : Teri Spencer (Team SB)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Teri Spencer (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : 06D (DULLES) [REDACTED] - SEAT BELT BUCKLE SRS SENSOR FAILURE No. of Attachments : 0			

Site / Contact Info :

Site Name : [REDACTED] 1265
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HERNDON, [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1265
VIN Type / No. : US VIN / 1HGCM56683A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 65,000
In Service Date : 08/18/2003
Months In Use : 98
Engine Number : K24A41155224
Originating Dealer No. / Name : 206611 / BILL PAGE HONDA
Selling Dealer No. / Name : 207591 / LEESBURG HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208341 / AUTONATION HONDA DULLES
Phone No. : 703-444-2010
Address : 21715 AUTO WORLD DRIVE
City / State / Zip : STERLING, VA 20166
Svc District / Sls District : 06C / A06
Warranty Labor Rate / Date : \$119.65 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - WAR	Subcase Close	Warranty	Coverage	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Warranty	Status : Subcase Close	Open Date : 10/20/2011 8:05:48 AM
Issue Owner : Teri Spencer	Type 2 : Coverage	Queue :	Close Date : 10/20/2011 8:33:35 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Warranty Clm Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 06D (DULLES) [REDACTED] - SEAT BELT BUCKLE SRS SENSOR FAILURE

*** CASE CREATE 10/19/2011 3:01:39 PM, dwentz01

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/19/2011 3:05:17 PM, dwentz01

into WIP default and Status of Solving.

*** NOTES 10/19/2011 3:08:04 PM, dwentz01, Action Type : Call from Customer

Updated customer information

Best contact phone number is: [REDACTED]

Customer contacted AHM to state that the vehicle has been at Honda of Dulles today for the campaign work that needed to be completed, however customer stated that they also diagnosed the SRS light that intermittently was coming on. Customer states that he was advised that he needed a seat belt buckle, and would not be covered under the lifetime warranty of the seatbelt. Customer was advised that at this time an RCM would review the case, however there are no guarantees of financial assistance.

Customer thanked ACS and required no further assistance at this time.

Original / minimal service history / loyal Honda customer.

*** CASE MODIFY 10/19/2011 3:09:27 PM, dwentz01

into WIP default and Status of Solving.

*** CASE DISPATCH 10/19/2011 3:09:31 PM, dwentz01

from WIP default to Queue Honda Team F.

*** CASE MODIFY 10/19/2011 3:09:33 PM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2011 3:09:35 PM, dwentz01

into WIP default and Status of Solving.

*** CASE ACCEPT 10/20/2011 6:12:03 AM, tspencer

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 10/20/2011 6:21:47 AM, tspencer

into WIP Default and Status of Solving.

*** CASE MODIFY 10/20/2011 6:24:21 AM, tspencer

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/20/2011 8:05:48 AM, tspencer

Created in WIP Default with Due Date 10/20/2011 8:05:48 AM.

*** CASE MODIFY 10/20/2011 8:06:37 AM, tspencer

into WIP Default and Status of Solving.

*** NOTES 10/20/2011 8:22:05 AM, tspencer, Action Type : Call to Customer

Dialed [REDACTED]

Case History

Case ID : [REDACTED] Case Title : 06D (DULLES) [REDACTED] - SEAT BELT BUCKLE SRS SENSOR FAILURE

I introduced myself as the Regional Case Mgr. from AHM. I explained the purpose of my call was to address a case opened for the Seat Belt Buckle concern for the 2003 Accord. His wife answered and stated he was currently at work, but she took down my name and number. I also provided the Case # for the customer's reference. She advised she would pass the information along so that he may give ACS a return call. I thanked Mrs. [REDACTED] for her time and ended the call.

*** NOTES 10/20/2011 8:30:12 AM, tspencer, Action Type : Call from Dealer

Reviewed case with the SM this morning (6:00 A.M.) and he advised the customer has a seatbelt buckle failure. Part warranted for 3/36 since it is an electrical component.

*** NOTES 10/20/2011 8:33:03 AM, tspencer, Action Type : Call from Customer

I received a return call from Mr. [REDACTED]. I thanked him for returning my call. I confirmed the customer called regarding the seat belt buckle failure for the 2003 Accord, which he verified to be true. I advised I spoke to the SM at Honda of Dulles and it was advised, the seat belt buckle sensor failed. Customer confirmed. I advised because this is an electrical component, it was warranted by AHM for 3/36; whichever occur first. I advised the Seat Belt Limited Warranty covers the failure of a properly functioning seat belt assembly i.e. latching or retracting.

He said he is disappointed because this is a safety item and part of the safety system. If the vehicle were to encounter an accident, the airbags wouldn't deploy since that SRS light is on. He said he is surprised that Honda would not cover the component. He asked if we could meet him half way on the repair cost. The request was declined. I explained based upon the time out of the 3/36 warranty period, he is too far outside of coverage for GW consideration. I advised the repair cost incurred would be the owner's responsibility at this age and life of the vehicle. I informed him I would document a product complaint on his behalf. But the outcome would not change. He said he understood and thanked me for calling. Call ended. Case resolution documented and the case was closed.

*** SUBCASE [REDACTED] CLOSE 10/20/2011 8:33:35 AM, tspencer

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/20/2011 8:33:40 AM, tspencer

into WIP Default and Status of Solving.

*** CASE CLOSE 10/20/2011 8:33:43 AM, tspencer

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/1/2011 6:41:07 AM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/1/2011 6:46:03 AM
 Case Owner : Marlisha Youngblood (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlisha Youngblood (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SEAT BELT REFUND REQ. No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : NATICK, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM553X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 1
 In Service Date : 06/23/2003
 Months In Use : 99
 Engine Number : K24A41155418
 Originating Dealer No. / Name : 208028 / AUTOFAIR HONDA
 Selling Dealer No. / Name : 206930 / HONDA VILLAGE
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2011 6:43:12 AM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 9/1/2011 6:46:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern, Assist Denied
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SEAT BELT REFUND REQ.

*** CASE CREATE 9/1/2011 6:41:07 AM, myoungbl

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/1/2011 6:42:45 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/1/2011 6:43:12 AM, myoungbl

Created in WIP Default with Due Date 9/1/2011 6:43:12 AM.

*** CASE MODIFY 9/1/2011 6:43:35 AM, myoungbl

into WIP default and Status of Solving.

*** NOTES 9/1/2011 6:45:49 AM, myoungbl, Action Type : Call from Customer

Verified Customer's Info.

Best Contact : [REDACTED]

Probing questions: Customer states that his airbag light came on about 1 months ago. Customer states that when he took his car to a IRF he was told that the seat belt sensor failed, so it was replaced. Customer states that he would like to know if he could be reimbursed for the cost.

ACS informed customer that his concerns are documented. ACS advised customer that because he did not have it diagnosed at a Honda dealer, AHM was not able to confirm the diagnosis. ACS explained to customer that AHM does not work with IRF's; therefore, would not be able to provide him with a reimbursement.

Customer needed no further assistance.

*** CASE CLOSE 9/1/2011 6:46:03 AM, myoungbl

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 9/1/2011 6:46:03 AM, myoungbl

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/30/2009 12:06:06 PM
 Case Originator : Andrew Ndungu (Team MA) Sub Division : Satellite Center Status : Closed Close Date : 9/30/2009 12:11:11 PM
 Case Owner : Andrew Ndungu (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Andrew Ndungu (Team MA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1056
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : BROOKLYN, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 84,000
 In Service Date : 06/14/2003
 Months In Use : 75
 Engine Number : K24A41156554
 Originating Dealer No. / Name : 207019 / POHANKA HONDA
 Selling Dealer No. / Name : 208229 / HONDA OF ANNAPOLIS
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	- Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2009 12:09:33 PM
Issue Owner : Andrew Ndungu	Type 2 : Operation	Queue :	Close Date : 9/30/2009 12:11:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 9/30/2009 12:06:06 PM, andungu

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/30/2009 12:06:11 PM, andungu

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/30/2009 12:08:41 PM, andungu

CAMPAIGN CHECK 09/30/2009 12:08:41 PM andungu

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03

*** CASE CLAIMS LOOKUP 9/30/2009 12:08:42 PM, andungu

CLAIM HISTORY CHECK 09/30/2009 12:08:42 PM andungu

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/30/2009 12:08:44 PM, andungu

WARRANTY CHECK 09/30/2009 12:08:44 PM andungu

No data found for VIN.

*** CASE VSC LOOKUP 9/30/2009 12:08:46 PM, andungu

VSC-CUC CHECK 09/30/2009 12:08:46 PM andungu

No data found for VIN.

*** CASE MODIFY 9/30/2009 12:09:06 PM, andungu

into WIP Default and Status of Solving.

*** SUBCASE N [REDACTED] CREATE 9/30/2009 12:09:33 PM, andungu

Created in WIP Default with Due Date 9/30/2009 12:09:33 PM.

*** NOTES 9/30/2009 12:11:07 PM, andungu, Action Type : Call from Customer

Customer called in to stating that her SRS light was on and she wondered whether it was covered by warranty. I advised the customer that the vehicle was not covered under the warranty and that any repairs outside warranty are customer responsibility.

Customer understood the information. I thanked the customer for calling AHM and encouraged the customer to call back in case they had any issues the future.

Customer then ended the call after declining further assistance.

*** CASE MODIFY 9/30/2009 12:11:09 PM, andungu

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/30/2009 12:11:11 PM, andungu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/30/2009 12:11:11 PM, andungu

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/3/2007 4:47:13 PM
Case Originator : Tracey Green (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/3/2007 5:02:25 PM
Case Owner : Tracey Green (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tracey Green (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LOS ANGELES, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6560
VIN Type / No. : US VIN / 1HGCM55373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5533PLW / A
Miles / Hours : 53,000
In Service Date : 07/16/2003
Months In Use : 51
Engine Number : K24A41156424
Originating Dealer No. / Name : 206731 / NELSON HONDA
Selling Dealer No. / Name : 206731 / NELSON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
Phone No. : 323-466-3247
Address : 6511 SANTA MONICA BLVD
City / State / Zip : HOLLYWOOD, CA 90038
Svc District / Sls District : 01B / B01
Warranty Labor Rate / Date : \$120.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tracey Green	Type 1 : Product	Status : Subcase Close	Open Date : 10/3/2007 5:01:53 PM
Issue Owner : Tracey Green	Type 2 : Operation	Queue :	Close Date : 10/3/2007 5:02:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ - SRS LIGHT ON

covered under warranty he would be responsible for the repair. Customer was informed that he would have to have the vehicle inspected first in order to make the determination. customer was informed that he would have to pay for the inspection fee and then request reimbursement. Customer was offered to transfer to Honda Care for coverage. Customer spoke with the Rep. and was informed the SRS unit is covered and he has zero deductible. But until the diagnosis is completed that is all that he can offered. Customer understands but is not willing to pay the diagnosis fee. Customer understood.

*** SUBCASE ██████████ 1 CREATE 10/3/2007 5:01:53 PM, tgreen

Created in WIP Default with Due Date 10/3/2007 5:01:53 PM.

*** SUBCASE ██████████ CLOSE 10/3/2007 5:02:05 PM, tgreen

Status = Solving, Resolution Code = Instruction Given

*** CASE EXTENDED WARRANTY LOOKUP 10/3/2007 5:02:11 PM, tgreen

WARRANTY CHECK 10/03/2007 05:02:11 PM tgreen

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/3/2007 5:02:16 PM, tgreen

CLAIM CHECK 10/03/2007 05:02:16 PM tgreen

The following Claim History information was found

0; 2007-06-19; 206564; 633641; 510; 616100 ; CONDENSER ASSEMBLY - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/3/2007 5:02:19 PM, tgreen

CAMPAIGN CHECK 10/03/2007 05:02:19 PM tgreen

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/3/2007 5:02:22 PM, tgreen

VSC CHECK 10/03/2007 05:02:22 PM tgreen

The following VSC information was found

MATIAS;MICHEL;V001690135;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2003-07-16;2010-07-15;100000;27;206731;0.00

*** CASE CUC LOOKUP 10/3/2007 5:02:22 PM, tgreen

CUC CHECK 10/03/2007 05:02:22 PM tgreen

The following CUC information was found

;;0;0;0;;0;;0;;

*** CASE CLOSE 10/3/2007 5:02:25 PM, tgreen

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/19/2009 2:24:13 PM
Case Originator : Jun Hong (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/19/2009 2:38:30 PM
Case Owner : Jun Hong (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jun Hong (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - UPDATED OWNERSHIP / SIDE AIR BAG CONCERN			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : CEDAR PARK, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1300
VIN Type / No. : US VIN / 1HGCM56673A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 92,500
In Service Date : 07/06/2003
Months In Use : 67
Engine Number : K24A41156733
Originating Dealer No. / Name : 208232 / ROGER BEASLEY HONDA OF SAN
Selling Dealer No. / Name : 208232 / ROGER BEASLEY HONDA OF SAN M
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	PROD Subcase Close	Product	Change Owner/Info		
[REDACTED] / [REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 2/19/2009 2:37:22 PM
Issue Owner : Jun Hong	Type 2 : Change Owner/Info	Queue :	Close Date : 2/19/2009 2:37:32 PM
Issue Title : [REDACTED] - PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 2/19/2009 2:38:00 PM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 2/19/2009 2:38:14 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - UPDATED OWNERSHIP / SIDE AIR BAG CONCERN

*** CASE CREATE 2/19/2009 2:24:13 PM, jhong

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/19/2009 2:24:24 PM, jhong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/19/2009 2:24:26 PM, jhong

WARRANTY CHECK 02/19/2009 02:24:26 PM jhong

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/19/2009 2:24:28 PM, jhong

CLAIM HISTORY CHECK 02/19/2009 02:24:28 PM jhong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/19/2009 2:24:31 PM, jhong

CAMPAIGN CHECK 02/19/2009 02:24:31 PM jhong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 A

*** CASE VSC LOOKUP 2/19/2009 2:24:32 PM, jhong

VSC-CUC CHECK 02/19/2009 02:24:31 PM jhong

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/19/2009 2:24:34 PM, jhong

WARRANTY CHECK 02/19/2009 02:24:34 PM jhong

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/19/2009 2:24:39 PM, jhong

CLAIM HISTORY CHECK 02/19/2009 02:24:39 PM jhong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/19/2009 2:24:55 PM, jhong

CAMPAIGN CHECK 02/19/2009 02:24:55 PM jhong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 A

*** CASE VSC LOOKUP 2/19/2009 2:24:56 PM, jhong

VSC-CUC CHECK 02/19/2009 02:24:55 PM jhong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/19/2009 2:26:01 PM, jhong

CAMPAIGN CHECK 02/19/2009 02:26:01 PM jhong

The following Campaign information was found

Case History

Case ID : ██████████

Case Title : ██████████ - UPDATED OWNERSHIP / SIDE AIR BAG CONCERN

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 A

*** CASE CAMPAIGN LOOKUP 2/19/2009 2:27:25 PM, jhong

CAMPAIGN CHECK 02/19/2009 02:27:25 PM jhong
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 A

*** CASE MODIFY 2/19/2009 2:27:53 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:28:13 PM, jhong

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/19/2009 2:28:36 PM, jhong

CAMPAIGN CHECK 02/19/2009 02:28:36 PM jhong
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 A

*** CASE MODIFY 2/19/2009 2:29:27 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:29:37 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:29:39 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:30:27 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:31:09 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:32:03 PM, jhong

into WIP default and Status of Solving.

*** NOTES 2/19/2009 2:37:09 PM, jhong, Action Type : Call from Customer

Updated ownership

Mr. ██████████ called regarding the SRS light. Customer said he took the vehicle to an IRF. Customer said the IRF found the SRS sensor was the cause of the issue. Customer stated he never been in an Accident and the IRF also checked accident related damages and was not able to find any issue. Customer asked if there is any S/B for the issue. I advised the customer I do not show a campaign or recall for the issue. Customer said it is the Left SRS sensor.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - UPDATED OWNERSHIP / SIDE AIR BAG CONCERN

Customer asked if he should take the vehicle to the Honda dealership. I suggested to he should have it checked. I did inform the customer the dealership will charge a diagnosis fee for the service. Customer understood. I also informed the customer of the low beam S/B and informed he is out side of the warranty to have that service. I also informed the customer about the wiper motor safety recall and suggested him to have that service and also told the customer it will be a free service. Customer thanked me and I ended the call. Customer had no other concerns.

S/B # 08-043 - Wiper motor was not fulfilled - I informed the customer to call a Honda dealership to make an appointment.

*** SUBCASE [REDACTED] CREATE 2/19/2009 2:37:22 PM, jhong

Created in WIP Default with Due Date 2/19/2009 2:37:22 PM.

*** SUBCASE [REDACTED] CLOSE 2/19/2009 2:37:32 PM, jhong

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 2/19/2009 2:38:00 PM, jhong

Created in WIP Default with Due Date 2/19/2009 2:38:00 PM.

*** SUBCASE [REDACTED] CLOSE 2/19/2009 2:38:14 PM, jhong

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/19/2009 2:38:16 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2009 2:38:28 PM, jhong

into WIP default and Status of Solving.

*** CASE CLOSE 2/19/2009 2:38:30 PM, jhong

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/30/2011 9:25:15 AM	
Case Originator :	James Webb (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/30/2011 9:37:28 AM
Case Owner :	James Webb (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	James Webb (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS LIGHT IS ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 5 CR
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : EAST BRUNSWICK, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5 CR
 VIN Type / No. : US VIN / 1HGCM55343A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5533PLW / A
 Miles / Hours : 104,000
 In Service Date : 06/30/2003
 Months In Use : 99
 Engine Number : K24A41155877
 Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Selling Dealer No. / Name : 207167 / JOYCE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2011 9:37:14 AM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 9/30/2011 9:37:28 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON

*** CASE CREATE 9/30/2011 9:25:15 AM, jwebb

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/30/2011 9:36:41 AM, jwebb, Action Type : Call from Customer

I verified customer information

Best contact number: [REDACTED]

Customer contacted ACS because he is having a problem with the SRS light being illuminated. The customer took his vehicle to an IRF to diagnose it. The customer stated that the technician attached his scanner to the vehicle, and found that there was a code for the SRS. The customer stated that the technician explained to him that there is a federal law pertaining to the SRS light because of it being a safety item, and that it should be replaced at no cost to the customer for Honda to repair it.

ACS informed the customer that there are no campaigns attached to his vehicles VIN for the SRS light. I explained to the customer that if the technician found a code in the computer for the SRS system, then most likely there is something that has malfunctioned or starting to go bad that is causing the light to come on. I recommended the customer to take his vehicle to the DLR to have it diagnosed as to why the light is on. The customer stated that he will be going to his technician to find out how he had found that information, and what steps need to be taken.

Customer understood and required no further assistance.

*** CASE MODIFY 9/30/2011 9:36:51 AM, jwebb

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/30/2011 9:37:14 AM, jwebb

Created in WIP Default with Due Date 9/30/2011 9:37:14 AM.

*** CASE MODIFY 9/30/2011 9:37:25 AM, jwebb

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/30/2011 9:37:28 AM, jwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/30/2011 9:37:28 AM, jwebb

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/4/2010 12:13:16 PM
Case Originator : Michelle Ross (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/4/2010 12:25:05 PM
Case Owner : Michelle Ross (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Michelle Ross (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 5248
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BUFORD, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56653A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 51,000
In Service Date : 07/01/2003
Months In Use : 83
Engine Number : K24A41157512
Originating Dealer No. / Name : 207629 / CONYERS HONDA
Selling Dealer No. / Name : 208259 / LANIER HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207787 / MILTON MARTIN HONDA
Phone No. : 770-534-0086
Address : 2420 BROWNS BRIDGE RD.
City / State / Zip : GAINESVILLE, GA 30504
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$90.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelle Ross	Type 1 : Product	Status : Subcase Close	Open Date : 6/4/2010 12:17:14 PM
Issue Owner : Michelle Ross	Type 2 : Operation	Queue :	Close Date : 6/4/2010 12:24:58 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 6/4/2010 12:13:16 PM, mross1

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/4/2010 12:13:26 PM, mross1

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2010 12:14:06 PM, mross1

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/4/2010 12:14:10 PM, mross1

WARRANTY CHECK 06/04/2010 12:14:10 PM mross1

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/4/2010 12:14:15 PM, mross1

CLAIM CHECK 06/04/2010 12:14:14 PM mross1

The following Claim History information was found

0; 2008-09-06; 208376; 278898; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/4/2010 12:14:52 PM, mross1

CAMPAIGN CHECK 06/04/2010 12:14:52 PM mross1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIP

*** CASE VSC LOOKUP 6/4/2010 12:14:54 PM, mross1

VSC-CUC CHECK 06/04/2010 12:14:53 PM mross1

No data found for VIN.

*** CASE VSC LOOKUP 6/4/2010 12:16:10 PM, mross1

VSC-CUC CHECK 06/04/2010 12:16:10 PM mross1

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 6/4/2010 12:17:14 PM, mross1

Created in WIP Default with Due Date 6/4/2010 12:17:14 PM.

*** CASE CAMPAIGN LOOKUP 6/4/2010 12:19:44 PM, mross1

CAMPAIGN CHECK 06/04/2010 12:19:44 PM mross1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIP

*** CASE VSC LOOKUP 6/4/2010 12:21:37 PM, mross1

VSC-CUC CHECK 06/04/2010 12:21:37 PM mross1

No data found for VIN.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON

*** CASE CAMPAIGN LOOKUP 6/4/2010 12:22:19 PM, mross1

CAMPAIGN CHECK 06/04/2010 12:22:19 PM mross1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIP

*** NOTES 6/4/2010 12:24:22 PM, mross1, Action Type : Call from Customer

Updated contact information

Customer states that the SRS light comes on and goes off. Customer states that when she starts the vehicle and takes off, the SRS light stays on, if she waits about a 1 minute to pull off then the light turns off. Customer has not taken the vehicle to a Honda dlr for diagnosis.

Customer states that she is concerned that this is a safety issue.

Customer stated that she would take her vehicle to MILTON MARTIN HONDA.

ACS advised customer that the SRS light being on can be related to several components which may or may not be covered under warranty, but in order to determine exactly what causing the light to come on she would need to have vehicle diagnosed at a Honda dealer . ACS offered to locate a Honda dlr, customer declined.

Customer required no further assistance, case closed.

*** CASE MODIFY 6/4/2010 12:24:24 PM, mross1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/4/2010 12:24:58 PM, mross1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/4/2010 12:25:02 PM, mross1

into WIP default and Status of Solving.

*** CASE CLOSE 6/4/2010 12:25:05 PM, mross1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/30/2012 9:13:32 AM
 Case Originator : Chris Martinez (Team CK) Sub Division : Satellite Center Status : Closed Close Date : 1/30/2012 9:20:31 AM
 Case Owner : Chris Martinez (Team CK) Method : Phone Queue : Days Open : 0
 Last Closed By : Chris Martinez (Team CK) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 25 H
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HAMPTON, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 55,000
 In Service Date : 07/29/2003
 Months In Use : 102
 Engine Number : K24A41156899
 Originating Dealer No. / Name : 206608 / PENINSULA HONDA
 Selling Dealer No. / Name : 206608 / PENINSULA HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Corporate	Status : Subcase Close	Open Date : 1/30/2012 9:20:16 AM
Issue Owner : Chris Martinez	Type 2 : Media Exposure	Queue :	Close Date : 1/30/2012 9:20:31 AM
Issue Title : [REDACTED]	CORPORATE - MEDIA EXPOSURE		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Referred to Dealer, Provided Information, Updated Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INFLATOR RECALL EXPANSION

*** CASE CREATE 1/30/2012 9:13:32 AM, cmartin2

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/30/2012 9:17:02 AM, cmartin2

into WIP Default and Status of Solving.

*** NOTES 1/30/2012 9:19:52 AM, cmartin2, Action Type : Call from Customer

Customer contact information was verified and updated.

Vehicle mileage was verified.

Best contact phone # [REDACTED]

Ms. [REDACTED] contacted AHM regarding the airbag inflator recall expansion. The customer stated that she owns multiple Hondas and received a recall notice for another vehicle. She asked if the recall affects her 2003 Accord. I informed the customer that it does not. The customer stated that her SRS light is on. I informed the customer that the airbag inflator recall would not cause her SRS light to come on. The customer understood.

I informed the customer of the pending R44 safety recall. The customer was forwarded to her local Honda dealership. No further assistance was needed. I thanked the customer for calling AHM and ended the call.

This case will be closed.

*** SUBCASE [REDACTED] CREATE 1/30/2012 9:20:16 AM, cmartin2

Created in WIP Default with Due Date 1/30/2012 9:20:16 AM.

*** CASE MODIFY 1/30/2012 9:20:29 AM, cmartin2

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/30/2012 9:20:31 AM, cmartin2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/30/2012 9:20:31 AM, cmartin2

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/13/2011 2:20:52 PM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/13/2011 2:26:18 PM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 82 S
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : MIDDLETOWN, CT [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM55693A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5563JW / A
Miles / Hours : 136,000
In Service Date : 08/05/2003
Months In Use : 98
Engine Number : K24A41162673
Originating Dealer No. / Name : 208097 / CAMBRIDGE HONDA
Selling Dealer No. / Name : 208097 / CAMBRIDGE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2011 2:26:10 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 10/13/2011 2:26:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 10/13/2011 2:20:52 PM, jnajee

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 10/13/2011 2:25:43 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the srs light comes on and off daily. Customer stated that he and his daughter have been experiencing this issue for the last six months. Customer stated that he wants to know if there is anything ACS can do to assist him.

ACS informed customer that he should take the vehicle to the dlr to have the vehicle diagnosed. ACS informed customer that AHM will not be able to assist him with the cost of repair due to the year and mileage of the vehicle. ACS informed customer that he can contact the DLR to see if they are in a position to offer assistance with the cost of repair. Customer understood. No further assistance required.

*** CASE MODIFY 10/13/2011 2:25:49 PM, jnajee

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/13/2011 2:26:10 PM, jnajee

Created in WIP Default with Due Date 10/13/2011 2:26:10 PM.

*** CASE CLOSE 10/13/2011 2:26:18 PM, jnajee

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 10/13/2011 2:26:18 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/13/2010 3:46:48 PM
Case Originator : Waderia Lambert (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/13/2010 3:50:19 PM
Case Owner : Waderia Lambert (Team CB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Waderia Lambert (Team CB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT IS ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHARLOTTE, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1182
VIN Type / No. : US VIN / 1HGCM56693A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 180,000
In Service Date : 06/30/2003
Months In Use : 88
Engine Number : K24A41163574
Originating Dealer No. / Name : 207464 / STEVENSON HONDA CARS
Selling Dealer No. / Name : 207464 / STEVENSON HONDA CARS
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2010 3:49:36 PM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 10/13/2010 3:50:19 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Updated Information, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS LIGHT IS ON

*** CASE CREATE 10/13/2010 3:46:48 PM, wlambert

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/13/2010 3:46:50 PM, wlambert

WARRANTY CHECK 10/13/2010 03:46:50 PM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/13/2010 3:46:52 PM, wlambert

CLAIM CHECK 10/13/2010 03:46:52 PM wlambert

The following Claim History information was found

0; 2009-09-08; 208044; 164200; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 10/13/2010 3:46:56 PM, wlambert

CAMPAIGN CHECK 10/13/2010 03:46:56 PM wlambert

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE VSC LOOKUP 10/13/2010 3:46:58 PM, wlambert

VSC-CUC CHECK 10/13/2010 03:46:58 PM wlambert

No data found for VIN.

*** CASE MODIFY 10/13/2010 3:47:08 PM, wlambert

into WIP default and Status of Solving.

*** NOTES 10/13/2010 3:49:05 PM, wlambert, Action Type : Call from Customer

The customer called to report the SRS light is on. the customer would like to know if the vehicle is the OPDS extended warranty.

The customer s contact information was verified.

The customer was advised the vehicle does not have a recall or warranty for the SRS light. The customer was advised about the ignition switch recall. I asked if the customer needed additional assistance and the customer declined.

*** SUBCASE [REDACTED] CREATE 10/13/2010 3:49:36 PM, wlambert

Created in WIP Default with Due Date 10/13/2010 3:49:36 PM.

*** CASE MODIFY 10/13/2010 3:49:56 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2010 3:50:08 PM, wlambert

into WIP default and Status of Solving.

*** CASE CLOSE 10/13/2010 3:50:19 PM, wlambert

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 10/13/2010 3:50:19 PM, wlambert

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/4/2010 11:03:43 AM
Case Originator : Manuen Pan (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/4/2010 11:07:36 AM
Case Owner : Manuen Pan (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Manuen Pan (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERNS		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 307
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : ALEXANDRIA, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 111,000
In Service Date : 06/26/2003
Months In Use : 88
Engine Number : K24A41164051
Originating Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA
Selling Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Manuen Pan	Type 1 : Product	Status : Subcase Close	Open Date : 10/4/2010 11:07:28 AM
Issue Owner : Manuen Pan	Type 2 : Operation	Queue :	Close Date : 10/4/2010 11:07:36 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERNS

*** CASE CREATE 10/4/2010 11:03:43 AM, mpan

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/4/2010 11:03:55 AM, mpan

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/4/2010 11:03:57 AM, mpan

WARRANTY CHECK 10/04/2010 11:03:57 AM mpan

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/4/2010 11:03:59 AM, mpan

CLAIM HISTORY CHECK 10/04/2010 11:03:59 AM mpan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/4/2010 11:04:04 AM, mpan

CAMPAIGN CHECK 10/04/2010 11:04:04 AM mpan

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

10-059; R44; IGNITION

*** CASE VSC LOOKUP 10/4/2010 11:04:05 AM, mpan

VSC-CUC CHECK 10/04/2010 11:04:05 AM mpan

No data found for VIN.

*** CASE MODIFY 10/4/2010 11:04:22 AM, mpan

into WIP Default and Status of Solving.

*** CASE MODIFY 10/4/2010 11:05:35 AM, mpan

into WIP Default and Status of Solving.

*** NOTES 10/4/2010 11:07:08 AM, mpan, Action Type : Call from Customer

The customer contacted AHM in regards to the SRS light coming on. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I advised the customer that there are currently 2 outstanding recalls of the vehicle. I provided the background of the recalls per service bulletin 08-043 and 10-059. I advised that I would need to refer him to his local Honda dealership to have the recalls corrected and to have the SRS light looked into further. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and ended the call.

*** SUBCASE [REDACTED] CREATE 10/4/2010 11:07:28 AM, mpan

Created in WIP Default with Due Date 10/4/2010 11:07:28 AM.

*** CASE MODIFY 10/4/2010 11:07:34 AM, mpan

into WIP Default and Status of Solving.

*** CASE CLOSE 10/4/2010 11:07:36 AM, mpan

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 10/4/2010 11:07:36 AM, mpan

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/16/2009 6:12:14 AM
 Case Originator : Christeen Miller (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 9/29/2009 12:08:07 PM
 Case Owner : Allan Perez (Team HF) Method : Phone Queue : Days Open : 13
 Last Closed By : Allan Perez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 06N-██████████ - SRS LIGHT (DENIED) No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 306
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : NEW BERN, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 306
 VIN Type / No. : US VIN / 1HGCM56393A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 63,000
 In Service Date : 08/30/2003
 Months In Use : 73
 Engine Number : K24A41164636
 Originating Dealer No. / Name : 207911 / COASTAL CAROLINA HONDA
 Selling Dealer No. / Name : 207911 / COASTAL CAROLINA HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207911 / COASTAL CAROLINA HONDA
 Phone No. : 252-637-4300
 Address : 3774 M.L. KING JR BLVD
 City / State / Zip : NEW BERN, NC 28562
 Svc District / Sls District : 06M / G06
 Warranty Labor Rate / Date : \$81.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2009 6:17:32 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 9/16/2009 6:17:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT (DENIED)

*** CASE CREATE 9/16/2009 6:12:14 AM, cmiller

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/16/2009 6:14:58 AM, cmiller

WARRANTY CHECK 09/16/2009 06:14:58 AM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/16/2009 6:15:05 AM, cmiller

CLAIM CHECK 09/16/2009 06:15:05 AM cmiller

The following Claim History information was found

0; 2008-08-28; 207911; 459725; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/16/2009 6:15:11 AM, cmiller

CAMPAIGN CHECK 09/16/2009 06:15:10 AM cmiller

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/28/08; FX;

*** CASE VSC LOOKUP 9/16/2009 6:15:13 AM, cmiller

VSC-CUC CHECK 09/16/2009 06:15:13 AM cmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/16/2009 6:15:18 AM, cmiller

CAMPAIGN CHECK 09/16/2009 06:15:18 AM cmiller

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/28/08; FX;

*** CASE MODIFY 9/16/2009 6:15:34 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 9/16/2009 6:17:03 AM, cmiller, Action Type : Call from Customer

Verified customer information

[REDACTED]

SRS light

Assistance

Customer is working with COASTAL CAROLINA HONDA an SM Pinky. He uses this dealer for all service including oil and tires. The SRS light has been on for about 2 months. The customer was quoted 197.00 for the seat belt sensor. He feels that its a safety issue and would like the repair covered.

ACS advised the customer that there are no recalls or warranty extensions for this issue. The warranty was for 3/36 and the vehicle is outside of that by both age and mileage. AHM would not be in a position to provide assistance for this repair. Customer understood and the call was ended.

Case History

Case ID : [REDACTED] Case Title : 06N-[REDACTED] - SRS LIGHT (DENIED)

*** SUBCASE [REDACTED] CREATE 9/16/2009 6:17:32 AM, cmiller

Created in WIP Default with Due Date 9/16/2009 6:17:32 AM.

*** SUBCASE [REDACTED] CLOSE 9/16/2009 6:17:47 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/16/2009 6:17:55 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2009 6:18:51 AM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 9/16/2009 6:18:55 AM, cmiller

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/29/2009 12:02:13 PM, aperez1

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/29/2009 12:03:51 PM, aperez1

CAMPAIGN CHECK 09/29/2009 12:03:51 PM aperez1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/28/08; FX;

*** NOTES 9/29/2009 12:07:28 PM, aperez1, Action Type : Call from Customer

Verified customer's contact info, best contact # [REDACTED]

Customer states that the airbag light is on and COASTAL CAROLINA HONDA is advising him that the repair is not covered under the 2001 models airbag recall. Customer states that he is going to sell this vehicle next summer. Customer states that he is going to pay to repair this seatbelt sensor but he would like to know if AHM will reimburse him in the future if this becomes a recall.

ACS advised the customer that it is too premature to guarantee anything like that but if there is a recall that applies to this vehicle a notice will be sent to him with instructions on what to do.

Customer understood, call ended.

*** CASE MODIFY 9/29/2009 12:07:40 PM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 9/29/2009 12:07:56 PM, aperez1

into WIP default and Status of Solving.

*** CASE CLOSE 9/29/2009 12:08:07 PM, aperez1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/30/2011 3:13:59 PM
 Case Originator : Danielle Mixon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/21/2011 6:12:03 AM
 Case Owner : Gladys DeLaRosa (Team HG) Method : Phone Queue : Days Open : 21
 Last Closed By : Gladys DeLaRosa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 5J-(MARTIN ██████████) - SRS UNIT COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : HOCKESSIN, DE ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56693A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 125,000
 In Service Date : 08/18/2003
 Months In Use : 94
 Engine Number : K24A41164494
 Originating Dealer No. / Name : 207338 / PIAZZA HONDA OF PHILADELPHIA
 Selling Dealer No. / Name : 208064 / MARTIN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208064 / MARTIN HONDA
 Phone No. : 302-454-9300
 Address : 298 EAST CLEVELAND AVE
 City / State / Zip : NEWARK, DE 19711
 Svc District / Sls District : 05H / G05
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2011 9:05:33 AM
Issue Owner : Gladys DeLaRosa	Type 2 : Operation	Queue :	Close Date : 7/21/2011 6:12:02 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 5J-(MARTIN HONDA)-[REDACTED] - SRS UNIT COMPLAINT

*** CASE CREATE 6/30/2011 3:13:59 PM, dmixon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/30/2011 3:14:05 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2011 3:20:06 PM, dmixon

into WIP default and Status of Solving.

*** NOTES 6/30/2011 3:27:13 PM, dmixon, Action Type : Call from Customer

I updated the customer's information.

The best contact number is [REDACTED]

The customer states that his SRS light keeps coming on. The customer states that he read online that it was a known issue and a warranty extension. The customer states that he is experiencing the same symptoms as listed in the warranty extension. ACS advised, he doesn't have any warranty extensions on his vehicle. The customer states the light has been on off and on for the past 3 weeks. The customer described the problem as only happening when the seat belt unit was fastened before the car was started. The customer is planning to take the vehicle in to Martin Honda to get a diagnosis. ACS provided case number and advised we would dispatch case to a cm for further review. The customer understood and needed no further assistance.

*** CASE MODIFY 6/30/2011 3:29:44 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2011 3:29:44 PM, dmixon

into WIP default and Status of Solving.

*** CASE DISPATCH 6/30/2011 3:29:52 PM, dmixon

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 7/1/2011 6:00:40 AM, ssalvado

from Queue Honda Team G to WIP ** default **.

*** CASE MODIFY 7/1/2011 7:11:53 AM, ssalvado

into WIP ** default ** and Status of Solving.

*** CASE ASSIGN 7/1/2011 7:12:36 AM, ssalvado

[REDACTED] to gdelaros, WIP t eC! ° Ö Đ

*** CASE RULE ACTION 7/1/2011 7:12:36 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/1/2011 9:03:38 AM, gdelaros

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/1/2011 9:05:33 AM, gdelaros

Created in WIP Default with Due Date 7/1/2011 9:05:33 AM.

*** NOTES 7/1/2011 9:17:14 AM, gdelaros, Action Type : Call to Customer

I left the customer a message ([REDACTED]) advising that we received his case. I advised that the concern states that he read on the internet that the there were known issues and warranty extensions with the SRS unit. I informed her that there are no outstanding campaigns for the SRS unit for his vehicle.

I informed her that there are other recalls on the vehicle and I suggested having those corrected at any Honda dealership. I provided my hours and contact information.

I requested a best time to call if I am not available.

Case History

Case ID : [REDACTED] Case Title : 5J-(MARTIN HONDA)-[REDACTED] - SRS UNIT COMPLAINT

*** CASE MODIFY 7/1/2011 9:17:17 AM, gdelaros
into WIP default and Status of Solving.

*** COMMIT 7/1/2011 9:17:48 AM, gdelaros, Action Type : N/A

Made to [REDACTED] due 07/01/2011 09:20:00 AM.

Call Martin Honda/SRS light

*** NOTES 7/1/2011 9:19:05 AM, gdelaros, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/1/2011 9

This customer contacted our office regarding the following issue(s):

The customer contacted us advising that there is a concern with the SRS light and will be taking the car to your dealership for diagnosis.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please take the appropriate action to resolve the customers concern. Contact me with any information you have available regarding this customer.

Please call or transmit a response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Gladys D.

Automobile Customer Service

*** CASE MODIFY 7/1/2011 9:19:09 AM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 7/1/2011 9:28:49 AM, gdelaros

with [REDACTED] due 07/07/2011 05:00:00 PM.

*** NOTES 7/7/2011 2:25:01 PM, gdelaros, Action Type : Call to Dealer

I left SM Andy a message requesting a return call.

*** CASE FULFILL 7/7/2011 2:25:13 PM, gdelaros

Fulfilled [REDACTED] due 07/07/2011 05:00:00 PM.

*** COMMIT 7/7/2011 2:25:16 PM, gdelaros, Action Type : N/A

Made to [REDACTED] due 07/08/2011 05:00:00 PM.

return call from Martin Honda or cust/SRS

*** NOTES 7/8/2011 12:29:30 PM, gdelaros, Action Type : Call to Dealer

SA Darren informed that the vehicle was taken to their dealership July 5, 2011 (RO 529246/128118 miles) because the customer states that SRS

light turns on while driving. They found left front seat buckle failure and that is covered under the seatbelt warranty. They have ordered the parts and will also conduct other recalls when parts have arrived.

*** NOTES 7/8/2011 12:36:11 PM, gdelaros, Action Type : Call to Customer

I left the customer a voice message advising that I was in contact with the Honda dealership regarding their concern. The dealership advised that they diagnosed the car. I requested a return call and asked if they have any additional concerns. My hours and contact information was provided. I advised to leave a detailed message and best time to call if I am not available.

*** CASE FULFILL 7/8/2011 12:36:39 PM, gdelaros

Fulfilled for [REDACTED] due 07/08/2011 05:00:00 PM.

*** COMMIT 7/8/2011 12:36:42 PM, gdelaros, Action Type : N/A

Made to [REDACTED] due 07/12/2011 05:00:00 PM.

Case History

Case ID : [REDACTED]

Case Title : 5J-(MARTIN [REDACTED]) - SRS UNIT COMPLAINT

send ten day letter if no return call/SRS/Martin Honda

*** NOTES 7/12/2011 9:38:50 AM, gdelaros, Action Type : Letter/Fax

A ten day letter was sent to the customer.

*** CASE FULFILL 7/12/2011 9:39:00 AM, gdelaros

Fulfilled for [REDACTED] due 07/12/2011 05:00:00 PM.

*** COMMIT 7/12/2011 9:39:03 AM, gdelaros, Action Type : N/A

Made to [REDACTED] due 07/21/2011 05:00:00 PM.

10th day - letter was sent

*** NOTES 7/21/2011 6:10:52 AM, gdelaros, Action Type : Note-Resolution

The customer did no respond to the ten day letter sent. The case will be closed.

*** SUBCASE [REDACTED] CLOSE 7/21/2011 6:12:02 AM, gdelaros

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2011 6:12:03 AM, gdelaros

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 11/9/2011 11:38:50 AM
Case Originator : Ryan Watkins (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/10/2011 9:39:08 AM
Case Owner : Sopana Sann (Team HA)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Sopana Sann (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] A 17 S
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : AGAWAM, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56383A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 90,000
In Service Date : 10/16/2003
Months In Use : 97
Engine Number : K24A41162927
Originating Dealer No. / Name : 208185 / CURRY HONDA
Selling Dealer No. / Name : 208185 / CURRY HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207477 / LIA HONDA
Phone No. : 860-741-3401
Address : 20 PALOMBA DRIVE
City / State / Zip : ENFIELD, CT 06082
Svc District / Sls District : 09D / B09
Warranty Labor Rate / Date : \$99.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 11/9/2011 12:08:01 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 11/9/2011 12:08:15 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERN

*** CASE CREATE 11/9/2011 11:38:50 AM, rwatkins

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 11/9/2011 11:39:07 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:40:32 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:40:42 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:42:21 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:42:21 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:42:51 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:42:52 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:43:22 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:43:48 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:44:20 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:44:56 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:45:42 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 11:45:42 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 11/9/2011 12:07:28 PM, rwatkins, Action Type : Call from Customer

[REDACTED] -Contact info verified or updated.

Customer states SRS will intermittently become illuminated. IRF checked and informed that driver's buckle will need to be replaced. Customer is seeking to find out if this will be covered. Referred customer to DLR for diagnosis and determination of coverage.

Customer agreed to contact DLR. Call end.

*** SUBCASE [REDACTED] CREATE 11/9/2011 12:08:01 PM, rwatkins

Created in WIP Default with Due Date 11/9/2011 12:08:01 PM.

*** SUBCASE [REDACTED] CLOSE 11/9/2011 12:08:15 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS CONCERN

*** CASE MODIFY 11/9/2011 12:08:25 PM, rwatkins
into WIP default and Status of Solving.

*** CASE CLOSE 11/9/2011 12:08:41 PM, rwatkins
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/10/2011 9:15:51 AM, ssann
with Condition of Open and Status of Solving.

*** NOTES 11/10/2011 9:37:04 AM, ssann, Action Type : Call from Customer
I verified the customer contact information.

The customer best contact number is: [REDACTED]

Customer called ACS he called yesterday in regards to his SRS. Customer states that he called the DLR and states that he does not want to pay \$100 just to have them tell him the same thing. Customer wants to know what he does at this point.

ACS advised the customer that he would have to get the vehicle diagnose at Honda dealership. Customer request to speak with a supervisor because he is not satisfied with the answer.

ACS advised the customer that in order to find out what is the problem he would need to get the vehicle diagnose at a Honda dealership. ACS advised the customer that under his warranty booklet - Honda will repair or replace, at its option, any Honda seat belt component that fails to function properly during normal use. ACS advised the customer that it may or may not be covered.

ACS advised the customer that the SRS indicator alerts you to a potential problem with the front airbags or seat belt tensioners. If equipped, it also alerts you to a potential problem with the side airbags, the automatic cutoff system for the passenger side airbag, or the side curtains airbags.

Customer spoke hypothetical that if he gets in a crash because of the SRS he will hire an attorney.

ACS advised the customer that ACS will send a DCS to the dealership requesting that someone give the customer a call.

The customer understood and ended the call.

*** NOTES 11/10/2011 9:38:52 AM, ssann, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

I verified the customer contact information.

The customer best contact number is: [REDACTED]

Customer called ACS he called yesterday in regards to his SRS. Customer states that he called the DLR and states that he does not want to pay \$100 just to have them tell him the same thing. Customer wants to know what he does at this point. ACS advised the customer that under his warranty booklet - Honda will repair or replace, at its option, any Honda seat belt component that fails to function properly during normal use. ACS advised the customer that

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERN

it may or may not be covered.

Please contact customer in regards to his SRS light.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Sopana Sann
Automobile Customer Service

***** CASE CLOSE 11/10/2011 9:39:08 AM, ssann**

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/25/2008 11:06:12 AM
Case Originator : Jose Jimenez (Team CD)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/25/2008 11:13:37 AM
Case Owner : Jose Jimenez (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jose Jimenez (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 45 T
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : SPRING, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] T
VIN Type / No. : US VIN / 1HGCM56613A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 66,800
In Service Date : 07/22/2003
Months In Use : 61
Engine Number : K24A41168290
Originating Dealer No. / Name : 208247 / HONDA OF SPRING
Selling Dealer No. / Name : 208247 / HONDA OF SPRING
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIGN	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jose Jimenez	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/25/2008 11:12:59 AM
Issue Owner : Jose Jimenez	Type 2 : Eligibility	Queue :	Close Date : 8/25/2008 11:13:37 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 8/25/2008 11:06:12 AM, jjimenez

Contact = [REDACTED] S, Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 8/25/2008 11:08:32 AM, jjimenez

CAMPAIGN CHECK 08/25/2008 11:08:32 AM jjimenez

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 02/22/08; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 0

*** NOTES 8/25/2008 11:12:34 AM, jjimenez, Action Type : Call from Customer

The customer's information was verified [REDACTED]

The customer was calling to find out if there are any recalls affecting his vehicle regarding the air bags. The customer stated that his air bag light is on.

I apologized to the customer that he is having this issue. The customer was informed that all recalls are vin specific. The customer was informed that there are no air bag recalls affecting his vehicle. The customer was advised of the open wiper motor recall. The customer was informed that he should have the vehicle inspected but any repair needed at this time would be the owners responsibility. He understood and did not need a dealer to be located for him. He was then thanked for calling American Honda.

*** SUBCASE [REDACTED] CREATE 8/25/2008 11:12:59 AM, jjimenez

Created in WIP Default with Due Date 8/25/2008 11:12:59 AM.

*** CASE MODIFY 8/25/2008 11:13:06 AM, jjimenez

into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2008 11:13:11 AM, jjimenez

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/25/2008 11:13:37 AM, jjimenez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2008 11:13:37 AM, jjimenez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/17/2003
 Case Originator : John Kristianson (Team PA) Sub Division : PCRM Status : Closed Close Date : 9/30/2003 9:11:14 AM
 Case Owner : Kelley Brown (Team CC) Method : Pro-Active O/B Queue : Days Open : 44
 Last Closed By : Kelley Brown (Team CC) Point of Origin : Repeat Warranty Clm Wipbin :
 Case Title : [REDACTED] 2003 ACCORD No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : MIAMI, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56683A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 1,676
 In Service Date : 07/09/2003
 Months In Use : 1
 Engine Number : K24A41168654
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA
 Selling Dealer No. / Name : 207367 / BRAMAN HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207367 / BRAMAN HONDA
 Phone No. : 305-266-9900
 Address : 7000 CORAL WAY
 City / State / Zip : MIAMI, FL 33155
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PRODU Subcase Close	Product	Operation	723505	CODES/OPERATING DAT
[REDACTED]	PRODU Subcase Close	Product	Operation	751100	SRS CONTROL UNIT -

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : John Kristianson	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2003
Issue Owner : Kelley Brown	Type 2 : Operation	Queue :	Close Date : 9/30/2003 9:10:58 AM
Issue Title : [REDACTED] PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 723505 / CODES/OPERATING DATA - RETRIEVE OR CLEAR
 Condition Code Desc Any 7230
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelley Brown	Type 1 : Product	Status : Subcase Close	Open Date : 9/3/2003 10:24:26 AM
Issue Owner : Kelley Brown	Type 2 : Operation	Queue :	Close Date : 9/30/2003 8:45:51 AM
Issue Title : [REDACTED] PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 751100 / SRS CONTROL UNIT - REPLACE. S/B# 02-014
 Condition Code Desc Other 751X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] 2003 ACCORD

*** CASE YANKED 8/20/2003 4:04:19 PM, kbrown03

Yanked by kbrown03 into WIPbin default.

*** CASE MODIFY 8/26/2003 8:39:56 AM, kbrown03

into WIP default and Status of Solving.

*** COMMIT 8/26/2003 8:40:29 AM, kbrown03, Action Type : N/A

Made to [REDACTED] due 08/29/2003 08:40:33 AM.

DCS Follow-Up

*** NOTES 8/26/2003 8:40:40 AM, kbrown03, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/29/2003

Hello, I am part of the Pro-Active Customer Relations Group. We are contacting owners of 03 Accord's who have had multiple warranty repairs. First we contact the dealer, and then we contact customer to make sure they are satisfied with the repairs made to their 03 Accords. I need to gather the warranty repairs, as well as the dates and the mileage at the time of these repairs. Please contact me regarding this information.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Kelley Brown (800) 999-1009 Ext. 118021

Pro-Active Customer Relations Management

Automobile Customer Service

*** CASE MODIFY COMMITMENT 8/26/2003 8:40:52 AM, kbrown03

with [REDACTED] due 09/04/2003 08:40:33 AM.

*** CASE MODIFY 9/3/2003 10:20:32 AM, kbrown03

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2003 10:20:39 AM, kbrown03

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] YANKED 9/3/2003 10:20:55 AM, kbrown03

Yanked by kbrown03 into WIPbin default.

*** CASE CLAIMS LOOKUP 9/3/2003 10:21:43 AM, kbrown03

CLAIM CHECK 09/03/2003 10:21:43 AM kbrown03

The following Claim History information was found

0; 2003-07-22; 207367; 510251; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** CASE CLAIMS LOOKUP 9/3/2003 10:24:02 AM, kbrown03

CLAIM CHECK 09/03/2003 10:24:02 AM kbrown03

The following Claim History information was found

0; 2003-07-22; 207367; 510251; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - 2003 ACCORD

*** SUBCASE [REDACTED] CREATE 9/3/2003 10:24:26 AM, kbrown03

Created in WIP Default with Due Date 9/3/2003 10:24:26 AM.

*** NOTES 9/3/2003 10:47:14 AM, kbrown03, Action Type : Call from Dealer

SA Alvaro Vargas called me back regarding the warranty issues. Alvaro confirmed customer came to the dealer twice for warranty repairs. The first time customer came to the dealer, the SRS light was on, and dealer tested for failure, however no codes came up. Customer came to the dealer a second time because the SRS light was on again, and dealer retrieved a code 52BX, and dealer replaced the SRS Unit at 1,676 miles, and customer has not been back to the dealer since then.

Will call customer today to make sure she is satisfied with the vehicle.

*** CASE FULFILL 9/3/2003 10:59:33 AM, kbrown03

Fulfilled for [REDACTED] due 09/04/2003 08:40:33 AM.

*** COMMIT 9/3/2003 10:59:37 AM, kbrown03, Action Type : N/A

call customer to make sure she is satisfied.

*** NOTES 9/3/2003 11:23:00 AM, kbrown03, Action Type : Call to Customer

Called customer and left VM message stating that I was calling to make sure she is satisfied with the vehicle. Advised customer to please give me a call. Provided customer with my contact information. Will call customer again on 9/11 to follow up.

*** NOTES 9/15/2003 1:09:58 PM, kbrown03, Action Type : Call to Customer

Called customer and left VM message stating that I was calling to make sure she is satisfied with the vehicle. Advised customer to please give me a call. Provided customer with my contact information. Will send no response letter on 9/18 if customer has not responded.

*** CASE FULFILL 9/15/2003 1:10:23 PM, kbrown03

Fulfilled for [REDACTED] due 09/10/2003 12:00:00 AM.

*** COMMIT 9/15/2003 1:10:31 PM, kbrown03, Action Type : N/A

send no response letter.

*** NOTES 9/22/2003 10:58:30 AM, kbrown03, Action Type : Note-General

Customer has not contacted our office, will send customer no response letter today. Will close case if customer does not respond by 10/6.

*** CASE FULFILL 9/22/2003 10:59:12 AM, kbrown03

Fulfilled for [REDACTED] due 09/18/2003 12:00:00 AM.

*** COMMIT 9/22/2003 10:59:20 AM, kbrown03, Action Type : N/A

close case if customer has not responded.

*** NOTES 9/22/2003 11:00:13 AM, kbrown03, Action Type : Note-General

September 22, 2003

[REDACTED]
Miami, FL [REDACTED]

Re: 2003 Honda Accord

VIN: 1HGCM56683A [REDACTED]

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] 2003 ACCORD

Dear Ms. [REDACTED]:

My name is Kelley Brown with American Honda Motor Company and I work for the Automobile Customer Service group. According to the dealer's records, I understand that you have purchased a 2003 Accord and you may have had a concern with your vehicle.

I have attempted to contact you several times to see if American Honda can assist you with any questions or concerns. However, I was unable to contact you by phone. If you require any further assistance with your 2003 Accord, please contact me at your earliest convenience. If I do not hear from you by October 6, I will presume that your vehicle has been repaired to your satisfaction and close your file until future contact.

I appreciate the opportunity to receive input from our customers and I look forward to hearing from you. I can be reached at (800) 999-1009, x118021 (Pacific Standard Time, 7:00am - 3:30pm, Monday - Friday).

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Automobile Customer Service

Kelley Brown
Automobile Customer Service
Case # [REDACTED]

*** NOTES 9/30/2003 8:44:12 AM, kbrown03, Action Type : Call from Customer

Customer called me back in response to the 10-day letter stating she is satisfied with her vehicle, and she appreciates the excellent service the dealer provided. Advised customer that if she needs any assistance from AHM in the future to please give ACS a call. Advised customer that the number to ACS is listed in the warranty manual.

Closing case, customer is satisfied.

*** SUBCASE [REDACTED] CLOSE 9/30/2003 8:45:51 AM, kbrown03

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 9/30/2003 8:47:32 AM, kbrown03

Fulfilled for [REDACTED] due 10/06/2003 12:00:00 AM.

*** NOTES 9/30/2003 8:54:06 AM, kbrown03, Action Type : Call from Customer

Hello,

I am part of the Pro-Active Customer Relations Group. We are contacting owners of 03 Accord's who have had multiple warranty repairs.

I called and spoke with this customer and she is very satisfied with her vehicle, and she appreciates the excellent service that the dealer provided. Advised customer that if she needs any assistance from AHM in the future to please give ACS a call. Advised customer that the number to ACS is listed in the warranty manual.

Closing case, customer is satisfied.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] 2003 ACCORD

This is for your information only and no response is required.

Thank you for your attention to this matter.

Kelley Brown (800) 999-1009 Ext. 220786
Pro-Active Customer Relations Management
Automobile Customer Service

*** CASE MODIFY 9/30/2003 9:09:41 AM, kbrown03
into WIP No Response Letter Sent and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/30/2003 9:10:58 AM, kbrown03
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/30/2003 9:11:11 AM, kbrown03
into WIP No Response Letter Sent and Status of Solving.

*** CASE CLOSE 9/30/2003 9:11:14 AM, kbrown03
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/12/2010 12:23:47 PM
 Case Originator : Johnny Gonzalez (Team AC) Sub Division : Satellite Center Status : Closed Close Date : 4/12/2010 1:17:11 PM
 Case Owner : Johnny Gonzalez (Team AC) Method : Phone Queue : Days Open : 0
 Last Closed By : Johnny Gonzalez (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - RECALL INQUIRY,SRS LIGHT ON CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] DO
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : ALBANY, NY [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 11/15/2003
 Months In Use : 77
 Engine Number : K24A41170595
 Originating Dealer No. / Name : 206708 / BRYAN HONDA
 Selling Dealer No. / Name : 206708 / BRYAN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	- Subcase Close	Campaign	No Code		
[REDACTED] / [REDACTED]	- Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Gonzalez	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2010 1:14:00 PM
Issue Owner : Johnny Gonzalez	Type 2 : No Code	Queue :	Close Date : 4/12/2010 1:17:10 PM
Issue Title : [REDACTED] - CAMPAIGN - NO CODE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Gonzalez	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2010 1:15:20 PM
Issue Owner : Johnny Gonzalez	Type 2 : Operation	Queue :	Close Date : 4/12/2010 1:17:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - RECALL INQUIRY,SRS LIGHT ON CONCERN

*** CASE CREATE 4/12/2010 12:23:47 PM, jgonzal1

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 4/12/2010 12:25:36 PM, jgonzal1

into WIP default and Status of Solving.

*** NOTES 4/12/2010 12:30:46 PM, jgonzal1, Action Type : Call from Customer

The customer called AHM requesting information on any outstanding recall pertinent to her vehicle. I advised the customer that as per our system her vehicle has no out standing recall at this time. He then stated that his SRS light comes on and off intermittently.

I referred the customer to his local Honda dealer to have the vehicle inspected.

No further assistance needed at this time.

The customer s information was verified [REDACTED].

*** CASE MODIFY 4/12/2010 12:30:51 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:05:43 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:13:51 PM, jgonzal1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/12/2010 1:14:00 PM, jgonzal1

Created in WIP Default with Due Date 4/12/2010 1:14:00 PM.

*** SUBCASE [REDACTED] CREATE 4/12/2010 1:15:20 PM, jgonzal1

Created in WIP Default with Due Date 4/12/2010 1:15:20 PM.

*** CASE MODIFY 4/12/2010 1:15:35 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:16:14 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:16:42 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:17:05 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:17:08 PM, jgonzal1

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/12/2010 1:17:10 PM, jgonzal1

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 4/12/2010 1:17:11 PM, jgonzal1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2010 1:17:11 PM, jgonzal1

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/22/2013 10:24:29 AM
 Case Originator : Melanee Taylor (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/22/2013 10:33:54 AM
 Case Owner : Melanee Taylor (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Melanee Taylor (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ AIRBAG LIGHT CONCERN / IGNITION SWITCH CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ R
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : LEMONT, IL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ R
 VIN Type / No. : US VIN / 1HGCM56323A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 100,251
 In Service Date : 06/30/2003
 Months In Use : 116
 Engine Number : K24A41170855
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 206760 / MOTORCARS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS
██████████ - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Melanee Taylor	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2013 10:32:59 AM
Issue Owner : Melanee Taylor	Type 2 : Operation	Queue :	Close Date : 2/22/2013 10:33:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Melanee Taylor	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2013 10:33:36 AM
Issue Owner : Melanee Taylor	Type 2 : Operation	Queue :	Close Date : 2/22/2013 10:33:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT CONCERN / IGNITION SWITCH CONCERN

*** CASE CREATE 2/22/2013 10:24:29 AM, mtaylor

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/22/2013 10:25:45 AM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 2/22/2013 10:28:44 AM, mtaylor

into WIP default and Status of Solving.

*** NOTES 2/22/2013 10:32:45 AM, mtaylor, Action Type : Call from Customer

I verified the customer's information.

The customer's best contact number is: [REDACTED]

The customer contacted ACS and stated that he is concerned that he has an airbag light that comes on and then goes off. He stated that this happens intermittently. He stated that he does not want to get an airbag in the face and wants to make sure there is not an issue that will cause the airbag to deploy as they are driving down the street. He also stated that the vehicle stayed on after they turned the key off.

ACS empathized with the customer and documented his concern. ACS advised the customer that there are two recalls on this vehicle. ACS advised the customer that they are in regards to wiper motor and the ignition switch. ACS advised the customer that there are no recalls in regards to the airbag and this issue should be diagnosed and repaired at the dealer. ACS provided the customer with the number to the dealer of his choice.

The customer required no further assistance at this time.

*** SUBCASE [REDACTED] CREATE 2/22/2013 10:32:59 AM, mtaylor

Created in WIP Default with Due Date 2/22/2013 10:32:59 AM.

*** SUBCASE [REDACTED] CREATE 2/22/2013 10:33:36 AM, mtaylor

Created in WIP Default with Due Date 2/22/2013 10:33:36 AM.

*** SUBCASE [REDACTED] CLOSE 2/22/2013 10:33:54 AM, mtaylor

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2013 10:33:54 AM, mtaylor

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 2/22/2013 10:33:54 AM, mtaylor

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 11/24/2008 11:37:35
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/24/2008 11:45:11
 Case Owner : Mary Stapleton (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Mary Stapleton (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS WARRANTY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : HILLIARD, OH ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM563X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 71,000
 In Service Date : 09/22/2003
 Months In Use : 62
 Engine Number : K24A41171646
 Originating Dealer No. / Name : 207358 / IMMKE NORTHWEST HONDA
 Selling Dealer No. / Name : 207358 / IMMKE NORTHWEST HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207358 / IMMKE NORTHWEST HONDA
 Phone No. : 614-764-9449
 Address : 6715 SAWMILL ROAD
 City / State / Zip : DUBLIN, OH 43017
 Svc District / Sls District : 04F / F04
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - WARRANTY	Subcase Close	Warranty	Coverage	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Warranty	Status : Subcase Close	Open Date : 11/24/2008 11:42:23
Issue Owner : Mary Stapleton	Type 2 : Coverage	Queue :	Close Date : 11/24/2008 11:42:39
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS WARRANTY

*** CASE CREATE 11/24/2008 11:37:35 AM, mstaplet

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/24/2008 11:37:37 AM, mstaplet

WARRANTY CHECK 11/24/2008 11:37:37 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/24/2008 11:37:40 AM, mstaplet

CLAIM HISTORY CHECK 11/24/2008 11:37:40 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/24/2008 11:37:53 AM, mstaplet

CAMPAIGN CHECK 11/24/2008 11:37:53 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE VSC LOOKUP 11/24/2008 11:37:55 AM, mstaplet

VSC-CUC CHECK 11/24/2008 11:37:55 AM mstaplet

No data found for VIN.

*** CASE MODIFY 11/24/2008 11:38:04 AM, mstaplet

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/24/2008 11:40:02 AM, mstaplet

WARRANTY CHECK 11/24/2008 11:40:01 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/24/2008 11:40:05 AM, mstaplet

CLAIM HISTORY CHECK 11/24/2008 11:40:05 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/24/2008 11:40:11 AM, mstaplet

CAMPAIGN CHECK 11/24/2008 11:40:11 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE VSC LOOKUP 11/24/2008 11:40:13 AM, mstaplet

VSC-CUC CHECK 11/24/2008 11:40:13 AM mstaplet

No data found for VIN.

*** CASE MODIFY 11/24/2008 11:41:11 AM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/24/2008 11:42:23 AM, mstaplet

Created in WIP Default with Due Date 11/24/2008 11:42:23 AM.

Case History

Case ID : ██████████ Case Title : 04L-██████████ - SRS WARRANTY

*** SUBCASE ██████████ CLOSE 11/24/2008 11:42:39 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** NOTES 11/24/2008 11:44:57 AM, mstaplet, Action Type : Call from Customer

Updated the customer's contact information.

The customer called regarding srs light.
Advised customer of recall.

The customer said the srs is coming on and staying on intermittently.
I suggested he contact the dealer when it is happening so that they can diagnose the issue.
The customer understood and requested no further assistance.

*** CASE CLOSE 11/24/2008 11:45:11 AM, mstaplet

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 10/20/2005 12:20:32
 Case Originator : Antoinette Gomez (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 10/20/2005 12:26:10
 Case Owner : Antoinette Gomez (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Antoinette Gomez (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : BURLINGTON, NC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56683A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 21,000
 In Service Date : 09/23/2003
 Months In Use : 25
 Engine Number : K24A41171220
 Originating Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Selling Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Phone No. : 336-854-9900
 Address : 3633 W. WENDOVER AVE.
 City / State / Zip : GREENSBORO, NC 27407
 Svc District / Sls District : 06K / F06
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Eligibility	752	SRS
██████████	Subcase Close	Campaign	Eligibility	410	Front Brakes

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Antoinette Gomez	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/20/2005 12:24:49
Issue Owner : Antoinette Gomez	Type 2 : Eligibility	Queue :	Close Date : 10/20/2005 12:25:03
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Antoinette Gomez	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/20/2005 12:25:33
Issue Owner : Antoinette Gomez	Type 2 : Eligibility	Queue :	Close Date : 10/20/2005 12:25:51
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Pad Wear 4104
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 10/20/2005 12:20:32 PM, agomez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/20/2005 12:20:38 PM, agomez

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/20/2005 12:20:40 PM, agomez

WARRANTY CHECK 10/20/2005 12:20:40 PM agomez

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/20/2005 12:20:44 PM, agomez

CLAIM CHECK 10/20/2005 12:20:44 PM agomez

The following Claim History information was found

0; 2005-02-14; 206981; 358406; 510; 857015 ; CREAKING OF POPPING FROM DRIVER'S A-PILLAR - ADJUST THE CLEARANCE OF THE BODY PANELS SO THEY DO NOT RUB A

*** CASE CAMPAIGN LOOKUP 10/20/2005 12:20:45 PM, agomez

CAMPAIGN CHECK 10/20/2005 12:20:45 PM agomez

No data found for VIN

*** CASE VSC LOOKUP 10/20/2005 12:20:48 PM, agomez

VSC-CUC CHECK 10/20/2005 12:20:48 PM agomez

No data found for VIN.

*** CASE MODIFY 10/20/2005 12:20:53 PM, agomez

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/20/2005 12:21:56 PM, agomez

CAMPAIGN CHECK 10/20/2005 12:21:56 PM agomez

No data found for VIN

*** NOTES 10/20/2005 12:24:24 PM, agomez, Action Type : Call from Customer

The customer called AHM regarding recalls; she states she has been informed that she has to have the brake pads replaced, the audio display unit needs to be replaced and also the SRS light went on. She states she is concerned since her vehicle is only two years old and she is having these concerns.

I informed her there are no recalls on this vehicle. I informed her I would document her concerns. She understood and needed no further assistance.

*** CASE MODIFY 10/20/2005 12:24:25 PM, agomez

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/20/2005 12:24:49 PM, agomez

Created in WIP Default with Due Date 10/20/2005 12:24:49 PM.

*** SUBCASE [REDACTED] CLOSE 10/20/2005 12:25:03 PM, agomez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 10/20/2005 12:25:33 PM, agomez

Created in WIP Default with Due Date 10/20/2005 12:25:33 PM.

*** SUBCASE [REDACTED] CLOSE 10/20/2005 12:25:51 PM, agomez

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE MODIFY 10/20/2005 12:25:52 PM, agomez
into WIP default and Status of Solving.

*** CASE CLOSE 10/20/2005 12:26:10 PM, agomez
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/8/2008 1:13:29 PM
 Case Originator : Bertha Atayde (Team CF) Sub Division : Customer Relations Status : Closed Close Date : 1/8/2008 2:29:07 PM
 Case Owner : Bertha Atayde (Team CF) Method : Phone Queue : Days Open : 0
 Last Closed By : Bertha Atayde (Team CF) Point of Origin : Customer Wipbin :
 Case Title : 07M [REDACTED] SEAT BELT/AIRBAG WARRANTY INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SAINT PETERSBURG, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 58,500
 In Service Date : 07/08/2003
 Months In Use : 54
 Engine Number : K24A41171314
 Originating Dealer No. / Name : 206717 / CROWN HONDA
 Selling Dealer No. / Name : 206717 / CROWN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206717 / CROWN HONDA
 Phone No. : 727-521-4000
 Address : 7671 US HIGHWAY19NORTH
 City / State / Zip : PINELLAS PARK, FL 33781
 Svc District / Sls District : 07K / F07
 Warranty Labor Rate / Date : \$101.47 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Warranty	Coverage	854	Seat belt, front
[REDACTED]	Subcase Close	Warranty	Coverage	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Warranty	Status : Subcase Close	Open Date : 1/8/2008 2:27:35 PM
Issue Owner : Bertha Atayde	Type 2 : Coverage	Queue :	Close Date : 1/8/2008 2:29:07 PM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
 Condition Code Desc : Other 854X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 15 - Seat Belts
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bertha Atayde	Type 1 : Warranty	Status : Subcase Close	Open Date : 1/8/2008 2:28:58 PM
Issue Owner : Bertha Atayde	Type 2 : Coverage	Queue :	Close Date : 1/8/2008 2:29:07 PM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : 07M [REDACTED] SEAT BELT/AIRBAG WARRANTY INQUIRY

*** CASE CREATE 1/8/2008 1:13:29 PM, batayde

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/8/2008 1:13:32 PM, batayde

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/8/2008 1:15:59 PM, batayde

CAMPAIGN CHECK 01/08/2008 01:15:59 PM batayde

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE CAMPAIGN LOOKUP 1/8/2008 1:17:21 PM, batayde

CAMPAIGN CHECK 01/08/2008 01:17:21 PM batayde

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE MODIFY 1/8/2008 1:18:55 PM, batayde

into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2008 1:21:30 PM, batayde

into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2008 1:21:50 PM, batayde

into WIP default and Status of Solving.

*** NOTES 1/8/2008 2:27:00 PM, batayde, Action Type : Call from Customer

The customer called because his SRS light is on and he suspects that it has to do with the driver's side seat belt because the only comes on when he unlatches the seat belt. The customer states that he used to manage a Honda dealer for 6 years so he is aware that there is a life time warranty on the seat belts. The customer wanted to verify the coverage on the seats belts and the airbag system because the local Honda dealership wants to charge him for a diagnosis and he feels he should not have to pay for one if it has to do with the seat belts. I advised the customer that the seats belts have a life time warranty but the airbag system has a warranty of 3 years or 36,000 miles which ever comes first. The customer states that he contacted the dealer early in the morning and he spoke with a SA that insisted that he needs to take the vehicle in and pay for diagnosis because they assume because the SRS light is on it has to do with the airbag system. The customer states that how can a SA predetermine that it has to do with the airbags if they have not looked at the vehicle. The customer did not like the stance the advisor made. The customer states the plugged the vehicle in to the on board diagnostic machine and got no codes that is why he feels that it's strictly a seat belt issue because in his experience he feels it may have to do with some type of sensor in the seat belt. The customer states that he will attempt to speak with the SM and resolve the issue at the dealer level but if necessary he may call back requesting liaison assistance. The customer thanked me for my assistance and I ended the call.

I updated/verified the customer's contact information because the customer is the 2nd owner [REDACTED] ell.

*** CASE MODIFY 1/8/2008 2:27:26 PM, batayde

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/8/2008 2:27:35 PM, batayde

Created in WIP Default with Due Date 1/8/2008 2:27:35 PM.

*** SUBCASE [REDACTED] CREATE 1/8/2008 2:28:58 PM, batayde

Case History

Case ID : [REDACTED]

Case Title : 07M [REDACTED] SEAT BELT/AIRBAG WARRANTY INQUIRY

Created in WIP Default with Due Date 1/8/2008 2:28:58 PM.

*** SUBCASE [REDACTED] CLOSE 1/8/2008 2:29:07 PM, batayde

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 1/8/2008 2:29:07 PM, batayde

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2008 2:29:07 PM, batayde

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/20/2008 3:23:33 PM
Case Originator :	Andrea Garcia (Team CF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/21/2008 7:56:06 AM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] RS INTERMITTENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SAINT PETERSBURG, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 58,000
 In Service Date : 07/08/2003
 Months In Use : 55
 Engine Number : K24A41171314
 Originating Dealer No. / Name : 206717 / CROWN HONDA
 Selling Dealer No. / Name : 206717 / CROWN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206717 / CROWN HONDA
 Phone No. : 727-521-4000
 Address : 7671 US HIGHWAY 19 NORTH
 City / State / Zip : PINELLAS PARK, FL 33781
 Svc District / Sls District : 07K / F07
 Warranty Labor Rate / Date : \$101.47 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 2/21/2008 7:13:17 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 2/21/2008 7:56:03 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc Side SRS-Light 7513
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INTERMITTENT

*** CASE CREATE 2/20/2008 3:23:33 PM, agarci01

Contact [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 2/20/2008 3:23:33 PM, agarci01, Action Type :

Customer contacted AHM regarding OPDS warranty. I verified name, address and phone [REDACTED] through CRMS. Customer stated that his SRS light is currently on . Customer stated that he took his vehicle to Crown Honda last week for a diagnosis. Customer spoke with SA but does not remember his name. Customer stated that he was informed that he would need to replace his OPDS sensor. Customer was quoted a price of but does not remember the amount. I informed customer that per vin he does not have any warranty on her vehicle. I informed customer that OPDS warranty was only issued to certain vehicles and it is all vin specific. I informed customer that he would have pay for repairs to the vehicle at his cost. Customer is currently seeking repair assistance from AHM. I informed customer that per customer satisfaction i will forward his case to CM for further review. I informed customer that assistance is not guaranteed but will be reviewed on case by case basis. The problem with the vehicle is the SRS light is on and the OPDS sensor needs to be replaced. The current mileage is 58k miles. Customer feels AHM should assist him with the repairs because of his brand loyalty. Customer stated that this is his 5th Honda vehicle and owned 1 Acura vehicle. The vehicle is drive able and is at his residence. I informed customer that a CM will be contacting him regarding his case Customer had no further questions. Call ended.

Customer is seeking repair assistance.

*** CASE EXTENDED WARRANTY LOOKUP 2/20/2008 3:23:36 PM, agarci01

WARRANTY CHECK 02/20/2008 03:23:36 PM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/20/2008 3:23:40 PM, agarci01

CLAIM CHECK 02/20/2008 03:23:40 PM agarci01

The following Claim History information was found

0; 2005-01-19; 206717; 050063; 510; 612120 ; BLOWER MOTOR - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/20/2008 3:23:42 PM, agarci01

CAMPAIGN CHECK 02/20/2008 03:23:42 PM agarci01

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE VSC LOOKUP 2/20/2008 3:23:44 PM, agarci01

VSC-CUC CHECK 02/20/2008 03:23:44 PM agarci01

No data found for VIN.

*** CASE MODIFY 2/20/2008 3:24:01 PM, agarci01

into WIP default and Status of Solving.

*** NOTES 2/20/2008 3:25:02 PM, agarci01, Action Type : Call from Customer

Case will be dispatched to Honda Team E

*** CASE MODIFY 2/20/2008 3:25:07 PM, agarci01

into WIP default and Status of Solving.

*** CASE DISPATCH 2/20/2008 3:25:12 PM, agarci01

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 2/21/2008 6:24:30 AM, kogawa

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS INTERMITTENT

from Queue Honda Team E to WIP Default.

*** CASE CAMPAIGN LOOKUP 2/21/2008 7:07:54 AM, kogawa

CAMPAIGN CHECK 02/21/2008 07:07:54 AM kogawa

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

*** CASE VSC LOOKUP 2/21/2008 7:11:13 AM, kogawa

VSC-CUC CHECK 02/21/2008 07:11:13 AM kogawa

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 2/21/2008 7:13:17 AM, kogawa

Created in WIP Default with Due Date 2/21/2008 7:13:17 AM.

*** COMMIT 2/21/2008 7:13:38 AM, kogawa, Action Type :

Made to [REDACTED] due 02/24/2008 07:14:05 AM.

DCS Follow-Up

*** NOTES 2/21/2008 7:14:08 AM, kogawa, Action Type : Dealer Communication

ATTN: Al Ballard, SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customer looking for assistance on SRS/OPDS repairs. Call me to discuss 800-999-1009x118016

Thank you for your attention to this matter.

Kentaro Ogawa

Automobile Customer Service

*** CASE MODIFY 2/21/2008 7:15:18 AM, kogawa

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/21/2008 7:25:41 AM, kogawa

WARRANTY CHECK 02/21/2008 07:25:41 AM kogawa

No data found for VIN.

*** NOTES 2/21/2008 7:55:21 AM, kogawa, Action Type : Call to Customer

Called customer to review. He advises he was the new car sales manager @ Lindell, before it was bought by [REDACTED] Advises he has good relations with GM Mike Cooley @ Crown, as well as other personnel in parts. Not too familiar with SM Al, but in conversation with Al, customer was referred to ACS to see if there was anything we would be willing to do. Has owned the car a year approx, purchased used from Crown. As far as other vehicles, he advises he would lease 'punched' demo vehicles, which means new unsold vehicles long in the tooth/higher mileage yet new. ACS was unable to find other VINs on file under customer's name.

Intermittent SRS light on. Not side airbag light issue, main SRS light. Currently SRS light not on, and last visit dealer was not able to retrieve any codes.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INTERMITTENT

ACS advised that with light not presently on, no sense returning to dealer. No assurances of assistance either way, but will document in ACS records for future reference if hard failure presents itself.

*** NOTES 2/21/2008 7:55:41 AM, kogawa, Action Type : Dealer Communication

ATTN: AI B., SERVICE MANAGER

FYI

This customer contacted our office regarding the following issue(s):

Called customer to review. He advises he was the new car sales manager @ Lindell, before it was bought by [REDACTED]. Advises he has good relations with GM Mike Cooley @ Crown, as well as other personnel in parts. Not too familiar with SM AI, but in conversation with [REDACTED] customer was referred to ACS to see if there was anything we would be willing to do. Has owned the car a year approx, purchased used from Crown. As far as other vehicles, he advises he would lease 'punched' demo vehicles, which means new unsold vehicles long in the tooth/higher mileage yet new. ACS was unable to find other VINs on file under customer's name.

Intermittent SRS light on. Not side airbag light issue, main SRS light. Currently SRS light not on, and last visit dealer was not able to retrieve any codes.

ACS advised that with light not presently on, no sense returning to dealer. No assurances of assistance either way, but will document in ACS records for future reference if hard failure presents itself.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** CASE MODIFY 2/21/2008 7:55:57 AM, kogawa
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 2/21/2008 7:56:03 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/21/2008 7:56:06 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 10/7/2005 1:47:01 PM
 Case Originator : Damon Phillips (Team CI) Sub Division : Satellite Center Status : Closed Close Date : 10/14/2005 8:12:52 AM
 Case Owner : Herbert Webb (Team HC) Method : Phone Queue : Days Open : 7
 Last Closed By : Herbert Webb (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 6E 010-██████████ - IMPACT SENSOR /GOODWILL No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2939
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BALTIMORE, MD ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2939
 VIN Type / No. : US VIN / 1HGCM56603A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 40,500
 In Service Date : 07/09/2003
 Months In Use : 27
 Engine Number : K24A41171306
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 240010 / HERITAGE HONDA SERVICE CENTER
 Phone No. : 410-823-9000
 Address : 725 YORK ROAD
 City / State / Zip : TOWSON, MD 21204
 Svc District / Sls District : 06D / B06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Herbert Webb	Type 1 : Product	Status : Subcase Close	Open Date : 10/8/2005 11:42:36 AM
Issue Owner : Herbert Webb	Type 2 : Operation	Queue :	Close Date : 10/14/2005 8:12:49 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : 6E ██████████ - IMPACT SENSOR /GOODWILL

*** CASE CREATE 10/7/2005 1:47:01 PM, dphillip

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 10/7/2005 1:47:04 PM, dphillip

CAMPAIGN CHECK 10/07/2005 01:47:04 PM dphillip

No data found for VIN

*** CASE CLAIMS LOOKUP 10/7/2005 1:47:09 PM, dphillip

CLAIM CHECK 10/07/2005 01:47:09 PM dphillip

The following Claim History information was found

0; 2005-07-07; 240010; 453282; 510; 8351B1 ; FRONT DOOR SUB-SEAL, LEFT- REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 10/7/2005 1:47:11 PM, dphillip

WARRANTY CHECK 10/07/2005 01:47:11 PM dphillip

No data found for VIN.

*** NOTES 10/7/2005 1:51:35 PM, dphillip, Action Type : Call from Customer

The customer called stating that the airbag light came on. The customer took the vehicle to Heritage Honda service center 10/07/05 and spoke to Eric the SA who found code 421x no signal from right front impact sensor. I asked the customer how could AHM assist her. The customer is seeking GW assistance from AHM to repair the vehicle. The customer has owned 2 Honda vehicles and would take her vehicle to authorized Honda dealers for repairs. I informed the customer to expect a call from a case manager. I provided the customer with a reference number and asked if I could be of any further assistance. The customer declined, thanked me and ended the call

*** CASE MODIFY 10/7/2005 1:52:02 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2005 1:52:56 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2005 1:53:00 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2005 1:53:47 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2005 1:54:41 PM, dphillip

into WIP default and Status of Solving.

*** CASE ASSIGN 10/7/2005 1:54:52 PM, dphillip

N032005-10-0701018 to jlangdon, WIP

*** CASE RULE ACTION 10/7/2005 1:54:53 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 10/7/2005 2:29:28 PM, jlangdon

from WIP default to Queue Honda Team A.

*** CASE YANKED 10/8/2005 11:13:05 AM, hwebb

Yanked by hwebb into WIPbin default.

*** CASE MODIFY 10/8/2005 11:42:27 AM, hwebb

Case History

Case ID : ██████████

Case Title : 6E 010-██████████ - IMPACT SENSOR /GOODWILL

into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 10/8/2005 11:42:36 AM, hwebb

Created in WIP Default with Due Date 10/8/2005 11:42:36 AM.

*** COMMIT 10/8/2005 11:43:01 AM, hwebb, Action Type : N/A

Call dealer / customer

*** NOTES 10/8/2005 11:44:10 AM, hwebb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer called stating that the airbag light came on. The customer took the vehicle to Heritage Honda service center 10/07/05 and spoke to Eric the SA who found code 421x no signal from right front impact sensor. I asked the customer how could AHM assist her. The customer is seeking GW assistance from AHM to repair the vehicle.

Please contact me regarding this customers request I would like to offer goodwill for the repair.

Thank you for your attention to this matter.

Herbert Webb
Automobile Customer Service
800 999-1009 x118050

*** CASE FULFILL 10/11/2005 9:35:22 AM, hwebb

Fulfilled for ██████████ due 10/11/2005 12:00:00 AM.

*** NOTES 10/11/2005 9:36:09 AM, hwebb, Action Type : Call to Dealer

I called the dealer and left voice message requesting a return call regarding this customers vehicle.

*** COMMIT 10/11/2005 9:36:13 AM, hwebb, Action Type : N/A

Call dealer / customer

*** NOTES 10/14/2005 7:56:36 AM, cbradfor, Action Type : Call from Customer

The customer states he would like to speak to his case manger. I spoke to the case manager. I am transferring the call.

*** CASE FULFILL 10/14/2005 8:06:32 AM, hwebb

Fulfilled for ██████████ 10/14/2005 12:00:00 AM.

*** NOTES 10/14/2005 8:08:31 AM, hwebb, Action Type : Call to Dealer

I called the dealer and spoke with Chris Maloney, he confirmed that the impact sensor on the customers vehicle needs to be replaced.

I told him that in the interest of customer satisfaction I will cover the cost of the replacement 100%, I provided my authorization number to him and agreed to call the customer and present the offer.

*** NOTES 10/14/2005 8:12:18 AM, hwebb, Action Type : Call to Customer

I called Mr. ██████████ to present the 100% goodwill offer to him, he accepted the offer and was very satisfied. I advised him to call the dealer and schedule an appointment to have the repair done.

Case History

Case ID : ██████████

Case Title : 6E ██████████ - IMPACT SENSOR /GOODWILL

I asked if I may offer any further assistance and he said no. I thanked him for the opportunity to assist him and stated that I will document his information , and close this case file. He agreed and thanked me again.

*** SUBCASE ██████████ CLOSE 10/14/2005 8:12:49 AM, hwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/14/2005 8:12:52 AM, hwebb

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 12/29/2008 8:27:57 AM
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/7/2009 7:38:08 AM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 9
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 04B-██████████-(FISCHER)SRS/GW REQ-AWAITING APPOINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 8819
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : DEXTER, MI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56643A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 81,000
 In Service Date : 09/22/2003
 Months In Use : 63
 Engine Number : K24A41171551
 Originating Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Selling Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207752 / FISCHER HONDA
 Phone No. : 734-483-0323
 Address : 15 EAST MICHIGAN AVE.
 City / State / Zip : YPSILANTI, MI 48197
 Svc District / Sls District : 04B / A04
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2008 6:43:25 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 1/7/2009 7:38:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial, Documented Concern, Provided Information,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 04B-[REDACTED]-(FISCHER)SRS/GW REQ-AWAITING APPOINT

*** CASE CREATE 12/29/2008 8:27:57 AM, mstaplet

Contact [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/29/2008 8:27:58 AM, mstaplet

WARRANTY CHECK 12/29/2008 08:27:58 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/29/2008 8:28:02 AM, mstaplet

CLAIM HISTORY CHECK 12/29/2008 08:28:02 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/29/2008 8:28:37 AM, mstaplet

CAMPAIGN CHECK 12/29/2008 08:28:37 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE VSC LOOKUP 12/29/2008 8:28:39 AM, mstaplet

VSC-CUC CHECK 12/29/2008 08:28:39 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/29/2008 8:32:53 AM, mstaplet

CAMPAIGN CHECK 12/29/2008 08:32:52 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE CLAIMS LOOKUP 12/29/2008 8:32:57 AM, mstaplet

CLAIM HISTORY CHECK 12/29/2008 08:32:56 AM mstaplet

No data found for VIN.

*** CASE MODIFY 12/29/2008 8:33:16 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2008 8:33:25 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 12/29/2008 8:44:44 AM, mstaplet, Action Type : Call from Customer

Verified the owner's information.

The customer called regarding SRS

The customer said he is having a concern with the air bag indicator came on and stayed on.

The customer took the vehicle to Fischer Honda and the OPDS seat foam and unit are bad.

The customer said it will cost \$750.00 for the repair.

The customer said that he takes good care of the vehicle and buy no fault of his own the system went bad.

Case History

Case ID : [REDACTED] Case Title : 04B-[REDACTED]-(FISCHER)SRS/GW REQ-AWAITING APPOINT

The customer spoke to Patrick-SA and he will explain to Honda the issue.

The customer said this is his fourth Honda and he services at the dealer.

I advised I would send the request to a case manager for review. I explained I could make no guarantee of assistance. Customer advised he will be receiving a call back from the RCM who will be reviewing the case between 1 and 2 business days. The customer understood the terms and was provided with a case number for reference.

No further assistance requested.

*** CASE DISPATCH 12/29/2008 8:44:59 AM, mstaplet

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 12/30/2008 6:32:03 AM, wmenjiva

from Queue Honda Team H to WIP 4B.

*** CASE MODIFY 12/30/2008 6:42:26 AM, wmenjiva

into WIP 4B and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/30/2008 6:43:25 AM, wmenjiva

Created in WIP Default with Due Date 12/30/2008 6:43:25 AM.

*** CASE MODIFY 12/30/2008 6:43:30 AM, wmenjiva

into WIP 4B and Status of Solving.

*** NOTES 12/30/2008 6:46:09 AM, wmenjiva, Action Type : Call to Customer

I contacted customer on [REDACTED], no answer. I left customer voice message introducing myself, and letting him know I will try to get in touch with him, again, no later than Monday, Jan. 5th. I informed customer that we will be off tomorrow and Thursday.

*** COMMIT 12/30/2008 6:46:25 AM, wmenjiva, Action Type :

Made to [REDACTED] due 01/02/2009 06:46:27 AM.

DCS Follow-Up

*** NOTES 12/30/2008 6:48:09 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 1/2/2009 6

This customer contacted our office regarding the following issue(s):

Customer contacted Honda regarding his SRS light. Honda dealer diagnosed it as the OPDS seat foam and unit are bad, estimated cost \$750.00 to repair. This is his fourth Honda and he services at the dealer.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Was the dpsm consulted?

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Walter Menjivar
Automobile Customer Service
310.783.7742

*** COMMIT 12/30/2008 6:48:32 AM, wmenjiva, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : 04B-[REDACTED]-(FISCHER)SRS/GW REQ-AWAITING APPOINT

Made to [REDACTED] due 01/05/2009 10:00:00 AM.

[REDACTED] Call cust for 2X

*** CASE MODIFY 12/30/2008 6:49:02 AM, wmenjiva

into WIP 4B and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/30/2008 8:01:54 AM, wmenjiva

CAMPAIGN CHECK 12/30/2008 08:01:53 AM wmenjiva

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** NOTES 12/30/2008 8:33:41 AM, wmenjiva, Action Type : Call from Dealer

I received call from Fischer Honda ASM-Tammy, letting me know that OPDS unit and foam need replacing.

She states that dealer has only seen vehicle 5 times since it was originally sold. Customer also owns a 2003 Odyssey.

I informed ASM that I will follow up with dealer, if need be, after I speak with customer.

*** CASE MODIFY 12/30/2008 8:33:51 AM, wmenjiva

into WIP 4B and Status of Solving.

*** NOTES 1/2/2009 6:43:23 AM, wmenjiva, Action Type : Call to Customer

I contacted customer on [REDACTED], and introduced myself.

I verified address and contact numbers.

He states that this is his 2nd new Honda, other is a 2003 Accord. Vehicle maintenance is performed by his IRF, since he lives in a small town, far from Honda dealers.

I asked customer, knowing this components 3 years/36,000 miles warranty had expired, how much assistance he was looking for?

He was hoping that since this is an item that it is out of his control, ie. it cannot be prevented through maintenance, that Honda would cover it 100%.

I explained to customer that I understand his concern, but since his vehicle is out of warranty, I would not be in a position to review for 100% assistance.

He states that whatever amount Honda could assist, he would appreciate.

I informed customer that I will try to have an answer for him before the end of day, today.

He states the vehicle is with him.

*** CASE FULFILL 1/2/2009 6:43:41 AM, wmenjiva

Fulfilled for [REDACTED] due 01/05/2009 10:00:00 AM.

*** CASE FULFILL 1/2/2009 6:43:57 AM, wmenjiva

Fulfilled for [REDACTED] due 01/02/2009 06:46:27 AM.

*** CASE MODIFY 1/2/2009 6:44:10 AM, wmenjiva

into WIP 4B and Status of Solving.

*** NOTES 1/2/2009 12:24:38 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Fischer Honda SM-Tami.

I obtained repair cost breakdown from SM. Parts: opds unit \$184.44 and foam \$79.14. Labor : \$158.40

I informed SM that I will let SM know if customer accepts offer for Honda to reduce the repair cost from \$750 to \$350.

*** NOTES 1/2/2009 12:27:19 PM, wmenjiva, Action Type : Call to Customer

Case History

Case ID [REDACTED] Case Title : 04B-[REDACTED]-(FISCHER)SRS/GW REQ-AWAITING APPOINT

I contacted customer on [REDACTED] and informed him that after speaking with the Honda dealership, Honda will reduce repair cost from \$750 to \$350.
He thanked.

He states that he will contact the Honda dealer to schedule an appointment.

*** NOTES 1/2/2009 12:34:59 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Fischer Honda SM-Tami, and informed her that Honda has offered customer to reduce the repair cost to \$350, his cost.

*** COMMIT 1/2/2009 12:36:00 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 01/06/2009 10:00:00 AM.

(Fischer)Check with dlr or cust on appoint date

*** CASE MODIFY 1/2/2009 12:36:33 PM, wmenjiva

into WIP 4B and Status of Solving.

*** CASE MODIFY 1/2/2009 12:36:39 PM, wmenjiva

into WIP 4B and Status of Solving.

*** NOTES 1/7/2009 7:31:20 AM, wmenjiva, Action Type : Call to Dealer

I spoke with Fischer Honda SM-Tami, who informed me that customer has not been in for repairs, yet. And dealer shows no appointment.

*** NOTES 1/7/2009 7:34:19 AM, wmenjiva, Action Type : Call to Customer

I contacted customer on [REDACTED], no answer. I left message for customer inquiring when he might be thinking of taking his vehicle into Honda dealership.

I asked customer to give me a call back to let me know.

Closing case pending customer call back.

*** CASE MODIFY 1/7/2009 7:36:57 AM, wmenjiva

into WIP Awaitin repairs under GW and Status of Solving.

*** CASE FULFILL 1/7/2009 7:37:14 AM, wmenjiva

Fulfilled for [REDACTED] due 01/06/2009 10:00:00 AM.

*** CASE MODIFY 1/7/2009 7:38:01 AM, wmenjiva

into WIP Awaitin repairs under GW and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 1/7/2009 7:38:08 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/7/2009 7:38:08 AM, wmenjiva

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/14/2005 8:33:37 AM
 Case Originator : Brigette Walker (Team AC) Sub Division : Satellite Center Status : Closed Close Date : 3/14/2005 8:43:13 AM
 Case Owner : Brigette Walker (Team AC) Method : Phone Queue : Days Open : 0
 Last Closed By : Brigette Walker (Team AC) Point of Origin : Customer Wipbin :
 Case Title : 07A-[REDACTED] - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : MEMPHIS, TN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 10,700
 In Service Date : 08/11/2003
 Months In Use : 19
 Engine Number : K24A41173537
 Originating Dealer No. / Name : 206856 / AUTONATION HONDA MENDENHA
 Selling Dealer No. / Name : 206856 / AUTONATION HONDA MENDENHAL
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206856 / AUTONATION HONDA MENDENHALL
 Phone No. : 901-795-5900
 Address : 2785 SO. MENDENHALL RD
 City / State / Zip : MEMPHIS, TN 38115
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CAMPAI Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED]	DEALER Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brigette Walker	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/14/2005 8:41:40 AM
Issue Owner : Brigette Walker	Type 2 : Eligibility	Queue :	Close Date : 3/14/2005 8:41:53 AM
Issue Title : [REDACTED] CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Brigette Walker	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 3/14/2005 8:42:01 AM
Issue Owner : Brigette Walker	Type 2 : Locate / Info	Queue :	Close Date : 3/14/2005 8:42:13 AM
Issue Title : [REDACTED] DEALER LOCATION - LOCATE / INFO			

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 07A-[REDACTED] RECALL INQUIRY

*** CASE CREATE 3/14/2005 8:33:37 AM, bwalker

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/14/2005 8:33:41 AM, bwalker

WARRANTY CHECK 03/14/2005 08:33:41 AM bwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/14/2005 8:33:51 AM, bwalker

CLAIM CHECK 03/14/2005 08:33:51 AM bwalker

The following Claim History information was found

0; 2003-08-14; 206856; 006417; 510; 416321 ; WHEELS (FOUR-WHEEL) - ALIGN.

*** CASE CAMPAIGN LOOKUP 3/14/2005 8:33:55 AM, bwalker

CAMPAIGN CHECK 03/14/2005 08:33:55 AM bwalker

No data found for VIN

*** CASE VSC LOOKUP 3/14/2005 8:34:01 AM, bwalker

VSC-CUC CHECK 03/14/2005 08:34:01 AM bwalker

No data found for VIN.

*** NOTES 3/14/2005 8:41:09 AM, bwalker, Action Type : Call from Customer

The customer contacted to AHM concerning the SRS light being on in his vehicle, he wanted to see if any recalls applied to his vehicle with this issue.

I explained that he did not have any recalls on his vehicle at this time. I asked if he has contacted his certified Honda dealership to have the vehicle

diagnosed. He stated he did try and contact them but no one is answering the telephone. I provided him with the telephone number to Dobbs Honda on MendenHall.

The telephone number he was using and the one I provided him were different. I also explained that I would send a message to the dealership concerning the issue with this SRS light being on. I asked if I could be of further assistance, he declined and the call was ended.

*** SUBCASE [REDACTED] CREATE 3/14/2005 8:41:40 AM, bwalker

Created in WIP Default with Due Date 3/14/2005 8:41:40 AM.

*** SUBCASE [REDACTED] LOSE 3/14/2005 8:41:53 AM, bwalker

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] REATE 3/14/2005 8:42:01 AM, bwalker

Created in WIP Default with Due Date 3/14/2005 8:42:01 AM.

*** SUBCASE [REDACTED] CLOSE 3/14/2005 8:42:13 AM, bwalker

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/14/2005 8:42:14 AM, bwalker

into WIP default and Status of Solving.

*** NOTES 3/14/2005 8:43:08 AM, bwalker, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer may contact you concerning the SRS light being on in his vehicle.

Case History

Case ID : [REDACTED]

Case Title : 07A [REDACTED] RECALL INQUIRY

This is for your information only and no response is required.

Thank you for your attention to this matter.

Brigette Walker
Automobile Customer Service

*** CASE MODIFY 3/14/2005 8:43:10 AM, bwalker
into WIP default and Status of Solving.

*** CASE CLOSE 3/14/2005 8:43:13 AM, bwalker
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/3/2013 7:51:47 AM
 Case Originator : Leticia Muniz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/3/2013 8:58:12 AM
 Case Owner : Leticia Muniz (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Leticia Muniz (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : STERLING, VA ██████████
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 4047
 VIN Type / No. : US VIN / 1HGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 144,000
 In Service Date : 07/21/2003
 Months In Use : 120
 Engine Number : K24A41176395
 Originating Dealer No. / Name : 208283 / FIRST TEAM HONDA
 Selling Dealer No. / Name : 208283 / FIRST TEAM HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 7/3/2013 8:57:46 AM
Issue Owner : Leticia Muniz	Type 2 : Operation	Queue :	Close Date : 7/3/2013 8:58:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 7/3/2013 7:51:47 AM, Imuniz

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/3/2013 8:57:16 AM, Imuniz, Action Type : Call from Customer

Best call back # [REDACTED]

Customer is seeking to understand the lifetime warranty on his seatbelt. ACS informed this includes the belt itself and most mechanical components. This warranty excludes all electrical such as SRS sensors. Customer states his local DLR is currently addressing an SRS light coming on intermittently and has quoted him \$250 for a sensor and wants to confirm this is correct. ACS informed the customer that DLR s have the ability to confirm warrantable repairs. Customer understood the information provided, case closed.

*** CASE MODIFY 7/3/2013 8:57:33 AM, Imuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/3/2013 8:57:46 AM, Imuniz

Created in WIP Default with Due Date 7/3/2013 8:57:46 AM.

*** CASE MODIFY 7/3/2013 8:58:10 AM, Imuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/3/2013 8:58:12 AM, Imuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/3/2013 8:58:12 AM, Imuniz

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/1/2009 2:29:02 PM
Case Originator : Anthony Varon (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/1/2009 2:31:57 PM
Case Owner : Anthony Varon (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Anthony Varon (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 6615
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GLOUCESTER, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6615
VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 86,000
In Service Date : 11/20/2003
Months In Use : 70
Engine Number : K24A41177368
Originating Dealer No. / Name : 207202 / CASEY HONDA
Selling Dealer No. / Name : 207202 / CASEY HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- P Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2009 2:29:41 PM
Issue Owner : Anthony Varon	Type 2 : Operation	Queue :	Close Date : 9/1/2009 2:31:50 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 9/1/2009 2:29:02 PM, avaron

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2009 2:29:05 PM, avaron

WARRANTY CHECK 09/01/2009 02:29:05 PM avaron

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2009 2:29:09 PM, avaron

CLAIM CHECK 09/01/2009 02:29:09 PM avaron

The following Claim History information was found

0; 2008-09-15; 207202; 405331; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/1/2009 2:29:15 PM, avaron

CAMPAIGN CHECK 09/01/2009 02:29:15 PM avaron

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 09/15/08; FX;

*** CASE VSC LOOKUP 9/1/2009 2:29:16 PM, avaron

VSC-CUC CHECK 09/01/2009 02:29:16 PM avaron

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 9/1/2009 2:29:41 PM, avaron

Created in WIP Default with Due Date 9/1/2009 2:29:41 PM.

*** NOTES 9/1/2009 2:31:44 PM, avaron, Action Type : Call from Customer

Updated Customer Information

Best Contact phone: [REDACTED]

Situation: Customer states she saw recently that there was an airbag recall that was issued however her SRS light is on & she wasn't sure if this vehicle is involved in it.

Request: Customer is seeking to know what could be causing the SRS light to come on & if there are any type of airbag recalls on the vehicle.

Probing questions: Customer states she has not contacted a Honda dealer yet about the concerns.

Inbound Summary: ACS apologized & advised the customer that the vehicle is not involved in any type of airbag recall & she may want to have a Honda dealer diagnose the vehicle to determine the cause of the SRS light. Customer seeks no further assistance.

*** SUBCASE [REDACTED] CLOSE 9/1/2009 2:31:50 PM, avaron

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/1/2009 2:31:53 PM, avaron

into WIP default and Status of Solving.

*** CASE CLOSE 9/1/2009 2:31:57 PM, avaron

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT CONCERN

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 3/19/2007 7:51:49 AM
 Case Originator : Erick Orozco (Team CE) Sub Division : Satellite Center Status : Closed Close Date : 3/19/2007 9:51:30 AM
 Case Owner : Erick Orozco (Team CE) Method : Phone Queue : Days Open : 0
 Last Closed By : Erick Orozco (Team CE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LA MESA, NM [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 22
 VIN Type / No. : US VIN / IHGCM56313A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 54,000
 In Service Date : 10/11/2003
 Months In Use : 41
 Engine Number : K24A41177528
 Originating Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
 Selling Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CAMPA Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED]	CAMPA Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Orozco	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/19/2007 7:54:44 AM
Issue Owner : Erick Orozco	Type 2 : Eligibility	Queue :	Close Date : 3/19/2007 9:51:30 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Orozco	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/19/2007 7:57:00 AM
Issue Owner : Erick Orozco	Type 2 : Eligibility	Queue :	Close Date : 3/19/2007 9:51:26 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RECALL INQUIRY

*** CASE CREATE 3/19/2007 7:51:49 AM, eorozco

Contact = [REDACTED] priority = N/A, Status = Solving.

*** NOTES 3/19/2007 7:51:50 AM, eorozco, Action Type :

Customer wanted to know if there was a recall on the air bag system. Advised customer there's no recalls on his vehicle. He indicated the SRS light is on. I recommended to take his car to a dealership to have it diagnosed. Customer had no further questions.

Updated his address and contact #.

*** SUBCASE [REDACTED] CREATE 3/19/2007 7:54:44 AM, eorozco

Created in WIP Default with Due Date 3/19/2007 7:54:44 AM.

*** SUBCASE [REDACTED] CREATE 3/19/2007 7:57:00 AM, eorozco

Created in WIP Default with Due Date 3/19/2007 7:57:00 AM.

*** NOTES 3/19/2007 9:02:18 AM, eorozco, Action Type : Call from Customer

Created issue in error.

*** CASE ASSIGN 3/19/2007 9:04:19 AM, eorozco

[REDACTED] to cchao, WIP

*** CASE RULE ACTION 3/19/2007 9:04:20 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-03-1900293-2 ASSIGN 3/19/2007 9:08:56 AM, eorozco

[REDACTED] to cchao, WIP CURRENT TIMESTAMP

*** SUBCASE N032007-03-1900293-2 RULE ACTION 3/19/2007 9:08:58 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-03-1900293-1 ASSIGN 3/19/2007 9:09:04 AM, eorozco

[REDACTED] to cchao, WIP

*** SUBCASE [REDACTED] RULE ACTION 3/19/2007 9:09:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/19/2007 9:38:43 AM, cchao

into WIP default and Status of Solving.

*** CASE ASSIGN 3/19/2007 9:38:51 AM, cchao

[REDACTED] to eorozco, WIP objid FROM table_employee WHERE employee2user = ?

*** CASE RULE ACTION 3/19/2007 9:38:53 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-03-1900293-1 ASSIGN 3/19/2007 9:39:13 AM, cchao

[REDACTED] 1 to eorozco, WIP

*** SUBCASE [REDACTED] RULE ACTION 3/19/2007 9:39:14 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 3/19/2007 9:39:32 AM, cchao

[REDACTED] to eorozco, WIP 0

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RECALL INQUIRY

*** SUBCASE [REDACTED] RULE ACTION 3/19/2007 9:39:33 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CLOSE 3/19/2007 9:51:26 AM, eorozco
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/19/2007 9:51:30 AM, eorozco
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/19/2007 9:51:30 AM, eorozco
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/14/2009 3:10:00 PM
Case Originator : Sergio Salvador (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/14/2009 5:53:32 PM
Case Owner : Sergio Salvador (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sergio Salvador (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS GOODWILL REQUEST	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 409
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : STALLINGS, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56133A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5613PLW / A
Miles / Hours : 93,000
In Service Date : 07/26/2003
Months In Use : 73
Engine Number : K24A41177881
Originating Dealer No. / Name : 207904 / HENDRICK HONDA
Selling Dealer No. / Name : 207904 / HENDRICK HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2009 5:53:10 PM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 8/14/2009 5:53:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS GOODWILL REQUEST

*** CASE MODIFY 8/14/2009 5:53:20 PM, ssalvado
into WIP default and Status of Solving.

*** CASE CLOSE 8/14/2009 5:53:32 PM, ssalvado
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 6/21/2010 1:24:06 PM
Case Originator : Manuen Pan (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/21/2010 1:35:23 PM
Case Owner : Manuen Pan (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Manuen Pan (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : 05N - SRS LIGHT CONCERNS		No. of Attachments : 0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : MORGANTOWN, WV
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / IHGCM56693A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 58,000
 In Service Date : 07/28/2003
 Months In Use : 83
 Engine Number : K24A41177006
 Originating Dealer No. / Name : 207705 / RICK ROUSH HONDA
 Selling Dealer No. / Name : 207750 / URSE HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207750 / URSE HONDA
 Phone No. : 304-842-5600
 Address : 350 BARNETT RUN ROAD
 City / State / Zip : BRIDGEPORT, WV 26330
 Svc District / Sls District : 05M / E05
 Warranty Labor Rate / Date : \$82.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Manuen Pan	Type 1 : Product	Status : Subcase Close	Open Date : 6/21/2010 1:33:32 PM
Issue Owner : Manuen Pan	Type 2 : Operation	Queue :	Close Date : 6/21/2010 1:35:23 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Forward to Call Ctr
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05N [REDACTED] - SRS LIGHT CONCERNS

*** CASE CREATE 6/21/2010 1:24:06 PM, mpan

Contact = [REDACTED] priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/21/2010 1:24:07 PM, mpan

WARRANTY CHECK 06/21/2010 01:24:07 PM mpan

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/21/2010 1:24:11 PM, mpan

CLAIM CHECK 06/21/2010 01:24:11 PM mpan

The following Claim History information was found

0; 2010-05-19; 207750; 349471; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/21/2010 1:24:16 PM, mpan

CAMPAIGN CHECK 06/21/2010 01:24:16 PM mpan

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGH; ; ;
08-043; Q78; 03 ACCORD WIPER

*** CASE VSC LOOKUP 6/21/2010 1:24:17 PM, mpan

VSC-CUC CHECK 06/21/2010 01:24:17 PM mpan

No data found for VIN.

*** CASE MODIFY 6/21/2010 1:24:43 PM, mpan

into WIP Default and Status of Solving.

*** CASE MODIFY 6/21/2010 1:24:55 PM, mpan

into WIP Default and Status of Solving.

*** CASE MODIFY 6/21/2010 1:33:15 PM, mpan

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/21/2010 1:33:32 PM, mpan

Created in WIP Default with Due Date 6/21/2010 1:33:32 PM.

*** NOTES 6/21/2010 1:35:19 PM, mpan, Action Type : Call from Customer

The customer contacted AHM in regards to the CUC warranty. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I advised the customer that there are currently no outstanding recalls of the vehicle. I advised that the CUC warranty is 7 years or 100k mile whichever occurs first. I advised that the vehicle is not CUC. The customer stated that purchased the vehicle in May. The customer stated that the red SRS light is on and the dealership advised that a sensor in the head restraint is causing the light to come on. The customer stated that he pleased with the dealership to handle and address this further but the dealership stated that they will not do anything to correct the matter. The customer asked if AHM could do anything to correct this matter. I advised that he has reached the recall department. I advised that I would need to transfer the call back to the automated system for assistance. I asked the customer to press option 7 so his concerns can be addressed further. The customer understood and I transferred to the automated system.

*** CASE MODIFY 6/21/2010 1:35:22 PM, mpan

into WIP Default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 05N - [REDACTED] - SRS LIGHT CONCERNS

*** SUBCASE [REDACTED] CLOSE 6/21/2010 1:35:23 PM, mpan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/21/2010 1:35:23 PM, mpan

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/12/2011 3:54:58 PM
Case Originator : Danielle Mixon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/14/2011 8:26:57 AM
Case Owner : Walter Menjivar (Team HG)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Walter Menjivar (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 05N-[REDACTED] - (URSE) SRS LIGHT REPAIR/ GW REQ			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2026
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : MORGANTOWN, WV [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56693A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 65,000
In Service Date : 07/28/2003
Months In Use : 93
Engine Number : K24A41177006
Originating Dealer No. / Name : 207705 / RICK ROUSH HONDA
Selling Dealer No. / Name : 207750 / URSE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207750 / URSE HONDA
Phone No. : 304-842-5600
Address : 350 BARNETT RUN ROAD
City / State / Zip : BRIDGEPORT, WV 26330
Svc District / Sls District : 05M / E05
Warranty Labor Rate / Date : \$82.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 4/13/2011 6:42:35 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 4/14/2011 8:26:56 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Provided Information,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS LIGHT REPAIR/ GW REQ

*** CASE CREATE 4/12/2011 3:54:58 PM, dmixon

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/12/2011 4:07:05 PM, dmixon, Action Type : Call from Customer

I verified the customer's information.

The best contact number is [REDACTED].

The customer states that he bought the vehicle used at Urse Honda and his SRS light came on shortly after he bought it. The customer took it to the dlr and they diagnosed it with a problem with seat sensor that is causing the light to come. The customer was quoted \$305. The customer is upset because he bought from the dlr and shortly after his purchase the SRS unit came on one day and randomly came on every now and then, until one day it stayed on. The customer is under the impression that the vehicle was sold to him with this existing problems and doesn't feel like he should have to pay. The dlr advised him he needed a new seat in the rear because his sensor is broken in the back seat which is making the SRS light come on. The customer is calling AHM to get financial assistance. The customer owns 4 Hondas and normally gets his maintenance done at Honda dlrs. ACS advised customer that I would dispatch this to a CM and they will be in contact with him in 1-2 business days. The customer took his case number down and needed no further information.

*** CASE MODIFY 4/12/2011 4:07:17 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:07:37 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:07:58 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:08:05 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:08:06 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:08:07 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:09:25 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:09:28 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2011 4:09:29 PM, dmixon

into WIP default and Status of Solving.

*** CASE DISPATCH 4/12/2011 4:09:39 PM, dmixon

from WIP default to Queue Honda Team G.

*** NOTES 4/12/2011 4:14:20 PM, dmixon, Action Type : Note-General

The customer would like to be reached on his cell phone [REDACTED]

*** CASE ASSIGN 4/13/2011 6:05:40 AM, galbu

[REDACTED] to wmenjiva, WIP

*** CASE RULE ACTION 4/13/2011 6:05:41 AM, sa

Case History

Case ID : [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS LIGHT REPAIR/ GW REQ

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/13/2011 6:40:33 AM, wmenjiva

into WIP 05N and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/13/2011 6:42:35 AM, wmenjiva

Created in WIP Default with Due Date 4/13/2011 6:42:35 AM.

*** NOTES 4/13/2011 6:52:19 AM, wmenjiva, Action Type : Call to Dealer

RCM discussed case with Urse Honda SM-Joe, who informed me that they had diagnosed SRS light issue in June 2010 at 57917 miles. Dealer diagnosed the vehicle as needing the OPDS seat back sensor. SM said the dealer sold the vehicle as used, a few weeks before, dealer declined any assistance from AHM and their end at that time.

3/19/11 at 65464 miles the vehicle came in for an oil change and cabin filter change.

*** CASE MODIFY 4/13/2011 6:53:53 AM, wmenjiva

into WIP 05N and Status of Solving.

*** NOTES 4/13/2011 6:54:59 AM, wmenjiva, Action Type : Call to Customer

Contacted the customer at [REDACTED] no answer. Left him a voice message introducing myself as the Honda RCM handling his case regarding an SRS light issue with his 2003 Accord. Asked him to please give me a call back to further discuss his case and provided my contact information.

*** COMMIT 4/13/2011 6:55:12 AM, wmenjiva, Action Type :

Made to [REDACTED] due 04/16/2011 06:55:15 AM.

DCS Follow-Up

*** NOTES 4/13/2011 6:56:13 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/16/2011

This customer contacted our office regarding the following issue(s):

As we have already discussed.

The customer states that he bought the vehicle used at Urse Honda and his SRS light came on shortly after he bought it. The customer took it to the dlr and they diagnosed it with a problem with seat sensor that is causing the light to come. The customer was quoted \$305. The customer is upset because he bought from the dlr and shortly after his purchase the SRS unit came on one day and randomly came on every now and then, until one day it stayed on. The customer is under the impression that the vehicle was sold to him with this existing problems and doesn't feel like he should have to pay. The dlr advised him he needed a new seat in the rear because his sensor is broken in the back seat which is making the SRS light come on. The customer is calling AHM to get financial assistance.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

For information purposes only.

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Walter Menjivar
Automobile Customer Service
310-783-7706

Case History

Case ID : [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS LIGHT REPAIR/ GW REQ

*** COMMIT 4/13/2011 6:56:22 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 04/19/2011 01:30:00 PM.

(Urse) Call cust for 2X

*** CASE MODIFY 4/13/2011 6:56:55 AM, wmenjiva

into WIP 05N and Status of Solving.

*** NOTES 4/14/2011 7:35:22 AM, wmenjiva, Action Type : Call from Customer

RCM picked up voice message from the customer asking for a call back.

*** NOTES 4/14/2011 8:25:55 AM, wmenjiva, Action Type : Call to Customer

Contacted the customer [REDACTED] and introduced myself as the Honda RCM handling his case regarding an SRS light issue with his 2003 Accord.

Asked him how AHM could assist him today?

He said that the SRS light started coming on intermittently 3000 miles after they purchased the vehicle used from this dealer. He said that the light has stayed on, now.

He asked if Urse Honda would not cover it?

Explained to him that I had spoken with Urse Honda yesterday, and they told AHM that they would not be covering the repair cost.

He argued that he thought the dealer might have reset the light prior to selling it to him to avoid making the repairs.

Explained to him that the only individuals that might be able to confirm or deny this claim is the dealer personnel, not myself or he customer. Suggested he speak with the used car sales manager to see what he/she might be able to do for him.

He said that he had already spoken with them and they told him that they would not cover it.

He said that he thought Honda and dealer might step up and cover it together. He argued that this was a safety issue.

Explained to him that it could be, and informed him that the seat belts are the vehicle's primary restraint system. Informed him that AHM would not be in a position to provide him any assistance as his vehicle has well exceeded the manufacturer warranty parameters, 3 years/36000 miles whichever comes first. What I would do is document his concern for our records. If AHM were to release a recall or warranty extension on this same concern all the affected customers would be notified by AHM via mail. At that time, the customer can possibly submit for possible reimbursement if he had paid for same repairs previously.

He said that this dealer has not been the same since it changed name and ownership, dealer does not go out of its way for the customer. He asked if the parts used as replacement are new or used?

Explained to him that Honda dealer would use a genuine new Honda part.

He asked if it would be from Marysville and if so, can he called the Marysville plant to order the part?

Informed him that customers can order the parts from an authorized Honda dealer only.

He asked if he could do it through any Honda dealer.

Confirmed same.

He thanked and had no further questions.

*** CASE MODIFY 4/14/2011 8:26:29 AM, wmenjiva

into WIP 05N and Status of Solving.

*** CASE FULFILL 4/14/2011 8:26:32 AM, wmenjiva

Fulfilled for ROBERT MCIE due 04/16/2011 06:55:15 AM.

*** CASE FULFILL 4/14/2011 8:26:41 AM, wmenjiva

Fulfilled for [REDACTED] due 04/19/2011 01:30:00 PM.

*** CASE MODIFY 4/14/2011 8:26:52 AM, wmenjiva

into WIP 05N and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 4/14/2011 8:26:56 AM, wmenjiva

Case History

Case ID : [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS LIGHT REPAIR/ GW REQ

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 4/14/2011 8:26:57 AM, wmenjiva**

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/29/2011 9:59:15 AM
Case Originator : Tara Limun (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/3/2011 8:26:10 AM
Case Owner : Walter Menjivar (Team HG)	Method : Phone	Queue :	Days Open : 4
Last Closed By : Walter Menjivar (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 05N-[REDACTED] - (URSE) SRS UNIT ASSISTANCE			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : MORGANTOWN, WV [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2026
VIN Type / No. : US VIN / 1HGCM56693A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 65,000
In Service Date : 07/28/2003
Months In Use : 93
Engine Number : K24A41177006
Originating Dealer No. / Name : 207705 / RICK ROUSH HONDA
Selling Dealer No. / Name : 207750 / URSE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207750 / URSE HONDA
Phone No. : 304-842-5600
Address : 350 BARNETT RUN ROAD
City / State / Zip : BRIDGEPORT, WV 26330
Svc District / Sls District : 05M / E05
Warranty Labor Rate / Date : \$82.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 5/2/2011 7:00:49 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 5/3/2011 8:26:09 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS UNIT ASSISTANCE

*** CASE CREATE 4/29/2011 9:59:15 AM, tlimun

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/29/2011 10:07:43 AM, tlimun, Action Type : Call from Customer

ACS verified customer contact info and best contact number [REDACTED].

Second owner, fourth Hondas, service at the dlr.

The customer called ACS and advised that the SRS light came on. Customer stated the issue occurred 3 months after he purchased the vehicle. Customer stated he took his vehicle into Honda dlr for the issue last week. Customer stated this is his fourth Hondas and purchased the vehicle in May of last year. Customer stated his vehicle needs new SRS unit which it will cost him \$600. Customer spoke to SA Sherry in regards to his issue and customer always services his vehicle at the dlr. Customer seeks assistance from AHM. ACS advised customer that ACS dispatched this case to CM and CM will review his case for possible assistance. CM will contact customer within 1 or 2 business days. ACS provided customer the case number and customer thanked ACS.

*** CASE MODIFY 4/29/2011 10:11:03 AM, tlimun

into WIP default and Status of Solving.

*** CASE DISPATCH 4/29/2011 10:11:09 AM, tlimun

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 4/29/2011 10:36:23 AM, galbu

[REDACTED] to wmenjiva, WIP

*** CASE RULE ACTION 4/29/2011 10:36:23 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/29/2011 12:50:43 PM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer stated that he called earlier and he does not remember if he provided his wife's phone number. The customer stated that his best contact is his cell phone number.

ACS informed the customer that his information has been updated and documented to his case. The customer thanked ACS and needed no further assistance.

*** CASE MODIFY 4/29/2011 2:04:00 PM, wmenjiva

into WIP 05N and Status of Solving.

*** CASE MODIFY 4/29/2011 2:04:02 PM, wmenjiva

into WIP 05N and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/2/2011 7:00:49 AM, wmenjiva

Created in WIP Default with Due Date 5/2/2011 7:00:49 AM.

*** NOTES 5/2/2011 7:28:26 AM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Urse Honda SM-Joe, who informed me that the customer already authorized repairs and the part has been placed on order. AHM would not be providing any financial assistance due to the vehicle's current age and mileage.

*** NOTES 5/2/2011 7:32:25 AM, wmenjiva, Action Type : Call to Customer

RCM contacted the customer at [REDACTED] and introduced myself as the Honda RCM handling the case he had opened with our dept. on 4/29/11 regarding the SRS unit issue in his 2003 Accord. Reminded the customer that AHM had reviewed his previous case, N012011-04-1201509, which he had opened

Case History

Case ID [REDACTED]

Case Title : 05N-[REDACTED] - (URSE) SRS UNIT ASSISTANCE

on 4/12/11 regarding his same vehicle and concern. AHM had reviewed his case then and has revisited his current case. AHM's position remains the same, AHM would not be providing any financial assistance due to the vehicle's current age and mileage. Provided my contact information in case he had any related questions.

*** COMMIT 5/2/2011 7:32:43 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 05/06/2011 08:00:00 AM.

(Urse) Ready to be closed

*** CASE MODIFY 5/2/2011 7:33:10 AM, wmenjiva

into WIP 05N and Status of Solving.

*** NOTES 5/2/2011 9:42:46 AM, jpacheco, Action Type : Warm Transfer

Verified customer's info.

Customer states that he just missed his CM's call and would like to talk to him. I advised him that he was available and transferred him over.

*** NOTES 5/2/2011 11:27:33 AM, wmenjiva, Action Type : Call from Customer

RCM received call from the customer. Informed him that AHM had previously reviewed his case and request.

He said that he was calling, because dealer told him that they retrieved to codes, one for the computer and the other for the seat. He asked if he would be responsible for both repairs, if it turns out that replacing the computer does not clear the light?

Explained to him that this would be the case.

He asked if this is the case with all used vehicles, no warranty?

Explained to him that it is best if the customer checks the used vehicle's age and mileage before purchase and checks with the manufacturer for the manufacturer warranty parameters, before making the decision to purchase a used vehicle that might not have any manufacturer warranty left.

He understood and had no further questions.

*** CASE MODIFY 5/2/2011 11:27:47 AM, wmenjiva

into WIP 10-Day Letter and Status of Solving.

*** CASE MODIFY 5/3/2011 8:25:54 AM, wmenjiva

into WIP 10-Day Letter and Status of Solving.

*** CASE FULFILL 5/3/2011 8:25:58 AM, wmenjiva

Fulfilled for [REDACTED] due 05/06/2011 08:00:00 AM.

*** CASE MODIFY 5/3/2011 8:26:07 AM, wmenjiva

into WIP 10-Day Letter and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/3/2011 8:26:09 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2011 8:26:10 AM, wmenjiva

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/1/2011 7:47:12 AM
 Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/1/2011 8:03:58 AM
 Case Owner : Khia Eaton (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Khia Eaton (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - OPDS FAILURE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1441
 Dealer No. :
 Site Phone No. :
 Contact Name : [REDACTED] S
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : CHARLOTTE, NC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1441
 VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 150,700
 In Service Date : 07/29/2003
 Months In Use : 96
 Engine Number : K24A41176987
 Originating Dealer No. / Name : 207815 / LARGO HONDA
 Selling Dealer No. / Name : 207815 / LARGO HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207815 / LARGO HONDA
 Phone No. : 786-545-1200
 Address : 554 NE 1ST AVE
 City / State / Zip : FLORIDA CITY, FL 33034
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2011 8:03:33 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 7/1/2011 8:03:51 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] OPDS FAILURE

*** CASE CREATE 7/1/2011 7:47:12 AM, keaton

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 7/1/2011 7:50:53 AM, keaton

into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2011 7:51:57 AM, keaton

into WIP default and Status of Solving.

*** NOTES 7/1/2011 8:03:01 AM, keaton, Action Type : Call from Customer

Customer information was verified

Customer has contacted ACS stating that her IRF recently diagnosed the reason for her STRS light being illuminated as the OPDS sensor needing to be replaced.

Request: Customer is seeking financial assistance with the repair cost.

Probing Questions: Customer states that she has heard that AHM has extended warranties on safety components and would like to know if this is covered, and if it is not, if AHM would be willing to offer any financial assistance for the repair cost.

Inbound Summary: ACS explained to the customer that there are no known issues that specifically affect the vehicle regarding the OPDS system ACS informed the customer that the normal warranty for this component is 3 years or 26,000 miles whichever comes first. ACS then explained to the customer that based on the fact that her vehicle is over 100,000 miles outside of the factory warranty, unfortunately AHM will not be in the position to offer any financial assistance with the repair cost. Customer understood AHM position, and required no additional assistance at the moment.

*** SUBCASE [REDACTED] CREATE 7/1/2011 8:03:33 AM, keaton

Created in WIP Default with Due Date 7/1/2011 8:03:33 AM.

*** SUBCASE [REDACTED] CLOSE 7/1/2011 8:03:51 AM, keaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2011 8:03:58 AM, keaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/5/2011 1:28:47 PM
Case Originator : Leonard Kim (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/5/2011 1:39:33 PM
Case Owner : Leonard Kim (Team SC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Leonard Kim (Team SC)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - SRS LIGHT GOES ON AND OFF			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 66 P
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : ROCKPORT, MA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ P
 VIN Type / No. : US VIN / 1HGCM56663A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 120,000
 In Service Date : 08/20/2003
 Months In Use : 98
 Engine Number : K24A41180458
 Originating Dealer No. / Name : 206944 / HONDA CARS OF BOSTON
 Selling Dealer No. / Name : 207478 / BERNARDI HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207075 / HONDA NORTH
 Phone No. : 978-777-2550
 Address : 382 NEWBURY STREET
 City / State / Zip : DANVERS, MA 01923
 Svc District / Sls District : 09H / C09
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/5/2011 1:36:59 PM
Issue Owner : Leonard Kim	Type 2 : Operation	Queue :	Close Date : 10/5/2011 1:39:32 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT GOES ON AND OFF

*** CASE CREATE 10/5/2011 1:28:47 PM, lkim

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/5/2011 1:31:23 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2011 1:32:17 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2011 1:34:48 PM, lkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/5/2011 1:36:59 PM, lkim

Created in WIP Default with Due Date 10/5/2011 1:36:59 PM.

*** NOTES 10/5/2011 1:38:17 PM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is [REDACTED]

The customer states he has a problem with the SRS light, especially when he fuels the tank. When the customer turns the gas cap, the light turns off. The customer states it depends how he fills the vehicle. This has been an ongoing problem for the last 3-4 months. A honda dealership had looked at it, and it didn't do it at the time. The customer took it to Honda North. The customer wants to know what is wrong with his vehicle.

ACS informed the customer that he needs to take this to a dealership to have it diagnosed and leave it for a few days so they can duplicate the issue. ACS also advised he has a recall on his ignition switch that came out on october 1, 2010.

The customer understood and required no further assistance.

*** SUBCASE [REDACTED] CLOSE 10/5/2011 1:39:32 PM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2011 1:39:33 PM, lkim

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/10/2007 11:37:27 AM
Case Originator : Gladys Tamayo (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2007 12:17:02 PM
Case Owner : Gladys Tamayo (Team HG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gladys Tamayo (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - THE SRS LIGHTCONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1502
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : PARK HILLS, KY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56313A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 105,000
In Service Date : 10/24/2003
Months In Use : 46
Engine Number : K24A41182404
Originating Dealer No. / Name : 208169 / JEFF WYLER HONDA
Selling Dealer No. / Name : 208169 / JEFF WYLER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208014 / HONDA EAST
Phone No. : 513-528-8000
Address : 529 OHIO PIKE
City / State / Zip : CINCINNATI, OH 45255
Svc District / Sls District : 04H / B04
Warranty Labor Rate / Date : \$90.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gladys Tamayo	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2007 11:43:45 AM
Issue Owner : Gladys Tamayo	Type 2 : Operation	Queue :	Close Date : 8/10/2007 12:17:02 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - THE SRS LIGHTCONCERN

*** CASE CREATE 8/10/2007 11:37:27 AM, gtamayo

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2007 11:37:45 AM, gtamayo

WARRANTY CHECK 08/10/2007 11:37:45 AM gtamayo

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2007 11:37:48 AM, gtamayo

CLAIM CHECK 08/10/2007 11:37:48 AM gtamayo

The following Claim History information was found

0; 2006-11-09; 208014; 659537; 510; 411199 ;

*** CASE CAMPAIGN LOOKUP 8/10/2007 11:37:50 AM, gtamayo

CAMPAIGN CHECK 08/10/2007 11:37:50 AM gtamayo

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 8/10/2007 11:37:52 AM, gtamayo

VSC-CUC CHECK 08/10/2007 11:37:52 AM gtamayo

No data found for VIN.

*** CASE MODIFY 8/10/2007 11:37:54 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2007 11:38:04 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2007 11:38:21 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2007 11:39:22 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2007 11:40:09 AM, gtamayo

into WIP default and Status of Solving.

*** NOTES 8/10/2007 11:41:41 AM, gtamayo, Action Type : Call from Customer

Customer called ACS stating that the airbag indicator turned on in the vehicle. He wanted to know if we might now what the problem is. I advised customer to have that checked out because there maybe a malfunction. Customer stated that he will take the vehicle to Honda East. Customer had no further questions and call ended.

*** NOTES 8/10/2007 11:43:31 AM, gtamayo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Mr. [REDACTED] called today stating that the SRS indicator turned on in his vehicle. Customer stated that he will be taking the vehicle to your dealership.

This is for your information only and no response is required.

Case History

Case ID : [REDACTED]

Case Title [REDACTED] - THE SRS LIGHTCONCERN

Thank you for your attention to this matter.

Gladys Tamayo
Automobile Customer Service

*** CASE MODIFY 8/10/2007 11:43:38 AM, gtamayo

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/10/2007 11:43:45 AM, gtamayo

Created in WIP Default with Due Date 8/10/2007 11:43:45 AM.

*** CASE MODIFY 8/10/2007 11:43:47 AM, gtamayo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2007 12:16:59 PM, gtamayo

into WIP default and Status of Solving.

*** CASE CLOSE 8/10/2007 12:17:02 PM, gtamayo

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 8/10/2007 12:17:02 PM, gtamayo

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/10/2011 12:04:02 PM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/10/2011 2:34:09 PM
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : TOMS RIVER, N.J. [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 51,000
 In Service Date : 08/04/2003
 Months In Use : 94
 Engine Number : K24A41182591
 Originating Dealer No. / Name : 207449 / DCH KAY HONDA
 Selling Dealer No. / Name : 207449 / DCH KAY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 6/10/2011 2:33:41 PM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 6/10/2011 2:34:04 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to 3rd Party
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT ON

*** CASE CREATE 6/10/2011 12:04:02 PM, yjones

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/10/2011 12:04:12 PM, yjones

into WIP default and Status of Solving.

*** NOTES 6/10/2011 1:37:58 PM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states the srs light is on. Customer wants to know if this is covered under a lifetime warranty. Advised customer that there is only a limited lifetime warranty on the seatbelts. Advised customer that warranty determination is made on the dealership level. Advised customer that the seatbelt warranty is limited, therefore not all parts are covered.

*** CASE MODIFY 6/10/2011 1:59:27 PM, yjones

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/10/2011 2:33:41 PM, yjones

Created in WIP Default with Due Date 6/10/2011 2:33:41 PM.

*** SUBCASE [REDACTED] CLOSE 6/10/2011 2:34:04 PM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/10/2011 2:34:09 PM, yjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/13/2008 1:48:39 PM
 Case Originator : Mauro Razetto (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 5/13/2008 2:21:10 PM
 Case Owner : Mauro Razetto (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Mauro Razetto (Team CC) Point of Origin : Customer Wipbin :
 Case Title : 07R ██████████ - ACCORD WIPER MOTOR RECALL INQUIRY / SRS L No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 7150
 Dealer No. :
 Site Phone No. : ██████████ 8
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MIAMI, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 7150
 VIN Type / No. : US VIN / 1HGCM56353A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 52,000
 In Service Date : 07/27/2003
 Months In Use : 58
 Engine Number : K24A41184915
 Originating Dealer No. / Name : 207814 / AUTONATION HONDA MIAMI LAKE
 Selling Dealer No. / Name : 207814 / AUTONATION HONDA MIAMI LAKES
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
 Phone No. : 305-256-2250
 Address : 16165 S. DIXIE HWY
 City / State / Zip : MIAMI, FL 33157
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - CO	Subcase Close	Corporate	Media Exposure	740	Front Wiper
██████████ - PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mauro Razetto	Type 1 : Corporate	Status : Subcase Close	Open Date : 5/13/2008 1:55:36 PM
Issue Owner : Mauro Razetto	Type 2 : Media Exposure	Queue :	Close Date : 5/13/2008 2:21:10 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
Condition Code Desc : Motor 7401
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mauro Razetto	Type 1 : Product	Status : Subcase Close	Open Date : 5/13/2008 1:56:11 PM
Issue Owner : Mauro Razetto	Type 2 : Operation	Queue :	Close Date : 5/13/2008 2:21:10 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Referred to 3rd Party, Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 07R [REDACTED] - ACCORD WIPER MOTOR RECALL INQUIRY / SRS LIGHT O

*** CASE CREATE 5/13/2008 1:48:39 PM, mrazetto

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/13/2008 1:49:23 PM, mrazetto

into WIP Default and Status of Solving.

*** CASE MODIFY 5/13/2008 1:49:29 PM, mrazetto

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/13/2008 1:49:31 PM, mrazetto

WARRANTY CHECK 05/13/2008 01:49:31 PM mrazetto

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/13/2008 1:49:34 PM, mrazetto

CLAIM CHECK 05/13/2008 01:49:34 PM mrazetto

The following Claim History information was found

0; 2006-02-28; 207367; 373512; 510; 121170 ; OXYGEN/AIR FUEL RATIO SENSOR - REPLACE. S/B# 00-046

*** CASE CAMPAIGN LOOKUP 5/13/2008 1:49:38 PM, mrazetto

CAMPAIGN CHECK 05/13/2008 01:49:38 PM mrazetto

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

*** CASE MODIFY 5/13/2008 1:51:43 PM, mrazetto

into WIP Default and Status of Solving.

*** CASE VSC LOOKUP 5/13/2008 1:52:27 PM, mrazetto

VSC CHECK 05/13/2008 01:52:27 PM mrazetto

The following VSC information was found

GILBERT;COULTON;FH00061681;B60;(NEW) PREMIUM 6YR 100K 0 DED;CANCELLED;2008-01-31;2003-07-27;2009-07-26;100000;
10;207814;0.00

*** CASE CUC LOOKUP 5/13/2008 1:52:27 PM, mrazetto

CUC CHECK 05/13/2008 01:52:27 PM mrazetto

The following CUC information was found

[REDACTED] A;ACTIVE;100000;48689;60689;2008-01-30;2010-07-27;;2008-01-30;2008-01-30;207265;;0;2008-02-29;2
008-02-08

*** NOTES 5/13/2008 1:55:21 PM, mrazetto, Action Type : Call from Customer

Customer wanted to know if his vehicle was affected by the wiper motor recall. Advised him that at this point American Honda has not specifically identified which vehicles have been affected, but that if his vehicle is affected we will send out a notification letter. Customer thanked for the information.

Customer also said that his vehicles SRS light is intermittently coming on. He said this has been going on for about 3 weeks. Customer stated he purchased a CUC. Customer would like to know if this would be covered. Customer is taking his vehicle to dealer 207265 tomorrow. I advised him we do not have the information for him if that would be covered. I provided him with the phone number to Honda Care 800-999-5901. Customer thanked.

Customer information verified [REDACTED]

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - ACCORD WIPER MOTOR RECALL INQUIRY / SRS LIGHT O

*** SUBCASE [REDACTED] CREATE 5/13/2008 1:55:36 PM, mrazetto

Created in WIP Default with Due Date 5/13/2008 1:55:36 PM.

*** CASE MODIFY 5/13/2008 1:55:48 PM, mrazetto

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/13/2008 1:56:11 PM, mrazetto

Created in WIP Default with Due Date 5/13/2008 1:56:11 PM.

*** NOTES 5/13/2008 1:57:28 PM, mrazetto, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customers SRS light is coming on intermittently. He is taking his vehicle to your dealership tomorrow 5/14/08 to have it diagnosed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Mauro Razetto

Automobile Customer Service

*** CASE MODIFY 5/13/2008 1:57:31 PM, mrazetto

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/13/2008 2:21:10 PM, mrazetto

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 5/13/2008 2:21:10 PM, mrazetto

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/13/2008 2:21:10 PM, mrazetto

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/14/2012 12:41:38 PM
Case Originator :	Stephanie McDaniel (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/14/2012 2:28:54 PM
Case Owner :	Stephanie McDaniel (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Stephanie McDaniel (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HERNDON, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1359
 VIN Type / No. : US VIN / 1HGCM563X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 150,000
 In Service Date : 08/18/2003
 Months In Use : 105
 Engine Number : K24A41186270
 Originating Dealer No. / Name : 208226 / HONDA CITY
 Selling Dealer No. / Name : 208226 / HONDA CITY
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie McDaniel	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 1:53:56 PM
Issue Owner : Stephanie McDaniel	Type 2 : Operation	Queue :	Close Date : 5/14/2012 1:54:48 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 5/14/2012 12:41:38 PM, smcdanie

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/14/2012 1:53:34 PM, smcdanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/14/2012 1:53:56 PM, smcdanie

Created in WIP Default with Due Date 5/14/2012 1:53:56 PM.

*** SUBCASE [REDACTED] CLOSE 5/14/2012 1:54:48 PM, smcdanie

Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/14/2012 2:28:31 PM, smcdanie, Action Type : Call from Customer

Updated Customer's Info

Best Contact: [REDACTED]

Customer called to see if this vehicle has recalls. Customer says her SRS light comes on intermittently and it started about more than 2 months ago. Customer says her vehicle needs to go in for the state inspection but it will not pass with the SRS light on. Customer wants to know if the SRS is covered under warranty or if it's a defect. Customer has not had the vehicle diagnosed at Honda. Customer said she went to an IRF and they said they will not touch it and they referred her to Honda.

ACS empathized and advised that her vehicle has a recall on the ignition switch. ACS advised the customer the SRS light can be on for a number of reasons and referred her to get it diagnose at Honda. ACS advised she has a branded title for the mileage not being the actual mileage. ACS referred the customer to the her local DMV for more info on the warranty cancellation.

Customer understood and required no further assistance.

*** CASE MODIFY 5/14/2012 2:28:51 PM, smcdanie

into WIP default and Status of Solving.

*** CASE CLOSE 5/14/2012 2:28:54 PM, smcdanie

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 10/14/2009 8:17:01 AM
 Case Originator : Daun Craig (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 10/14/2009 8:37:07 AM
 Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 0
 Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - AIRBAG ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 17 B
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : HAMILTON, NJ [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 17 B
 VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 54,000
 In Service Date : 08/13/2003
 Months In Use : 74
 Engine Number : K24A41190564
 Originating Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Selling Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208251 / HONDA OF PRINCETON
 Phone No. : 609-683-0722
 Address : 987 STATE ROAD, RT.206
 City / State / Zip : PRINCETON, NJ 08540
 Svc District / Sls District : 05F / G05
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2009 8:36:20 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 10/14/2009 8:37:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG ISSUE

*** CASE CREATE 10/14/2009 8:17:01 AM, dcraig

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 10/14/2009 8:17:11 AM, dcraig

CAMPAIGN CHECK 10/14/2009 08:17:11 AM dcraig

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 11/11/08; FX;

*** CASE EXTENDED WARRANTY LOOKUP 10/14/2009 8:17:12 AM, dcraig

WARRANTY CHECK 10/14/2009 08:17:12 AM dcraig

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/14/2009 8:17:17 AM, dcraig

CLAIM CHECK 10/14/2009 08:17:16 AM dcraig

The following Claim History information was found

0; 2008-11-11; 208251; 267037; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE VSC LOOKUP 10/14/2009 8:17:18 AM, dcraig

VSC-CUC CHECK 10/14/2009 08:17:18 AM dcraig

No data found for VIN.

*** NOTES 10/14/2009 8:27:12 AM, dcraig, Action Type : Call from Customer

Verified the customers information.

Customer called asking about the air bag light coming on intermittent. She took the vehicle into the dealership and they said she would need to bring the vehicle into the dealership when the light was on. She took the vehicle into the dealership yesterday when the light was on. They charged her \$100 for the diagnosis and she knows there is a recall on vehicles similar to what is going on with her air bag light. She would like to know why she was not covered in that and if she has to pay the \$100. I explained why her vehicle was not covered under the recall because recalls and warranty extensions are VIN number specific. I also said she would need to pay the \$100 because her vehicle is outside of the warranty at this time. She understood and thanked her for contacting AHM.

*** CASE MODIFY 10/14/2009 8:27:19 AM, dcraig

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/14/2009 8:36:20 AM, dcraig

Created in WIP Default with Due Date 10/14/2009 8:36:20 AM.

*** CASE MODIFY 10/14/2009 8:37:02 AM, dcraig

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/14/2009 8:37:07 AM, dcraig

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/14/2009 8:37:07 AM, dcraig

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] **Division :** Honda - Auto **Condition :** Closed **Open Date :** 9/25/2009 10:26:21 AM
Case Originator : Cynthia Sudario (Team HB) **Sub Division :** Customer Relations **Status :** Closed **Close Date :** 9/25/2009 2:48:52 PM
Case Owner : Karl Lehtinen (Team HB) **Method :** Phone **Queue :** **Days Open :** 0
Last Closed By : Karl Lehtinen (Team HB) **Point of Origin :** Customer **Wipbin :** **No. of Attachments :** 0
Case Title : 10E-(208242) [REDACTED] - SEAT BELT WARRANTY/SRS LIGHT ON

Site / Contact Info :

Site Name : [REDACTED] 3604
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : EL PASO, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3604
VIN Type / No. : US VIN / 1HGCM56373A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 67,000
In Service Date : 08/12/2003
Months In Use : 73
Engine Number : K24A41192092
Originating Dealer No. / Name : 208242 / RUDOLPH HONDA
Selling Dealer No. / Name : 208242 / RUDOLPH HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208242 / RUDOLPH HONDA
Phone No. : 915-845-4321
Address : 5655 SOUTH DESERT BLVD
City / State / Zip : EL PASO, TX 79932
Svc District / Sls District : 10E / D10
Warranty Labor Rate / Date : \$85.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]-1 / [REDACTED]	- WA Subcase Close	Warranty	Coverage		
[REDACTED]	- PR Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Warranty	Status : Subcase Close	Open Date : 9/25/2009 11:25:47 AM
Issue Owner : Cynthia Sudario	Type 2 : Coverage	Queue :	Close Date : 9/25/2009 11:26:01 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 9/25/2009 2:48:32 PM
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 9/25/2009 2:48:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 10E-(208242) [REDACTED] - SEAT BELT WARRANTY/SRS LIGHT ON

*** CASE CREATE 9/25/2009 10:26:21 AM, csudario

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/25/2009 10:26:26 AM, csudario

WARRANTY CHECK 09/25/2009 10:26:26 AM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/25/2009 10:26:33 AM, csudario

CLAIM CHECK 09/25/2009 10:26:32 AM csudario

The following Claim History information was found

0; 2008-10-01; 208242; 225477; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 9/25/2009 10:26:37 AM, csudario

CAMPAIGN CHECK 09/25/2009 10:26:37 AM csudario

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/01/08; FX;

*** CASE VSC LOOKUP 9/25/2009 10:26:39 AM, csudario

VSC-CUC CHECK 09/25/2009 10:26:39 AM csudario

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/25/2009 10:27:55 AM, csudario

CAMPAIGN CHECK 09/25/2009 10:27:55 AM csudario

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/01/08; FX;

*** CASE MODIFY 9/25/2009 10:31:58 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2009 10:50:58 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2009 10:52:10 AM, csudario

into WIP default and Status of Solving.

*** NOTES 9/25/2009 11:25:36 AM, csudario, Action Type : Call from Customer

ACS verified spelling of name and contact information.

Customer states that he has a seatbelt component that has to be replaced, which is being covered under warranty.

Customer states however, he was advised by the dealership that he would be responsible for the labor charges.

ACS referred customer to his O/M pg.31, where it states that it will include all parts and labor charges.

Case History

Case ID : [REDACTED]

Case Title : 10E-(208242) [REDACTED] - SEAT BELT WARRANTY/SRS LIGHT ON

Customer thanked ACS for assistance.

Case closed.

*** SUBCASE [REDACTED] CREATE 9/25/2009 11:25:47 AM, csudario

Created in WIP Default with Due Date 9/25/2009 11:25:47 AM.

*** SUBCASE [REDACTED] CLOSE 9/25/2009 11:26:01 AM, csudario

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/25/2009 11:26:05 AM, csudario

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/25/2009 2:43:07 PM, klehtine

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/25/2009 2:44:22 PM, klehtine

into WIP default and Status of Solving.

*** NOTES 9/25/2009 2:48:04 PM, klehtine, Action Type : Call from Customer

Customer information Verified

Customer called ACS earlier and was told the labor should be covered for his seat belt repair.
Customer states the SRS light is on, that is why the seat belt is being replaced (new information).

I apologized to customer for previous inbound information, but the seat belt is not covered under warranty for SRS operation, only mechanical operation including reeling and buckling for defects.

I advised customer that the dealer may be promoting good will by providing part of the service for free but if they submit that claim to AHM Warranty it will be denied. I advised customer there is a lot of confusion about this policy and I apologized.

No more assistance necessary at this time, case closed.

*** SUBCASE [REDACTED] 9/25/2009 2:48:32 PM, klehtine

Created in WIP Default with Due Date 9/25/2009 2:48:32 PM.

*** CASE MODIFY 9/25/2009 2:48:48 PM, klehtine

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/25/2009 2:48:51 PM, klehtine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/25/2009 2:48:52 PM, klehtine

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/26/2007 11:04:24 AM
 Case Originator : Marlene Wells (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/13/2007 10:55:19 AM
 Case Owner : Bettie McDonald (Team HC) Method : Dealer Referred Queue : Days Open : 17
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 5C / METRO ██████████ - AIRBAG LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 240
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : HACKENSACK, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 240
 VIN Type / No. : US VIN / 1HGCM55603A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5563JNW / A
 Miles / Hours : 45,553
 In Service Date : 08/14/2003
 Months In Use : 46
 Engine Number : K24A41192523
 Originating Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Selling Dealer No. / Name : 207983 / METRO HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207983 / METRO HONDA
 Phone No. : 201-451-7111
 Address : ROUTE 440 NORTH
 City / State / Zip : JERSEY CITY, NJ 07305
 Svc District / Sls District : 05B / B05
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2007 3:21:18 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 7/13/2007 10:55:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 5C / METRO - [REDACTED] - AIRBAG LIGHT ON

from WIP default to Queue Honda Team G.

*** CASE RULE ACTION 6/27/2007 10:14:53 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE ASSIGN 6/27/2007 12:26:36 PM, aharlan

[REDACTED] to bmcdonal, WIP §

*** CASE RULE ACTION 6/27/2007 12:26:37 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 6/27/2007 3:21:18 PM, bmcdonal

Created in WIP Default with Due Date 6/27/2007 3:21:18 PM.

*** CASE MODIFY 6/27/2007 3:21:21 PM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 6/28/2007 11:03:31 AM, bmcdonal, Action Type : Call to Customer

I left a message for the customer to be aware that I will review her service history and case complaint with the dealership. We are not prepared to make a commitment for assistance at this time. AHM does value her as a AHM customer and will make every effort to assist if possible. Provide the contact telephone number should she have any further questions.

*** CASE MODIFY 6/28/2007 11:03:36 AM, bmcdonal

into WIP default and Status of Solving.

*** COMMIT 6/28/2007 11:03:52 AM, bmcdonal, Action Type : N/A

Made to [REDACTED] due 07/01/2007 11:03:57 AM.

DCS Follow-Up call dlr if no response

*** NOTES 6/28/2007 11:10:11 AM, bmcdonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/1/2007 1

This customer contacted our office regarding the following issue(s): Dennis, please contact the case manager to review the customer request for assistance. Thank you for your timely response.

Customer says the airbag light came on last week. She took to dealer for the 45k service and it was reset last week. She says it came back on this week. She called the dealer and was asked had she had any problems or accidents and she stated no. The dealer suggested that she call AMH for further assistance. The dealer is stating there is a malfunction with the passenger side airbag and the replacement will cost \$800.00 Customer is requesting assistance for repairs. She is the original owner of the vehicle and stated that she has been driving Honda vehicles since 1989. She stated that all servicing is done at the dealership.

ACS found no information regarding the airbags. She was advised that a case manager will review her claim and contact her back for further information. ACS verified her contact information and the information is correct. She thanked ACS and requested no further assistance.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Bettie McDonald
Automobile Customer Service

Case History

Case ID : [REDACTED] Case Title : 5C / METRO - [REDACTED] - AIRBAG LIGHT ON

800 999-1009 ext 118051

*** CASE MODIFY COMMITMENT 6/28/2007 11:12:55 AM, bmc donal

with [REDACTED] due 07/03/2007 11:03:57 AM.

*** CASE MODIFY COMMITMENT 7/3/2007 2:41:35 PM, bmc donal

with [REDACTED] due 07/06/2007 11:03:57 AM.

*** CASE FULFILL 7/3/2007 2:41:48 PM, bmc donal

Fulfilled for [REDACTED] due 07/06/2007 11:03:57 AM.

*** NOTES 7/6/2007 9:43:33 AM, bmc donal, Action Type : Call to Dealer

Left a message for Dennis Novello, SM for status update on this customer complaint.

*** NOTES 7/6/2007 9:46:29 AM, bmc donal, Action Type : Call to Customer

Left the customer a message requesting a call back to verify that the customer has contacted her regarding her complaint.

*** COMMIT 7/6/2007 9:46:43 AM, bmc donal, Action Type : N/A

Call Dennis and the customer.

*** CASE MODIFY 7/6/2007 9:47:08 AM, bmc donal

into WIP 5-H / Other Districts and Status of Solving.

*** NOTES 7/10/2007 9:06:47 AM, bmc donal, Action Type : Call to Dealer

Left another message for the SM to please return my call.

*** CASE FULFILL 7/10/2007 9:06:57 AM, bmc donal

Fulfilled for [REDACTED] due 07/10/2007 12:00:00 AM.

*** COMMIT 7/10/2007 9:06:59 AM, bmc donal, Action Type : N/A

Call the customer and the SM for update

*** NOTES 7/13/2007 10:54:23 AM, bmc donal, Action Type : Call to Customer

Customer states that her SRS light is off at this time and he wanted it noted in the case file. I thanked her for the v-mail message that she left for me and invited her to call back should she have any further questions. She thanked me and verified the address as correct.

*** CASE FULFILL 7/13/2007 10:54:37 AM, bmc donal

Fulfilled for [REDACTED] due 07/13/2007 12:00:00 AM.

*** SUBCASE N012007-06-2600780-1 MODIFY 7/13/2007 10:55:06 AM, bmc donal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012007-06-2600780-1 CLOSE 7/13/2007 10:55:15 AM, bmc donal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/13/2007 10:55:19 AM, bmc donal

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/5/2009 7:36:15 AM
Case Originator : Gus Songg (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/5/2009 7:48:22 AM
Case Owner : Gus Songg (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gus Songg (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS CONCERNS ND LAMP ILLUMINATED	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 265
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MANCHESTER, CT [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 265
VIN Type / No. : US VIN / 1HGCM56333A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 65,000
In Service Date : 09/20/2003
Months In Use : 71
Engine Number : K24A41194972
Originating Dealer No. / Name : 206794 / MANCHESTER HONDA
Selling Dealer No. / Name : 206794 / MANCHESTER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. : YES**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gus Songg	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2009 7:47:52 AM
Issue Owner : Gus Songg	Type 2 : Operation	Queue :	Close Date : 8/5/2009 7:48:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS CONCERNS ND LAMP ILLUMINATED

*** CASE CREATE 8/5/2009 7:36:15 AM, gsongg

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 8/5/2009 7:36:18 AM, gsongg

VSC-CUC CHECK 08/05/2009 07:36:17 AM gsongg

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/5/2009 7:36:22 AM, gsongg

CAMPAIGN CHECK 08/05/2009 07:36:21 AM gsongg

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/20/08; FX;

*** CASE CLAIMS LOOKUP 8/5/2009 7:36:24 AM, gsongg

CLAIM CHECK 08/05/2009 07:36:24 AM gsongg

The following Claim History information was found

0; 2008-10-18; 206794; 257250; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 8/5/2009 7:36:25 AM, gsongg

WARRANTY CHECK 08/05/2009 07:36:25 AM gsongg

No data found for VIN.

*** CASE MODIFY 8/5/2009 7:36:38 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/5/2009 7:36:44 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/5/2009 7:36:55 AM, gsongg

CAMPAIGN CHECK 08/05/2009 07:36:55 AM gsongg

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/20/08; FX;

*** CASE CAMPAIGN LOOKUP 8/5/2009 7:37:21 AM, gsongg

CAMPAIGN CHECK 08/05/2009 07:37:21 AM gsongg

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/20/08; FX;

*** CASE MODIFY 8/5/2009 7:37:31 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 8/5/2009 7:37:37 AM, gsongg

VSC-CUC CHECK 08/05/2009 07:37:37 AM gsongg

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERNS ND LAMP ILLUMINATED

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/5/2009 7:38:45 AM, gsongg

CLAIM CHECK 08/05/2009 07:38:45 AM gsongg

The following Claim History information was found

0; 2008-10-18; 206794; 257250; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/5/2009 7:38:48 AM, gsongg

CAMPAIGN CHECK 08/05/2009 07:38:48 AM gsongg

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 10/20/08; FX;

*** NOTES 8/5/2009 7:47:03 AM, gsongg, Action Type : Call to Customer

Verified the customer's contact information.

Situation:

Customer is having a SRS lamp illuminated.

Request:

Customer would like information on warranty coverage.

Probing questions

Customer states that the vehicle is a good running vehicle, the SRS lamp illuminated and he is worried about ultimate cost of repair, customer very concerned.

Inbound conclusion

Apologized to customer for the inconvenience and explained to him that due to age and mileage the vehicle is out of warranty, and this means AHM is not obligated to assist. Also advised customer that there is however a useful life warranty on the seat belts and that the vehicle would require a diagnosis to isolate and confirm what part is causing all this and after this warranty information would be established. Customer stated that she was very thankful and she was a pleasure to speak with.

Customer required no further assistance.

*** CASE MODIFY 8/5/2009 7:47:06 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/5/2009 7:47:17 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/5/2009 7:47:52 AM, gsongg

Created in WIP Default with Due Date 8/5/2009 7:47:52 AM.

*** CASE MODIFY 8/5/2009 7:48:01 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/5/2009 7:48:06 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/5/2009 7:48:10 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/5/2009 7:48:21 AM, gsongg

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS CONCERNS ND LAMP ILLUMINATED

Status = Solving, Resolution Code = Instruction Given

*** [CASE CLOSE 8/5/2009 7:48:22 AM, gsongg](#)

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/27/2012 7:52:32 AM	
Case Originator :	Emma Vides (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/27/2012 8:03:37 AM
Case Owner :	Emma Vides (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Emma Vides (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS BAG			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 105
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LA GRANGE, NC [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 120,000
 In Service Date : 08/30/2003
 Months In Use : 108
 Engine Number : K24A41197282
 Originating Dealer No. / Name : 208107 / HUBERT VESTER HONDA
 Selling Dealer No. / Name : 208107 / HUBERT VESTER HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- P Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Emma Vides	Type 1 : Product	Status : Subcase Close	Open Date : 8/27/2012 8:03:08 AM
Issue Owner : Emma Vides	Type 2 : Operation	Queue :	Close Date : 8/27/2012 8:03:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS BAG

*** CASE CREATE 8/27/2012 7:52:32 AM, evides

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 8/27/2012 8:02:24 AM, evides, Action Type : Call from Customer

Customer called in regarding her SRS light being on. Customer is upset because she believes her vehicle falls under a safety recall for air bags.

Appreciated customer for taking her time calling AHM. Advised customer that the safety recalls are VIN specific and having the SRS light does not necessarily mean that there may be something wrong with the airbags. Advised customer that the SRS affects seatbelts, OPDS sensor, etc. Advised customer that she does have a S.B for the ignition interlock and if she would like more info about her vehicle it is found at www.owners.honda.com <<http://www.owners.honda.com>>. Advised customer to get a diagnosis done at own expense to confirm what the issue is.

Customer would like to know if her airbags can deploy with the SRS light being on. Advised customer that ACS is not a technician and will need to get a diagnosis done to confirm what the issue is. Advised customer that ACS cannot confirm if the SRS light is on because of the airbags and if the airbags can deploy.

Customer wanted the number to NHTSA. Provided number no further assistance needed.

*** CASE MODIFY 8/27/2012 8:02:32 AM, evides

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2012 8:02:33 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/27/2012 8:03:08 AM, evides

Created in WIP Default with Due Date 8/27/2012 8:03:08 AM.

*** CASE MODIFY 8/27/2012 8:03:35 AM, evides

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/27/2012 8:03:37 AM, evides

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/27/2012 8:03:37 AM, evides

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 1/13/2012 6:59:46 AM
 Case Originator : Monica Mendoza (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 1/13/2012 8:02:45 AM
 Case Owner : Monica Mendoza (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Monica Mendoza (Team CD) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] RBAG INFLATOR RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ROSELLE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours :
 In Service Date : 08/29/2003
 Months In Use : 101
 Engine Number : K24A41197882
 Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Selling Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monica Mendoza	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/13/2012 8:02:37 AM
Issue Owner : Monica Mendoza	Type 2 : Eligibility	Queue :	Close Date : 1/13/2012 8:02:45 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INFLATOR RECALL

*** CASE CREATE 1/13/2012 6:59:46 AM, mmendoz1

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/13/2012 7:00:42 AM, mmendoz1
into WIP default and Status of Solving.*** CASE MODIFY 1/13/2012 7:02:04 AM, mmendoz1
into WIP default and Status of Solving.*** CASE MODIFY 1/13/2012 7:09:11 AM, mmendoz1
into WIP default and Status of Solving.*** CASE MODIFY 1/13/2012 7:11:40 AM, mmendoz1
into WIP default and Status of Solving.*** NOTES 1/13/2012 8:02:14 AM, mmendoz1, Action Type : Call from Customer
Verified customer information:

The customer is calling AHM in regards to a recall inquiry. The customer stated they wanted to check if any recalls were outstanding, because he was online, and saw there was a recall released for the airbag. I informed the customer that at the moment there are no recalls that apply to this vehicle at the time. The customer stated his SRS light comes on and off intermittently, and feels its due to the recall. I advised the SRS is not affiliated with the recall recently releases. The customer understood and stated he will send in a letter to AHM expressing his concern to expand the OPDS warranty since he knows there are other vehicles that should be included. No further assistance required.

Contact number [REDACTED]

*** SUBCASE [REDACTED] CREATE 1/13/2012 8:02:37 AM, mmendoz1
Created in WIP Default with Due Date 1/13/2012 8:02:37 AM.*** CASE MODIFY 1/13/2012 8:02:43 AM, mmendoz1
into WIP default and Status of Solving.*** CASE CLOSE 1/13/2012 8:02:45 AM, mmendoz1
Status = Closed, Resolution Code = Instruction Given, State = Open*** SUBCASE [REDACTED] CLOSE 1/13/2012 8:02:45 AM, mmendoz1
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/15/2010 8:27:29 AM
Case Originator : Crystal Baldassarre (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/15/2010 8:34:00 AM
Case Owner : Crystal Baldassarre (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Baldassarre (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR IS LIT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1721
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : OKLAHOMA CITY, OK [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1721
VIN Type / No. : US VIN / 1HGCM566X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 81,000
In Service Date : 08/19/2003
Months In Use : 83
Engine Number : K24A41197915
Originating Dealer No. / Name : 207990 / FOWLER HONDA
Selling Dealer No. / Name : 207990 / FOWLER HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] PRODUCT	Subcase Close	Product	Fit/Finish/Quality	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2010 8:33:46 AM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 7/15/2010 8:33:59 AM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - SRS INDICATOR IS LIT

*** CASE CREATE 7/15/2010 8:27:29 AM, cbaldas

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 7/15/2010 8:27:45 AM, cbaldas

CAMPAIGN CHECK 07/15/2010 08:27:44 AM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03

*** CASE CLAIMS LOOKUP 7/15/2010 8:27:47 AM, cbaldas

CLAIM CHECK 07/15/2010 08:27:47 AM cbaldas

The following Claim History information was found

0; 2008-09-27; 207990; 199830; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 7/15/2010 8:27:48 AM, cbaldas

WARRANTY CHECK 07/15/2010 08:27:48 AM cbaldas

No data found for VIN.

*** CASE VSC LOOKUP 7/15/2010 8:27:50 AM, cbaldas

VSC-CUC CHECK 07/15/2010 08:27:50 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/15/2010 8:28:00 AM, cbaldas

CAMPAIGN CHECK 07/15/2010 08:28:00 AM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03

*** CASE CAMPAIGN LOOKUP 7/15/2010 8:28:45 AM, cbaldas

CAMPAIGN CHECK 07/15/2010 08:28:45 AM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03

*** CASE MODIFY 7/15/2010 8:29:01 AM, cbaldas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/15/2010 8:29:11 AM, cbaldas

CAMPAIGN CHECK 07/15/2010 08:29:10 AM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR IS LIT

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03

*** NOTES 7/15/2010 8:33:25 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his SRS indicator is lit and is inquiring if there are any recalls that may be related. ACS advised customer that he can view recall history online @ www.ahm-ownerlink.com by clicking on view recall information and entering his VIN. ACS advised customer that there were no recalls for SRS components. ACS encouraged customer to go to dealership for diagnosis as this could possibly cause his airbags to not deploy and that if the issue is because of a seat belt component covered under warranty that his diagnostic fee would be reimbursed and repair done at no cost. Customer required no further assistance. Case closed.

*** SUBCASE [REDACTED] CREATE 7/15/2010 8:33:46 AM, cbaldas

Created in WIP Default with Due Date 7/15/2010 8:33:46 AM.

*** SUBCASE [REDACTED] CLOSE 7/15/2010 8:33:59 AM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/15/2010 8:34:00 AM, cbaldas

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/19/2012 2:14:13 PM
 Case Originator : Sopana Sann (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/26/2012 11:41:17 AM
 Case Owner : Matt Caldarella (Team HG) Method : Phone Queue : Days Open : 7
 Last Closed By : Matt Caldarella (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (NARDY) -5B ██████████ OPDS UNIT CONCERNS. REQ. ASSIST. No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : STONY BROOK, NY ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56613A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 129,000
 In Service Date : 10/23/2003
 Months In Use : 107
 Engine Number : K24A41198980
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206698 / NARDY HONDA
 Phone No. : 631-724-0300
 Address : 559 MIDDLE COUNTY ROAD
 City / State / Zip : SAINT JAMES, NY 11780
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$120.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████-PRODUCT	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2012 7:00:47 AM
Issue Owner : Matt Caldarella	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/26/2012 11:41:13 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION - "SAFETY"		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : (NARDY) -5E [REDACTED] OPDS UNIT CONCERNS. REQ. ASSIST.

*** CASE CREATE 9/19/2012 2:14:13 PM, ssann

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/19/2012 2:14:22 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 9/19/2012 2:18:36 PM, ssann

into WIP default and Status of Solving.

*** NOTES 9/19/2012 2:25:33 PM, ssann, Action Type : Call from Customer

UPDATED the customer contact information.

The customer best contact number is: [REDACTED]

The customer called ACS and states that he recently took the vehicle to the dealership because of an SRS light. Customer was informed that the seat belt needs replacement and it would be covered under warranty. Customer was also informed that the OPDS unit is faulty and that he would need to replaced that for \$300. Customer states that he is in the process of buying another car and considering the Odyssey. Customer states that he owns another Honda vehicle and used to finance a Acura RL. Customer wants to know as a loyal Honda customer, will AHM do anything in regards to the repair cost.

ACS stated that ACS would be concerned also if the SRS light is on. ACS advised the customer that he is outside of the 3/36k which ever comes first warranty. ACS advised the customer that out of customer loyalty/satisfaction , ACS advised the customer that the case will be dispatch to a RCM for further review to see if there is any goodwill assistance outside the warranty period. ACS advised the customer that these cases are being reviewed on a case by case basis and that there is no guaranteed of assistance. ACS advised that a RCM will contact the customer by the end of the next business day.

The customer understood and ended the call.

Per Air Base: 2003 Accord, 2005 Civic, 2000 Acura 3.5RL

*** CASE MODIFY 9/19/2012 2:25:34 PM, ssann

into WIP default and Status of Solving.

*** CASE DISPATCH 9/19/2012 2:25:43 PM, ssann

from WIP default to Queue Honda Team G.

*** CASE MODIFY 9/19/2012 2:25:44 PM, ssann

into WIP default and Status of Solving.

*** CASE ACCEPT 9/19/2012 2:27:38 PM, mcaldare

from Queue Honda Team G to WIP ** default **.

*** CASE MODIFY 9/20/2012 6:59:16 AM, mcaldare

into WIP ** default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/20/2012 7:00:47 AM, mcaldare

Created in WIP Default with Due Date 9/20/2012 7:00:47 AM.

*** CASE MODIFY 9/20/2012 7:00:49 AM, mcaldare

into WIP ** default ** and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : (NARDY) -5B-[REDACTED] OPDS UNIT CONCERNS. REQ. ASSIST.

*** NOTES 9/20/2012 7:19:33 AM, mcaldare, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

[REDACTED] called American Honda stating their 2003 Honda Accord with 129K needs a new OPDS unit.

Please call AHM to discuss this case if you feel this is anything AHM should be assisting with.

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service
310-783-7735

*** NOTES 9/20/2012 7:28:54 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Mr. [REDACTED]. The customer was unavailable. I left a voice message for him stating that American Honda has received his case regarding his request for out of warranty goodwill consideration. I stated that AHM appreciates that he is a loyal Honda customer but informed him that this vehicle is 9 years in use with 130K. I stated that I will review this with Nardy Honda and call back this Tuesday. I provided my contact information for any questions or concerns.

*** COMMIT 9/20/2012 7:28:58 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 09/25/2012 05:00:00 PM.
review with dealership then customer

*** CASE MODIFY 9/20/2012 7:30:37 AM, mcaldare

into WIP ** default ** and Status of Solving.

*** NOTES 9/21/2012 10:48:30 AM, mcaldare, Action Type : Call to Dealer

I received a call from Tim, SM at Nardy Honda. He informed me that this customer does not have great service history with his dealership and his vehicle is 9 years old at this time. I stated that I agree this is well outside of the factory warranty. I stated that AHM is going to check for any additional Honda's owned and if there is nothing in his history, Honda is going to respectfully decline providing assistance towards this out of warranty repair.

*** CASE MODIFY 9/21/2012 10:48:43 AM, mcaldare

into WIP 5B and Status of Solving.

*** NOTES 9/24/2012 1:30:27 PM, cmsmith, Action Type : Call from Customer

The customer provided his case number

The customer called ACS and requested to speak to his RCM. ACS informed the customer that his RCM is not available. ACS offer to transfer the customer to the RCM's voicemail. The customer declined and stated that he would call back.

*** NOTES 9/24/2012 1:30:42 PM, mcaldare, Action Type : Note-General

I verified Mr. [REDACTED] has purchased three Honda vehicles. 2003 Accord, 2005 Civic and a 1999 Acura RL. He has a very limited service history.

*** NOTES 9/24/2012 1:32:40 PM, mcaldare, Action Type : Call to Dealer

I attempted to contact Tim, Sm at Nardy Honda. He was unavailable. I left a voice message for a call back to review this customer's request for assistance.

I am going to offer 25% towards this repair as the customer has been a loyal Honda customer.

Case History

Case ID : [REDACTED] Case Title : (NARDY) -5B-[REDACTED] - OPDS UNIT CONCERNS. REQ. ASSIST.

*** CASE MODIFY 9/24/2012 1:33:31 PM, mcaldare
into WIP 5B and Status of Solving.

*** NOTES 9/25/2012 10:44:27 AM, mcaldare, Action Type : Call to Dealer
I received a call back from Tim at Nardy and after further review, AHM has decided that this vehicle is not going to be receiving any goodwill consideration. This vehicle does currently have 130K and is 9 years in use.

*** NOTES 9/25/2012 10:52:34 AM, mcaldare, Action Type : Call to Customer
I attempted to contact Mr. [REDACTED] once again. The customer was unavailable. I left a voice message for the customer stating that AHM has reviewed his case and looked into his request for goodwill consideration. I stated that at this time, AHM is going to be respectfully declining any assistance towards the cost of this repair. I stated that Honda would appreciate a call back to acknowledge this message has been received. I am going to be trying once more on Friday and closing this case if there is no response by that time.

*** CASE FULFILL 9/25/2012 10:53:11 AM, mcaldare
Fulfilled for [REDACTED] due 09/25/2012 05:00:00 PM.

*** COMMIT 9/25/2012 10:53:12 AM, mcaldare, Action Type : N/A
Made to [REDACTED] due 09/28/2012 05:00:00 PM.
last attempt

*** CASE MODIFY 9/25/2012 10:53:22 AM, mcaldare
into WIP 5B and Status of Solving.

*** NOTES 9/25/2012 11:43:18 AM, swick, Action Type : Call for Case Mgr
The customer called ACS to speak with CM. CM was unavailable and the customer put in an escalation request.

*** NOTES 9/26/2012 11:18:56 AM, mcaldare, Action Type : Manager
I reviewed this case with my supervisor and was informed that the decision I have made should stand as this vehicle is well outside of the factory warranty. She asked that I call the customer back to relay this information. I agreed to do so.

*** NOTES 9/26/2012 11:39:08 AM, mcaldare, Action Type : Call to Customer
I called Mr. [REDACTED] to discuss his concerns with this vehicle's OPDS unit needing replacement. I stated that Honda has reviewed this request internally and has decided that no assistance will be providing towards the cost of this repair as this vehicle is currently 9 years in use with over 130K. The customer said that he figured since he has been a loyal Honda customer, we would pay for all of this repair. I respectfully declined. The customer asked if he could speak with someone higher than myself in the decision making process. I stated that I am the RCM and have also reviewed this with the RM who agreed with this decision. The customer understood. I thanked him for his time. Nothing further is required. Closing case.

*** CASE MODIFY 9/26/2012 11:39:25 AM, mcaldare
into WIP 5B and Status of Solving.

*** CASE MODIFY 9/26/2012 11:39:33 AM, mcaldare
into WIP 5B and Status of Solving.

*** CASE MODIFY 9/26/2012 11:40:19 AM, mcaldare
into WIP 5B and Status of Solving.

*** CASE MODIFY 9/26/2012 11:40:47 AM, mcaldare
into WIP 5B and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/26/2012 11:41:13 AM, mcaldare
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : (NARDY) -5B-[REDACTED] OPDS UNIT CONCERNS. REQ. ASSIST.

*** CASE MODIFY 9/26/2012 11:41:15 AM, mcaldare
into WIP 5B and Status of Solving.

*** CASE CLOSE 9/26/2012 11:41:17 AM, mcaldare
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/7/2012 10:14:04 AM
Case Originator : Robert Enriquez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/7/2012 10:18:23 AM
Case Owner : Robert Enriquez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Robert Enriquez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR/ND		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 6002
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HANOVER, MD [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6002
VIN Type / No. : US VIN / 1HGCM566X3A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 150,000
In Service Date : 08/31/2003
Months In Use : 112
Engine Number : K24A41200247
Originating Dealer No. / Name : 206772 / SPORT HONDA
Selling Dealer No. / Name : 206772 / SPORT HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 12/7/2012 10:18:09 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 12/7/2012 10:18:20 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR/ND

*** CASE CREATE 12/7/2012 10:14:04 AM, renrique

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 12/7/2012 10:14:19 AM, renrique

into WIP default and Status of Solving.

*** NOTES 12/7/2012 10:17:30 AM, renrique, Action Type : Call from Customer

Updated Customers Contact

Email was not provided

Best [REDACTED]

Customer called in stating that they would like to know if there is a recall for the passenger airbag sensor. Customer said that a SRS indicator is on now. Customer said that her daughter drives the vehicle so they do not know how long it has been on. Customer said that the indicator says the indicator has a person sitting with the seat belt (RED). Customer would like to know if there is any recall for the SRS indicator only.

ACS advised that there are no active recalls related to the SRS system. Customer thanked me and will be visiting a IRF. Customer needed no further assistance.

*** CASE MODIFY 12/7/2012 10:17:38 AM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 12/7/2012 10:17:46 AM, renrique

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/7/2012 10:18:09 AM, renrique

Created in WIP Default with Due Date 12/7/2012 10:18:09 AM.

*** SUBCASE [REDACTED] CLOSE 12/7/2012 10:18:20 AM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/7/2012 10:18:21 AM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 12/7/2012 10:18:23 AM, renrique

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/22/2010 10:51:42 AM
Case Originator :	Reginald Richardson (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/22/2010 11:03:29 AM
Case Owner :	Reginald Richardson (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Reginald Richardson (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - SRS CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 22 H
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MONROE TOWNSHIP, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 22 H
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 63,390
 In Service Date : 09/20/2003
 Months In Use : 81
 Engine Number : K24A41199656
 Originating Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Selling Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Phone No. : 732-985-0290
 Address : 50 ROUTE 1
 City / State / Zip : EDISON, NJ 08817
 Svc District / Sls District : 05F / G05
 Warranty Labor Rate / Date : \$123.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 6/22/2010 11:02:16 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 6/22/2010 11:03:29 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS CONCERN

*** CASE CREATE 6/22/2010 10:51:42 AM, rrichard

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 6/22/2010 10:51:43 AM, rrichard, Action Type :

updated and verified contact 7325219678

*** CASE CAMPAIGN LOOKUP 6/22/2010 10:51:49 AM, rrichard

CAMPAIGN CHECK 06/22/2010 10:51:48 AM rrichard

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE CAMPAIGN LOOKUP 6/22/2010 10:54:12 AM, rrichard

CAMPAIGN CHECK 06/22/2010 10:54:11 AM rrichard

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE EXTENDED WARRANTY LOOKUP 6/22/2010 10:54:16 AM, rrichard

WARRANTY CHECK 06/22/2010 10:54:16 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/22/2010 10:54:20 AM, rrichard

CLAIM CHECK 06/22/2010 10:54:20 AM rrichard

The following Claim History information was found

0; 2008-09-08; 207145; 147601; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL

A WIPER MTOR KIT. S/B# 08-043

*** CASE CAMPAIGN LOOKUP 6/22/2010 10:54:23 AM, rrichard

CAMPAIGN CHECK 06/22/2010 10:54:22 AM rrichard

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD W

*** CASE VSC LOOKUP 6/22/2010 10:54:24 AM, rrichard

VSC-CUC CHECK 06/22/2010 10:54:23 AM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/22/2010 10:57:27 AM, rrichard

CAMPAIGN CHECK 06/22/2010 10:57:26 AM rrichard

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS CONCERN

04-027; Q32; 03-04 RADIO DISPLAY; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD W

*** NOTES 6/22/2010 11:01:38 AM, rrichard, Action Type : Call from Customer

The customer is calling because his SRS light has been coming on intermittently for the past 2 weeks. The customer states that he took the vehicle to an IRF called 3 Guys Service Center on 06/10/10. The customer states that the IRF has not performed any work on the SRS system. I informed the customer that there are no recalls or warranty extensions on the SRS system. The customer states that he read online that he found that there was an issue with the OPDS for his vehicle. I informed the customer that his vehicle was not part of that warranty extension. The customer understood. I offered to provide the customer with the owner link information so he can access recall information, but he declined no further assistance was needed.

*** CASE MODIFY 6/22/2010 11:01:44 AM, rrichard

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/22/2010 11:01:46 AM, rrichard

WARRANTY CHECK 06/22/2010 11:01:46 AM rrichard
No data found for VIN.

*** CASE VSC LOOKUP 6/22/2010 11:01:50 AM, rrichard

VSC-CUC CHECK 06/22/2010 11:01:50 AM rrichard
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/22/2010 11:01:54 AM, rrichard

CLAIM CHECK 06/22/2010 11:01:54 AM rrichard
The following Claim History information was found
0; 2008-09-08; 207145; 147601; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL
A WIPER MTOR KIT. S/B# 08-043

*** SUBCASE [REDACTED] CREATE 6/22/2010 11:02:16 AM, rrichard

Created in WIP Default with Due Date 6/22/2010 11:02:16 AM.

*** SUBCASE [REDACTED] CLOSE 6/22/2010 11:03:29 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/22/2010 11:03:29 AM, rrichard

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/22/2010 2:09:44 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/22/2010 2:28:40 PM
 Case Owner : Crystal Baldassarre (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Baldassarre (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS INDICATOR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 22 H
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : MONROE TOWNSHIP, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 22 H
 VIN Type / No. : US VIN / 1HGCM56633A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 63,000
 In Service Date : 09/20/2003
 Months In Use : 81
 Engine Number : K24A41199656
 Originating Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Selling Dealer No. / Name : 207145 / OPEN ROAD HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT	Subcase Close	Product	Fit/Finish/Quality	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Product	Status : Subcase Close	Open Date : 6/22/2010 2:28:27 PM
Issue Owner : Crystal Baldassarre	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 6/22/2010 2:28:39 PM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Referred to Website
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR

*** CASE CREATE 6/22/2010 2:09:44 PM, cbaldas

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 6/22/2010 2:09:53 PM, cbaldas

CAMPAIGN CHECK 06/22/2010 02:09:52 PM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WI

*** CASE VSC LOOKUP 6/22/2010 2:09:54 PM, cbaldas

VSC-CUC CHECK 06/22/2010 02:09:54 PM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/22/2010 2:09:58 PM, cbaldas

CLAIM CHECK 06/22/2010 02:09:58 PM cbaldas

The following Claim History information was found

0; 2008-09-08; 207145; 147601; 510; 7401C7 ; INSPECT AND REPLACE FRONT WIPER MOTOR, AND/OR INSTALL

A WIPER MTOR KIT. S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 6/22/2010 2:09:59 PM, cbaldas

WARRANTY CHECK 06/22/2010 02:09:59 PM cbaldas

No data found for VIN.

*** CASE MODIFY 6/22/2010 2:10:27 PM, cbaldas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/22/2010 2:19:40 PM, cbaldas

CAMPAIGN CHECK 06/22/2010 02:19:39 PM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WI

*** NOTES 6/22/2010 2:28:10 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his SRS indicator is lit up. Customer called to find out what could cause the SRS indicator to come on and if any of these components are covered under warranty. ACS advised customer that should the seat belt, seat belt buckle, or seat belt buckle sensors trigger the SRS indicator that these components are covered under warranty and any diagnostic charged would be refunded and the repair done at no cost.

ACS advised customer if it was an airbag component such as an OPDS module or the airbag system computer that these types of components would no longer be covered under warranty as he is outside of the 3yrs/36k mile new vehicle warranty for coverage on these types of repairs by 4 yrs/27k miles. ACS advised customer that he can review recall and extended warranty coverage history for his vehicle online @ www.ahm-ownerlink.com as well as review regular warranty

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR

Customer inquired about recalls for his vehicle and ACS advised customer that he did not have any active recalls on his vehicle at this time. Customer inquired that if a recall were issued for his vehicle and he didn't have it repaired would he still be able to do so after several years and ACS advised that yes he could do so. Customer inquired what to do if the dealership wanted to charge him for a warranty repair and ACS advised customer to call back and let us know and provided him with his case number.

Customer required no further assistance. Case closed.

*** SUBCASE [REDACTED] CREATE 6/22/2010 2:28:27 PM, cbaldas

Created in WIP Default with Due Date 6/22/2010 2:28:27 PM.

*** SUBCASE [REDACTED] CLOSE 6/22/2010 2:28:39 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/22/2010 2:28:40 PM, cbaldas

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2011 8:58:33 AM
Case Originator : Kim Mercado (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/2/2011 9:10:00 AM
Case Owner : Kim Mercado (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kim Mercado (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 05B - [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 55 W
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SYOSSET, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 55 W
VIN Type / No. : US VIN / 1HGCM56683A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 102,000
In Service Date : 08/22/2003
Months In Use : 100
Engine Number : K24A41200354
Originating Dealer No. / Name : 207263 / LIA HONDA
Selling Dealer No. / Name : 207263 / LIA HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206967 / HUNTINGTON HONDA
Phone No. : 631-423-6000
Address : 1055 E.JERICHO TRNPKE
City / State / Zip : HUNTINGTON, NY 11743
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$112.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2011 9:09:11 AM
Issue Owner : Kim Mercado	Type 2 : Operation	Queue :	Close Date : 12/2/2011 9:09:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 05B - [REDACTED] - SRS LIGHT ON

*** CASE CREATE 12/2/2011 8:58:33 AM, kmercado

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 12/2/2011 9:08:13 AM, kmercado, Action Type : Call from Customer

Verified customer's information

Best contact number [REDACTED]

Customer states his airbag light is on. He has contacted the Huntington Honda who informed the customer that his vehicle is not part of the newly announced airbag recall and that he would need to pay for the repair on his own, but if his vehicle is added to the campaign at a later date he could request a reimbursement. Customer states he is taking the vehicle in for service bulletin 10-059 Safety Recall: Accord, Civic, and Element Ignition Switch Key Interlock and service bulletin 08-043 Safety Recall: Windshield Wiper Motor Does Not Work items today.

ACS advised the customer that information provided by the dealership was correct and provided him with the case number for future reference.

Customer understood, thanked me for the information provided and required no further assistance.

*** CASE MODIFY 12/2/2011 9:08:31 AM, kmercado

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 12/2/2011 9:09:11 AM, kmercado

Created in WIP Default with Due Date 12/2/2011 9:09:11 AM.

*** SUBCASE [REDACTED] CLOSE 12/2/2011 9:09:55 AM, kmercado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/2/2011 9:09:56 AM, kmercado

into WIP default and Status of Solving.

*** CASE CLOSE 12/2/2011 9:10:00 AM, kmercado

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 9/17/2010 3:38:14 PM
Case Originator : Mycah Wimby (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/17/2010 3:42:02 PM
Case Owner : Mycah Wimby (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mycah Wimby (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 120
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : MURFREESBORO, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JW / A
Miles / Hours : 108,000
In Service Date : 08/27/2003
Months In Use : 85
Engine Number : K24A41201437
Originating Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
Selling Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mycah Wimby	Type 1 : Product	Status : Subcase Close	Open Date : 9/17/2010 3:41:36 PM
Issue Owner : Mycah Wimby	Type 2 : Operation	Queue :	Close Date : 9/17/2010 3:42:01 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 9/17/2010 3:38:14 PM, mwimby

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/17/2010 3:41:21 PM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions: Customer called ACS and stated that her SRS light is on and she wanted to know if it is something she can do to turn it off or is triggering it to be on.

Inbound Summary: ACS advised customer that no it is not. ACS advised that it needs to be checked to see why it is on and is on because one of the SRS systems is not working as it should. Customer understood. No further assistance needed.

*** SUBCASE [REDACTED] CREATE 9/17/2010 3:41:36 PM, mwimby

Created in WIP Default with Due Date 9/17/2010 3:41:36 PM.

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2010 3:41:47 PM, mwimby

WARRANTY CHECK 09/17/2010 03:41:47 PM mwimby

No data found for VIN.

*** CASE VSC LOOKUP 9/17/2010 3:41:48 PM, mwimby

VSC-CUC CHECK 09/17/2010 03:41:48 PM mwimby

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/17/2010 3:41:53 PM, mwimby

CAMPAIGN CHECK 09/17/2010 03:41:53 PM mwimby

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 07/15/08; FX;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03

*** CASE CLAIMS LOOKUP 9/17/2010 3:41:56 PM, mwimby

CLAIM CHECK 09/17/2010 03:41:56 PM mwimby

The following Claim History information was found

0; 2008-07-14; 207962; 249321; 510; 0101E4 ; RADIO PRINTED CIRCUIT BOARD - REPLACE. S/B# 04-027

*** CASE MODIFY 9/17/2010 3:41:57 PM, mwimby

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/17/2010 3:42:01 PM, mwimby

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/17/2010 3:42:02 PM, mwimby

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/3/2011 7:10:41 AM
Case Originator :	Laura Aldrich (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/3/2011 7:14:47 AM
Case Owner :	Laura Aldrich (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Laura Aldrich (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SRS LIGHT/CAMPAIGN			No. of Attachments :	0		

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	DECATUR, GA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM56353A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5633PLW / A
Miles / Hours :	70,000
In Service Date :	09/27/2003
Months In Use :	93
Engine Number :	K24A41200222
Originating Dealer No. / Name :	207441 / CURRY HONDA
Selling Dealer No. / Name :	207441 / CURRY HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	
Phone No. :	
Address :	
City / State / Zip :	
Svc District / Sls District :	/
Warranty Labor Rate / Date :	/
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/3/2011 7:14:27 AM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 6/3/2011 7:14:43 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT/CAMPAIGN

*** CASE CREATE 6/3/2011 7:10:41 AM, laldrich

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/3/2011 7:11:45 AM, laldrich

into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2011 7:11:52 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 6/3/2011 7:14:10 AM, laldrich, Action Type : Call from Customer

The customer's information was updated with the new address. The customer is calling AHM to inquire if the vehicle is included in any recall for the airbag. the SRS light is illuminated.

Per CRMs, I verified the vehicle isn't included in any campaign at this time.

*** SUBCASE [REDACTED] CREATE 6/3/2011 7:14:27 AM, laldrich

Created in WIP Default with Due Date 6/3/2011 7:14:27 AM.

*** SUBCASE [REDACTED] CLOSE 6/3/2011 7:14:43 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/3/2011 7:14:44 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 6/3/2011 7:14:47 AM, laldrich

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 7/29/2009 4:46:42 PM
Case Originator : Sekou Stewart (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/29/2009 5:02:48 PM
Case Owner : Sekou Stewart (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Sekou Stewart (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1651
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SOUTHAMPTON, PA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56193A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5613PLW / A
Miles / Hours : 54,350
In Service Date : 02/10/2004
Months In Use : 65
Engine Number : K24A41202878
Originating Dealer No. / Name : 207793 / KEENAN HONDA
Selling Dealer No. / Name : 207793 / KEENAN HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sekou Stewart	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2009 4:50:28 PM
Issue Owner : Sekou Stewart	Type 2 : Operation	Queue :	Close Date : 7/29/2009 5:02:48 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 7/29/2009 4:46:42 PM, sstewart

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 7/29/2009 4:46:50 PM, sstewart

CAMPAIGN CHECK 07/29/2009 04:46:50 PM sstewart

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/05/08; FX;

*** CASE CAMPAIGN LOOKUP 7/29/2009 4:49:06 PM, sstewart

CAMPAIGN CHECK 07/29/2009 04:49:06 PM sstewart

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/05/08; FX;

*** CASE CAMPAIGN LOOKUP 7/29/2009 4:49:14 PM, sstewart

CAMPAIGN CHECK 07/29/2009 04:49:14 PM sstewart

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/05/08; FX;

*** CASE CAMPAIGN LOOKUP 7/29/2009 4:49:58 PM, sstewart

CAMPAIGN CHECK 07/29/2009 04:49:58 PM sstewart

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 08/05/08; FX;

*** SUBCASE [REDACTED] CREATE 7/29/2009 4:50:28 PM, sstewart

Created in WIP Default with Due Date 7/29/2009 4:50:28 PM.

*** NOTES 7/29/2009 5:02:38 PM, sstewart, Action Type : Call from Customer

Verified Customer Contact Information

Contact Number:

Situation:

Customer has SRS light that will not go off.

Request:

Customer wants to know if there is a history of SRS light issues.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT

Probing question:

Customer reading on internet that his make/model vehicle has a history of SRS/OPDS system issues.

Inbound conclusion:

ACS advised customer that his VIN was not part of campaign regarding SRS light. Customer has no other issues at this time.

*** SUBCASE [REDACTED] CLOSE 7/29/2009 5:02:48 PM, sstewart

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2009 5:02:48 PM, sstewart

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 5/14/2013 1:23:51 PM
 Case Originator : Sopana Sann (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/14/2013 2:04:28 PM
 Case Owner : Sopana Sann (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sopana Sann (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIRBAG LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 181
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : LAKE HIAWATHA, NJ ██████████
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56393A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 74,000
 In Service Date : 09/01/2003
 Months In Use : 116
 Engine Number : K24A41200846
 Originating Dealer No. / Name : 207167 / JOYCE HONDA
 Selling Dealer No. / Name : 207167 / JOYCE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207167 / JOYCE HONDA
 Phone No. : 973-361-3000
 Address : 3166 ROUTE 10
 City / State / Zip : DENVILLE, NJ 07834
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$118.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sopana Sann	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2013 2:04:00 PM
Issue Owner : Sopana Sann	Type 2 : Operation	Queue :	Close Date : 5/14/2013 2:04:28 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Referred to Dealer, Documented Concern,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT ON

*** CASE CREATE 5/14/2013 1:23:51 PM, ssann

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/14/2013 1:24:15 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2013 1:25:05 PM, ssann

into WIP default and Status of Solving.

*** NOTES 5/14/2013 1:33:11 PM, ssann, Action Type : Call from Customer

Updated info:

Best # [REDACTED]

Customer states that the airbag light is on whenever she put on her seat belt. Customer states that she has a friend who had a 2001 Honda that had over 100k miles having her seat belt light fixed. Customer states that she called JOYCE HONDA who told her that they will charge \$123 to look into the concerns. Customer states that she is concerned because her warranty booklet states that the airbag will not deploy if that light is on. Customer wants to know if she is covered under warranty.

ACS stated that ACS understands why she would be concerned because of the airbag light. ACS appreciates the customer for taking the time to voice her concerns. ACS advised customer that there is no way of knowing what is wrong with the vehicle without her taking the vehicle to Honda dealership. ACS advised the customer that the seatbelt mechanical component is covered though out the life of the vehicle. ACS advised the customer to take vehicle to dealership to determine issue. ACS advised customer that the prices on diagnose will range from dealership to dealership.

Customer understood, call end.

*** CASE MODIFY 5/14/2013 1:33:13 PM, ssann

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/14/2013 2:04:00 PM, ssann

Created in WIP Default with Due Date 5/14/2013 2:04:00 PM.

*** CASE MODIFY 5/14/2013 2:04:26 PM, ssann

into WIP default and Status of Solving.

*** CASE CLOSE 5/14/2013 2:04:28 PM, ssann

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE [REDACTED] CLOSE 5/14/2013 2:04:28 PM, ssann

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/2/2011 7:02:34 AM
Case Originator : Tara Limun (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/2/2011 7:04:46 AM
Case Owner : Tara Limun (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tara Limun (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 3936
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : MARIETTA, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3936
VIN Type / No. : US VIN / 1HGCM56623A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5663JNW / A
Miles / Hours : 65,000
In Service Date : 09/01/2003
Months In Use : 92
Engine Number : K24A41204842
Originating Dealer No. / Name : 809954 / HONDA OF AMERICA MFG INC
Selling Dealer No. / Name : 809954 / HONDA OF AMERICA MFG INC
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 5/2/2011 7:03:20 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 5/2/2011 7:04:45 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT COMPLAINT

*** CASE CREATE 5/2/2011 7:02:34 AM, tlimun

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/2/2011 7:02:35 AM, tlimun, Action Type :

ACS updated customer contact info and best contact number [REDACTED]

The customer called ACS and advised that she took his vehicle into Honda due to the SRS light. Customer stated the SRS light indicator light came on and was advised the SRS sensor needs to be replaced. Customer did not provide the name of the Honda dlr, SA, repair cost. Customer is under of the impression the sensor is under the lifetime warranty. Customer thanked

*** SUBCASE [REDACTED] 1 CREATE 5/2/2011 7:03:20 AM, tlimun

Created in WIP Default with Due Date 5/2/2011 7:03:20 AM.

*** SUBCASE [REDACTED] CLOSE 5/2/2011 7:04:45 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/2/2011 7:04:46 AM, tlimun

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/10/2009 6:33:07 AM
 Case Originator : Guillermo Delgado (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/10/2009 6:41:57 AM
 Case Owner : Guillermo Delgado (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Guillermo Delgado (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS INDICATOR ON COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : HIGH POINT, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 62,000
 In Service Date : 10/02/2003
 Months In Use : 71
 Engine Number : K24A41207359
 Originating Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Selling Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2009 6:38:36 AM
Issue Owner : Guillermo Delgado	Type 2 : Operation	Queue :	Close Date : 9/10/2009 6:41:57 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ON COMPLAINT

*** CASE CREATE 9/10/2009 6:33:07 AM, gdelgado
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/10/2009 6:33:14 AM, gdelgado
WARRANTY CHECK 09/10/2009 06:33:14 AM gdelgado
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/10/2009 6:33:16 AM, gdelgado
CLAIM HISTORY CHECK 09/10/2009 06:33:16 AM gdelgado
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/10/2009 6:33:21 AM, gdelgado
CAMPAIGN CHECK 09/10/2009 06:33:21 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE VSC LOOKUP 9/10/2009 6:33:23 AM, gdelgado
VSC-CUC CHECK 09/10/2009 06:33:22 AM gdelgado
No data found for VIN.

*** CASE MODIFY 9/10/2009 6:33:25 AM, gdelgado
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/10/2009 6:33:28 AM, gdelgado
VSC-CUC CHECK 09/10/2009 06:33:28 AM gdelgado
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/10/2009 6:33:37 AM, gdelgado
CAMPAIGN CHECK 09/10/2009 06:33:37 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE MODIFY 9/10/2009 6:33:39 AM, gdelgado
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/10/2009 6:33:46 AM, gdelgado
CAMPAIGN CHECK 09/10/2009 06:33:46 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE MODIFY 9/10/2009 6:33:48 AM, gdelgado
into WIP default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] SRS INDICATOR ON COMPLAINT

*** CASE CAMPAIGN LOOKUP 9/10/2009 6:34:13 AM, gdelgado
CAMPAIGN CHECK 09/10/2009 06:34:13 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE MODIFY 9/10/2009 6:38:29 AM, gdelgado
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/10/2009 6:38:36 AM, gdelgado
Created in WIP Default with Due Date 9/10/2009 6:38:36 AM.

*** CASE MODIFY 9/10/2009 6:39:24 AM, gdelgado
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/10/2009 6:39:36 AM, gdelgado
VSC-CUC CHECK 09/10/2009 06:39:35 AM gdelgado
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/10/2009 6:39:41 AM, gdelgado
CAMPAIGN CHECK 09/10/2009 06:39:40 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE CLAIMS LOOKUP 9/10/2009 6:39:42 AM, gdelgado
CLAIM HISTORY CHECK 09/10/2009 06:39:42 AM gdelgado
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/10/2009 6:39:44 AM, gdelgado
WARRANTY CHECK 09/10/2009 06:39:44 AM gdelgado
No data found for VIN.

*** CASE MODIFY 9/10/2009 6:39:50 AM, gdelgado
into WIP default and Status of Solving.

*** NOTES 9/10/2009 6:41:49 AM, gdelgado, Action Type : Call from Customer
Contact information is verified. Customer would like to know if his vehicle has SRS light or air bag recall. After my search, I located no recall for SRS. Customer would like to file a complaint due to bad SRS system. I apologized and told him I will document his concern. He thanked me and we ended our call.

*** CASE MODIFY 9/10/2009 6:41:51 AM, gdelgado
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/10/2009 6:41:57 AM, gdelgado
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/10/2009 6:41:57 AM, gdelgado

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INDICATOR ON COMPLAINT

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/14/2010 8:16:50 AM
Case Originator : Mercedes Jackson (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/14/2010 8:21:14 AM
Case Owner : Mercedes Jackson (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mercedes Jackson (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT IS ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1089
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : AKRON, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCM56303A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 69,500
In Service Date : 09/13/2003
Months In Use : 85
Engine Number : K24A41206999
Originating Dealer No. / Name : 208314 / SUNNYSIDE HONDA OF SANDUSKY
Selling Dealer No. / Name : 208314 / SUNNYSIDE HONDA OF SANDUSKY
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mercedes Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2010 8:20:59 AM
Issue Owner : Mercedes Jackson	Type 2 : Operation	Queue :	Close Date : 10/14/2010 8:21:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 15 - Seat Belts
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [REDACTED] Case Title : [REDACTED] - SRS LIGHT IS ON

*** CASE CREATE 10/14/2010 8:16:50 AM, mjackso3

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/14/2010 8:20:04 AM, mjackso3

WARRANTY CHECK 10/14/2010 08:20:04 AM mjackso3

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/14/2010 8:20:12 AM, mjackso3

CLAIM CHECK 10/14/2010 08:20:12 AM mjackso3

The following Claim History information was found

0; 2008-09-15; 207128; 312227; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE CAMPAIGN LOOKUP 10/14/2010 8:20:17 AM, mjackso3

CAMPAIGN CHECK 10/14/2010 08:20:17 AM mjackso3

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 09/15/08; FX;

10-059;

*** CASE VSC LOOKUP 10/14/2010 8:20:19 AM, mjackso3

VSC-CUC CHECK 10/14/2010 08:20:19 AM mjackso3

No data found for VIN.

*** NOTES 10/14/2010 8:20:28 AM, mjackso3, Action Type : Call from Customer

Best contact number, [REDACTED]

The customer's SRS light is on and she will be taking the vehicle to the dealer in 2 weeks. She was advised that they would be charging \$94 diagnostic fee and whatever the cost to repair the vehicle. They believe that it may just be a sensor but need to see the vehicle to be sure.

The customer would like to know what the warranty is for her seat belt.

I advised the customer that the seat belt warranty covers the life of the vehicle, but for the components that allow the seat belt to buckle and unbuckle only.

The customer understood and no further assistance was needed at this time.

*** SUBCASE [REDACTED] CREATE 10/14/2010 8:20:59 AM, mjackso3

Created in WIP Default with Due Date 10/14/2010 8:20:59 AM.

*** SUBCASE [REDACTED] CLOSE 10/14/2010 8:21:14 AM, mjackso3

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/14/2010 8:21:14 AM, mjackso3

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/21/2010 12:29:06 PM
Case Originator : Michael Hancock	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/21/2010 12:34:30 PM
Case Owner : Michael Hancock	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Michael Hancock	Point of Origin :	Customer	Wipbin :			
Case Title : [REDACTED] - Q96/RADIO CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : COVINGTON, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56363A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 150,000
 In Service Date : 11/07/2003
 Months In Use : 77
 Engine Number : K24A41208402
 Originating Dealer No. / Name : 208311 / KUNI HONDA
 Selling Dealer No. / Name : 208311 / KUNI HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CAMPAI Subcase Close	Campaign	Eligibility	752	SRS
[REDACTED]	Subcase Close	Product	Operation	010	Radio, EQ & CD

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/21/2010 12:31:41 PM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 4/21/2010 12:31:53 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2010 12:32:19 PM
Issue Owner : Michael Hancock	Type 2 : Operation	Queue :	Close Date : 4/21/2010 12:32:28 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
 Condition Code Desc : Other 010X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q96/RADIO CONCERN

*** CASE CREATE 4/21/2010 12:29:06 PM, mhancock
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/21/2010 12:29:09 PM, mhancock
WARRANTY CHECK 04/21/2010 12:29:09 PM mhancock
No data found for VIN.

*** CASE CLAIMS LOOKUP 4/21/2010 12:29:12 PM, mhancock
CLAIM HISTORY CHECK 04/21/2010 12:29:11 PM mhancock
No data found for VIN.

*** CASE VSC LOOKUP 4/21/2010 12:29:14 PM, mhancock
VSC-CUC CHECK 04/21/2010 12:29:14 PM mhancock
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/21/2010 12:29:19 PM, mhancock
CAMPAIGN CHECK 04/21/2010 12:29:19 PM mhancock
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; NU;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE CLAIMS LOOKUP 4/21/2010 12:29:20 PM, mhancock
CLAIM HISTORY CHECK 04/21/2010 12:29:20 PM mhancock
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/21/2010 12:30:45 PM, mhancock
CAMPAIGN CHECK 04/21/2010 12:30:45 PM mhancock
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; NU;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE CAMPAIGN LOOKUP 4/21/2010 12:30:54 PM, mhancock
CAMPAIGN CHECK 04/21/2010 12:30:54 PM mhancock
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; NU;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE MODIFY 4/21/2010 12:31:13 PM, mhancock
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/21/2010 12:31:15 PM, mhancock
WARRANTY CHECK 04/21/2010 12:31:15 PM mhancock
No data found for VIN.

*** CASE CLAIMS LOOKUP 4/21/2010 12:31:18 PM, mhancock
CLAIM HISTORY CHECK 04/21/2010 12:31:18 PM mhancock

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q96/RADIO CONCERN

No data found for VIN.

*** CASE VSC LOOKUP 4/21/2010 12:31:21 PM, mhancock

VSC-CUC CHECK 04/21/2010 12:31:21 PM mhancock

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/21/2010 12:31:26 PM, mhancock

CAMPAIGN CHECK 04/21/2010 12:31:26 PM mhancock

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; NU;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** SUBCASE [REDACTED] CREATE 4/21/2010 12:31:41 PM, mhancock

Created in WIP Default with Due Date 4/21/2010 12:31:41 PM.

*** SUBCASE [REDACTED] CLOSE 4/21/2010 12:31:53 PM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 4/21/2010 12:32:19 PM, mhancock

Created in WIP Default with Due Date 4/21/2010 12:32:19 PM.

*** SUBCASE [REDACTED] CLOSE 4/21/2010 12:32:28 PM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/21/2010 12:34:28 PM, mhancock, Action Type : Call from Customer

I updated the customer's information

The customer called AHM to inquire if the vehicle is affected by the air bag recall. The customer stated that the vehicle's SRS light is coming on and would like to know if the recall is causing the SRS light issue. The customer stated that his radio made a popping noise and the SRS light came on. I informed the customer that the vehicle is not included in the airbag recall but I informed the customer that the recall will not fix her SRS light. I informed the customer that the recall is in regards to the airbag inflator replacement and will not cause the light to come on.

I informed the customer that for the radio issue he will need to take the vehicle to a dealership to have the radio inspected. The customer understood and was informed about the wiper motor recall. The customer sought no further assistance and the call ended.

*** CASE CLOSE 4/21/2010 12:34:30 PM, mhancock

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 10/17/2008 8:05:50 AM
Case Originator : Johnny Torres (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/17/2008 8:06:31 AM
Case Owner : Johnny Torres (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Johnny Torres (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS RECALL INQUIRY		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1010
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MIAMI, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1010
VIN Type / No. : US VIN / 1HGCM56493A [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5643EW / A
Miles / Hours : 62,000
In Service Date : 09/22/2003
Months In Use : 61
Engine Number : K24A41208920
Originating Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
Selling Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Torres	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/17/2008 8:06:13 AM
Issue Owner : Johnny Torres	Type 2 : Eligibility	Queue :	Close Date : 10/17/2008 8:06:31 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS RECALL INQUIRY

*** NOTES 10/17/2008 8:05:50 AM, jtorres, Action Type :

Verified contact info 3052382650

The customer called states that his SRS light is on and wanted to know if there were any open recalls on the SRS system. I advised the customer that there are no open recalls on his vehicle for the SRS system. I advised the customer that since the vehicle is outside of the factory warranty and there are no open recalls any repairs would be at the owners expense.

I asked the customer if any further assistance was needed, customer declined.

I thanked the customer for calling AHM.

*** CASE CREATE 10/17/2008 8:05:50 AM, jtorres

Contact = ERNEST BLUM, Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 10/17/2008 8:06:13 AM, jtorres

Created in WIP Default with Due Date 10/17/2008 8:06:13 AM.

*** CASE MODIFY 10/17/2008 8:06:19 AM, jtorres

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/17/2008 8:06:31 AM, jtorres

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/17/2008 8:06:31 AM, jtorres

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/11/2008 1:27:35 PM
 Case Originator : Karen Rivas (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 7/1/2008 3:24:31 PM
 Case Owner : Seth King (Team AB) Method : Fax Queue : Days Open : 20
 Last Closed By : Seth King (Team AB) Point of Origin : Customer Wipbin :
 Case Title : 7R - ██████████, ██████████ - SRS LIGHT / BAD AIR BAG No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MIAMI, FL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 3HGCM56323G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 40,432
 In Service Date : 02/17/2003
 Months In Use : 64
 Engine Number : K24A41401210
 Originating Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDER
 Selling Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDERD
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207367 / BRAMAN HONDA
 Phone No. : 305-266-9900
 Address : 7000 CORAL WAY
 City / State / Zip : MIAMI, FL 33155
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████	PRO Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Seth King	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2008 6:14:04 AM
Issue Owner : Seth King	Type 2 : Operation	Queue :	Close Date : 7/1/2008 3:24:19 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer Part, Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06770-SDA-A80ZA	AIRBAG *NH167L*	Not Applicable

Case History

Case ID : [REDACTED]

Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

*** CASE CREATE 6/11/2008 1:27:35 PM, krivas

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 6/11/2008 1:27:36 PM, krivas, Action Type :

On 06/10/08 ACS received a 4-page fax from customer.

*** CASE MODIFY 6/11/2008 1:28:41 PM, krivas

into WIP default and Status of Solving.

*** CASE DISPATCH 6/11/2008 1:28:46 PM, krivas

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 6/11/2008 1:32:31 PM, kogawa

from Queue Honda Team E to WIP Default.

*** CASE MODIFY 6/11/2008 3:02:13 PM, kogawa

into WIP Default and Status of Solving.

*** NOTES 6/11/2008 3:02:48 PM, kogawa, Action Type : Note-General

Case was incorrectly coded as 7M. It should be 7R.

*** CASE ASSIGN 6/11/2008 3:02:58 PM, kogawa

[REDACTED] to sking, WIP

*** CASE RULE ACTION 6/11/2008 3:02:59 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 6/12/2008 6:01:37 AM, sking, Action Type : N/A

Made to [REDACTED] due 06/12/2008 01:30:00 PM.

contact cust - BEFORE 1:30 PM

*** CASE MODIFY 6/12/2008 6:01:54 AM, sking

into WIP New and Status of Solving.

*** CASE MODIFY 6/12/2008 6:02:12 AM, sking

into WIP New and Status of Solving.

*** CASE MODIFY 6/12/2008 6:03:05 AM, sking

into WIP New and Status of Solving.

*** CASE MODIFY 6/12/2008 6:03:34 AM, sking

into WIP New and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/12/2008 6:05:18 AM, sking

WARRANTY CHECK 06/12/2008 06:05:18 AM sking

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/12/2008 6:05:21 AM, sking

CLAIM HISTORY CHECK 06/12/2008 06:05:21 AM sking

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/12/2008 6:05:31 AM, sking

CAMPAIGN CHECK 06/12/2008 06:05:31 AM sking

Case History

Case ID : [REDACTED]

Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 02/24/05; FX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/24/0

*** CASE VSC LOOKUP 6/12/2008 6:06:04 AM, sking

VSC CHECK 06/12/2008 06:06:04 AM sking
The following VSC information was found
; ; ; ; ; ; ; ; 0;0;0.0

*** CASE CUC LOOKUP 6/12/2008 6:06:04 AM, sking

CUC CHECK 06/12/2008 06:06:04 AM sking
The following CUC information was found
[REDACTED]E;ACTIVE;105000;15345;50400;2006-02-17;2010-02-17;;2004-04-22;2004-04-22;208325;;0;2004-04-3
0;2004-04-26

*** CASE MODIFY 6/12/2008 6:06:10 AM, sking

into WIP New and Status of Solving.

*** CASE MODIFY 6/12/2008 6:07:49 AM, sking

into WIP New and Status of Solving.

*** NOTES 6/12/2008 6:12:37 AM, sking, Action Type : Letter/Fax

Letter Notes:

Customer stated the air bag light came on. On 06/06/2008 the customer took the vehicle to Braman Honda who diagnosed a faulty air bag (p/n: 06770-SDA-A80Z A, cost = \$678.02). Customer would like AHM to cover the cost of the repairs as this is a safety item.

Customer's Expectations: Replace the failed part at no cost to the customer.

Justification for Customer's Expectations: Customer feels such an important safety part should not have failed particularly given the excellent car care and the relatively low mileage.

*** CASE MODIFY 6/12/2008 6:13:15 AM, sking

into WIP New and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/12/2008 6:14:04 AM, sking

Created in WIP Default with Due Date 6/12/2008 6:14:04 AM.

*** CASE MODIFY 6/12/2008 6:14:29 AM, sking

into WIP New and Status of Solving.

*** CASE MODIFY 6/12/2008 9:16:49 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY 6/12/2008 9:18:15 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/12/2008 9:19:05 AM, sking, Action Type : Call to Customer

Called and spoke to customer, [REDACTED] and before I could say anything the customer requested I call him back in about 30 minutes.

Case History

Case ID : [REDACTED]

Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

Informed customer I will contact him back in 30 minutes.

*** CASE MODIFY 6/12/2008 9:19:12 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** CASE FULFILL 6/12/2008 9:19:14 AM, sking

Fulfilled for [REDACTED] due 06/12/2008 01:30:00 PM.

*** COMMIT 6/12/2008 9:19:17 AM, sking, Action Type : N/A

call cust - before 10:00 am

*** CASE MODIFY 6/12/2008 9:19:42 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/12/2008 10:07:07 AM, sking, Action Type : Call to Customer

Called and spoke to customer, [REDACTED] and introduced myself as the RCM and informed customer this call may be monitored or recorded for quality purposes.

Customer stated he first noticed the SRS light on about a month and a half ago so he took the vehicle to Braman Honda and they diagnosed low voltage and replaced the battery. Customer stated the SRS light came back on shortly after he picked up the vehicle so he took the vehicle back to Braman Honda who then diagnosed a bad air bag unit. Customer stated the vehicle has not been repaired yet and that he currently has possession of the vehicle. Customer stated he has always had the vehicle maintained at Braman Honda. Customer stated he expects this to be covered as it is related to safety. Informed customer I understand where he is coming from but that it along with the vehicle was covered for 3yr/36K miles which has now expired. Informed customer this vehicle is outside the warranty parameters and any assistance offered would be considered a one time goodwill gesture which AHM has no obligations to provide for this vehicle.

Customer's Expectations: Replace the failed part at no cost to the customer.

Justification for Customer's Expectations: Customer feels such an important safety part should not have failed particularly given the excellent car care and the relatively low mileage.

Informed customer I will need to get in contact with the dealer for the diagnosis and will contact him back no later than Tuesday 06/17.

*** CASE MODIFY 6/12/2008 10:07:10 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** CASE FULFILL 6/12/2008 10:07:13 AM, sking

Fulfilled for [REDACTED] due 06/12/2008 10:00:00 AM.

*** COMMIT 6/12/2008 10:07:23 AM, sking, Action Type : N/A

call dlr for diag - BRAMAN (dlr call back?)

*** COMMIT 6/12/2008 10:07:41 AM, sking, Action Type : N/A

follow up w/ cust on repairs

*** CASE MODIFY 6/12/2008 10:07:53 AM, sking

into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY 6/13/2008 10:57:31 AM, sking

into WIP 7R - Dealers and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

*** CASE MODIFY 6/16/2008 8:31:42 AM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/16/2008 8:36:33 AM, sking, Action Type : Call to Dealer

Called and left voice message requesting Manny, Service Director to return my call in regards to this case and supplied my contact info.

*** CASE MODIFY 6/16/2008 8:36:39 AM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY 6/16/2008 8:36:53 AM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY COMMITMENT 6/16/2008 1:39:13 PM, sking
with [REDACTED] due 06/17/2008 12:00:00 AM.

*** CASE MODIFY 6/16/2008 1:39:16 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/17/2008 12:50:42 PM, sking, Action Type : Call to Customer

Called and spoke to customer [REDACTED] and informed him this call may be monitored or recorded for quality purposes.

Informed customer I have not been able to get a hold of the dealer yet, but have another message into them today. Informed customer I will try again to contact dealer tomorrow and will follow up with him by Friday 06/20. Customer stated he understands and thanked me for the follow up call. Thanked customer for his patience.

*** CASE MODIFY 6/17/2008 12:50:45 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY COMMITMENT 6/17/2008 12:50:58 PM, sking
with [REDACTED] due 06/18/2008 12:00:00 AM.

*** CASE MODIFY COMMITMENT 6/17/2008 12:51:04 PM, sking
with [REDACTED] due 06/19/2008 12:00:00 AM.

*** CASE MODIFY 6/17/2008 12:51:07 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/17/2008 1:48:32 PM, sking, Action Type : Call from Dealer

Received call from Alex, Service Manager.

Dealer stated the vehicle has excellent service/maintenance history with them. Dealer stated the vehicle was at the dealer in May for an SRS light and the dealer found low voltage on the battery thus they replaced the battery. Dealer stated the customer returned 20 days later with the SRS light on again and they pulled a code for a bad air bag. Dealer stated the customer declined repairs and picked up vehicle, but never specifically asked the dealer for assistance. Dealer stated they would like to have the customer return for another inspection and will contact the customer for this. Thanked dealer for the return call and for the great info and advised him I will follow up with the customer on Friday 06/20.

*** CASE MODIFY 6/17/2008 1:48:36 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE FULFILL 6/17/2008 1:48:40 PM, sking

Fulfilled for [REDACTED] due 06/18/2008 12:00:00 AM.

Case History

Case ID : [REDACTED] Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

*** CASE MODIFY COMMITMENT 6/17/2008 1:48:56 PM, sking
with [REDACTED] due 06/20/2008 12:00:00 AM.

*** CASE MODIFY 6/17/2008 1:48:58 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/19/2008 3:19:24 PM, sking, Action Type : Call to Customer

Called and spoke to customer, [REDACTED] and informed him this call may be monitored or recorded for quality purposes.

Customer stated the dealer called him and gave him an offer which he is very pleased with. Customer stated the dealer told him they have the replacement parts on order and will notify him to return the vehicle once the part arrives. Customer stated the dealer informed him the parts may arrive tomorrow Friday 06/20. Informed customer that is great to hear the dealer is stepping up to take care of the customer. Customer stated he is very pleased.

Informed customer I will follow up with him on Tuesday 06/24 as to the repairs.

*** CASE MODIFY 6/19/2008 3:19:58 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY COMMITMENT 6/19/2008 3:20:06 PM, sking
with [REDACTED] due 06/24/2008 12:00:00 AM.

*** CASE MODIFY 6/19/2008 3:20:08 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 6/24/2008 8:28:14 AM, sking, Action Type : Call to Customer

Called and spoke to customer, [REDACTED] and informed him this call may be monitored or recorded for quality purposes.

Customer stated he had the repairs to the air bag performed and is very pleased with the assistance offer, however on his way home from picking up the vehicle the SRS light came on again. Customer stated he contacted the dealer and the dealer requested him to return the vehicle for inspection. Customer stated he will be returning the vehicle to the dealer tomorrow. Apologized to customer for the inconvenience, but that it was good that the dealer will be inspecting the vehicle tomorrow. Customer stated he is still happy.

Informed customer I will follow up with him on Tuesday 07/01.

*** CASE MODIFY 6/24/2008 8:28:16 AM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE MODIFY COMMITMENT 6/24/2008 8:28:25 AM, sking
with [REDACTED] due 07/01/2008 12:00:00 AM.

*** CASE MODIFY 6/24/2008 8:28:26 AM, sking
into WIP 7R - Dealers and Status of Solving.

*** NOTES 7/1/2008 1:04:44 PM, sking, Action Type : Call to Customer

Called and spoke to customer, [REDACTED] and informed him this call may be monitored or recorded for quality purposes.

Customer stated he returned the vehicle to the dealer and they resolved the problem with no issues at all. Customer stated he is very pleased with the dealer and how this was handled by AHM. Customer stated he would like to write a compliment letter for the dealer and AHM. Informed customer he may also receive a survey in the mail. Thanked customer for all his willingness to work with the dealer and for his patience. Customer stated he is very pleased. Informed customer

Case History

Case ID : [REDACTED] Case Title : 7R - [REDACTED] - SRS LIGHT / BAD AIR BAG

I will update the case notes and close the case out. Customer agreed.

Verified customer contact info and updated mailing address.

Asked customer if I could assist him with anything else and customer stated no.

Customer had no further concerns.

*** CASE MODIFY 7/1/2008 1:04:46 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE FULFILL 7/1/2008 1:04:49 PM, sking
Fulfilled for [REDACTED] due 07/01/2008 12:00:00 AM.

*** COMMIT 7/1/2008 1:04:50 PM, sking, Action Type : N/A

close case

*** CASE MODIFY 7/1/2008 1:06:28 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/1/2008 3:24:19 PM, sking
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/1/2008 3:24:26 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE FULFILL 7/1/2008 3:24:28 PM, sking
Fulfilled for [REDACTED] due 07/01/2008 02:31:00 PM.

*** CASE MODIFY 7/1/2008 3:24:30 PM, sking
into WIP 7R - Dealers and Status of Solving.

*** CASE CLOSE 7/1/2008 3:24:31 PM, sking
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/14/2012 7:51:19 AM
 Case Originator : Leticia Muniz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/14/2012 7:57:17 AM
 Case Owner : Leticia Muniz (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Leticia Muniz (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6801
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : AUSTIN, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6801
 VIN Type / No. : US VIN / 3HGCM56363G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 34,533
 In Service Date : 12/30/2002
 Months In Use : 114
 Engine Number : K24A41401727
 Originating Dealer No. / Name : 207561 / HOWDY HONDA
 Selling Dealer No. / Name : 207561 / HOWDY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
 Phone No. : 512-392-1313
 Address : 4300 I H 35 SOUTH
 City / State / Zip : SAN MARCOS, TX 78666
 Svc District / Sls District : 03B / B03
 Warranty Labor Rate / Date : \$97.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PROD	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Leticia Muniz	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2012 7:55:48 AM
Issue Owner : Leticia Muniz	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/14/2012 7:57:17 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS LIGHT RECALL INQUIRY

*** CASE CREATE 6/14/2012 7:51:19 AM, lmuniz

Contact = [REDACTED] L, Priority = N/A, Status = Solving.

*** NOTES 6/14/2012 7:55:38 AM, lmuniz, Action Type : Call from Customer

Updated customer's information

Best contact number is: [REDACTED]

Customer stated her SRS light is currently on and would like to know if there are any open recalls for this concern. I informed customer there are no recalls pertaining to this concern, I suggested to her if she is currently having the SRS light one to please visit a Honda DLR for assistance for this may be that her air bags are not set to deploy in case of an accident. Customer understood the information provided no further assistance required at this time.

*** SUBCASE [REDACTED] CREATE 6/14/2012 7:55:48 AM, lmuniz

Created in WIP Default with Due Date 6/14/2012 7:55:48 AM.

*** NOTES 6/14/2012 7:56:17 AM, lmuniz, Action Type : Call from Customer

I informed customer she may find recall information at recalls.honda.com

*** CASE MODIFY 6/14/2012 7:56:58 AM, lmuniz

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/14/2012 7:57:17 AM, lmuniz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/14/2012 7:57:17 AM, lmuniz

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/20/2010 11:39:20 AM	
Case Originator :	Chris Davis (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/20/2010 11:43:59 AM
Case Owner :	Chris Davis (Team HF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Chris Davis (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	- SRS LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

Site Name : 1161
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : HOMEWOOD, AL
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 3HGCM56333G
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 103,920
 In Service Date : 05/28/2003
 Months In Use : 84
 Engine Number : K24A41401804
 Originating Dealer No. / Name : 207603 / NEIL BONNETT HONDA
 Selling Dealer No. / Name : 207603 / NEIL BONNETT HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206815 / TAMERON HONDA
 Phone No. : 205-823-3333
 Address : 1675 MONTGOMERY HWY
 City / State / Zip : BIRMINGHAM, AL 35216
 Svc District / Sls District : 07C / E07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2010 11:42:39 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 5/20/2010 11:43:52 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
77960-SDA-A63	SRS UNIT	Not Applicable

Case History

Case ID [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 5/20/2010 11:39:20 AM, cdavis

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/20/2010 11:39:22 AM, cdavis, Action Type :

Customer contacted our office and stated that the SRS light comes on intermittently. The customer has not had the vehicle inspected. The customer wanted to know what if anything Honda can do for her.

The customer states that she brings the vehicle to an IRF that specializes in Hondas. The customer would like to be provided with the name and number of the closet dealer.

*** NOTES 5/20/2010 11:42:10 AM, cdavis, Action Type : Call from Customer

The customer will bring the vehicle to the dealer and have them inspect the vehicle. The customer will contact Honda if she desires assistance.

*** SUBCASE [REDACTED] CREATE 5/20/2010 11:42:39 AM, cdavis

Created in WIP Default with Due Date 5/20/2010 11:42:39 AM.

*** NOTES 5/20/2010 11:43:10 AM, cdavis, Action Type : Field Service

DPSM not involved.

*** SUBCASE [REDACTED] CLOSE 5/20/2010 11:43:52 AM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/20/2010 11:43:59 AM, cdavis

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/25/2010 10:18:28 AM
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/25/2010 11:49:25 AM
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : BRIGHTON, MI ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5462
 VIN Type / No. : US VIN / 3HGCM56323G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 80,000
 In Service Date : 12/13/2002
 Months In Use : 87
 Engine Number : K24A41401962
 Originating Dealer No. / Name : 208284 / BRIGHTON HONDA
 Selling Dealer No. / Name : 208284 / BRIGHTON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208284 / BRIGHTON HONDA
 Phone No. : 810-227-5552
 Address : 8294 W.GRAND RIVER AVE
 City / State / Zip : BRIGHTON, MI 48116
 Svc District / Sls District : 04A / A04
 Warranty Labor Rate / Date : \$97.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 3/25/2010 11:49:04 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 3/25/2010 11:49:19 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 3/25/2010 10:18:28 AM, yjones

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/25/2010 10:18:36 AM, yjones

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/25/2010 10:18:50 AM, yjones

CAMPAIGN CHECK 03/25/2010 10:18:49 AM yjones

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 10/01/03; FX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/01/

*** CASE VSC LOOKUP 3/25/2010 10:18:52 AM, yjones

VSC-CUC CHECK 03/25/2010 10:18:51 AM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/25/2010 10:18:57 AM, yjones

CLAIM CHECK 03/25/2010 10:18:57 AM yjones

The following Claim History information was found

0; 2008-11-04; 207311; 324523; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 3/25/2010 10:18:59 AM, yjones

WARRANTY CHECK 03/25/2010 10:18:59 AM yjones

No data found for VIN.

*** CASE MODIFY 3/25/2010 10:19:50 AM, yjones

into WIP default and Status of Solving.

*** NOTES 3/25/2010 10:22:38 AM, yjones, Action Type : Call from Customer

Customer provided limited contact information.

Customer is a friend of the owner.

Customer states the srs light comes on/off, and he wants to know if there are any recalls on the unit.

Advised customer that there are no recalls on the unit.

Advised customer that the SRS light on could be related to a seatbelt issue, that may be considered under the limited lifetime warranty.

Advised customer to have owner take vehicle to her local Honda Dealership when the light comes on again.

*** CASE VSC LOOKUP 3/25/2010 10:22:42 AM, yjones

VSC-CUC CHECK 03/25/2010 10:22:42 AM yjones

No data found for VIN.

*** CASE MODIFY 3/25/2010 10:27:09 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 3/25/2010 11:49:04 AM, yjones

Created in WIP Default with Due Date 3/25/2010 11:49:04 AM.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** SUBCASE [REDACTED] CLOSE 3/25/2010 11:49:19 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/25/2010 11:49:25 AM, yjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 12/5/2011 8:20:08 AM
 Case Originator : April Cooper (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/5/2011 8:29:52 AM
 Case Owner : April Cooper (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : April Cooper (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG INFLATOR RECALL INQ -WALL STREET JOURNAL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : MADISON, MS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCM56363G [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 70,000
 In Service Date : 05/13/2003
 Months In Use : 103
 Engine Number : K24A41402987
 Originating Dealer No. / Name : 208291 / ROGERS HONDA
 Selling Dealer No. / Name : 207549 / PATTY PECK HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] CORPOR	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : April Cooper	Type 1 : Corporate	Status : Subcase Close	Open Date : 12/5/2011 8:20:45 AM
Issue Owner : April Cooper	Type 2 : Media Exposure	Queue :	Close Date : 12/5/2011 8:29:52 AM
Issue Title : [REDACTED] CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : 14 /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Website
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG INFLATOR RECALL INQ -WALL STREET JOURNAL

*** CASE CREATE 12/5/2011 8:20:08 AM, acooper

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** SUBCASE [REDACTED] CREATE 12/5/2011 8:20:45 AM, acooper

Created in WIP Default with Due Date 12/5/2011 8:20:45 AM.

*** NOTES 12/5/2011 8:29:49 AM, acooper, Action Type : Call from Customer

I verified the customers information.

The best contact number is [REDACTED]

The customer inquired about recall on airbags.

The customer stated he recently noticed when he starts the car the air bag light does not come on but later on while driving it comes on and stays.

ACS advised the customer after researching their request there are no campaigns on your vehicle, and there is no extended warranty for this issue and now that we have updated your information, if a recall or product update should come up for your vehicle you will be notified by mail.

ACS asked the customer where did he hear about the recall, the customer stated the Wall Street Journal

ACS advised the customer since he is having problems and his safety is important to us we recommend he have the vehicle diagnosed at an authorized Honda dealer.

ACS referred the customer to web site ahm-ownerlink.com.

*** SUBCASE [REDACTED] CLOSE 12/5/2011 8:29:52 AM, acooper

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/5/2011 8:29:52 AM, acooper

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 12/8/2009 8:26:46 AM
Case Originator : Bridgette Samonte (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/8/2009 8:49:27 AM
Case Owner : Bridgette Samonte (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON/ TRANSMISSION ISSUES	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 380
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : FAYETTEVILLE, AR [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM56313G [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 120,000
In Service Date : 01/26/2003
Months In Use : 83
Engine Number : K24A41403315
Originating Dealer No. / Name : 208299 / RICK CASE HONDA
Selling Dealer No. / Name : 208299 / RICK CASE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208289 / HONDA OF FAYETTEVILLE
Phone No. : 479-251-2000
Address : 1384 WEST SHOWROOM DR.
City / State / Zip : FAYETTEVILLE, AR 72704
Svc District / Sls District : 10B / B10
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	Subcase Close	Product	Operation	218	Automatic Trans

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/8/2009 8:48:02 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/8/2009 8:48:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/8/2009 8:49:11 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/8/2009 8:49:22 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc : Shift Quality 2181
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT ON/ TRANSMISSION ISSUES

***** CASE CREATE 12/8/2009 8:26:46 AM, bsamonte**

Contact = [REDACTED], Priority = N/A, Status = Solving.

***** CASE CAMPAIGN LOOKUP 12/8/2009 8:29:07 AM, bsamonte**

CAMPAIGN CHECK 12/08/2009 08:29:06 AM bsamonte

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; ;

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; ; ;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; ; ;

06-085; Q2

***** CASE CLAIMS LOOKUP 12/8/2009 8:29:08 AM, bsamonte**

CLAIM HISTORY CHECK 12/08/2009 08:29:08 AM bsamonte

No data found for VIN.

***** CASE EXTENDED WARRANTY LOOKUP 12/8/2009 8:29:10 AM, bsamonte**

WARRANTY CHECK 12/08/2009 08:29:10 AM bsamonte

No data found for VIN.

***** CASE VSC LOOKUP 12/8/2009 8:29:13 AM, bsamonte**

VSC-CUC CHECK 12/08/2009 08:29:13 AM bsamonte

No data found for VIN.

***** NOTES 12/8/2009 8:34:26 AM, bsamonte, Action Type : Call from Customer**

Contact Info Updated

Customer purchased the vehicle in August 2008 and has been having a concern with the transmission and SRS light,

The transmission revvs up and goes back into gear. SRS light just came on last week. Customer wants to know if there is recall with these issues.

Vehicle has not been diagnosed.

ACS apologized for concerns and advised there are no recalls with either. ACS referred to HONDA OF FAYETTEVILLE for a diagnosis.

Customer has no further questions.

***** CASE MODIFY 12/8/2009 8:47:28 AM, bsamonte**

into WIP default and Status of Solving.

***** SUBCASE [REDACTED] CREATE 12/8/2009 8:48:02 AM, bsamonte**

Created in WIP Default with Due Date 12/8/2009 8:48:02 AM.

***** SUBCASE [REDACTED] CLOSE 12/8/2009 8:48:16 AM, bsamonte**

Status = Solving, Resolution Code = Instruction Given

***** SUBCASE [REDACTED] CREATE 12/8/2009 8:49:11 AM, bsamonte**

Created in WIP Default with Due Date 12/8/2009 8:49:11 AM.

***** SUBCASE [REDACTED] CLOSE 12/8/2009 8:49:22 AM, bsamonte**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 12/8/2009 8:49:27 AM, bsamonte**

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/29/2010 11:26:11 AM	
Case Originator :	Ron Robbins (Team SM)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/29/2010 11:28:12 AM
Case Owner :	Ron Robbins (Team SM)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ron Robbins (Team SM)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SRS/OWNER UPDATE			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 904
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BRUNSWICK, GA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCM56393G [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 91,000
 In Service Date : 04/30/2003
 Months In Use : 87
 Engine Number : K24A41403696
 Originating Dealer No. / Name : 207435 / COGGIN HONDA
 Selling Dealer No. / Name : 207435 / COGGIN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2010 11:27:33 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 7/29/2010 11:28:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] RLTON - SRS/OWNER UPDATE

*** CASE CREATE 7/29/2010 11:26:11 AM, robbins

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/29/2010 11:26:12 AM, robbins, Action Type :

[REDACTED] called. Customer purchased from his [REDACTED] approx a year ago.

His son purchased the car used 2-3 years ago.

Customer took his car to the dealer for an SRS light concern

The dealer advised that there were 2 codes on

One for for a seatbelt tensioner, which is covered

Also, the SRS control unit needs to be replaced.

The light came on Friday, and he took it in on Monday

Customer doesn't understand why the control unit isn't covered

I explained that the SRS system is not covered for the life of the vehicle as the seat belts are

I advised that the 3/36 warranty has expired.

Customer understood

*** SUBCASE [REDACTED] CREATE 7/29/2010 11:27:33 AM, robbins

Created in WIP Default with Due Date 7/29/2010 11:27:33 AM.

*** SUBCASE [REDACTED] CLOSE 7/29/2010 11:28:08 AM, robbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2010 11:28:12 AM, robbins

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 7/17/2006 10:30:52 AM
 Case Originator : Ayesha Wilson (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 8/1/2006 9:49:43 AM
 Case Owner : Mawana Thomas (Team HF) Method : Phone Queue : Days Open : 15
 Last Closed By : Mawana Thomas (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 07N - ██████████ - SRS MODULE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 144
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : JUPITER, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ V 144
 VIN Type / No. : ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : ██████████
 In Service Date : 01/11/2003
 Months In Use : 42
 Engine Number : K24A41404503
 Originating Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
 Selling Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207775 / ED MORSE HONDA
 Phone No. : 561-844-5700
 Address : 3790 W. BLUE HERON BL.
 City / State / Zip : RIVIERA BEACH, FL 33404
 Svc District / Sls District : 07M / C07
 Warranty Labor Rate / Date : \$107.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ / ██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2006 7:10:05 AM
Issue Owner : Mawana Thomas	Type 2 : Operation	Queue :	Close Date : 8/1/2006 9:49:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 07N - [REDACTED] - SRS MODULE

*** CASE CREATE 7/17/2006 10:30:52 AM, awilson1

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 7/17/2006 10:47:34 AM, awilson1, Action Type : Call from Customer

Dealership: Ed Morse Honda

Service Advisor: Unknown

Our customer called and said that her she took her vehicle to the dealership because her SRS light was on, the DA told her that the airbags needed to be adjusted, so the dealership completed this with no charge, and the light went out. Our customer said that the light came back on and she took her vehicle back to the dealership and was advised that the Safety Restraint System is not communicating with the computer and she needs to have the SRS module replaced. Our customer said that she was told that this repair is not covered and the estimated charge would be about \$220. Our customer is seeking assistance for this repair and said that she know she is outside of her warranty by about 8,000 miles, but our customer was told at the dealership that the airbags will not deploy if this is not completed and feels this is a safety issue and a premature repair. I provided our customer with her case number and turn around time of about 48 hours. Our customer said that the dealership told her that the part would not be in until Saturday. Our customer ended call.

*** CASE MODIFY 7/17/2006 10:47:58 AM, awilson1

into WIP default and Status of Solving.

*** CASE DISPATCH 7/17/2006 10:48:01 AM, awilson1

from WIP default to Queue Honda Team D.

*** CASE YANKED 7/18/2006 5:50:52 AM, mthomas

Yanked by mthomas into WIPbin default.

*** SUBCASE [REDACTED] CREATE 7/18/2006 7:10:05 AM, mthomas

Created in WIP Default with Due Date 7/18/2006 7:10:05 AM.

*** NOTES 7/18/2006 7:19:11 AM, mthomas, Action Type : Dealer Communication

ATTN: Tim Duran

This customer contacted our office regarding the following issue(s):

Cust contacted ACS seeking assistance with this repair. Cust advised that the SRS module needs to be replaced. Please confirm diagnosis. I would like to assist with the repair.

Thank you for your attention to this matter.

Mawana Thomas
Automobile Customer Service
(800) 999-1009 Ext. 118059

*** COMMIT 7/18/2006 7:19:15 AM, mthomas, Action Type : N/A

Made to [REDACTED] due 07/19/2006 07:19:25 AM.

call SM Tim, call cust

*** NOTES 7/21/2006 2:02:24 PM, mthomas, Action Type : Call from Dealer

I received a call from the SM Tim advising that the dlr agreed to assist the cust with this repair on a 50/50 split. The cust cost for this rpeair will be \$110.51 + tax. Per Tim the cust accepted the offer.

Case History

Case ID : [REDACTED]

Case Title : 07N - [REDACTED] - SRS MODULE

*** NOTES 7/21/2006 2:03:46 PM, mthomas, Action Type : Call to Customer

I called the cust and left a voice message requesting a call back. I wanted to confirm that she accepted the goodwill offer provided by the dlr.

*** CASE FULFILL 7/21/2006 2:03:55 PM, mthomas

Fulfilled for [REDACTED] due 07/19/2006 07:19:25 AM.

*** COMMIT 7/21/2006 2:04:00 PM, mthomas, Action Type : N/A

Made to [REDACTED] due 07/25/2006 02:04:05 PM.

f/u w cust on repair

*** NOTES 7/31/2006 10:23:36 AM, mthomas, Action Type : Call to Customer

I called the cust and left a voice message requesting a call back.

*** CASE MODIFY COMMITMENT 7/31/2006 10:23:57 AM, mthomas

with LORI PESACOV due 08/01/2006 02:04:05 PM.

*** CASE CLAIMS LOOKUP 7/31/2006 10:24:08 AM, mthomas

CLAIM CHECK 07/31/2006 10:24:08 AM mthomas

The following Claim History information was found

0; 2005-10-17; 207775; 727961; 510; 411120 ; REAR BRAKE DRUM (BOTH) - REPLACE. S/B# 03-013

*** NOTES 8/1/2006 9:21:02 AM, mthomas, Action Type : Call to Dealer

I called the dlr to check the status of the repair. SM Tim advised that the repair was completed.

*** SUBCASE [REDACTED] CLOSE 8/1/2006 9:49:39 AM, mthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2006 9:49:43 AM, mthomas

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 2/18/2011 11:38:08 AM
Case Originator : Cristine Perez (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/18/2011 12:00:16 PM
Case Owner : Cristine Perez (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS IGH ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 712
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : WALNUT CREEK, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM56313 [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 1
In Service Date : 04/05/2003
Months In Use : 94
Engine Number : K24A41407146
Originating Dealer No. / Name : 208218 / FINDLAY HONDA HENDERSON
Selling Dealer No. / Name : 208218 / FINDLAY HONDA HENDERSON
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208160 / CONCORD HONDA
Phone No. : 925-825-8000
Address : 1461 CONCORD AVENUE
City / State / Zip : CONCORD, CA 94520
Svc District / Sls District : 12C / A12
Warranty Labor Rate / Date : \$138.00 /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/18/2011 11:55:25 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 2/18/2011 11:55:36 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT ON

*** CASE CREATE 2/18/2011 11:38:08 AM, cperez

Contact = [REDACTED] N, Priority = N/A, Status = Solving.

*** CASE MODIFY 2/18/2011 11:38:45 AM, cperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/18/2011 11:52:42 AM, cperez

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 2/18/2011 11:55:25 AM, cperez

Created in WIP Default with Due Date 2/18/2011 11:55:25 AM.

*** SUBCASE [REDACTED] CLOSE 2/18/2011 11:55:36 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/18/2011 12:00:02 PM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss SRS light on

Probing Questions:

Mr [REDACTED] was in an accident about over a year ago and his seat belt locked, and after all his repairs were done his SRS light came on after the repairs. He states that he was advised that his seat belt buckle sensor needs to be replaced and was being covered. He feels that everyone should be told that there is about the seatbelt sensor in the buckle and life time warranty on the belt and buckle, since the consumer is now keeping the vehicles longer.

AHMInbound Summary:

ACS documented his concern and advised him that ACS will note concern and advise him that it is noted in the warranties manual, but will note his suggestion about being more verbal of the warranties and the components

*** CASE CLOSE 2/18/2011 12:00:16 PM, cperez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/3/2009 10:19:19 AM
 Case Originator : Lisa Orosco (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 8/3/2009 11:00:41 AM
 Case Owner : Lisa Orosco (Team CA) Method : Phone Queue : Days Open : 0
 Last Closed By : Lisa Orosco (Team CA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] 096 SRS CAMPAIGN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : APACHE JUNCTION, AZ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCM56393G [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 91,000
 In Service Date : 08/08/2003
 Months In Use : 72
 Engine Number : K24A41407629
 Originating Dealer No. / Name : 207392 / RIGHT HONDA
 Selling Dealer No. / Name : 207392 / RIGHT HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	CORPORA Subcase Close	Corporate	Media Exposure	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lisa Orosco	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/3/2009 11:00:35 AM
Issue Owner : Lisa Orosco	Type 2 : Media Exposure	Queue :	Close Date : 8/3/2009 11:00:41 AM
Issue Title : [REDACTED] CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] Q96 SRS CAMPAIGN

*** CASE CREATE 8/3/2009 10:19:19 AM, lorosco

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/3/2009 10:19:21 AM, lorosco

WARRANTY CHECK 08/03/2009 10:19:21 AM lorosco

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/3/2009 10:19:25 AM, lorosco

CLAIM CHECK 08/03/2009 10:19:25 AM lorosco

The following Claim History information was found

0; 2008-11-07; 208375; 108861; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/3/2009 10:19:32 AM, lorosco

CAMPAIGN CHECK 08/03/2009 10:19:32 AM lorosco

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/22/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE CUC LOOKUP 8/3/2009 10:19:35 AM, lorosco

CUC CHECK 08/03/2009 10:19:35 AM lorosco

The following CUC information was found

;;;0;0;0;,,,,,0;;

*** CASE VSC LOOKUP 8/3/2009 10:19:35 AM, lorosco

VSC CHECK 08/03/2009 10:19:35 AM lorosco

The following VSC information was found

RALPH;ALLEN;V001725804;A70;(NEW) PREMIUM 7YR 100K \$50 DED;CANCELLED;2005-03-01;2003-08-08;2010-08-07;100000;37
;207392;50.00

*** CASE MODIFY 8/3/2009 10:20:11 AM, lorosco

into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 10:20:31 AM, lorosco

into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 10:21:01 AM, lorosco

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/3/2009 10:21:28 AM, lorosco

CAMPAIGN CHECK 08/03/2009 10:21:28 AM lorosco

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/22/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q96 SRS CAMPAIGN

*** CASE MODIFY 8/3/2009 10:32:59 AM, lorosco
into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 10:33:05 AM, lorosco
into WIP default and Status of Solving.

*** CASE MODIFY 8/3/2009 10:33:16 AM, lorosco
into WIP default and Status of Solving.

*** NOTES 8/3/2009 10:39:50 AM, lorosco, Action Type : Call from Customer

The customer called regarding recall for drivers air bag. I updated owner information. The customer states that she heard about a recall and wanted to know if their vehicle is affected. The customer states that the SRS light comes on and off. I informed the customer that there are currently no recalls on their vehicle. I explained that all recalls are VIN specific. I informed her that the recall did not affect this year vehicle. I informed the customer that if any recalls are issued to their vehicle in the future, a recall notice will be sent by mail. The customer understood and needed no further assistance. I thanked the customer for calling and the call ended.

*** CASE MODIFY 8/3/2009 10:39:52 AM, lorosco
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/3/2009 11:00:35 AM, lorosco
Created in WIP Default with Due Date 8/3/2009 11:00:35 AM.

*** CASE MODIFY 8/3/2009 11:00:39 AM, lorosco
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/3/2009 11:00:41 AM, lorosco
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2009 11:00:41 AM, lorosco
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/20/2009 12:03:05 PM
Case Originator :	Steve Felix (Team AA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/20/2009 12:07:09 PM
Case Owner :	Steve Felix (Team AA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Steve Felix (Team AA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████	Q96 SRS CAMPAIGN		No. of Attachments :	0		

Site / Contact Info :

Site Name : ██████████ 1043
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : EL PASO, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 3HGCM56313C ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 38,000
 In Service Date : 04/11/2003
 Months In Use : 76
 Engine Number : K24A41407642
 Originating Dealer No. / Name : 207806 / EL PASO HONDA
 Selling Dealer No. / Name : 207806 / EL PASO HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████	Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steve Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/20/2009 12:07:00 PM
Issue Owner : Steve Felix	Type 2 : Eligibility	Queue :	Close Date : 8/20/2009 12:07:09 PM
Issue Title : ██████████	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] Q96 SRS CAMPAIGN

*** CASE CREATE 8/20/2009 12:03:05 PM, sfelix

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 8/20/2009 12:03:09 PM, sfelix

CAMPAIGN CHECK 08/20/2009 12:03:09 PM sfelix

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 08/28/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08

*** CASE VSC LOOKUP 8/20/2009 12:03:10 PM, sfelix

VSC-CUC CHECK 08/20/2009 12:03:10 PM sfelix

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/20/2009 12:03:46 PM, sfelix

WARRANTY CHECK 08/20/2009 12:03:46 PM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/20/2009 12:03:51 PM, sfelix

CLAIM CHECK 08/20/2009 12:03:51 PM sfelix

The following Claim History information was found

0; 2008-11-12; 207806; 259963; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.

S/B# 08-043

*** CASE MODIFY 8/20/2009 12:04:01 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2009 12:04:04 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2009 12:04:09 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 8/20/2009 12:06:24 PM, sfelix, Action Type : Call from Customer

Verified customer information

The customer is calling to inquiry if there is a recall on the airbag inflator for this vehicle. She states that her SRS light is on.

I informed the customer that all campaigns are VIN specific. I pulled up campaign information with their VIN and their vehicle does not have any outstanding recalls on the airbag inflator. I made the customer aware that if any new campaigns are released then they would be notified by mail. I gave her details on the inflator recall and informed her that it would not cause the SRS light to come on. I advised her to have her vehicle diagnosed by her Honda dealer to find out what caused the light to come on. The customer understood and further assistance was not required.

*** CASE MODIFY 8/20/2009 12:06:26 PM, sfelix

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/20/2009 12:06:33 PM, sfelix

CLAIM CHECK 08/20/2009 12:06:33 PM sfelix

The following Claim History information was found

Case History

Case ID : [REDACTED] Case Title : [REDACTED] Q96 SRS CAMPAIGN

0; 2008-11-12; 207806; 259963; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

- *** CASE MODIFY 8/20/2009 12:06:40 PM, sfelix
into WIP default and Status of Solving.
- *** CASE MODIFY 8/20/2009 12:06:42 PM, sfelix
into WIP default and Status of Solving.
- *** SUBCASE [REDACTED] CREATE 8/20/2009 12:07:00 PM, sfelix
Created in WIP Default with Due Date 8/20/2009 12:07:00 PM.
- *** CASE MODIFY 8/20/2009 12:07:07 PM, sfelix
into WIP default and Status of Solving.
- *** SUBCASE [REDACTED] CLOSE 8/20/2009 12:07:09 PM, sfelix
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 8/20/2009 12:07:09 PM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 8/18/2009 4:39:48 PM
Case Originator : Anthony Varon (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/18/2009 5:03:48 PM
Case Owner : Anthony Varon (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Anthony Varon (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 9996
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LAS VEGAS, NV [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM56333G [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 57,641
In Service Date : 06/07/2003
Months In Use : 74
Engine Number : K24A41408525
Originating Dealer No. / Name : 208191 / AUTONATION HONDA EAST LAS V
Selling Dealer No. / Name : 208191 / AUTONATION HONDA EAST LAS VE
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS
[REDACTED] - WARRAN	Subcase Close	Warranty	Coverage		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2009 4:55:41 PM
Issue Owner : Anthony Varon	Type 2 : Operation	Queue :	Close Date : 8/18/2009 4:57:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Anthony Varon	Type 1 : Warranty	Status : Subcase Close	Open Date : 8/18/2009 4:58:03 PM
Issue Owner : Anthony Varon	Type 2 : Coverage	Queue :	Close Date : 8/18/2009 5:03:42 PM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc :
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** CASE CREATE 8/18/2009 4:39:48 PM, avaron

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/18/2009 4:39:51 PM, avaron

WARRANTY CHECK 08/18/2009 04:39:51 PM avaron

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/18/2009 4:39:55 PM, avaron

CLAIM CHECK 08/18/2009 04:39:55 PM avaron

The following Claim History information was found

0; 2008-10-31; 208217; 196606; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/18/2009 4:40:00 PM, avaron

CAMPAIGN CHECK 08/18/2009 04:40:00 PM avaron

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; NR;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/20/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08

*** CASE VSC LOOKUP 8/18/2009 4:40:02 PM, avaron

VSC-CUC CHECK 08/18/2009 04:40:02 PM avaron

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 8/18/2009 4:55:41 PM, avaron

Created in WIP Default with Due Date 8/18/2009 4:55:41 PM.

*** SUBCASE [REDACTED] CLOSE 8/18/2009 4:57:52 PM, avaron

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 8/18/2009 4:58:03 PM, avaron

Created in WIP Default with Due Date 8/18/2009 4:58:03 PM.

*** NOTES 8/18/2009 5:03:29 PM, avaron, Action Type : Call from Customer

Verified Customer information

Best Contact phone: [REDACTED]

Situation: Customer states that the SRS light is on in her vehicle & she found the warranty handbook that says it will have a lifetime warranty.

Request: Customer is seeking to know what the SRS warranty is on her vehicle.

Probing questions: Customer states she went to Honda who was going to charge a diagnosis fee of \$98 to determine if the SRS light was caused by the seat belt or something else to cause it to come on.

Inbound Summary: ACS apologized & advised the customer that the seat belt warranty is the only warranty that covers the original parts for the useful life of the vehicle & there is no type of life time airbag warranty on it. Customer was provided a case number & seeks no further assistance.

Case History

Case ID [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN

*** SUBCASE [REDACTED] CLOSE 8/18/2009 5:03:42 PM, avaron

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/18/2009 5:03:44 PM, avaron

into WIP default and Status of Solving.

*** CASE CLOSE 8/18/2009 5:03:48 PM, avaron

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 8/4/2009 2:06:15 PM
 Case Originator : Manuen Pan (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 8/6/2009 8:18:30 AM
 Case Owner : Kelly Fuller (Team CA) Method : Phone Queue : Days Open : 2
 Last Closed By : Kelly Fuller (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ 096 SRS CAMPAIGN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : LAS VEGAS, NV ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1044
 VIN Type / No. : US VIN / 3HGCM56393G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 98,200
 In Service Date : 07/29/2003
 Months In Use : 73
 Engine Number : K24A41408723
 Originating Dealer No. / Name : 208218 / FINDLAY HONDA HENDERSON
 Selling Dealer No. / Name : 208218 / FINDLAY HONDA HENDERSON
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - CORP	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Manuen Pan	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/4/2009 2:08:08 PM
Issue Owner : Manuen Pan	Type 2 : Media Exposure	Queue :	Close Date : 8/4/2009 2:15:22 PM
Issue Title : [REDACTED]	CORPORATE - MEDIA EXPOSURE		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q96 SRS CAMPAIGN

*** CASE CREATE 8/4/2009 2:06:15 PM, mpan

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/4/2009 2:06:19 PM, mpan

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/4/2009 2:06:20 PM, mpan

WARRANTY CHECK 08/04/2009 02:06:20 PM mpan

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/4/2009 2:06:22 PM, mpan

CLAIM HISTORY CHECK 08/04/2009 02:06:22 PM mpan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/4/2009 2:06:29 PM, mpan

CAMPAIGN CHECK 08/04/2009 02:06:29 PM mpan

The following Campaign information was found

03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/11/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-0

*** CASE VSC LOOKUP 8/4/2009 2:06:30 PM, mpan

VSC-CUC CHECK 08/04/2009 02:06:30 PM mpan

No data found for VIN.

*** CASE MODIFY 8/4/2009 2:06:40 PM, mpan

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/4/2009 2:08:08 PM, mpan

Created in WIP Default with Due Date 8/4/2009 2:08:08 PM.

*** CASE MODIFY 8/4/2009 2:10:37 PM, mpan

into WIP Default and Status of Solving.

*** NOTES 8/4/2009 2:15:17 PM, mpan, Action Type : Call from Customer

The customer contacted AHM in regards to the media exposure of the drivers airbags. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I advised that recalls are VIN specific and not all vehicles are affected by a recall. I advised the customer that there are currently no outstanding recalls of the vehicle. I advised that AHM will send a notice to advise of the recall if it were to affect the vehicle. I advised that there is a recall of wiper motor. I provided the background of the recall per service bulletin 08-043. I advised the customer to contact her local Honda dealership to have the recall corrected. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and the call ended.

*** CASE MODIFY 8/4/2009 2:15:21 PM, mpan

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/4/2009 2:15:22 PM, mpan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/4/2009 2:15:22 PM, mpan

Case History

Case ID : [REDACTED] Case Title : [REDACTED] Q96 SRS CAMPAIGN

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/6/2009 7:43:54 AM, kfuller
with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/6/2009 7:44:15 AM, kfuller
CAMPAIGN CHECK 08/06/2009 07:44:15 AM kfuller
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/11/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE EXTENDED WARRANTY LOOKUP 8/6/2009 7:46:30 AM, kfuller
WARRANTY CHECK 08/06/2009 07:46:30 AM kfuller
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/6/2009 7:46:32 AM, kfuller
CLAIM HISTORY CHECK 08/06/2009 07:46:32 AM kfuller
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/6/2009 7:46:36 AM, kfuller
CAMPAIGN CHECK 08/06/2009 07:46:36 AM kfuller
The following Campaign information was found
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 12/11/03; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
0

*** CASE VSC LOOKUP 8/6/2009 7:46:37 AM, kfuller
VSC-CUC CHECK 08/06/2009 07:46:37 AM kfuller
No data found for VIN.

*** CASE VSC LOOKUP 8/6/2009 7:48:58 AM, kfuller
VSC-CUC CHECK 08/06/2009 07:48:58 AM kfuller
No data found for VIN.

*** NOTES 8/6/2009 8:18:10 AM, kfuller, Action Type : Call from Customer

The customer called to see if the vehicle was affected by the Q96 SRS Campaign. I verified and updated contact information on CRMS. I checked CICS for any outstanding campaigns. I advised the customer that the vehicle is not affected by the recall. The customer was already aware of the wiper motor recall. She stated her airbag light is on and the dealer is making her pay a diagnostic fee. I advised the customer that the vehicle is no longer under warranty and she would be responsible for the diagnostic fee. I advised the customer that the SRS light can be on for a number of reasons, not just the driver air bag. I advised her that her year vehicle was not affected. I referred her to the website www.owners.honda.com/recalls. The customer stated that would not help her now because she was not at home. The customer asked for my name and the city and stated of the corporate office. I provided her with my name and Torrance, CA. The customer needed no further assistance at this time. I thanked the customer. The customer thanked me. The call ended.

*** CASE CLOSE 8/6/2009 8:18:30 AM, kfuller

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/20/2009 12:54:07 PM
 Case Originator : Steve Felix (Team AA) Sub Division : Satellite Center Status : Closed Close Date : 8/20/2009 12:58:49 PM
 Case Owner : Steve Felix (Team AA) Method : Phone Queue : Days Open : 0
 Last Closed By : Steve Felix (Team AA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - Q96 SRS CAMPAIGN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LAS VEGAS, NV [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2
 VIN Type / No. : US VIN / 3HGCM56333G [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 38,000
 In Service Date : 07/07/2003
 Months In Use : 73
 Engine Number : K24A41410129
 Originating Dealer No. / Name : 208191 / AUTONATION HONDA EAST LAS V
 Selling Dealer No. / Name : 208191 / AUTONATION HONDA EAST LAS VE
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - CORPO	Subcase Close	Corporate	Media Exposure	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steve Felix	Type 1 : Corporate	Status : Subcase Close	Open Date : 8/20/2009 12:58:44 PM
Issue Owner : Steve Felix	Type 2 : Media Exposure	Queue :	Close Date : 8/20/2009 12:58:49 PM
Issue Title : [REDACTED] - CORPORATE - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] Q96 SRS CAMPAIGN

I informed the customer that all campaigns are VIN specific. I pulled up campaign information with their VIN and their vehicle does not have any outstanding recalls on the airbag inflator. I made the customer aware that if any new campaigns are released then they would be notified by mail.

The customer informed me that his SRS light was on so he was not sure if it was due to a recall. I informed the customer that his vehicle has no outstanding campaigns. However, he should have the vehicle diagnosed to determine what is causing the SRS light to come on. Unfortunately, the vehicle is past warranty parameters so any repairs to the vehicle would be at the owner's expense. The customer understood and further assistance was not required.

*** CASE MODIFY 8/20/2009 12:58:28 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/20/2009 12:58:44 PM, sfelix
Created in WIP Default with Due Date 8/20/2009 12:58:44 PM.

*** CASE MODIFY 8/20/2009 12:58:48 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/20/2009 12:58:49 PM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/20/2009 12:58:49 PM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/24/2010 6:25:49 AM
Case Originator :	Priscilla Samaniego (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/24/2010 6:29:57 AM
Case Owner :	Priscilla Samaniego (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] AIRBAG RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ROCKWALL, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCM56393G [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 60,000
 In Service Date : 09/30/2003
 Months In Use : 83
 Engine Number : K24A41411740
 Originating Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
 Selling Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/24/2010 6:29:40 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 8/24/2010 6:29:56 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Advanced SRS Sys7526
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] AIRBAG RECALL INQUIRY

*** CASE CREATE 8/24/2010 6:25:49 AM, psamanie

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/24/2010 6:25:51 AM, psamanie

WARRANTY CHECK 08/24/2010 06:25:51 AM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/24/2010 6:25:54 AM, psamanie

CLAIM CHECK 08/24/2010 06:25:54 AM psamanie

The following Claim History information was found

0; 2008-12-27; 207945; 405298; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 8/24/2010 6:25:58 AM, psamanie

CAMPAIGN CHECK 08/24/2010 06:25:58 AM psamanie

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/20/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-0

*** CASE VSC LOOKUP 8/24/2010 6:25:59 AM, psamanie

VSC-CUC CHECK 08/24/2010 06:25:59 AM psamanie

No data found for VIN.

*** CASE MODIFY 8/24/2010 6:26:05 AM, psamanie

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/24/2010 6:26:11 AM, psamanie

CAMPAIGN CHECK 08/24/2010 06:26:11 AM psamanie

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 09/20/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-0

*** NOTES 8/24/2010 6:29:00 AM, psamanie, Action Type : Call from Customer

The customer called stating that the airbag light is on. The customer stated that every dealer wants to charge a diagnosis fee but his vehicle has never been in an accident and he feels that a diagnosis is not needed. The customer asked if this was a recall issue. I advised that there is no recall on his vehicle for this. I advised that a diagnosis is needed to find out what triggered the light. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

*** CASE MODIFY 8/24/2010 6:29:15 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/24/2010 6:29:40 AM, psamanie

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] AIRBAG RECALL INQUIRY

Created in WIP Default with Due Date 8/24/2010 6:29:40 AM.

*** CASE MODIFY 8/24/2010 6:29:53 AM, psamanie
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/24/2010 6:29:56 AM, psamanie
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/24/2010 6:29:57 AM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 2/17/2010 2:06:35 PM
 Case Originator : Katrina Perez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/17/2010 2:10:22 PM
 Case Owner : Katrina Perez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Katrina Perez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SOMETIMES, SRS LIGHT STAYS ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1011
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : LAFAYETTE, LA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1011
 VIN Type / No. : US VIN / 3HGCM56373G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 54,000
 In Service Date : 06/26/2003
 Months In Use : 80
 Engine Number : K24A41411788
 Originating Dealer No. / Name : 207337 / MOSS HONDA
 Selling Dealer No. / Name : 207337 / MOSS HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207072 / J. P. THIBODEAUX HONDA
 Phone No. : 337-364-4126
 Address : 2511 HIGHWAY 90 WEST
 City / State / Zip : NEW IBERIA, LA 70560
 Svc District / Sls District : 03D / E03
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207337	MOSS HONDA		

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/17/2010 2:09:56 PM
Issue Owner : Katrina Perez	Type 2 : Operation	Queue :	Close Date : 2/17/2010 2:10:14 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : 14 /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SOMETIMES, SRS LIGHT STAYS ON

*** CASE CREATE 2/17/2010 2:06:35 PM, kperez

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/17/2010 2:06:43 PM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2010 2:07:46 PM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2010 2:08:22 PM, kperez

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2010 2:08:33 PM, kperez

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/17/2010 2:08:38 PM, kperez

CAMPAIGN CHECK 02/17/2010 02:08:38 PM kperez

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 10/27/03; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043

*** NOTES 2/17/2010 2:09:38 PM, kperez, Action Type : Call from Customer

Verified the customer's information.

Sometimes, the SRS light turns off when the vehicle is restarted-this has been going on for several months.

The vehicle was scanned and the mechanic gave her the following code: 61-1

Today, one dealership wanted to charge her \$60 and then another wanted to charge \$100 to inspect the SRS light.

I explained that the warranty expired on 06/26/2006; therefore, obtaining a diagnosis is the first step towards being considered for repair assistance.

I explained that the client will be responsible for having to pay the diagnosis fee since the vehicle is not under warranty. Also, there are no recalls and/or bulletins about the airbag.

*** SUBCASE [REDACTED] CREATE 2/17/2010 2:09:56 PM, kperez

Created in WIP Default with Due Date 2/17/2010 2:09:56 PM.

*** SUBCASE [REDACTED] CLOSE 2/17/2010 2:10:14 PM, kperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/17/2010 2:10:22 PM, kperez

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/6/2012 7:48:32 AM
 Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 6/6/2012 7:53:41 AM
 Case Owner : Crystal Vito (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Vito (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS LIGHT CONCERN/SAFETY RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1344
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : WASHINGTON, [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : [REDACTED]
 In Service Date : 09/12/2003
 Months In Use : 105
 Engine Number : K24A41412252
 Originating Dealer No. / Name : 206643 / BENSON HONDA
 Selling Dealer No. / Name : 206643 / BENSON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	M Subcase Close	Campaign	Details	725	Ignition Switch
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/6/2012 7:50:19 AM
Issue Owner : Crystal Vito	Type 2 : Details	Queue :	Close Date : 6/6/2012 7:53:41 AM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 725 / Ignition Switch
Condition Code Desc : Any 7250
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2012 7:51:19 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 6/6/2012 7:53:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT CONCERN/SAFETY RECALL

*** CASE CREATE 6/6/2012 7:48:32 AM, cvito

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/6/2012 7:48:49 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/6/2012 7:50:19 AM, cvito

Created in WIP Default with Due Date 6/6/2012 7:50:19 AM.

*** SUBCASE [REDACTED] CREATE 6/6/2012 7:51:19 AM, cvito

Created in WIP Default with Due Date 6/6/2012 7:51:19 AM.

*** CASE MODIFY 6/6/2012 7:51:28 AM, cvito

into WIP default and Status of Solving.

*** NOTES 6/6/2012 7:53:35 AM, cvito, Action Type : Call from Customer

Updated the customers information

Best Contact Number: [REDACTED]

The customer has a scheduled appointment at the Honda DLR regarding a recall to be completed. The customers SRS Airbag light came on and the DLR informed the customer that he would be charged for the diagnosis fee. The customer is asking if this is true.

I verified I am sorry to hear that he is having a problem with his SRS system. I thanked the customer for taking the time in contacting our offices regarding his concern. I verified that Yes he would be charged for the Diagnosis fee due to him being outside of the warranty perimeters.

I offered a case number and informed the customer his case will be closed and no one from AHM will be following up with him. No further assistance is needed for this customer.

*** CASE MODIFY 6/6/2012 7:53:37 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/6/2012 7:53:41 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 6/6/2012 7:53:41 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/6/2012 7:53:41 AM, cvito

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/2/2009 9:12:23 AM
Case Originator : Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/2/2009 11:23:35 AM
Case Owner : Guillermo Delgado (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Guillermo Delgado (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : - SRS LIGHT			No. of Attachments :	0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : SPRING, TX
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 3HGCM56383G
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 09/23/2003
 Months In Use : 69
 Engine Number : K24A41413135
 Originating Dealer No. / Name : 208070 / SAND DOLLAR HONDA
 Selling Dealer No. / Name : 208070 / SAND DOLLAR HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207521 / JOHN EAGLE HONDA OF HOUSTON
 Phone No. : 281-955-6666
 Address : 18787 NW FREEWAY
 City / State / Zip : HOUSTON, TX 77065
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
/ - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2009 9:16:50 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 6/2/2009 9:21:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT

*** CASE CREATE 6/2/2009 9:12:23 AM, mstaplet

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/2/2009 9:13:30 AM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/2/2009 9:16:50 AM, mstaplet

Created in WIP Default with Due Date 6/2/2009 9:16:50 AM.

*** NOTES 6/2/2009 9:21:23 AM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding SRS light.

The customer said she is thinking of buying this 2003 Accord and the SRS light is on.

The customer said the seller advised there is a recall on the light and the dealer will take care of it.

I explained I was not showing a recall for the 2003 Accord and she would have to provide the VIN in order to provide amore definitive answer.

The customer said she would call back with the VIN.

I gave the case number to reference.

The customer understood and requested no further assistance.

*** SUBCASE [REDACTED] CLOSE 6/2/2009 9:21:35 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/2/2009 9:21:35 AM, mstaplet

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/2/2009 11:19:33 AM, gdelgado

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/2/2009 11:21:18 AM, gdelgado

WARRANTY CHECK 06/02/2009 11:21:18 AM gdelgado

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/2/2009 11:21:27 AM, gdelgado

CLAIM HISTORY CHECK 06/02/2009 11:21:27 AM gdelgado

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/2/2009 11:21:41 AM, gdelgado

CAMPAIGN CHECK 06/02/2009 11:21:41 AM gdelgado

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 02/20/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-0

*** CASE VSC LOOKUP 6/2/2009 11:21:45 AM, gdelgado

VSC CHECK 06/02/2009 11:21:45 AM gdelgado

The following VSC information was found

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/1/2006 6:36:58 AM
 Case Originator : David Barilla (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 9/1/2006 3:54:37 PM
 Case Owner : Shaunda Scott (Team SA) Method : Phone Queue : Days Open : 0
 Last Closed By : Shaunda Scott (Team SA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - AIR BAG LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████4
 Cell / Pager No. :
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : BENTON, AR ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : ██████████
 In Service Date : 08/20/2003
 Months In Use : 37
 Engine Number : K24A41413984
 Originating Dealer No. / Name : 208159 / BALE HONDA
 Selling Dealer No. / Name : 208159 / BALE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207713 / HONDA WORLD
 Phone No. : 501-327-2777
 Address : 450 E. DAVE WARD DRIVE
 City / State / Zip : CONWAY, AR 72032
 Svc District / Sls District : 03F / D03
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Barilla	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2006 7:28:21 AM
Issue Owner : David Barilla	Type 2 : Operation	Queue :	Close Date : 9/1/2006 7:33:15 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Warn Light On 7524
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - AIR BAG LIGHT ON

*** CASE CREATE 9/1/2006 6:36:58 AM, dbarilla

Contact = [REDACTED] S, Priority = N/A, Status = Solving.

*** CASE MODIFY 9/1/2006 6:37:41 AM, dbarilla

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2006 6:38:16 AM, dbarilla

WARRANTY CHECK 09/01/2006 06:38:16 AM dbarilla

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2006 6:38:22 AM, dbarilla

CLAIM CHECK 09/01/2006 06:38:22 AM dbarilla

The following Claim History information was found

0; 2003-12-03; 208159; 188701; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-

*** CASE CAMPAIGN LOOKUP 9/1/2006 6:38:25 AM, dbarilla

CAMPAIGN CHECK 09/01/2006 06:38:25 AM dbarilla

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-03; FX

*** CASE VSC LOOKUP 9/1/2006 6:38:28 AM, dbarilla

VSC-CUC CHECK 09/01/2006 06:38:28 AM dbarilla

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/1/2006 6:38:32 AM, dbarilla

CAMPAIGN CHECK 09/01/2006 06:38:32 AM dbarilla

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-03; FX

*** NOTES 9/1/2006 7:26:30 AM, dbarilla, Action Type : Call from Customer

The customer contacted AHM in regards to the air bag light being on in his vehicle. The customer advised that he took his vehicle to Honda World and had the vehicle diagnosed because he is concerned about the air bag light being on in the vehicle. The customer advised that S/A Dennis Wood assisted his daughter at the dealership. The customer advised that he spoke to S/A Dennis Wood over the phone on 8/31/2006. Dennis informed the customer that the probable cause of the air bag light being on is a sensor in the right front of the vehicle. The customer advised that he was informed by the S/A that it would cost \$158.00 to remove the front of the vehicle and inspect further. The customer advised that the S/A informed him that he was not certain that was the cause of the issue was the sensor but he would need to remove the front end of the vehicle to be certain. The customer advised that he informed the s/A he would wait to proceed with repairs because of the cost. The customer informed me that he would like assistance with the repair because he is a loyal Honda customer. I informed the customer that the vehicle is outside the parameters of the 3/36k mile warranty and there was no extended warranty on the vehicle. I informed the customer that there are no outstanding recalls that pertain to his vehicle at this time. I informed the customer that assistance is not guaranteed and is reviewed on a case by case basis. I informed the customer that he has an option to take the vehicle to another dealership for a second opinion due to the fact the S/A wasn't certain the cause of the issue was the sensor in the right front of the vehicle. The customer advised that he would like to deal with the dealership that is assisting him currently. The customer advised that he has owned 3 other Honda's. The customer advised that he currently owns a 2005 Honda Odyssey and a 2006 Honda Pilot. The customer advised he owned a 99 Honda Accord but traded it in for the 2003 Honda Accord. The customer advised he is currently paying on all 3 Honda's at this time. The customer advised that he feels AHM should cover the cost of the repair because he is a loyal Honda customer. The customer advised that he has faith in Honda and there product. The customer advised that he does not feel the vehicle should have safety issues at 42k miles on the vehicle. The customer advised that he has owned a Chevy product and was very unsatisfied with the product. The customer advised he

Case History

Case ID : ██████████

Case Title : ██████████ LLIP - AIR BAG LIGHT ON

has owned several Honda vehicles and believes they are great vehicles and advised they last a long time. The customer advised that he regularly maintains the vehicle at Master Lube in Little Rock, Arkansas. The customer advised he did not have the address off hand. The customer advised that the vehicle is drivable at this time. The customer advised that he just had his 40k mile maintenance service at Honda World on his 2003 Honda Accord. I provided the customer his case number to refer to. I informed the customer that at this point I would work as a liaison on his behalf with the dealership in regards to getting the issue resolved. I informed the customer to fax the diagnosis invoice to (909)664-9009. I informed the customer of the time frame it may take to receive a call back. The customer understood and thanked me for the assistance. I thanked the customer for contacting AHM.

*** SUBCASE ██████████ CREATE 9/1/2006 7:28:21 AM, dbarilla

Created in WIP Default with Due Date 9/1/2006 7:28:21 AM.

*** NOTES 9/1/2006 7:30:55 AM, dbarilla, Action Type : Note-General

Sub - Case Created in Error.

*** CASE MODIFY 9/1/2006 7:32:40 AM, dbarilla

into WIP default and Status of Solving.

*** SUBCASE ██████████ CLOSE 9/1/2006 7:33:15 AM, dbarilla

Status = Solving, Resolution Code = Instruction Given

*** CASE ASSIGN 9/1/2006 8:32:07 AM, dbarilla

██████████ to jbanks, WIP

*** CASE RULE ACTION 9/1/2006 8:32:09 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/1/2006 8:39:29 AM, jbanks

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 9/1/2006 8:41:12 AM, jbanks

into WIP DEFAULT and Status of Solving.

*** CASE DISPATCH 9/1/2006 8:41:27 AM, jbanks

from WIP DEFAULT to Queue N03 to Honda.

*** NOTES 9/1/2006 3:54:22 PM, sscott, Action Type : Note-General

ACS replaced N03 with N012006-09-0101216

*** CASE YANKED 9/1/2006 3:54:28 PM, sscott

Yanked by sscott into WIPbin default.

*** CASE CLOSE 9/1/2006 3:54:37 PM, sscott

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/1/2006 3:48:21 PM
 Case Originator : Shaunda Scott (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 9/19/2006 2:29:45 PM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 18
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 3D ██████████ - N032006-09-010043 AIR BAG LIGHT ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 2908
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BENTON, AR ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ P.O. ██████████
 VIN Type / No. : US VIN / 3HGCM56373G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 42,800
 In Service Date : 08/20/2003
 Months In Use : 37
 Engine Number : K24A41413984
 Originating Dealer No. / Name : 208159 / BALE HONDA
 Selling Dealer No. / Name : 208159 / BALE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207713 / HONDA WORLD
 Phone No. : 501-327-2777
 Address : 450 E. DAVE WARD DRIVE
 City / State / Zip : CONWAY, AR 72032
 Svc District / Sls District : 03F / D03
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 9/5/2006 7:45:11 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 9/19/2006 2:29:42 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 3D [REDACTED] - N032006-09-010043 AIR BAG LIGHT ON

*** CASE CREATE 9/1/2006 3:48:21 PM, sscott

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 9/1/2006 3:48:21 PM, sscott, Action Type :

*** WARRANTY CHECK 09/01/2006 06:38:16 AM dbarilla

No data found for VIN.

*** CLAIM CHECK 09/01/2006 06:38:22 AM dbarilla

The following Claim History information was found

0; 2003-12-03; 208159; 188701; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-

*** CAMPAIGN CHECK 09/01/2006 06:38:25 AM dbarilla

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-03; FX

*** VSC-CUC CHECK 09/01/2006 06:38:28 AM dbarilla

No data found for VIN.

*** CAMPAIGN CHECK 09/01/2006 06:38:32 AM dbarilla

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-12-03; FX

*** NOTES 09/01/2006 07:26:30 dbarilla Action Type: Call from Customer

The customer contacted AHM in regards to the air bag light being on in his vehicle. The customer advised that he took his vehicle to Honda World and had the vehicle diagnosed because he is concerned about the air bag light being on in the vehicle. The customer advised that S/A Dennis Wood assisted his daughter at the dealership. The customer advised that he spoke to S/A Dennis Wood over the phone on 8/31/2006. Dennis informed the customer that the probable cause of the air bag light being on is a sensor in the right front of the vehicle. The customer advised that he was informed by the S/A that it would cost \$158.00 to remove the front of the vehicle and inspect further. The customer advised that the S/A informed him that he was not certain that was the cause of the issue was the sensor but he would need to remove the front end of the vehicle to be certain. The customer advised that he informed the S/A he would wait to proceed with repairs because of the cost. The customer informed me that he would like assistance with the repair because he is a loyal Honda customer. I informed the customer that the vehicle is outside the parameters of the 3/36k mile warranty and there was no extended warranty on the vehicle. I informed the customer that there are no outstanding recalls that pertain to his vehicle at this time. I informed the customer that assistance is not guaranteed and is reviewed on a case by case basis. I informed the customer that he has an option to take the vehicle to another dealership for a second opinion due to the fact the S/A wasn't certain the cause of the issue was the sensor in the right front of the vehicle. The customer advised that he would like to deal with the dealership that is assisting him currently. The customer advised that he has owned 3 other Honda's. The customer advised that he currently owns a 2005 Honda Odyssey and a 2006 Honda Pilot. The customer advised he owned a 99 Honda Accord but traded it in for the 2003 Honda Accord. The customer advised he is currently paying on all 3 Honda's at this time. The customer advised that he feels AHM should cover the cost of the repair because he is a loyal Honda customer. The customer advised that he has faith in Honda and there product. The customer advised that he does not feel the vehicle should have safety issues at 42k miles on the vehicle. The customer advised that he has owned a Chevy product and was very unsatisfied with the product. The customer advised he has owned several Honda vehicle's and believes they are great vehicles and advised they last a long time. The customer advised that he regularly maintenances the vehicle at Master Lube in Little Rock, Arkansas. The customer advised he did not have the address off hand. The customer advised that the vehicle is drivable at this time. The customer advised that he just had his 40k mile maintenance service at Honda World on his 2003 Honda Accord. I provided the

Case History

Case ID : [REDACTED] Case Title : 3D [REDACTED] - N032006-09-010043 AIR BAG LIGHT ON

customer his case number to refer to. I informed the customer that at this point I would work as a liaison on his behalf with the dealership in regards to getting the issue resolved. I informed the customer to fax the diagnosis invoice to (909)664-9009. I informed the customer of the time frame it may take to receive a cal back. The customer understood and thanked me for the assistance. I thanked the customer for contacting AHM.

*** SUBCASE [REDACTED] 9/1/2006 7:28:21 AM dbarilla

*** NOTES 09/01/2006 07:30:55 dbarilla Action Type: Note-General
Sub - Case Created in Error.

*** CASE MODIFY 9/1/2006 3:50:48 PM, sscott
into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2006 3:50:49 PM, sscott
into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2006 3:50:50 PM, sscott
into WIP default and Status of Solving.

*** CASE DISPATCH 9/1/2006 3:50:58 PM, sscott
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 9/1/2006 4:13:35 PM, shermosi
[REDACTED] to kogawa, WIP

*** CASE RULE ACTION 9/1/2006 4:13:36 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 9/5/2006 7:45:11 AM, kogawa
Created in WIP Default with Due Date 9/5/2006 7:45:11 AM.

*** COMMIT 9/5/2006 7:48:04 AM, kogawa, Action Type :
Made to [REDACTED] due 09/08/2006 07:52:03 AM.
DCS Follow-Up

*** NOTES 9/5/2006 7:52:04 AM, kogawa, Action Type : Dealer Communication
ATTN: Brian Nicholson, SERVICE MANAGER

This customer contacted our office regarding the following issue(s):
Customer called us looking for goodwill on SRS related repairs. Please call me to review. From a loyalty standpoint, I'm open to assist. For SRS diagnosis, do we really need to remove the bumper? 800-999-1009 x118016

Notes taken at time of customer's call on Friday 9/1/06:

"The customer advised that he took his vehicle to Honda World and had the vehicle diagnosed because he is concerned about the air bag light being on in the vehicle. The customer advised that S/A Dennis Wood assisted his daughter at the dealership. The customer advised that he spoke to S/A Dennis Wood over the phone on 8/31/2006. Dennis informed the customer that the probable cause of the air bag light being on is a sensor in the right front of the vehicle. The customer advised that he was informed by the S/A that it would cost \$158.00 to remove the front of the vehicle and inspect further. The customer advised that the S/A informed him that he was not certain that was the cause of the issue was the sensor but he would need to remove the front end of the vehicle to be certain. The customer advised that he informed the S/A he would wait to proceed with repairs because of the cost. The customer informed me that he would like assistance with the repair because he is a loyal Honda customer. The customer advised that he has owned 3 other Honda s. The customer advised that he

Case History

Case ID : [REDACTED] Case Title : 3D [REDACTED] - N032006-09-010043 AIR BAG LIGHT ON

currently owns a 2005 Honda Odyssey and a 2006 Honda Pilot. The customer advised he owned a 99 Honda Accord but traded it in for the 2003 Honda Accord. . The customer advised that he feels AHM should cover the cost of the repair because he is a loyal Honda customer. The customer advised that he has faith in Honda and there product. The customer advised that he does not feel the vehicle should have safety issues at 42k miles on the vehicle. The customer advised that he just had his 40k mile maintenance service at Honda World on his 2003 Honda Accord."

Thank you for your attention to this matter.

Kentaro Ogawa
800-999-1009x118016
Automobile Customer Service

*** COMMIT 9/5/2006 7:52:49 AM, kogawa, Action Type : N/A

initial

*** NOTES 9/6/2006 9:29:32 AM, pburkhar, Action Type : Letter/Fax

On 9/5/06 ACS received an invoice from customer in regards to previous issue.

*** NOTES 9/6/2006 9:35:25 AM, kogawa, Action Type : Call to Customer

Reviewed with customer. CustoeMr advises he did not really push the issue with the dealer, as he did not purchase the car at the Conway dealer. Did have the 40k service done there. daughter is in college, so Conway was the closest. ACS advised that given his verifiable loyalty as well as the fact that car has relatively low age/mileage, advised that intent is to assist. Advised that dealer would be contacted for review.

*** NOTES 9/6/2006 9:38:22 AM, kogawa, Action Type : Call to Dealer

Brian SM and Dennis SA not in. Reviewed with Lance. Advised to Lance of our intentions to assist and take care of. Asked for call back from Brian if need be, but as it stands, intent is to refer back to dealer for repairs.

*** CASE FULFILL 9/6/2006 9:39:13 AM, kogawa

Fulfilled for [REDACTED] due 09/06/2006 12:00:00 AM.

*** COMMIT 9/6/2006 9:39:16 AM, kogawa, Action Type : N/A

Brian call back? call cust

*** NOTES 9/6/2006 4:04:40 PM, kogawa, Action Type : Call to Dealer

SM Brian has no objections to ACS offering assistance on this repair. ACS will refer customer to Brian.

*** NOTES 9/6/2006 4:06:19 PM, kogawa, Action Type : Call to Customer

REferred customer to dealer. ACS will goodwill SRS sensor repairs, save for the diagnostic fee already incurred. Customer appreciates.

*** CASE FULFILL 9/6/2006 4:06:54 PM, kogawa

Fulfilled for [REDACTED] due 09/07/2006 12:00:00 AM.

*** COMMIT 9/6/2006 4:06:56 PM, kogawa, Action Type : N/A

Repaired?

*** CASE CLAIMS LOOKUP 9/19/2006 2:25:42 PM, kogawa

CLAIM CHECK 09/19/2006 02:25:42 PM kogawa

The following Claim History information was found

0; 2003-12-03; 208159; 188701; 510; 122125 ; PRODUCT UPDATE: INTAKE AIR BREATHER PIPE - REPLACE THE INTAKE AIR BREATHER PIPE ASSEMBLY. S/B# 03-04

Case History**Case ID :** [REDACTED]**Case Title :** 3D [REDACTED] - N032006-09-010043 AIR BAG LIGHT ON***** NOTES 9/19/2006 2:28:08 PM, kogawa, Action Type : Call to Customer**

Customer confirms satisfactory arrangements are in place for repairs, just waiting for parts. Appreciates the follow up.

***** SUBCASE [REDACTED] CLOSE 9/19/2006 2:29:42 PM, kogawa**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 9/19/2006 2:29:45 PM, kogawa**

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Condition :	Open Date :
Case Originator : Waderia Lambert (Team CB)	Honda - Auto	Closed	8/27/2010 4:04:55 PM
Case Owner : Waderia Lambert (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/27/2010 4:12:11 PM
Last Closed By : Waderia Lambert (Team CB)	Method : Phone	Queue :	Days Open : 0
Case Title : - SRS LIGHT IS ON	Point of Origin : Customer	Wipbin :	No. of Attachments : 0

Site / Contact Info :

Site Name :	1041
Dealer No. :	
Site Phone No. :	2
Contact Name :	
Day Phone No. :	
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	() -
Address :	
City / State / Zip :	HURST, TX
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	VIN / 3HGCM56393G
VIN Type / No. :	
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5633PLW / A
Miles / Hours :	103,826
In Service Date :	08/12/2003
Months In Use :	84
Engine Number :	K24A41414090
Originating Dealer No. / Name :	207545 / HUGGINS HONDA
Selling Dealer No. / Name :	207545 / HUGGINS HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	
Phone No. :	
Address :	
City / State / Zip :	
Svc District / Sls District :	/
Warranty Labor Rate / Date :	/
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
-	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 8/27/2010 4:11:47 PM
Issue Owner : Waderia Lambert	Type 2 : Operation	Queue :	Close Date : 8/27/2010 4:12:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Updated Information, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - SRS LIGHT IS ON

*** CASE CREATE 8/27/2010 4:04:55 PM, wlambert

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2010 4:04:57 PM, wlambert

WARRANTY CHECK 08/27/2010 04:04:57 PM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2010 4:04:59 PM, wlambert

CLAIM HISTORY CHECK 08/27/2010 04:04:59 PM wlambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2010 4:05:03 PM, wlambert

CAMPAIGN CHECK 08/27/2010 04:05:03 PM wlambert

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 01/15/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-0

*** CASE VSC LOOKUP 8/27/2010 4:05:05 PM, wlambert

VSC-CUC CHECK 08/27/2010 04:05:05 PM wlambert

No data found for VIN.

*** CASE MODIFY 8/27/2010 4:05:09 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2010 4:05:34 PM, wlambert

into WIP default and Status of Solving.

*** NOTES 8/27/2010 4:11:30 PM, wlambert, Action Type : Call from Customer

The customer called to report the SRS light is on and wanted to know if the vehicle is part of the recall.

The customer's contact information was verified.

The customer was advised there is no recall for the SRS system. The customer was advised that recalls applies to certain VINs and his vehicle does not have a recall. The customer was advised to have the vehicle inspected at the dealership to determine why the light is on. The customer was advised there is a charge to for the inspection. The customer stated that he will contact the dealership. The customer was asked if they needed additional assistance and the customer declined.

*** SUBCASE [REDACTED] CREATE 8/27/2010 4:11:47 PM, wlambert

Created in WIP Default with Due Date 8/27/2010 4:11:47 PM.

*** CASE MODIFY 8/27/2010 4:11:58 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2010 4:12:06 PM, wlambert

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/27/2010 4:12:11 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS LIGHT IS ON

*** CASE CLOSE 8/27/2010 4:12:11 PM, wlambert

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 5/20/2009 8:35:38 AM
Case Originator : Caroline Odulio (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/20/2009 8:38:09 AM
Case Owner : Caroline Odulio (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Caroline Odulio (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - "ND' SRS LIGHT IS ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 4267
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ORLANDO, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM56393G [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 114,000
In Service Date : 08/06/2003
Months In Use : 69
Engine Number : K24A41414432
Originating Dealer No. / Name : 207555 / COGGIN HONDA OF ORLANDO
Selling Dealer No. / Name : 207555 / COGGIN HONDA OF ORLANDO
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/20/2009 8:36:31 AM
Issue Owner : Caroline Odulio	Type 2 : Eligibility	Queue :	Close Date : 5/20/2009 8:37:06 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - 'ND' SRS LIGHT IS ON

*** CASE CREATE 5/20/2009 8:35:38 AM, codulio

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 5/20/2009 8:35:39 AM, codulio, Action Type :

Customer called into ACS saying a couple of weeks ago he noticed the srs light is coming on. Now the SRS is staying on. Customer said he did research online and found the light maybe a problem with the seat belt or an OPDS problem? Customer is asking if this will be a warranty repair since that is what is said on the website he researched on? I asked if the vehicle has been diagnosed by a dealer? Customer said not yet. I told the customer I will pull his campaigns to see if there is anything related to the SRS? Customer agreed.

*** CASE EXTENDED WARRANTY LOOKUP 5/20/2009 8:35:42 AM, codulio

WARRANTY CHECK 05/20/2009 08:35:42 AM codulio

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/20/2009 8:35:47 AM, codulio

CLAIM CHECK 05/20/2009 08:35:46 AM codulio

The following Claim History information was found

0; 2008-07-25; 207260; 366541; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE CAMPAIGN LOOKUP 5/20/2009 8:35:54 AM, codulio

CAMPAIGN CHECK 05/20/2009 08:35:54 AM codulio

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 07/25/08; FX;

*** CASE CUC LOOKUP 5/20/2009 8:35:58 AM, codulio

CUC CHECK 05/20/2009 08:35:58 AM codulio

The following CUC information was found

[REDACTED] CTIVE;105000;30120;50400;2006-08-06;2010-08-06;;2005-03-05;2005-03-05;208261;;0;2005-03-31;2005-03-08

*** CASE VSC LOOKUP 5/20/2009 8:35:58 AM, codulio

VSC CHECK 05/20/2009 08:35:58 AM codulio

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE MODIFY 5/20/2009 8:36:12 AM, codulio

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/20/2009 8:36:31 AM, codulio

Created in WIP Default with Due Date 5/20/2009 8:36:31 AM.

*** SUBCASE [REDACTED] CLOSE 5/20/2009 8:37:06 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/20/2009 8:37:13 AM, codulio

into WIP Default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - 'ND' SRS LIGHT IS ON

*** NOTES 5/20/2009 8:38:01 AM, codulio, Action Type : Call from Customer

I told the customer there are no recalls pertaining to the airbags so he is responsible to pay for the repairs. Customer thanked me. No further request asked.

*** CASE CLOSE 5/20/2009 8:38:09 AM, codulio

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 10/7/2011 1:02:27 PM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/7/2011 1:17:04 PM
 Case Owner : Robert Enriquez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Robert Enriquez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS INDICATOR CONCERN/ND No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 3111
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : FRIENDSWOOD, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3111
 VIN Type / No. : ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : ██████████
 In Service Date : 10/29/2003
 Months In Use : 96
 Engine Number : ██████████
 Originating Dealer No. / Name : 208172 / MCDAVID HONDA
 Selling Dealer No. / Name : 208172 / MCDAVID HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 10/7/2011 1:16:53 PM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 10/7/2011 1:17:01 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR CONCERN/ND

*** CASE CREATE 10/7/2011 1:02:27 PM, renrique

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 10/7/2011 1:14:55 PM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact [REDACTED]

Customer called in and stated that they are having an issue with the SRS indicator.

Customer stated that sometimes the SRS indicator will turn on but most of the time it will be off. Customer would like to know why the SRS indicator. Customer stated that they would also like to know if there is a inspection fee. Customer stated that they SRS indicator has been on for quite some time now. Customer stated that they would like AHM to assist financially for the repair.

ACS apologized for the experience and advised the customer unfortunately this concern would have to be brought to the attention of the SM at the Honda Dealership. ACS advised that the vehicle would have to be inspected by an authorized Honda Dealership. Customer stated that they will contact a Honda Dealership in the area. ACS advised that after the inspection they may contact AHM to request assistance. ACS advised that there are no guarantees for assistance but mainly for AHM to review the request. Customer understood and needed no further assistance

*** CASE MODIFY 10/7/2011 1:15:05 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2011 1:16:04 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2011 1:16:25 PM, renrique

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/7/2011 1:16:53 PM, renrique

Created in WIP Default with Due Date 10/7/2011 1:16:53 PM.

*** SUBCASE [REDACTED] CLOSE 10/7/2011 1:17:01 PM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/7/2011 1:17:02 PM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 10/7/2011 1:17:04 PM, renrique

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 6/29/2010 2:53:42 PM
Case Originator : Mycah Wimby (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/29/2010 2:58:22 PM
Case Owner : Mycah Wimby (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mycah Wimby (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS LIGHT ON		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 114
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : GREENSBORO, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM56393G [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 90,000
In Service Date : 09/12/2003
Months In Use : 81
Engine Number : K24A41415069
Originating Dealer No. / Name : 206662 / VANDERGRIF HONDA
Selling Dealer No. / Name : 206662 / VANDERGRIF HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. : YES**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] / [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mycah Wimby	Type 1 : Product	Status : Subcase Close	Open Date : 6/29/2010 2:56:47 PM
Issue Owner : Mycah Wimby	Type 2 : Operation	Queue :	Close Date : 6/29/2010 2:58:21 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title [REDACTED] - SRS LIGHT ON

*** CASE CREATE 6/29/2010 2:53:42 PM, mwimby

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 6/29/2010 2:53:56 PM, mwimby

CAMPAIGN CHECK 06/29/2010 02:53:55 PM mwimby

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; ;

08-043; Q78; 03 ACCORD WIPER MOTOR INOP; ; ;

*** CASE VSC LOOKUP 6/29/2010 2:54:02 PM, mwimby

VSC-CUC CHECK 06/29/2010 02:54:01 PM mwimby

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/29/2010 2:54:05 PM, mwimby

CLAIM HISTORY CHECK 06/29/2010 02:54:05 PM mwimby

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/29/2010 2:54:08 PM, mwimby

WARRANTY CHECK 06/29/2010 02:54:08 PM mwimby

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 6/29/2010 2:56:47 PM, mwimby

Created in WIP Default with Due Date 6/29/2010 2:56:47 PM.

*** NOTES 6/29/2010 2:58:13 PM, mwimby, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions: Customer called ACS and stated that her mother just purchased this vehicle 45 days ago and the SRS light is blinking on and off. Customer wanted to know if there are any recalls for this.

Inbound Summary: ACS advised customer that there are no active campaigns for the SRS light and referred her to the dealership for diagnosis. Customer understood. No further assistance needed.

*** CASE MODIFY 6/29/2010 2:58:16 PM, mwimby

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/29/2010 2:58:21 PM, mwimby

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/29/2010 2:58:22 PM, mwimby

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/22/2009 6:56:45 AM
 Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/22/2009 7:00:55 AM
 Case Owner : Cynthia Castanon (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Cynthia Castanon (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SRS LIGHT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SIBLEY, MS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 3HGCM563030 [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 103,842
 In Service Date : 09/23/2003
 Months In Use : 72
 Engine Number : K24A41415291
 Originating Dealer No. / Name : 206689 / RUSSELL HONDA
 Selling Dealer No. / Name : 206617 / PAUL MOAK HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207869 / EAST HONDA
 Phone No. : 601-445-2244
 Address : 250 JOHN R. JUNKIN DR.
 City / State / Zip : NATCHEZ, MS 39120
 Svc District / Sls District : 03H / E03
 Warranty Labor Rate / Date : \$70.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2009 6:58:20 AM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 9/22/2009 7:00:51 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Advanced SRS Sys7526
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] NDACE - SRS LIGHT

*** CASE CREATE 9/22/2009 6:56:45 AM, ccastano

Contact = [REDACTED] STRADER, Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 9/22/2009 6:56:48 AM, ccastano

VSC-CUC CHECK 09/22/2009 06:56:47 AM ccastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/22/2009 6:56:51 AM, ccastano

CLAIM CHECK 09/22/2009 06:56:51 AM ccastano

The following Claim History information was found

0; 2008-11-17; 207869; 086171; 510; 7401C6 ; INSPECT WIPER MOTOR AND INSTALL A WIPER MOTOR COVER KIT.
S/B# 08-043

*** CASE EXTENDED WARRANTY LOOKUP 9/22/2009 6:56:53 AM, ccastano

WARRANTY CHECK 09/22/2009 06:56:53 AM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/22/2009 6:56:58 AM, ccastano

CAMPAIGN CHECK 09/22/2009 06:56:58 AM ccastano

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; NR;
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGHT; ; NR;
08-043; Q78; 03 ACCORD WIPER MOTOR INOP; 11/17/08; FX;

*** SUBCASE [REDACTED] CREATE 9/22/2009 6:58:20 AM, ccastano

Created in WIP Default with Due Date 9/22/2009 6:58:20 AM.

*** NOTES 9/22/2009 7:00:30 AM, ccastano, Action Type : Call from Customer

Customer contact information updated

Customer indicated that her SRS light is on. She would like to know if the repairs are going to be covered under the warranty. ACS informed the customer that I needed to VIN to check for recalls or warranty extension for her vehicle. Customer was able to pull over and provide VIN. ACS informed the customer that the vehicle did not have any recalls or warranty extension therefore any repairs would be at her expense. Customer indicated that she was on her way to East Honda at the moment. No further assistance is needed

*** SUBCASE [REDACTED] CLOSE 9/22/2009 7:00:51 AM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/22/2009 7:00:55 AM, ccastano

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/17/2013 2:11:49 PM
Case Originator : Crystal Pillow (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/17/2013 2:16:54 PM
Case Owner : Crystal Pillow (Team HE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Pillow (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - SRS INDICATOR ILLUMINATING (ND)	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 1151
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GULFPORT, [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 3HGCM563X3 [REDACTED]
Model / Year : ACCORD / 2003
Model ID / Product Line : CM5633PLW / A
Miles / Hours : 75,000
In Service Date : 08/04/2003
Months In Use : 116
Engine Number : K24A41415348
Originating Dealer No. / Name : 207972 / PAT PECK HONDA
Selling Dealer No. / Name : 207972 / PAT PECK HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : **Comp Ind. :**

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable **Party 3 :** Not Applicable
Party 2 : Not Applicable **Party 4 :** Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT -	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Pillow	Type 1 : Product	Status : Subcase Close	Open Date : 4/17/2013 2:16:46 PM
Issue Owner : Crystal Pillow	Type 2 : Operation	Queue :	Close Date : 4/17/2013 2:16:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to Dealer
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR ILLUMINATING (ND)

*** CASE CREATE 4/17/2013 2:11:49 PM, cpillow

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 4/17/2013 2:12:02 PM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 4/17/2013 2:12:16 PM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 4/17/2013 2:12:38 PM, cpillow

into WIP default and Status of Solving.

*** NOTES 4/17/2013 2:16:21 PM, cpillow, Action Type : Call from Customer

Updated all customer contact information. phn# [REDACTED]

Customer states his SRS indicator is illuminating currently. Customer states he has not had the vehicle diagnosed and states he is calling to find out if the repair needed is covered under warranty or not.

ACS expressed understanding of customer's concerns about the SRS indicator illuminating. ACS advised customer that ACS is unable to determine warranty coverage on repairs needed without a diagnosis.

ACS referred customer to his local Honda dealership for diagnosis and advised that if the cause is electrical or related to the airbags that the warranty is 3yrs or 36k miles, whichever occurs first.

ACS advised that mechanical seat belt component failures are covered against defects in workmanship or materials for the useful life of the vehicle. Customer also inquired about oxygen sensor warranty and ACS advised this was the same as the new vehicle warranty period. No further assistance required. Case closed.

*** CASE MODIFY 4/17/2013 2:16:32 PM, cpillow

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/17/2013 2:16:46 PM, cpillow

Created in WIP Default with Due Date 4/17/2013 2:16:46 PM.

*** SUBCASE [REDACTED] CLOSE 4/17/2013 2:16:54 PM, cpillow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/17/2013 2:16:54 PM, cpillow

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 08/08/2013

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 9/7/2010 9:19:48 AM
Case Originator : Arlilu Padungyothee (Team CK)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/7/2010 9:21:59 AM
Case Owner : Arlilu Padungyothee (Team CK)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Arlilu Padungyothee (Team CK)	Point of Origin : Customer	Wipbin :	
Case Title : AIRBAG RECALL		No. of Attachments : 0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : FERNANDINA BEACH, FL
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 3HGCM56313G
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 134,000
 In Service Date : 09/19/2003
 Months In Use : 84
 Engine Number : K24A41416065
 Originating Dealer No. / Name : 207586 / HONDA OF DECATUR
 Selling Dealer No. / Name : 206801 / JERRY DAMSON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS

Spool Report

Run Date : 08/08/2013

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/7/2010 9:20:50 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 9/7/2010 9:21:59 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 08/08/2013

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG RECALL

*** SUBCASE [REDACTED] CREATE 9/7/2010 9:20:50 AM, apadungy

Created in WIP Default with Due Date 9/7/2010 9:20:50 AM.

*** CASE MODIFY 9/7/2010 9:20:56 AM, apadungy

into WIP default and Status of Solving.

*** NOTES 9/7/2010 9:21:56 AM, apadungy, Action Type : Call from Customer

The customer called AHM to know if there is a recall for the airbag as the airbag light is on. I informed her that there are no recalls or warranty. I informed it is suggested for her to have the vehicle diagnosed but the repairs will be at her expense as there is no coverage, she thanked and call ended.

*** SUBCASE [REDACTED] CLOSE 9/7/2010 9:21:59 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/7/2010 9:21:59 AM, apadungy

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 3/12/2008 6:52:01 AM
 Case Originator : Oneita Evans (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/12/2008 8:12:46 AM
 Case Owner : Oneita Evans (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Oneita Evans (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - DEALER COMPLAINT (SERVICE) No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1512
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████ 1
 Evening Phone No. : 512-441-4001
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : AUSTIN, TX ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1512
 VIN Type / No. : US VIN / 3HGCM56333G ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours : 56,624
 In Service Date : 09/27/2003
 Months In Use : 54
 Engine Number : K24A41416383
 Originating Dealer No. / Name : 207219 / POMPANO HONDA
 Selling Dealer No. / Name : 207814 / AUTONATION HONDA MIAMI LAKES
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207561 / HOWDY HONDA
 Phone No. : 512-443-4300
 Address : 5519 E. BEN WHITE BLVD
 City / State / Zip : AUSTIN, TX 78744
 Svc District / Sls District : 03B / B03
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
[REDACTED] Oneita Evans	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2008 7:04:12 AM
Issue Title : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 3/12/2008 8:12:45 AM

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : **Resolution Title :**
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DEALER COMPLAINT (SERVICE)

*** CASE CREATE 3/12/2008 6:52:01 AM, oevans

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/12/2008 6:52:13 AM, oevans

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/12/2008 6:52:34 AM, oevans

WARRANTY CHECK 03/12/2008 06:52:34 AM oevans
No data found for VIN.

*** CASE CLAIMS LOOKUP 3/12/2008 6:52:38 AM, oevans

CLAIM CHECK 03/12/2008 06:52:38 AM oevans
The following Claim History information was found
0; 2007-08-29; 207561; 306270; 510; 112102 ; ENGINE FRONT MOUNT - REPLACE. S/B# 06-030

*** CASE CAMPAIGN LOOKUP 3/12/2008 6:52:43 AM, oevans

CAMPAIGN CHECK 03/12/2008 06:52:43 AM oevans
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/12/2008 6:52:46 AM, oevans

VSC CHECK 03/12/2008 06:52:46 AM oevans
The following VSC information was found
ALLISON;HUBBARD;V003102879;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2007-08-22;2010-09-26;100000;54879;207561;0.00

*** CASE CUC LOOKUP 3/12/2008 6:52:46 AM, oevans

CUC CHECK 03/12/2008 06:52:46 AM oevans
The following CUC information was found
[REDACTED];ACTIVE;100000;54835;66835;2007-08-22;2010-09-27;2003-09-27;2007-08-22;2007-08-22;207561;2007-08-29;54918;2007-08-31;2007-08-22

*** CASE CLAIMS LOOKUP 3/12/2008 6:53:06 AM, oevans

CLAIM CHECK 03/12/2008 06:53:06 AM oevans
The following Claim History information was found
0; 2007-08-29; 207561; 306270; 510; 112102 ; ENGINE FRONT MOUNT - REPLACE. S/B# 06-030

*** CASE CAMPAIGN LOOKUP 3/12/2008 6:53:14 AM, oevans

CAMPAIGN CHECK 03/12/2008 06:53:14 AM oevans
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** SUBCASE [REDACTED] CREATE 3/12/2008 7:04:12 AM, oevans

Created in WIP Default with Due Date 3/12/2008 7:04:12 AM.

*** CASE MODIFY 3/12/2008 7:06:08 AM, oevans

into WIP default and Status of Solving.

*** NOTES 3/12/2008 8:11:32 AM, oevans, Action Type : Call from Customer

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - DEALER COMPLAINT (SERVICE)

Customer called and stated that she took her vehicle into Howdy Honda regarding her SRS seat belt buckle. Customer stated that they called her and told her that the repair was ready. When she arrived they told her that it was not and that they have to order the part. Customer was very upset that they had her drive down to the dealer, only to tell her that he car was not ready.

Customer stated that she is supposed to take her vehicle back to the dealer on Thursday, to have them install the park. Customer just wanted to let AHM know about her experience. I apologized and told her that I will document her call and gave her the case. Customer thanked me and the call ended.

*** CASE MODIFY 3/12/2008 8:12:41 AM, oevans

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 3/12/2008 8:12:45 AM, oevans

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/12/2008 8:12:46 AM, oevans

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/30/2010 1:55:02 PM	
Case Originator :	Angel Tate (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/30/2010 2:20:04 PM
Case Owner :	Angel Tate (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Angel Tate (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	AIRBAG LIGHT CONCERN ASSIST				No. of Attachments :	0	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : SCOTTSDALE, AZ
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 1HGCM82553A
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8253JN / A
 Miles / Hours : 95,000
 In Service Date :
 Months In Use :
 Engine Number : J30A41034035
 Originating Dealer No. / Name : 809958 / HONDA CANADA INC
 Selling Dealer No. / Name :
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	PRODU Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angel Tate	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2010 2:19:21 PM
Issue Owner : Angel Tate	Type 2 : Operation	Queue :	Close Date : 11/30/2010 2:20:04 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - AIRBAG LIGHT CONCERN ASSIST

*** CASE CREATE 11/30/2010 1:55:02 PM, atate

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE [REDACTED] 11/30/2010 1:55:04 PM, atate

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2010 1:55:05 PM, atate

into WIP default and Status of Solving.

*** CASE MODIFY 11/30/2010 1:55:09 PM, atate

into WIP default and Status of Solving.

*** NOTES 11/30/2010 2:17:54 PM, atate, Action Type : Call from Customer

Updated customer contact info/Best contact # [REDACTED]

Customer called to advise her airbag indicator light came on last week. She states that it intermittently flashes. She took the vehicle to Wright Honda for a oil change today and airbag light came on. Customer asked the SA to inspect the vehicle. The SA advised they will need to diagnosis the vehicle to determine the problem and cost. SA informed customer the vehicle is a non-US vehicle so she will need to contact the Canada Honda dlr for further assistance. The dlr advised customer that the US will not coverage the cost to repair. She contacted AHM requesting assistance.

ACS apologized to customer. ACS advised customer AHM is not able to offer any assistance because she is outside of the warranty parameters by time and miles. Explained to customer the Air bags is a secondary safety restraint which is coverage under the 3k/36k whichever occurs first. Customer understood. Offered customer to transfer to appropriate department for further assistance to transfer the non US vin to US. Customer accepted . Advised customer she will be transferred back to the customer service queue and she will press option 5. She had no further concerns. Customer thanked ACS.

*** SUBCASE [REDACTED] CREATE 11/30/2010 2:19:21 PM, atate

Created in WIP Default with Due Date 11/30/2010 2:19:21 PM.

*** SUBCASE [REDACTED] CLOSE 11/30/2010 2:20:04 PM, atate

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2010 2:20:04 PM, atate

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/19/2009 3:47:22 PM
 Case Originator : Ryan Watkins (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2009 4:02:00 PM
 Case Owner : Ryan Watkins (Team SB) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team SB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SRS INDICATOR No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LYNDEN, WA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM82563A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM8253JN / A
 Miles / Hours : 66,000
 In Service Date :
 Months In Use :
 Engine Number : J30A41039519
 Originating Dealer No. / Name : 809958 / HONDA CANADA INC
 Selling Dealer No. / Name :
 Trim : EX V6
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207132 / KLEIN HONDA
 Phone No. : 425-355-7500
 Address : 10611 EVERGREEN WAY SO
 City / State / Zip : EVERETT, WA 98204
 Svc District / Sls District : 02A / A02
 Warranty Labor Rate / Date : \$106.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2009 4:01:16 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 5/19/2009 4:01:45 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] SRS INDICATOR

*** CASE CREATE 5/19/2009 3:47:22 PM, rwatkins

Contact = [REDACTED] priority = N/A, Status = Solving.

*** CASE [REDACTED] 5/19/2009 3:47:50 PM, rwatkins

CLAIM CHECK 05/19/2009 03:47:50 PM rwatkins

The following Claim History information was found

0; 2008-10-20; 207725; 255382; 510; 222111 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MIL

*** CASE CAMPAIGN LOOKUP 5/19/2009 3:47:51 PM, rwatkins

CAMPAIGN CHECK 05/19/2009 03:47:51 PM rwatkins

No data found for VIN

*** CASE VSC LOOKUP 5/19/2009 3:47:56 PM, rwatkins

VSC-CUC CHECK 05/19/2009 03:47:55 PM rwatkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/19/2009 3:47:59 PM, rwatkins

CAMPAIGN CHECK 05/19/2009 03:47:59 PM rwatkins

No data found for VIN

*** CASE CLAIMS LOOKUP 5/19/2009 3:48:03 PM, rwatkins

CLAIM CHECK 05/19/2009 03:48:03 PM rwatkins

The following Claim History information was found

0; 2008-10-20; 207725; 255382; 510; 222111 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MIL

*** CASE EXTENDED WARRANTY LOOKUP 5/19/2009 3:48:04 PM, rwatkins

WARRANTY CHECK 05/19/2009 03:48:04 PM rwatkins

No data found for VIN.

*** CASE MODIFY 5/19/2009 3:48:29 PM, rwatkins

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/19/2009 3:53:05 PM, rwatkins

CAMPAIGN CHECK 05/19/2009 03:53:05 PM rwatkins

No data found for VIN

*** NOTES 5/19/2009 3:53:22 PM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info. Customer states SRS indicator is now illuminated. ACS informed customer that call must be ended due to Earthquake.

Customer agreed to call back.

*** CASE MODIFY 5/19/2009 3:53:29 PM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/19/2009 4:01:16 PM, rwatkins

Created in WIP Default with Due Date 5/19/2009 4:01:16 PM.

*** SUBCASE [REDACTED] CLOSE 5/19/2009 4:01:45 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SRS INDICATOR

*** CASE CLOSE 5/19/2009 4:02:00 PM, rwatkins

Status = Closed, Resolution Code = Instruction Given, State = Open