Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed
Case Originator :	Mary Millen (Team SA)	Sub Division :	Customer Relations	Status :	Closed
Case Owner :	Bridgette Samonte (Team HB)	Method :	Fax	Queue :	
Last Closed By :	Bridgette Samonte (Team HB)	Point of Origin :	Customer	Wipbin :	
Case Title :	6J - [redacted] PRODUCT COMPLAINT/ASST. REQ.			No. of Attachments :	1

Open Date :	3/25/2013 12:17:06 PM
Close Date :	4/17/2013 11:09:56 AM
Days Open :	23

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	/
Miles / Hours :	108,317
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208580 / SCOTT CLARK HONDA
Phone No. :	704-887-5800
Address :	7001 E INDEPENDENCE BL
City / State / Zip :	CHARLOTTE, NC 28227
Svc District / Sls District :	06J / 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]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Bridgette Samonte
Issue Owner : Bridgette Samonte
Issue Title : [redacted]- PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/25/2013 2:24:29 PM
Close Date : 4/17/2013 11:09:52 AM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 6J - [redacted] - PRODUCT COMPLAINT/ASST. REQ.

*** NOTES 3/25/2013 12:17:06 PM, mmillen, Action Type :
On 3/25/13 ACS received a 1-page fax cover from the customer with a 1-page faxed letter regarding a product complaint. Customer states that since the dealership did an update to his transmission computer, their vehicle has been braking without reason and have been dealing with this issue for 2+ years. Customer is requesting Honda's assistance in finding a solution to this issue, but states that his family's safety is the most important thing to them.

*** CASE CREATE 3/25/2013 12:17:06 PM, mmillen
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 3/25/2013 12:19:24 PM, mmillen
into WIP default and Status of Solving.

*** CASE DISPATCH 3/25/2013 12:19:31 PM, mmillen
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 3/25/2013 12:24:29 PM, bsamonte
from Queue Honda Team F to WIP default.

*** CASE ADD ATTACHMENT 3/25/2013 12:30:22 PM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-03-2501787_1.PDF

*** SUBCASE N012013-03-2501787-1 CREATE 3/25/2013 2:24:29 PM, bsamonte
Created in WIP Default with Due Date 3/25/2013 2:24:29 PM.

*** COMMIT 3/25/2013 2:24:34 PM, bsamonte, Action Type : N/A
24 hr

*** NOTES 3/26/2013 12:27:15 PM, bsamonte, Action Type : Call to Customer
Called customer and was directed to voice mail. I provided my extension and office hours.

*** CASE FULFILL 3/26/2013 12:33:05 PM, bsamonte
Fulfilled for [redacted] due 03/26/2013 12:00:00 PM.

*** COMMIT 3/26/2013 12:33:13 PM, bsamonte, Action Type : N/A
contact cust

*** NOTES 3/27/2013 9:30:16 AM, bsamonte, Action Type : Call from Customer
Received a voice mail from [redacted].

*** CASE MODIFY 3/28/2013 9:06:31 AM, bsamonte
into WIP 6J and Status of Solving.

*** NOTES 3/28/2013 9:50:28 AM, bsamonte, Action Type : Call from Customer
Customer called and informed me this issue occurs when it has been raining, has rained or has gone through a car wash that sprays the under carriage. The first time the vehicle stopped without reason, customer was dropping off her kids at school. Thankfully she was near a Valvoline and they were able to tighten the battery cable. 6 months later, it happened again. This time she was on a busy highway and was almost rear-ended by a semi truck. Customer has taken her vehicle to SCOTT CLARK HONDA and they have not been able to duplicate this. The 1st time, the dealer kept the vehicle about 3 days and they ran the vehicle through the dealer car wash both times. The car wash does not spray the under carriage. Customer's husband spoke with the SA and the SM (did not provide names).

The dealer has been helpful and friendly and even offered her a loaner vehicle, but they have not been able to duplicate. They updated the computer in the transmission, but that was all they could do. The dealer has suggested bringing the vehicle in when it happens or leave it for a few days, but they do not have loaner vehicles.

Case History

Case ID : [redacted] Case Title : 6J - [redacted] PRODUCT COMPLAINT/ASST. REQ.

Customer heard on the news there was a recall on the VSA, but it only affected the Pilots. Customer says this is exactly what is happening and seeks assistance. I will work with the dealer about getting her a loaner vehicle so they can keep it and duplicate the concern. I will follow up with her Tuesday.

*** NOTES 3/29/2013 1:10:10 PM, bsamonte, Action Type : Call to Dealer

Contacted SA Scott and provided disclosure. Dealer could not find the VIN either, but remembered the customer. The husband came by late on a Saturday and requested to have the recall performed. They informed him the recall was for 2005 Pilots, not Odysseys. They do not service at the dealer. The customer would need to bring the vehicle in during the week. I thanked him.

*** CASE MODIFY COMMITMENT 3/29/2013 1:59:49 PM, bsamonte

with [redacted] due 04/02/2013 12:00:00 PM.

*** CASE FULFILL 4/3/2013 2:26:09 PM, bsamonte

Fulfilled for [redacted] due 04/02/2013 12:00:00 PM.

*** COMMIT 4/3/2013 2:26:10 PM, bsamonte, Action Type : N/A

have cust bring in

*** NOTES 4/9/2013 12:34:58 PM, bsamonte, Action Type : Call from Customer

Received a voice mail from customer.

*** NOTES 4/9/2013 12:37:40 PM, bsamonte, Action Type : Call to Customer

Called [redacted] and was directed to voice mail. I informed her that I spoke with SA Scott and he recommended for them to bring the vehicle in during the week. I provided the dealer number and my extension.

*** CASE FULFILL 4/9/2013 12:41:55 PM, bsamonte

Fulfilled for [redacted] due 04/05/2013 12:00:00 AM.

*** COMMIT 4/9/2013 12:41:57 PM, bsamonte, Action Type : N/A

has cust taken in?

*** NOTES 4/10/2013 8:10:34 AM, valligoo, Action Type : Call from Customer

Customer called for case manager. Case manager is unavailable. Customer requests a return call at [redacted]

*** NOTES 4/12/2013 10:06:12 AM, bsamonte, Action Type : Call to Customer

Contacted [redacted] and was directed to voice mail. I provided my extension and office hours.

*** CASE FULFILL 4/12/2013 10:38:25 AM, bsamonte

Fulfilled for [redacted] due 04/12/2013 12:00:00 PM.

*** COMMIT 4/12/2013 10:38:26 AM, bsamonte, Action Type : N/A

fu w/cust

*** CASE MODIFY COMMITMENT 4/16/2013 2:19:59 PM, bsamonte

with [redacted] due 04/17/2013 12:00:00 PM.

*** CASE FULFILL 4/17/2013 11:05:02 AM, bsamonte

Fulfilled for [redacted] due 04/17/2013 12:00:00 PM.

*** NOTES 4/17/2013 11:09:23 AM, bsamonte, Action Type : Call to Customer

Contacted [redacted] and provided disclosure. I inquired if she was able to bring the vehicle in. She said she is unable to bring during the week and has been driving with the VSA off. She said if this occurs again, she will deal with it then. Customer said she may end up trading the vehicle. I thanked her for her time.

Case History

Case ID : [redacted]

Case Title : 6J - [redacted] - PRODUCT COMPLAINT/ASST. REQ.

*** SUBCASE [redacted] CLOSE 4/17/2013 11:09:52 AM, bsamonte
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 4/17/2013 11:09:56 AM, bsamonte
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/18/2011 4:50:16 PM
Case Originator :	Chanise Gordon (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/18/2011 4:59:30 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] - BRAKES-VEHICLE STOPPED WITHOUT BRAKES B No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]4004
VIN Type / No. : US VIN / 5FNRL38468B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3848EW / A
Miles / Hours : 31,000
In Service Date : 06/16/2008
Months In Use : 33
Engine Number : J35A64013818
Originating Dealer No. / Name : 208361 / CIOCCA HONDA
Selling Dealer No. / Name : 208361 / CIOCCA HONDA
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC 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
[redacted] / [redacted]	Subcase Close	Product	Operation	410	Front Brakes

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID :	[redacted]	Disposition: Complaint	Condition : Closed	Wipbin :	
Issue Originator :	Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date :	3/18/2011 4:59:08 PM
Issue Owner :	Chanise Gordon	Type 2 : Operation	Queue :	Close Date :	3/18/2011 4:59:29 PM
Issue Title :	[redacted] - PRODUCT - OPERATION				

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc Other 410X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Documented Concern, Referred to Dealer
Component Category : 05 - Parking Brake
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - BRAKES-VEHICLE STOPPED WITHOUT BRAKES BEING AP

*** CASE CREATE 3/18/2011 4:50:16 PM, cgordon
Contact = [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 3/18/2011 4:55:42 PM, cgordon
into WIP default and Status of Solving.
*** NOTES 3/18/2011 4:58:23 PM, cgordon, Action Type : Call from Customer
Updated Customer□s information.
Best contact number: [redacted]

The customer said while she was driving this evening, the brakes of her vehicle randomly came on. She said that it didn□t come to a complete stop but it felt like someone had slammed on the brakes. She said her husband foot was on the accelerator when the vehicle stopped. She contacted AHM to report the problem and to see if her vehicle had a recall pertaining to this problem. ACS informed her that there was no recall and suggested that she takes her vehicle in as soon as possible to get it looked at.

The customer thanked ACS for their help and needed no further assistance at this time. ACS also provided the customer with the case number for future reference.
*** SUBCASE [redacted] CREATE 3/18/2011 4:59:08 PM, cgordon
Created in WIP Default with Due Date 3/18/2011 4:59:08 PM.
*** CASE MODIFY 3/18/2011 4:59:24 PM, cgordon
into WIP default and Status of Solving.
*** SUBCASE [redacted] CLOSE 3/18/2011 4:59:29 PM, cgordon
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 3/18/2011 4:59:30 PM, cgordon
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/28/2010 1:40:10 PM
Case Originator :	Fenton Hulse (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/11/2010 2:05:35 PM
Case Owner :	Ron Rubinoff (Team HE)	Method :	Phone	Queue :		Days Open :	14
Last Closed By :	Ron Rubinoff (Team HE)	Point of Origin :	Customer	Wipbin :			

Case Title : 7M (CORAL SPRINGS HONDA) [redacted] - ABS MODULATOR REPAIR No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]210
VIN Type / No. : US VIN / 5FNRL38948B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3898KW / A
Miles / Hours : 55,000
In Service Date : 03/27/2008
Months In Use : 26
Engine Number : J35A74031882
Originating Dealer No. / Name : 207367 / BRAMAN HONDA
Selling Dealer No. / Name : 207219 / POMPANO HONDA
Trim : TOUR
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC 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 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
N012010-05-2801195-1 / [redacted] - PRODUCT	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID :	[redacted]	Disposition: Complaint	Condition :	Closed	Wipbin :
Issue Originator :	Ron Rubinoff	Type 1 : Product	Status :	Subcase Close	Open Date : 6/1/2010 8:10:51 AM
Issue Owner :	Ron Rubinoff	Type 2 : Operation	Queue :		Close Date : 6/11/2010 2:05:31 PM

Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc Other 422X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted]

Case Title : 7M (CORAL SPRINGS HONDA) [redacted] - ABS MODULATOR REPAIR

*** CASE CREATE 5/28/2010 1:40:10 PM, fhulse
Contact = [redacted], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/28/2010 1:40:14 PM, fhulse
WARRANTY CHECK 05/28/2010 01:40:14 PM fhulse
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/28/2010 1:40:18 PM, fhulse
CLAIM CHECK 05/28/2010 01:40:18 PM fhulse
The following Claim History information was found
0; 2009-11-10; 207548; 030242; 510; 219131 ; FRONT DRIVESHAFT, LEFT - REPLACE. INCLUDES: REPLACEMENT OF AXLE SEAL, IF NECESSARY, AND TEST DRIVE. S/B#

*** CASE CAMPAIGN LOOKUP 5/28/2010 1:40:21 PM, fhulse
CAMPAIGN CHECK 05/28/2010 01:40:21 PM fhulse
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; ; ;
09-053; R32; 07-09 ODYSSEY LC JUDDER; ; ;

*** CASE VSC LOOKUP 5/28/2010 1:40:22 PM, fhulse
VSC-CUC CHECK 05/28/2010 01:40:22 PM fhulse
No data found for VIN.

*** CASE MODIFY 5/28/2010 1:54:46 PM, fhulse
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/28/2010 1:54:53 PM, fhulse
CAMPAIGN CHECK 05/28/2010 01:54:53 PM fhulse
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; ; ;
09-053; R32; 07-09 ODYSSEY LC JUDDER; ; ;

*** NOTES 5/28/2010 2:01:32 PM, fhulse, Action Type : Call from Customer
Verified customer information.
phn# [redacted]
Mr [redacted] called in regarding a braking concern. He stated that shortly after purchasing the vehicle, his wife complained about this. he stated that while driving, the vehicle seemed to brake by itself. He feels this is a safety concern. he stated that the vehicle was taken to the dealer on 2 occasions and they were unable to resolve this. The issue is intermittent. Mr [redacted] stated that the issue happened again this week. The vehicle was taken to Coral Springs Honda and SM Sean advised him that the abs modulator is faulty and needs to be replaced. He was quoted a price of roughly $1000, and after review with the dpsm, discounted the price to about $200. Mr. [redacted] is seeking further assistance with this repair.
ACS advised Mr. [redacted] that his case will be forwarded to a CM for further review. ACS advised him that the CM will contact him within 1-2 business days. Mr. [redacted] understood. Case dispatched.

*** CASE MODIFY 5/28/2010 2:01:37 PM, fhulse
into WIP default and Status of Solving.

*** CASE DISPATCH 5/28/2010 2:01:49 PM, fhulse
from WIP default to Queue Honda Team E.

Case History

Case ID : [redacted] Case Title : 7M (CORAL SPRINGS HONDA) [redacted] - ABS MODULATOR REPAIR

*** CASE ASSIGN 5/28/2010 3:02:08 PM, ltafoya
[redacted] to rrubinof, WIP

*** CASE RULE ACTION 5/28/2010 3:02:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/1/2010 7:52:31 AM, rrubinof
into WIP default and Status of Solving.

*** SUBCASE [redacted] CREATE 6/1/2010 8:10:51 AM, rrubinof
Created in WIP Default with Due Date 6/1/2010 8:10:51 AM.

*** NOTES 6/1/2010 10:01:34 AM, rrubinof, Action Type : Call to Customer
LM for the customer announcing myself as their RCM. Provided my ext. and the 800#.

*** COMMIT 6/1/2010 10:01:45 AM, rrubinof, Action Type : N/A
Made to [redacted] due 06/02/2010 10:01:46 AM.
Customer call back? Call customer.

*** CASE MODIFY COMMITMENT 6/2/2010 3:27:24 PM, rrubinof
with [redacted] due 06/03/2010 10:01:46 AM.

*** CASE FULFILL 6/3/2010 2:41:36 PM, rrubinof
Fulfilled for [redacted] due 06/03/2010 10:01:46 AM.

*** NOTES 6/3/2010 3:22:58 PM, rrubinof, Action Type : Call to Customer
LM for the customer with family member.

*** COMMIT 6/3/2010 3:25:39 PM, rrubinof, Action Type : N/A
Made to [redacted] due 06/06/2010 03:25:40 PM.
Customer call back? Call customer.

*** CASE MODIFY COMMITMENT 6/4/2010 8:35:06 AM, rrubinof
with [redacted] due 06/07/2010 03:25:40 PM.

*** CASE MODIFY COMMITMENT 6/8/2010 2:09:26 PM, rrubinof
with [redacted] due 06/09/2010 03:25:40 PM.

*** CASE MODIFY COMMITMENT 6/10/2010 2:30:53 PM, rrubinof
with [redacted] due 06/10/2010 03:25:40 PM.

*** CASE FULFILL 6/11/2010 1:54:20 PM, rrubinof
Fulfilled for [redacted] due 06/10/2010 03:25:40 PM.

*** NOTES 6/11/2010 2:05:10 PM, rrubinof, Action Type : Call to Customer
LM for the customer 3rd time. Still no customer response. Sent 10-day letter.

*** SUBCASE N012010-05-2801195-1 CLOSE 6/11/2010 2:05:31 PM, rrubinof
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/11/2010 2:05:35 PM, rrubinof
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 3/16/2010 11:21:19 AM
Case Originator : Aaron Nguyen (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date : 3/17/2010 2:09:31 PM
Case Owner : Jessica Smith (Team SA)	Method :	Phone	Queue :		Days Open : 1
Last Closed By : Jessica Smith (Team SA)	Point of Origin :	Customer	Wipbin :		
Case Title : 03B (BENSON)[redacted]- UNINTENDED DECELERATION			No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]20
VIN Type / No. : US VIN / 5FNRL382X8B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3828EW / A
Miles / Hours : 20,000
In Service Date : 01/10/2009
Months In Use : 14
Engine Number : J35A64028915
Originating Dealer No. / Name : 206643 / BENSON HONDA
Selling Dealer No. / Name : 206643 / BENSON HONDA
Trim : LX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206643 / BENSON HONDA
Phone No. : 210-341-1356
Address : 9100 SAN PEDRO AVENUE
City / State / Zip : SAN ANTONIO, TX 78216
Svc District / Sls District : 03B / B03
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 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
N012010-03-1600973-1[redacted]- P	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012010-03-1600973-1
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Jessica Smith
Type 1 : Product
Status : Subcase Close
Open Date : 3/16/2010 12:40:36 PM
Issue Owner : Jessica Smith
Type 2 : Operation
Queue :
Close Date : 3/17/2010 2:09:31 PM
Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted]

Case Title : 03B (BENSON) [redacted] UNINTENDED DECELERATION

*** CASE CREATE 3/16/2010 11:21:19 AM, anguyen
Contact : [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 3/16/2010 11:21:22 AM, anguyen
into WIP Default and Status of Solving.
*** CASE MODIFY 3/16/2010 11:30:29 AM, anguyen
into WIP Default and Status of Solving.
*** NOTES 3/16/2010 11:42:56 AM, anguyen, Action Type : Call from Customer
Added her contact information. She did not know the mileage.

The customer called stating that the car will intermittently slow down on its own. The first time this happened was in March/April 2009.
She stated that the brake pedal will depress on its own. The car speed drops from 60 MPH to 40 MPH. This goes on for 5-6 seconds. The brake pedal then will release and she presses the gas pedal and the car will accelerate as normal.
The customer stated that this happens intermittently and has happened at various speeds. The car speed usually drops 20 MPH.

She took the car to BENSON HONDA June 2009. The dealership checked the car and did not find anything wrong. They were no able to duplicate the concern. She did not go on a test drive with the dealership.

The customer stated that this happened again on Monday when she was driving the car at about 60 MPH. The brake pedal depressed on its own and the speed dropped to 40 MPH. The car went back to normal after 5-6 seconds.

She called BENSON HONDA today but did not remember who she spoke to. She was told that the dealership will need to duplicate the concern. She did not schedule an appointment to get the car inspected.

The customer does not feel that this issue is related to the 2007-2008 Odyssey brake modulator recall.

I told her that I will forward the case to a RCM for review. Her safety is important to Honda. We want to make sure that the car is operating as designed.
I told her that Honda will request that she makes arrangement to get the car inspected.
The RCM will call her within 2 business days. I told her to have the VIN and current mileage when the RCM calls.

Her best contact number is [redacted]
*** CASE MODIFY 3/16/2010 11:42:58 AM, anguyen
into WIP Default and Status of Solving.
*** CASE DISPATCH 3/16/2010 11:43:20 AM, anguyen
from WIP Default to Queue Honda Team C.
*** CASE MODIFY 3/16/2010 11:43:22 AM, anguyen
into WIP Default and Status of Solving.
*** CASE ACCEPT 3/16/2010 11:46:09 AM, jsmith02
from Queue Honda Team C to WIP default.
*** CASE MODIFY 3/16/2010 11:47:05 AM, jsmith02
into WIP default and Status of Solving.

Case History

Case ID : [redacted]

Case Title : 03B (BENSON)[redacted] UNINTENDED DECELERATION

*** CASE MODIFY 3/16/2010 12:12:16 PM, jsmith02
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 3/16/2010 12:12:22 PM, jsmith02
VSC-CUC CHECK 03/16/2010 12:12:22 PM jsmith02
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/16/2010 12:12:24 PM, jsmith02
CAMPAIGN CHECK 03/16/2010 12:12:24 PM jsmith02
No data found For VIN

*** CASE VSC LOOKUP 3/16/2010 12:12:25 PM, jsmith02
VSC-CUC CHECK 03/16/2010 12:12:25 PM jsmith02
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/16/2010 12:12:32 PM, jsmith02
CAMPAIGN CHECK 03/16/2010 12:12:31 PM jsmith02
No data found For VIN

*** CASE CLAIMS LOOKUP 3/16/2010 12:12:33 PM, jsmith02
CLAIM CHECK 03/16/2010 12:12:33 PM jsmith02
The following Claim History information was found
0; 2008-04-23; 206643; 920311; 510; 857100 ; GRAB HANDLE, ANY - REPLACE.

*** CASE CLAIMS LOOKUP 3/16/2010 12:12:46 PM, jsmith02
CLAIM CHECK 03/16/2010 12:12:46 PM jsmith02
The following Claim History information was found
0; 2008-04-23; 206643; 920311; 510; 857100 ; GRAB HANDLE, ANY - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 3/16/2010 12:12:47 PM, jsmith02
WARRANTY CHECK 03/16/2010 12:12:47 PM jsmith02
No data found for VIN.

*** COMMIT 3/16/2010 12:23:43 PM, jsmith02, Action Type :
Made to [redacted] due 03/16/2010 05:23:45 PM.
DCS Follow-Up

*** NOTES 3/16/2010 12:25:22 PM, jsmith02, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/16/2010

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

The customer stated she is experiencing unintended deceleration. She stated that the brake pedal will depress on its own. The car speed drops from 60 MPH to 40 MPH. This goes on for 5-6 seconds. The brake pedal then will release and she presses the gas pedal and the car will accelerate as normal. The customer stated that this happens intermittently and has happened at various speeds. The car speed usually drops 20 MPH. She brought the vehicle into the dlr June 2009 and they could not duplicate any issues.

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 : 03B (BENSON)[redacted] UNINTENDED DECELERATION

I will contact you for more info on the concern

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.

Jessica Smith
Automobile Customer Service

*** CASE MODIFY 3/16/2010 12:25:26 PM, jsmith02
into WIP default and Status of Solving.

*** NOTES 3/16/2010 12:40:10 PM, jsmith02, Action Type : Call to Dealer
I spoke with SM-Marty.

I explained the customer's concern and advised she claims to have brought the vehicle into the dlr for inspection 6/2009. He went through the customer's history:

12/21/09 @ 18,408.
Performed oil change. There was no comment about any problem.

9/10/09 @ 13,022.
Cust states grind noise and feels like it's stopping by itself. Also stated the VSA light is on. Road tested. No light on. Test drove and no abnormal noise heard. Vehicle operated normally.

8/2009 @ 11,851
Performed oil change & tire rotation. There was no comment about any problem.

4/27/09 @ 5800 miles.
Oil change. Tire rotation. There was no comment about any problem.

*** SUBCASE [redacted] CREATE 3/16/2010 12:40:36 PM, jsmith02
Created in WIP Default with Due Date 3/16/2010 12:40:36 PM.

*** CASE MODIFY 3/16/2010 12:40:42 PM, jsmith02
into WIP default and Status of Solving.

*** CASE FULFILL 3/16/2010 12:40:47 PM, jsmith02
Fulfilled for [redacted] due 03/16/2010 05:23:45 PM.

*** COMMIT 3/16/2010 12:40:51 PM, jsmith02, Action Type : N/A
Made to [redacted] due 03/17/2010 05:00:00 PM.
03B (Benson)- Call cust for 24hr call- Unintended Deceleration 3/17

*** CASE MODIFY 3/16/2010 12:41:20 PM, jsmith02
into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2010 10:35:52 AM, jsmith02
into WIP default and Status of Solving.

Case History

Case ID : [redacted]

Case Title : 03B (BENSON)[redacted]- UNINTENDED DECELERATION

*** CASE MODIFY 3/17/2010 10:35:56 AM, jsmith02
into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2010 10:52:39 AM, jsmith02
into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2010 11:02:43 AM, jsmith02
into WIP default and Status of Solving.

*** NOTES 3/17/2010 2:08:56 PM, jsmith02, Action Type : Call to Customer
I called the customer at [redacted]
The customer stated she's having a concern where the brake pedal depresses on it's own. This has occurred 10-15X and it happens at random. This does not occur in any particular condition or speed. It's happened in different weather conditions and on different roads. The customer stated her foot would be on the accelerator pedal and she is accelerating. The brake pedal automatically decelerated and slowed down her vehicle although she was accelerating. The vehicle does not rev or anything and her vehicle smoothly decelerates. The customer stated every time this occurred her cruise control was turned off. I inquired if any indicator lights come on and she stated the VSA light flashes. I clarified the VSA indicator flashes when this occurred.

I referred to the owner's manual and explained the VSA system is active when the VSA light is flashing. I explained the VSA works by regulating engine output and selectively applying the brakes. I advised this could be what she is experiencing. The customer stated that her husband turned off VSA. I advised her that you can temporarily turn VSA off but VSA restarts every time the vehicle is started. VSA is a safety feature of the vehicle and there's no way to permanently turn it off. We only recommend turning it off in certain situations where the vehicle is actually stuck. The customer didn't know the VSA automatically resets when the engine is restarted. She doesn't like the VSA feature and stated she will try turning it off every time she starts the vehicle. I advised all of this info is documented in case she has further inquiries. She declined further assistance and the call ended.

*** CASE MODIFY 3/17/2010 2:09:29 PM, jsmith02
into WIP 24 Hr Contact and Status of Solving.

*** SUBCASE [redacted]CLOSE 3/17/2010 2:09:31 PM, jsmith02
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/17/2010 2:09:31 PM, jsmith02
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/3/2011 8:44:41 AM
Case Originator :	Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/10/2011 12:34:46
Case Owner :	Caroline Odulio (Team HH)	Method :	Phone	Queue :		Days Open :	7
Last Closed By :	Caroline Odulio (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	9D (BALISE): [redacted] - BRAKES			No. of Attachments :	1		

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted] 122
VIN Type / No. : US VIN / 5FNRL38748B [redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3878JW / A
Miles / Hours : 35,000
In Service Date : 04/30/2008
Months In Use : 42
Engine Number : J35A74046549
Originating Dealer No. / Name : 208285 / BOCH HONDA
Selling Dealer No. / Name : 206675 / BALISE HONDA
Trim : EX-LRES
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206675 / BALISE HONDA
Phone No. : 413-788-4097
Address : 400 RIVERDALE STREET
City / State / Zip : W. SPRINGFIELD, MA 01089
Svc District / Sls District : 09D / E09
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 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
[redacted] - PROD	Subcase Close	Product	Operation	410	Front Brakes

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]	Disposition: Complaint	Condition :	Closed	Wipbin :	
Issue Originator : Caroline Odulio	Type 1 : Product	Status :	Subcase Close	Open Date :	10/4/2011 6:47:40 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :		Close Date :	10/10/2011 12:34:37
Issue Title : [redacted] - PRODUCT - OPERATION					

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 9D (BALISE): [redacted] BRAKES

*** CASE CREATE 10/3/2011 8:44:41 AM, tlimun
Contact = [redacted] iority = N/A, Status = Solving.

*** CASE MODIFY 10/3/2011 8:46:02 AM, tlimun
into WIP default and Status of Solving.

*** NOTES 10/3/2011 8:46:57 AM, tlimun, Action Type : Call from Customer
ACS updated customer contact info and best contact number [redacted]
PER AIRBASE: ORIGINAL OWNER, SERVICES HER VEHICLE AT THE DLR, FIRST HONDA.
The customer called ACS and advised that she had taken her vehicle into Honda dlr 3 times. Customer stated the brakes activated on its own at 30-35mph. Customer stated the dlr unable to duplicate the issue. Customer stated the last time she was at the dlr is on August and customer was working with SM Henry. Customer stated she is going back into Honda dlr tomorrow due to the same issue and would like Honda to resolve her issue. ACS advised customer the CM will contact her within 1 or 2 business days. ACS provided customer the case number and customer thanked ACS.

*** CASE MODIFY 10/3/2011 8:46:58 AM, tlimun
into WIP default and Status of Solving.

*** CASE MODIFY 10/3/2011 8:47:06 AM, tlimun
into WIP default and Status of Solving.

*** CASE MODIFY 10/3/2011 8:47:34 AM, tlimun
into WIP default and Status of Solving.

*** CASE DISPATCH 10/3/2011 8:47:41 AM, tlimun
from WIP default to Queue Honda Team H .

*** CASE YANKED 10/3/2011 2:49:29 PM, codulio
Yanked by codulio into WIPbin Default.

*** SUBCASE [redacted] CREATE 10/4/2011 6:47:40 AM, codulio
Created in WIP Default with Due Date 10/4/2011 6:47:40 AM.

*** NOTES 10/4/2011 6:53:34 AM, codulio, Action Type : Call to Customer
I called the customer @ [redacted] I left message asking the customer to call me to discuss their brake concerns. I provided the case# and 800# along with my ext#117739. I let the customer know I will be contacting the SM Henry Ebosh and report to him the concerns they are having. I did suggest they test drive with the dealer to show them the problem since she has been into the dealer 3 times and the problem has not been duplicated. I did let the customer know I will call again on 10.6.11.

*** NOTES 10/4/2011 6:54:39 AM, codulio, Action Type : Call to Customer
I called the customer @ [redacted] I left message asking the customer to call me to discuss their brake concerns. I provided the case# and 800# along with my ext#117739. I let the customer know I will be contacting the SM Henry Ebosh and report to him the concerns she is having. I did suggest she test drive with the dealer to show the dealer the problem since she has been into the dealer 3 times and the problem has not been duplicated. I did let the customer know I will call again on 10.6.11.

*** CASE MODIFY 10/4/2011 6:54:42 AM, codulio
into WIP Default and Status of Solving.

*** COMMIT 10/4/2011 6:54:44 AM, codulio, Action Type : N/A
Made to [redacted] due 10/07/2011 06:54:47 AM.
pending DCS Follow-Up

Case History

Case ID : [redacted] Case Title : 9D (BALISE): [redacted] - BRAKES

*** NOTES 10/4/2011 6:58:34 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/7/2011

Dear: Henry Ebosh,

This customer contacted our office regarding the following issue(s): the customer called to report her brakes activates on it's own. Customer said she has been into the dealer 3 times for this problem and has an apt. today 10.4.11.

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 Henry, how are you? I wanted to let you know this customer told AHM they will be taking their vehicle into your dealer today for brake activating on it's own. Customer said she has taken the vehicle into the dealer 3 times. I suggest she may need to test drive with you to show what she is experiencing? Did we ever keep the vehicle over night to inspect it longer? How many miles has the vehicle been driven when the vehicle had come into the dealer for inspection? Let me know what history you have on this problem and confirm the repair attempts that has been made. I also need to confirm if tech line was involved and I need tech line ref#.

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.

Caroline Odulio
Automobile Customer Service
310 783-7739 direct#
caroline_odulio@ahm.honda.com (note: my e mail & direct# is for dealers use only)

*** NOTES 10/4/2011 6:59:02 AM, codulio, Action Type : Field FYI

I gave my DPSM in 9D a heads up on what is going on with this case.

*** CASE MODIFY COMMITMENT 10/4/2011 7:08:11 AM, codulio

with [redacted] due 10/06/2011 06:54:47 AM.

*** CASE MODIFY 10/4/2011 7:08:15 AM, codulio

into WIP Default and Status of Solving.

*** CASE FULFILL 10/10/2011 9:51:41 AM, codulio

Fulfilled for [redacted] due 10/06/2011 06:54:47 AM.

*** NOTES 10/10/2011 10:18:54 AM, codulio, Action Type : Call to Customer

I called the customer @ [redacted]. I spoke with the customer.

The customer said the dealer has put 200 miles on her vehicle and they can't duplicate a problem. Customer said she the vehicle has been @ the dealer since 10.4.11.

Customer said the last time she spoke with SM Henry Ebosh was on Thursday 10.6.11. The customer described when driving down the street @ 30 mph to 35 mph the vehicle slows down but vehicle does not brake abruptly.

Case History

Case ID : [redacted] Case Title : 9D (BALISE): [redacted] - BRAKES

Customer got upset when I asked if she is able to help duplicate the problem for the dealer? The customer had avoided the questions and felt I was being condescending. Customer had mentioned it got ugly between her & the SM and she asked the SM to get with the sales mgr to get some numbers so they can get out of the vehicle. Customer again went round and round, still upset and finally she confirmed she has not test drove with the dealer to help show the problem. The customer said she does not understand why she called AHM and customer disconnected the call.

*** NOTES 10/10/2011 10:28:37 AM, codulio, Action Type : Call to Dealer

I called Balise Honda. I spoke with the SM Henry Ebosh. I asked Henry if he can update me with what is going on with this vehicle? I told SM Henry the customer got upset with me and disconnected the call. I told Henry I am trying to obtain information on what they have done to address this matter.

Henry confirmed the following information:

- on 10.2.10 @ 36,787 miles the customer states the customer said heard a noise and the VSA light had come on. Henry said they road test and checked for codes and none found

- on 8.5.11 @ 51,518 miles the customer states while driving feels a tapping in the accelerator peddle and the brake appears to apply by themselves. SM Henry said they could not duplicate any problems.

- on 10.4.11 @ 54,730 miles the customer states @ 30 mph a vibration feel and then acceleration went from 30 mph to 7 mph and felt like the brakes were engaged. SM Henry confirmed his dealer put 260 miles and they could not duplicate any problems with the brakes. SM Henry said tech line was contacted but they were told data is needed but Henry said no problems were ever duplicated.

SM Henry said the DPSM & AZM for zone 9 was involved and inspected the vehicle over but they test drove the vehicle because no problem was able to be duplicated.

SM Henry said his dealer put this customer in a rental @ their cost @ $40 a day. Henry said this customer never spent money for any services on the vehicle @ the dealer. SM Henry confirmed customer refused to test drive with him.

I told Henry the customer got upset with me and disconnected the call on me. I told Henry I called to just get their feed back to confirm what they have done to address the problems. I thanked Henry Ebosh (SM) for his time.

*** CASE MODIFY 10/10/2011 11:52:04 AM, codulio

into WIP 206675 (9d) BALISE: and Status of Solving.

*** CASE ADD ATTACHMENT 10/10/2011 12:15:41 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-0301596_1.pdf

*** SUBCASE [redacted] CLOSE 10/10/2011 12:34:37 PM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/10/2011 12:34:46 PM, codulio

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/19/2012 6:09:51 AM
Case Originator :	Mohammad Alam (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/19/2012 6:26:45 AM
Case Owner :	Mohammad Alam (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mohammad Alam (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[redacted] - VSA LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted]6080
VIN Type / No. :	US VIN / 5FNRL38738B[redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3878JW / A
Miles / Hours :	54,000
In Service Date :	05/10/2008
Months In Use :	49
Engine Number :	J35A74049187
Originating Dealer No. / Name :	207722 / TWIN CITY HONDA
Selling Dealer No. / Name :	207722 / TWIN CITY HONDA
Trim :	EX-LRES
No. Of Doors :	5
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 :	207722 / TWIN CITY HONDA
Phone No. :	409-981-1220
Address :	10545 HIGHWAY 69
City / State / Zip :	PORT ARTHUR, TX 77640
Svc District / Sls District :	03G / E03
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
[redacted] / [redacted] PRO	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted] Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Mohammad Alam Type 1 : Product Status : Subcase Close Open Date : 6/19/2012 6:26:34 AM
Issue Owner : Mohammad Alam Type 2 : Operation Queue : Close Date : 6/19/2012 6:26:45 AM
Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 02 - Suspension System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - VSA LIGHT CONCERN

*** CASE CREATE 6/19/2012 6:09:51 AM, malam
Contact = [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 6/19/2012 6:10:02 AM, malam
into WIP default and Status of Solving.
*** NOTES 6/19/2012 6:22:16 AM, malam, Action Type : Call from Customer
Customer information verified.

Customer states that the VSA light turned ON all of a sudden and the brakes locked. He informed that the this happened a total of three different times and all these started 8 months. Customer stated that he took the vehicle 3 different and they can't duplicate the issue. He went to Mike Smith Honda all three times. Customer wanted to know what could be done. Last time this happened was yesterday(6/18/2012).

ACS documented and informed that without duplication the DLR would not know what components to fix.
Customer wanted to take vehicle to Twin City Honda and leave the vehicle there for couple of days so that they diagnose the vehicle provided that they receive a loaner.
ACS informed that he can talk to SM at the DLR concerning this.
ACS informed also that a DCS message would be sent to SM as well as GM at the DLR.
*** NOTES 6/19/2012 6:25:30 AM, malam, Action Type : Dealer Communication
ATTN: SERVICE MANAGER/General Manager

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

Customer states that all of a sudden while driving the vehicle the VSA light comes ON and brakes lock up. He stated that so far the issue occurred 3 times and Mike Smith Honda couldn't diagnose the issue. Customer will bring the vehicle to your location and drop the vehicle for couple of days if needed, but requests a loaner if possible. Please take a look and try to assist customer solely at your digression.
Customer name: [redacted]
Number: [redacted]

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

Thank you for your attention to this matter.

Mohammad Alam
Automobile Customer Service
*** CASE MODIFY 6/19/2012 6:25:46 AM, malam
into WIP default and Status of Solving.
*** SUBCASE [redacted] CREATE 6/19/2012 6:26:34 AM, malam
Created in WIP Default with Due Date 6/19/2012 6:26:34 AM.
*** SUBCASE [redacted] CLOSE 6/19/2012 6:26:45 AM, malam
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 6/19/2012 6:26:45 AM, malam

Case History

Case ID : [redacted]

Case Title : [redacted] - VSA LIGHT CONCERN

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/12/2011 9:30:14 AM
Case Originator :	Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/12/2011 9:33:22 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] - VSA COMPLAINT (ND)			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]1251
VIN Type / No. : US VIN / 5FNRL38218B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3828EW / A
Miles / Hours : 42,000
In Service Date : 09/29/2008
Months In Use : 36
Engine Number : J35A64032624
Originating Dealer No. / Name : 207816 / GILLMAN HONDA OF FORT BEND
Selling Dealer No. / Name : 207816 / GILLMAN HONDA OF FORT BEND
Trim : LX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BU
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC 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
[redacted]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Tara Limun
Issue Owner : Tara Limun
Issue Title : [redacted]- PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/12/2011 9:32:05 AM
Close Date : 9/12/2011 9:33:21 AM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- VSA COMPLAINT (ND)

*** CASE CREATE 9/12/2011 9:30:14 AM, tlimun
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/12/2011 9:31:01 AM, tlimun
into WIP default and Status of Solving.

*** SUBCASE [redacted] CREATE 9/12/2011 9:32:05 AM, tlimun
Created in WIP Default with Due Date 9/12/2011 9:32:05 AM.

*** NOTES 9/12/2011 9:33:07 AM, tlimun, Action Type : Call from Customer
ACS verified customer contact info and best contact number[redacted]
The customer called ACS and advised that she was having an issue with her vehicle. Customer stated yesterday when they were driving and it was driving on a straight road at 30MPH. Customer stated the vehicle died on her and the VSA light came on when her vehicle it stopped itself on her yesterday. Customer stated this morning when she starts her vehicle the VSA light disappeared on its own and would like to know why. ACS apologized and advised customer to have her vehicle diagnose at her local dlr and her complaint is well documented. ACS advised customer the call is documented so that all areas of our company can have the access to this information.

*** SUBCASE [redacted] CLOSE 9/12/2011 9:33:21 AM, tlimun
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/12/2011 9:33:22 AM, tlimun
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [redacted]
Case Originator : Bridgette Samonte (Team HB)
Case Owner : Brian Magana (Team HH)
Last Closed By : Brian Magana (Team HH)
Case Title : 03J - (RICK JUSTICE [redacted] - MULTIPLE TIMES/WHEELS LOCK UP

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

Condition : Closed
Status : Closed
Queue :
Wipbin :

Open Date : 12/15/2009 12:26:10
Close Date : 12/23/2009 12:03:50
Days Open : 8

No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]3002
VIN Type / No. : US VIN / 5FNRL38678E[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 19,000
In Service Date : 02/09/2009
Months In Use : 10
Engine Number : J35A74064156
Originating Dealer No. / Name : 207074 / RICK JUSTICE HONDA
Selling Dealer No. / Name : 207074 / RICK JUSTICE HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207074 / RICK JUSTICE HONDA
Phone No. : 601-693-4651
Address : 503 FRONT STREET EXTEN
City / State / Zip : MERIDIAN, MS 39301
Svc District / Sls District : 03H / D03
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 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
[redacted] / [redacted] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Brian Magana
Issue Owner : Brian Magana
Issue Title : [redacted]PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 12/17/2009 5:00:55 PM
Close Date : 12/23/2009 12:03:49

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
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 : 03J - (RICK JUSTICE) [redacted] - MULTIPLE TIMES/WHEELS LOCK UP

*** CASE CREATE 12/15/2009 12:26:10 PM, bsamonte
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/15/2009 12:26:15 PM, bsamonte
WARRANTY CHECK 12/15/2009 12:26:15 PM bsamonte
No data found for VIN.

*** CASE CLAIMS LOOKUP 12/15/2009 12:26:21 PM, bsamonte
CLAIM CHECK 12/15/2009 12:26:21 PM bsamonte
The following Claim History information was found
0; 2009-06-01; 207074; 667151; 510; 7421A1 ; WIPER BLADE/INSERT - REPLACE.

*** CASE CAMPAIGN LOOKUP 12/15/2009 12:26:24 PM, bsamonte
CAMPAIGN CHECK 12/15/2009 12:26:24 PM bsamonte
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CUC LOOKUP 12/15/2009 12:26:27 PM, bsamonte
CUC CHECK 12/15/2009 12:26:27 PM bsamonte
The following CUC information was found
;;;0;0;0;;;;;;;;0;;

*** CASE VSC LOOKUP 12/15/2009 12:26:27 PM, bsamonte
VSC CHECK 12/15/2009 12:26:26 PM bsamonte
The following VSC information was found
[redacted]V003541084;C50;NEW 60MO/100K, $100 DED;ACTIVE;;2009-02-09;2014-02-08;100000;25;207074;100.00

*** CASE MODIFY 12/15/2009 12:30:50 PM, bsamonte
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2009 12:33:42 PM, bsamonte
into WIP default and Status of Solving.

*** NOTES 12/15/2009 12:39:42 PM, bsamonte, Action Type : Call from Customer
Contact Info Verified

Customer says in July, the front wheels would lock at 45 MPH. After a complete stop, vehicle would unlock. Customer would travel a mile and it would lock up again.
RICK JUSTICE HONDA was not able to find a code.
2nd time this occurred was in October. The VSA sensor was replaced. Front passenger tire locks up now.
3rd time was yesterday. Customer spoke with Mr. Davis, General Manager.
Customer wants this fixed permanently or get into another vehicle.
ACS apologized and advised customer a case manager will follow up with customer in 1-2 business days.
ACS advised there are no guarantees as cases are reviewed on a case by case basis. Customer understands and has no further questions. Case number provided.

*** CASE MODIFY 12/15/2009 12:39:51 PM, bsamonte
into WIP default and Status of Solving.

*** CASE DISPATCH 12/15/2009 12:40:11 PM, bsamonte

Case History

Case ID : [redacted]

Case Title : 03J - (RICK JUSTICE) [redacted] - MULTIPLE TIMES/WHEELS LOCK UP

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 12/15/2009 12:52:07 PM, jsmith02
N012009-12-1501018 to bmagana, WIP

*** CASE RULE ACTION 12/15/2009 12:52:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/17/2009 4:45:15 PM, bmagana
into WIP Default and Status of Solving.

*** CASE MODIFY 12/17/2009 4:47:23 PM, bmagana
into WIP Default and Status of Solving.

*** SUBCASE N012009-12-1501018-1 CREATE 12/17/2009 5:00:55 PM, bmagana
Created in WIP Default with Due Date 12/17/2009 5:00:55 PM.

*** COMMIT 12/17/2009 5:01:12 PM, bmagana, Action Type : N/A
Attempt Cust Again - Go Over Case/Concern 12/23

*** NOTES 12/17/2009 5:01:53 PM, bmagana, Action Type : Call to Customer
Introduced myself as RCM.
Customer indicates he has had this wheel locking up concern multiple times and is scared to drive the vehicle.
Customer indicates just recently the vehicle locked up and was taken to the dealer where they contacted Honda Technical Line and provided the codes gathered through the "YAW" system.
Customer indicates the dealer was advised by Honda Technical Line to replace the sensor.
Customer indicates the dealer indicated the sensor arrived today however the vehicle was going to be staying there today along with tomorrow to perform the repairs.
Customer indicated he still doesn't feel safe with any repairs performed on the vehicle due to the prior repairs being performed and the dealer indicating the concern was taken care of then he would be driving down the highway and the wheel locked up once again.
ACS understood and apologized for the current concerns.
ACS advised the customer at this time the dealer will need to be contacted to go over the concern also gather all relating information.
ACS advised the customer all relating information will be added to the case file then the case will be further reviewed.
ACS advised the customer he will receive a contact from either myself or the dealer by Wednesday 12/23/09.
Customer understood and asked what does he do if the dealer calls him tomorrow saying the vehicle is repaired.
ACS then advised the customer to have the dealer call myself to go over the matter.
Customer understood and thanked ACS.
Call ended.

*** CASE MODIFY 12/17/2009 5:02:15 PM, bmagana
into WIP Default and Status of Solving.

*** NOTES 12/22/2009 8:17:40 AM, slambert, Action Type : Call for Case Mgr
ACS verified the customer□s information.

Situation/Request: Customer has contacted ACS asking to speak to CM.

Inbound Summary: ACS advised the customer that his CM is currently unavailable; ACS then provided the customer the option of leaving a VM. Customer agreed and the call was transferred.

Case History

Case ID : [redacted]

Case Title : 03J - (RICK JUSTICE) [redacted] - MULTIPLE TIMES/WHEELS LOCK UP

*** NOTES 12/22/2009 10:39:49 AM, bmagana, Action Type : Call from Dealer
Spoke with Kevin SM on December 22 regarding the vehicle.

The dealer indicated the customer came in on 10/19/09 with 8,758 miles stating the vehicle lost power at 45 mph. It had been indicated the vehicle was inspected then Tech Line was contacted where they requested to have the steering angle sensor replaced.

The dealer indicated this repair was then completed per Tech Line request.

The dealer indicated the customer then came back in on 12/14/09 regarding the same concern. It had been indicated Tech Line was contacted once again where they requested snap shots regarding the concern.

The dealer indicated the snap shots were taken and sent to Tech Line where they then requested to replace the "YAW" sensor. It had been indicated the vehicle was then driven for about 100 miles after the repair by the technician and the concern did not duplicate at this time.

The dealer indicated the customer hasn't taken delivery of the vehicle since this last repair was performed due to the customer indicating he doesn't want the vehicle anymore. It had been indicated all requested repairs have been performed at this time and the vehicle appears to be repaired.

ACS understood and thanked the dealer for the information provided. ACS advised the dealer the customer will be contacted at this time to go over the repairs.
The dealer understood and indicated the customer needs to turn in his rental vehicle ASAP. ACS understood.

*** NOTES 12/22/2009 2:02:48 PM, bmagana, Action Type : Call to Customer
ACS contacted customers day time (cell) number and reached a recording that indicated the customer is not taking calls at this time to please try again later.
ACS ended the call.

*** CASE MODIFY COMMITMENT 12/22/2009 2:04:31 PM, bmagana
with [redacted] due 12/23/2009 12:00:00 PM.

*** CASE MODIFY 12/22/2009 2:04:36 PM, bmagana
into WIP 03J - Bill Kirk and Status of Solving.

*** NOTES 12/23/2009 11:26:26 AM, bsamonte, Action Type : Call for Case Mgr
Customer requested to speak with case manager. Customer needs to know the status and is at the dealer. ACS advised case manager was unavailable. ACS confirmed best number is [redacted] cell.

*** NOTES 12/23/2009 11:53:49 AM, bmagana, Action Type : Call to Customer
Spoke with the customer and went over the information provided by the dealership.
ACS explained to the customer per Tech Line the replacement of the YAW sensor was the needed repair.
ACS explained the vehicle was then driven for 100 miles by the dealership where the concern never occurred.
Customer indicates he understands however the concern doesn't happen until 1,000s of miles after the repairs or diagnosis is performed.
Customer states the vehicle would have to be driven for 1,000s of miles by the dealer to duplicate the concern.
ACS explained to the customer the dealer would not be able to drive the vehicle for 1,000s of miles however at this time the vehicle appears to be repaired and there is no further repair needed.
Customer disagreed and indicated he is going to get rid of the vehicle.
ACS understood and advised the customer he would need to speak with the dealer about the loaner/rental vehicle.
Customer then ended the call.

Case History

Case ID : [redacted] Case Title : 03J - (RICK JUSTICE) [redacted] MULTIPLE TIMES/WHEELS LOCK UP

*** NOTES 12/23/2009 12:02:34 PM, bmagana, Action Type : Call to Dealer
Spoke with Kevin SM on December 23 regarding the customer.

ACS advised the dealer the customer has been contacted and provided the gathered information. ACS explained to the dealer the customer is indicating he will be trading the vehicle in however the customer is to pay the rental/loaner cost after the 5th day due to the vehicle being repaired and the customer neglecting to pick up the vehicle.

The dealer understood and indicated he will contact the DPSM in attempt to get the other 5 days covered also will speak with the customer about the remaining cost. ACS understood and apologized.

*** CASE MODIFY 12/23/2009 12:03:47 PM, bmagana
into WIP 03J - Bill Kirk and Status of Solving.

*** SUBCASE [redacted] CLOSE 12/23/2009 12:03:49 PM, bmagana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/23/2009 12:03:50 PM, bmagana
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/24/2011 9:57:13 AM
Case Originator :	Wendell Walker (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/27/2011 1:53:21 PM
Case Owner :	Julie Kim (Team HF)	Method :	Phone	Queue :		Days Open :	34
Last Closed By :	Julie Kim (Team HF)	Point of Origin :	Customer	Wipbin :			

Case Title : 6L-#208202-[redacted] COMPLAINT VSA FAILURE REQUEST ASSISTANCE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]7238
VIN Type / No. : US VIN / 5FNRL38988B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3898KW / A
Miles / Hours : 37,802
In Service Date : 07/03/2008
Months In Use : 32
Engine Number : J35A74068769
Originating Dealer No. / Name : 207042 / FLOW HONDA
Selling Dealer No. / Name : 207042 / FLOW HONDA
Trim : TOUR
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC 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 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
[redacted] PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Wendell Walker
Issue Owner : Wendell Walker
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/24/2011 10:29:19 AM
Close Date : 3/24/2011 10:30:12 AM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer, Documented Concern
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

Case History

Case ID : [redacted]

Case Title : 6L-#208202-[redacted] - COMPLAINT VSA FAILURE REQUEST ASSISTANCE

*** CASE CREATE 3/24/2011 9:57:13 AM, wwalker1
Contact = [redacted], Priority = N/A, Status = Solving.

*** SUBCASE [redacted] CREATE 3/24/2011 10:29:19 AM, wwalker1
Created in WIP Default with Due Date 3/24/2011 10:29:19 AM.

*** SUBCASE [redacted] CLOSE 3/24/2011 10:30:12 AM, wwalker1
Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/24/2011 10:33:35 AM, wwalker1, Action Type : Call from Customer
ACS verified/updated the customers information.
Best contact #[redacted]

The customer called customer took possession of vehicle 3 weeks ago. following Sunday took back to dealership for repair of VSA system system was locking up. The dealership had the vehicle for 4 days. Today while driving the check VSA indicator came on and the customer had to stop when system locked. The customer work out of vehicle (Visiting nurse). The customer has been advised to take the vehicle to the local dealership. I apologized to the customer and explained to her that at this point we only become involved if the dealership can't or won't address the customers needs. I apologized and explained to the customer that since the dealership has been willing in the past to repair the vehicle, we need to give them the opportunity to resolve the issue. The customer is going to be taking her vehicle to the dealership tonight. I asked if the customer would like me to send a message to the dealership to expect her visit she said yes. An (IN) has been sent to the dealership. I am documenting the customers concern.

The customer was satisfied with the information.

Dealer communication sent.

No further action is required.

*** NOTES 3/24/2011 10:35:53 AM, wwalker1, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Mrs. [redacted] is going to be coming to the dealership this evening before closing. She purchased a CUC 2008 Honda Odyssey from your dealership 3 weeks ago and 1 week after purchase the VSA needed repair. The VSA has gone out again and she has safety concerns.

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

Thank you for your attention to this matter.

Wendell Walker
Automobile Customer Service

*** CASE MODIFY 3/24/2011 10:36:22 AM, wwalker1
into WIP default and Status of Solving.

*** CASE CLOSE 3/24/2011 10:36:27 AM, wwalker1

Case History

Case ID : [redacted] Case Title : 6L-#208202-[redacted]- COMPLAINT VSA FAILURE REQUEST ASSISTANCE

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

*** CASE REOPEN 4/5/2011 11:38:53 AM, ccotto01
with Condition of Open and Status of Solving.

*** CASE MODIFY 4/5/2011 11:39:55 AM, ccotto01
into WIP default and Status of Solving.

*** NOTES 4/5/2011 11:44:50 AM, ccotto01, Action Type : Call from Customer
I verified the customer

The customer called ACS and stated that she has had her vehicle checked and serviced at Crown Honda in an attempt to locate the problem with her vehicle. The customer was at the dealership yesterday, Monday, and the dealer was not able to identify the problem and stated that there was nothing wrong. The customer stated that the CHECK VSA SYSTEM light is still on and has been on since the purchase of the HCUC vehicle. The customer has called in 2 weeks ago to document this concern. The customer id very frustrated that the dealership cannot locate the problem and is concerned for her safety. The customer stated that the light comes and goes, but would like to find out what is causing the light to come on.

ACS advised the customer that her concerns are being documented and apologized for the inconvenience. ACS advised the customer that since the vehicle issue cannot be addressed by the dealership this case will be dispatched to a case manager for further review. ACS advised the customer that she will be contacted within 1-2 business days and provided case number [redacted]

The customer understood and required no further assistance.

*** NOTES 4/5/2011 11:45:14 AM, ccotto01, Action Type : Call from Customer
The best number to contact the customer is at: 336-472-8762.

*** CASE MODIFY 4/5/2011 11:45:18 AM, ccotto01
into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 11:45:29 AM, ccotto01
into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 11:45:34 AM, ccotto01
into WIP default and Status of Solving.

*** CASE DISPATCH 4/5/2011 11:45:46 AM, ccotto01
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 4/5/2011 1:37:21 PM, mkim
from Queue Honda Team F to WIP DEFAULT.

*** COMMIT 4/5/2011 2:20:20 PM, mkim, Action Type :
Made to [redacted] due 04/08/2011 02:20:24 PM.
DCS Follow-Up

*** NOTES 4/5/2011 2:21:47 PM, mkim, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/8/2011 2

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

Case History

Case ID : [redacted]

Case Title : 6L-#208202-[redacted]- COMPLAINT VSA FAILURE REQUEST ASSISTANCE

The customer called stating that she had her vehicle checked yesterday and advised no problems were found and there was nothing wrong. The customer stated that the CHECK VSA SYSTEM light is still on and has been on since the purchase of the HCUC vehicle. The customer has called in 2 weeks ago to document this concern. The customer id very frustrated that the dealership cannot locate the problem and is concerned for her safety. The customer stated that the light comes and goes, but would like to find out what is causing the light to come on.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.
Please contact me back at your earliest convenience to review customer's concerns.
Thank you for your prompt attention to this matter.

Julie Kim
Automobile Customer Service
310-783-7724

*** CASE MODIFY 4/5/2011 2:21:55 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 4/5/2011 2:21:59 PM, mkim
Fulfilled for [redacted] due 04/08/2011 02:20:24 PM.

*** COMMIT 4/5/2011 2:22:10 PM, mkim, Action Type : N/A
cust called? SM-Larry called?

*** CASE MODIFY 4/5/2011 2:22:29 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 4/5/2011 2:22:31 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 4/6/2011 12:52:01 PM, mkim
with [redacted] due 04/11/2011 05:00:00 PM.

*** NOTES 4/6/2011 12:52:16 PM, mkim, Action Type : Call to Customer
I called [redacted] but got customer□s VM.
I left a message introducing myself as the CM and a request to contact me back to discuss the concerns on her 2008 Odyssey further in detail.
I provided my contact information and also a message to follow up again on 04/11/2011 if I don□t hear from her.

*** NOTES 4/8/2011 2:01:34 PM, mkim, Action Type : Call from Customer
Customer called and left a message requesting a call back.

*** NOTES 4/8/2011 2:02:24 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 04/13/2011 if I don□t hear from her.

*** CASE MODIFY COMMITMENT 4/8/2011 2:03:40 PM, mkim
with [redacted] due 04/12/2011 05:00:00 PM.

*** NOTES 4/8/2011 2:03:49 PM, mkim, Action Type : Call to Dealer
I called Crown Honda Greensboro to speak to SM-Larry but got his VM.
I left a message requesting a call back.

Case History

Case ID : [redacted]

Case Title : 6L-#208202-[redacted] COMPLAINT VSA FAILURE REQUEST ASSISTANCE

*** CASE MODIFY 4/8/2011 2:03:58 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 4/8/2011 2:04:24 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 4/12/2011 1:28:04 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 4/12/2011 1:33:13 PM, mkim, Action Type : Call from Dealer
SM-Larry from Crown Honda is returning a message I left before.
SM said customer brought in the vehicle on 4/8/2011 complaining the VSA light was on and the vehicle cut off twice over the weekend. SM said they retrieved about 10 DTC codes for the fuse box so they replaced the driver□s side multiplex fuse under warranty. SM the vehicle was returned to the customer the same day and they have not heard back from the customer.

*** CASE MODIFY 4/12/2011 1:33:32 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 4/12/2011 1:40:59 PM, mkim
into WIP 6L and Status of Solving.

*** CASE FULFILL 4/13/2011 7:44:49 AM, mkim
Fulfilled for [redacted] due 04/12/2011 05:00:00 PM.

*** NOTES 4/13/2011 7:45:00 AM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to Ms. [redacted]
Customer verified vehicle was repaired and picked up on 4/8/2011 and since, the VSA light and CEL has not come back on. However, customer said it took about 2 weeks after the last repair before problem came back so she□s not sure if it□s completely repaired or not.

I apologized to the customer about the problems she□s experienced on the vehicle.
I informed the customer after speaking with the SM from Crown Honda, they are confident the problem on the vehicle has been repaired. I provided the customer with my contact information and encourage customer in contacting me or the SM back at the dealership if she experiences any further problems or has questions.
Customer understood and gave me permission to close the case without further follow up.

*** CASE MODIFY 4/13/2011 7:45:14 AM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 4/13/2011 7:45:18 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/19/2011 12:10:43 PM, mkim
with Condition of Open and Status of Solving.

*** COMMIT 4/19/2011 12:42:00 PM, mkim, Action Type : N/A
call cust-f/u; vehicle repaired?

*** NOTES 4/19/2011 12:42:22 PM, mkim, Action Type : Call to Dealer
I called Crown Honda Greensboro to speak to SM-Larry but got his VM.
I left message informing the SM customer has called back stating the VSA light has come back on and that she□s needs an alternative vehicle to drive after she drops it off for further diagnosis. I left a message advising the SM to contact me back.

Case History

Case ID : [redacted] Case Title : 6L-#208202-[redacted]- COMPLAINT VSA FAILURE REQUEST ASSISTANCE

*** CASE MODIFY 4/19/2011 12:42:28 PM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 4/20/2011 12:43:43 PM, mkim, Action Type : Call to Customer
Customer called 4/19/2011 and informed me the VSA light came back on while she was driving. Customer said after she turned off the vehicle, the light disappeared. Customer said she left SM-Larry a message but has not received a call back and is very upset the light came back on.

I empathized with the customer about her being upset the VSA light came back on. However, I informed the customer we would need to have the dealership diagnose the vehicle again. Customer said she will need another vehicle to drive so I offer to follow up with the SM to let him know and call her back.

*** NOTES 4/20/2011 12:53:49 PM, mkim, Action Type : Call from Customer
Customer called and left a message stating that she took vehicle back to Crown Honda today for further diagnosis. Customer said she□s waited over 1 hour and 15 minutes and she□s very frustrated in having to drive over 20 miles each way.

*** NOTES 4/20/2011 12:57:40 PM, mkim, Action Type : Call to Dealer
I called Crown Honda Greensboro and spoke to SA-Richard since SM-Larry was not available. SA said the customer called him up this morning stating the VSA light has come back on intermittently again so he advised customer in brining the vehicle back in and customer came in just couple of hours ago. SA said the SF inspected the vehicle but the VSA light was not on. SF advised in replacing the VSA modulator assembly and they□ve order the part, which may take couple of days. After further review, I informed SA-Richard; AHM can assist in covering 3 days of rental as one time GW and asked the SA to follow up with the customer once the part arrives.

*** CASE MODIFY COMMITMENT 4/20/2011 1:17:40 PM, mkim
with [redacted] due 04/22/2011 05:00:00 PM.

*** NOTES 4/20/2011 1:17:51 PM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to Mrs. Linke.
I first apologized to the customer for continuing to experience problems with the VSA on her vehicle.
I informed the customer I□ve followed up with SA-Richard and verified they were going to order and replace the VSA modulator assembly. I informed the customer as gesture of GW and to minimize her inconvenience while the dealership repairs her vehicle, AHM will assist in providing a rental vehicle. I informed the customer SA-Richard will make the arrangement for the rental vehicle and will follow up with her. I advised customer in calling him if she doesn□t receive a call back by tomorrow. Customer understood and thanked me for following up.

*** CASE MODIFY 4/20/2011 1:17:58 PM, mkim
into WIP 6L and Status of Solving.

*** CASE RULE ACTION 4/21/2011 8:57:13 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 4/22/2011 2:26:27 PM, mkim
with [redacted] due 04/26/2011 05:00:00 PM.

*** CASE MODIFY 4/22/2011 2:26:39 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 4/27/2011 1:49:22 PM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to Mr. [redacted]
Customer said she dropped her vehicle off Monday and picked up a rental vehicle but has not heard back from the dealership on the repair.
I offer to contact SA-Richard and have him follow up with her to provide an update.
I encourage customer in contacting me back if she has further questions or concerns.

Case History

Case ID : [redacted] Case Title : 6L-#208202-[redacted] - COMPLAINT VSA FAILURE REQUEST ASSISTANCE

Customer understood and gave me permission to close the case without further follow up.

*** CASE MODIFY COMMITMENT 4/27/2011 1:51:57 PM, mkim
with [redacted] due 04/29/2011 05:00:00 PM.

*** NOTES 4/27/2011 1:52:09 PM, mkim, Action Type : Call to Dealer
I called Crown Honda Greensboro and spoke to SA-Richard.
SA said they have ordered the part but had to wait for approval from CUC.
SA said they should have the repair done by tomorrow and said he will follow up with the customer later today.
SA said customer has been in a rental sine Monday so I authorized to cover 4 days of rental as one time GW.

*** CASE MODIFY 4/27/2011 1:52:18 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 4/27/2011 1:52:57 PM, mkim, Action Type : Note-General
DPSM Involved: No
Customer Pay Quote Dealership: $140.00
Total Warranty Repair Cost: $140.00
Total Amount Authorized for Claim: $140.00
% of GW Authorized: 100%
Total Customer Pays: $0.00

*** CASE MODIFY 4/27/2011 1:53:07 PM, mkim
into WIP 6L and Status of Solving.

*** CASE FULFILL 4/27/2011 1:53:13 PM, mkim
Fulfilled for [redacted] due 04/29/2011 05:00:00 PM.

*** CASE MODIFY 4/27/2011 1:53:20 PM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 4/27/2011 1:53:21 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 10/27/2011 2:20:36 PM
Case Originator : Katrina Vibar (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date : 2/28/2012 7:32:06 AM
Case Owner : Julie Kim (Team HF)	Method :	Phone	Queue :		Days Open : 124
Last Closed By : Julie Kim (Team HF)	Point of Origin :	Customer	Wipbin :		

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03 No. of Attachments : 8

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]7238
VIN Type / No. : US VIN / 5FNRL38988B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3898KW / A
Miles / Hours : 47,505
In Service Date : 07/03/2008
Months In Use : 39
Engine Number : J35A74068769
Originating Dealer No. / Name : 207042 / FLOW HONDA
Selling Dealer No. / Name : 207042 / FLOW HONDA
Trim : TOUR
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC 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.
208202	CROWN HONDA GREENSBO		

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
[redacted] PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder
[redacted] PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Julie Kim
Issue Owner : Julie Kim
Issue Title : [redacted]PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/28/2011 6:09:10 AM
Close Date : 12/5/2011 8:46:58 AM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [redacted]
Issue Originator : Julie Kim
Issue Owner : Julie Kim
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/24/2012 6:53:23 AM
Close Date : 2/28/2012 7:31:58 AM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - Monthly Pmt, CR Generated Gdwill
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
57110-SHJ-A61	MODULATR ASSY.,VSA	Not Applicable

Check Req Info :

Check Requisition No. : 3667
Primary Amount : $0.00
Incidental Type 1 / Amount : Other / $911.08
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $911.08
Approved By : cmartine
Approval Date : 2/23/2012
Status : PROCESSED
Check No. : 1961822
Check Date : 2/24/2012

Payee Name : [redacted]
Address :
City / State / Zip : TRINITY, NC [redacted]
Campaign Template # :
Contention Code : 01201
Defect Code : 03217
Category : Regular
Failed Part # : 57110-SHJ-A61

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** CASE CREATE 10/27/2011 2:20:36 PM, kvibar
Contact = [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 10/27/2011 2:20:53 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:22:50 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:23:00 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:25:59 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:26:01 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:26:07 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:26:52 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:27:57 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:31:48 PM, kvibar
into WIP default and Status of Solving.
*** CASE MODIFY 10/27/2011 2:32:50 PM, kvibar
into WIP default and Status of Solving.
*** NOTES 10/27/2011 2:37:40 PM, kvibar, Action Type : Call from Customer
Verified Customer Information
Best Contact Number: [redacted]
Reference: [redacted]

She said that she has had an intermittently issue since she bought her vehicle. She said that AHM thought they repaired the issue. She said that on 10/8/11 the light turned on and it acted like it was in neutral. She said that the vehicle has been at VANNYORK HONDA since Monday, 10/17/2011 for the whole day. She said that VANYORK HONDA was convinced before that it was the steering sensor. She said that they replaced the steering sensor and said that the vehicle was fixed. She said that the light lid up again on Monday, 10/17/11. She said that CROWN HONDA GREENSBORO had already replaced that as well 6 months ago. She said that she is concern because this has been done from CROWN HONDA GREENSBORO because they could not fix the issue. She said that she would like to speak with the DPSM in regards to her concern. She said that the vehicle is stopping on its own and it□s a huge liability. She said that this has been documented over and over. She said that VANNYORK HONDA has had the vehicle for 10 days. She said that she had a meeting with Scott they cannot find what is wrong with her vehicle. She said that there is no warning or lights on the dash when it is running. She said that when the vehicle is like on a neutral is when the lights turn on. She said that when she turns her vehicle off is when the lights turns off. She said that Jim the SM from VANYORK HONDA talked to Scott the DPSM and was informed that it is her tires. She said that she does not understand how it can be her tires. She said that there is something wrong with her vehicle. She said that she is very unhappy and scared to death when riding the vehicle

Case History

Case ID : [redacted] Case Title : 6L-#207059[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

with her family.

ACS informed the customer that her concern will be documented. ACS informed the customer that a case manager will act as a liaison in assisting further with this issue. ACS informed the customer that it will take 1-2 business days for a call back. The customer thanked ACS for documenting and no further assistance is needed.

*** CASE MODIFY 10/27/2011 2:37:42 PM, kvibar
into WIP default and Status of Solving.

*** CASE DISPATCH 10/27/2011 2:37:55 PM, kvibar
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 10/28/2011 5:58:06 AM, mkim
from Queue Honda Team F to WIP DEFAULT.

*** CASE MODIFY 10/28/2011 6:07:55 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/28/2011 6:08:18 AM, mkim
into WIP DEFAULT and Status of Solving.

*** SUBCASE [redacted] CREATE 10/28/2011 6:09:10 AM, mkim
Created in WIP Default with Due Date 10/28/2011 6:09:10 AM.

*** CASE MODIFY 10/28/2011 6:09:28 AM, mkim
into WIP DEFAULT and Status of Solving.

*** COMMIT 10/28/2011 6:09:30 AM, mkim, Action Type : N/A
Made to [redacted] due 10/28/2011 05:00:00 PM.
Escalation: cust called? f/u

*** CASE MODIFY 10/28/2011 6:10:02 AM, mkim
into WIP DEFAULT and Status of Solving.

*** COMMIT 10/28/2011 6:10:10 AM, mkim, Action Type :
Made to [redacted] due 10/31/2011 06:10:13 AM.
DCS Follow-Up

*** NOTES 10/28/2011 6:10:39 AM, mkim, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/31/2011

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

VSA repair and is seeking assistance with the cost of the repair.

In the interest of customer satisfaction, we would like to see if any assistances can be offered as goodwill and resolve this situation as soon as possible. Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review. Thank you for your prompt attention to this matter.

Julie Kim

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

Automobile Customer Service
310-783-7724

*** CASE MODIFY 10/28/2011 6:10:44 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 10/28/2011 6:10:47 AM, mkim
Fulfilled for [redacted] due 10/31/2011 06:10:13 AM.

*** CASE MODIFY 10/28/2011 6:10:53 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 10/28/2011 2:26:49 PM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to [redacted]
Customer said she received a call from the SM-Jim from Vann York Honda and was advised the vehicle was ready. Customer said the dealership advised the problem may be related to tires on her vehicle.
I apologized to the customer for her concern but I informed the customer I will follow up with the dealership next week and contact her back by 11/3/2011.

*** CASE MODIFY 10/28/2011 2:27:33 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 10/28/2011 2:29:27 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 10/28/2011 2:29:35 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 10/28/2011 2:31:18 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 10/31/2011 7:24:33 AM, mkim
with [redacted] due 10/31/2011 05:00:00 PM.

*** CASE MODIFY 10/31/2011 7:24:38 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 10/31/2011 2:29:07 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 11/1/2011 11:39:18 AM, jward, Action Type : Call from Customer
Customer called to speak with RCM. ACS transferred call to RCM.

*** NOTES 11/1/2011 12:23:26 PM, mkim, Action Type : Call to Dealer
Correction:
I called Vann York Honda on 10/31/2011 and spoke to SM-Jim.
SM said vehicle was dropped off from 10/17/2011 through 10/31/2011 and they drove and put 277 miles (In: 47,860 miles/ Out: 48,137 miles) but could not get the VSA light to come back on or verify stalling or hesitation in the vehicle.
SM said Techline has asked them to take snap shot or freeze data but they were not able to gather any data or snap shot since the problem did not occur.

*** CASE MODIFY COMMITMENT 11/1/2011 12:31:44 PM, mkim
with [redacted] due 11/02/2011 05:00:00 PM.

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** NOTES 11/1/2011 12:32:35 PM, mkim, Action Type : Call from Customer

Mrs.[redacted] is calling because she picked up her vehicle yesterday and the dealership told her that I would follow up with her. Customer asked why the VSA light came back on and the dealership made no attempts to repair her vehicle. Customer said she does not feel safe driving the vehicle the way it is and asked that I or DPSM keep driving the vehicle until the VSA light returns.

I empathized with the customer about her concern sand frustration but I tried to explain to the customer the dealership kept her vehicle and drove 277 miles but was not able to duplicate any concerns or get the VSA light to come back on. I informed the customer in order for the Honda dealership and AHM to further diagnose the vehicle to determine the problem and repair the vehicle, we need to be able to duplicate the concerns she□s experienced on the vehicle and gather more information when the VSA light returns. However, I informed the customer the dealership will not be able to continue driving the vehicle until the light returns since we don't know when that□s going to happen.

Customer said she□s not satisfied and request to speak to a supervisor. Customer said she would like AHM to fix her vehicle or replace her vehicle since she believes it□s a safety concern.

I tried to explain to the customer again the importance of duplicating the concern and having more information to properly repair her vehicle but customer still demand to speak to a supervisor.

I offer to forward her request and advised customer she will receive a call back from RM in 24 hours. Customer understood.

*** CASE MODIFY 11/1/2011 12:32:39 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY 11/2/2011 8:44:46 AM, mkim

into WIP 6L and Status of Solving.

*** NOTES 11/2/2011 1:04:17 PM, cmartine, Action Type : Escalation

RM called the customer and spoke to [redacted] I introduced myself as a Supervisor in ACS and together we reviewed her case. The customer asked what exactly my position was with AHM and I explained that I am a Regional Manager within ACS covering her area. The customer understood and strongly expressed her frustrations over the vehicle and the dealers inability to repair the defective part which causes the vehicle to stall. I informed the customer that I understand the frustrations and am calling to see how we could put together an Action Plan to help the dealer diagnose and repair the vehicle. The customer thanked me for calling and stated that she does not accelerate rapidly from stops and when the three incidences of stalling occurred the vehicle was driving as it was suppose to, however the customer stated that each time the VSC light came on the vehicle was traveling at approximately 30 miles per hour. The customer stated that there is no particular reason that she thinks would trigger the lamp. I informed her that I appreciated talking to her and care for her safety as well as her families. I informed her that I would call her back on 11/03/11 after speaking with the area rep. The customer understood and thanked me for calling./

*** CASE MODIFY COMMITMENT 11/3/2011 6:53:51 AM, mkim

with [redacted] due 11/03/2011 05:00:00 PM.

*** NOTES 11/3/2011 12:41:34 PM, cmartine, Action Type : Call to Customer

RM called the customer and left a message to return my call.

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted]VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** CASE MODIFY COMMITMENT 11/9/2011 10:01:50 AM, mkim
with [redacted] due 11/10/2011 05:00:00 PM.

*** CASE MODIFY 11/9/2011 10:01:58 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 11/11/2011 2:27:44 PM, mkim
with [redacted] due 11/14/2011 05:00:00 PM.

*** NOTES 11/17/2011 10:25:50 AM, mkim, Action Type : Call from Dealer
SM-Jim from Vann York Honda called to advise customer dropped her vehicle off last Thursday late afternoon after she experience no acceleration power while she was driving as VSA light had come on. SM said by the time she brought the vehicle to them, the VSA light was not on and they put the customer in a rental and drove about 200 miles since but they have not been able to duplicate the issue and VSA light has not come on.

I asked the SM to continue driving the vehicle for one more day before we return it to her tomorrow. I also asked the SM to follow up with Techline to see if they have any other advice or suggestions and I offer to contact him back tomorrow afternoon so we can returned the vehicle back to the customer if no additional concerns are noticed.

*** CASE MODIFY 11/17/2011 10:26:01 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 11/17/2011 10:26:18 AM, mkim
with [redacted] due 11/18/2011 05:00:00 PM.

*** CASE MODIFY 11/17/2011 10:26:34 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 11/17/2011 10:27:50 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 11/18/2011 2:27:11 PM, mkim
with [redacted] ue 11/21/2011 05:00:00 PM.

*** CASE MODIFY COMMITMENT 11/21/2011 2:08:13 PM, mkim
with [redacted] due 11/22/2011 05:00:00 PM.

*** NOTES 11/21/2011 2:08:21 PM, mkim, Action Type : Call to Dealer
I called Vann York Honda and spoke to SM-Jim.
SM said they contacted the customer and she picked up the vehicle on Friday, 11/18/2011 since they were not able to duplicate any issues and said she was going to contact me back today. SM said the rental bill came out to $280.00 plus $40.00 for gas so the total was $320.00. I provided the SM with my authorization for the rental and offer to follow up with the customer tomorrow.

*** CASE MODIFY 11/21/2011 2:08:24 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 11/23/2011 2:16:08 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 11/30/2011 if I don□t hear from her.

*** CASE MODIFY 11/23/2011 2:16:22 PM, mkim

Case History

Case ID : [redacted] Case Title : 6L-#207059--[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

into WIP 6L and Status of Solving.

*** CASE RULE ACTION 11/24/2011 2:20:36 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 11/29/2011 8:51:40 AM, mkim
with [redacted] due 11/30/2011 05:00:00 PM.

*** CASE MODIFY 11/29/2011 8:51:49 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 12/2/2011 2:27:11 PM, mkim
with [redacted] due 12/05/2011 05:00:00 PM.

*** NOTES 12/2/2011 2:27:34 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 12/06/2011 if I don□t hear from her.

*** CASE FULFILL 12/5/2011 8:46:23 AM, mkim
Fulfilled for [redacted] due 12/05/2011 05:00:00 PM.

*** NOTES 12/5/2011 8:46:31 AM, mkim, Action Type : Call to Customer
I called [redacted] but got customer□s VM.
I left a message encouraging customer to call me back if she has further questions or concerns.
For now, I offered to document and close the case until further notice since I have not heard back from her.

*** CASE MODIFY 12/5/2011 8:46:44 AM, mkim
into WIP 6L and Status of Solving.

*** SUBCASE [redacted] CLOSE 12/5/2011 8:46:58 AM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/5/2011 8:47:00 AM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 12/5/2011 8:47:01 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/6/2011 7:02:05 AM, mkim
with Condition of Open and Status of Solving.

*** NOTES 12/6/2011 7:03:26 AM, mkim, Action Type : Note-General
DPSM Involved: Yes
RM Involved: YES
Customer Pay Quote Dealership: $336.00
Total Warranty Repair Cost: $336.00
Total Amount Authorized for Claim: $336.00
% of GW Authorized: 100%
Total Customer Pays: $0.00

*** CASE MODIFY 12/6/2011 7:03:29 AM, mkim

Case History

Case ID : [redacted] Case Title : 6L-#207059-[redacted] - VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 12/6/2011 7:03:30 AM, mkim

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

*** CASE REOPEN 12/9/2011 9:47:26 AM, mkim

with Condition of Open and Status of Solving.

*** NOTES 12/9/2011 9:50:54 AM, mkim, Action Type : Call from Customer

Customer called and left a message stating the VSA light came back on 12/3/2011 and she went back to Vann York Honda. Customer said she was there right when the dealership was about to close so they took picture of the VSA light on the dash.

*** NOTES 12/9/2011 9:53:55 AM, mkim, Action Type : Call to Dealer

I called Vann York Honda and spoke to SM-Jim.
SM verified customer came in 12/3/2011 (49,656 miles) and they took picture of the VSA light on the dash and no further diagnosis was done since they were closing.
(last visit before 12/3/2011 was 11/10/2011 ~11/18/2011; 48,653/48,871 miles)
I informed the SM since there was no further diagnosis, I don□t know what we can do to assist the customer but I asked the SM to follow up with Techline and report the information they□ve obtained and call me back.

*** CASE MODIFY 12/9/2011 1:37:27 PM, mkim

into WIP DEFAULT and Status of Solving.

*** COMMIT 12/12/2011 6:28:51 AM, mkim, Action Type : N/A

call cust; SM-Jim called? techlien report

*** CASE MODIFY 12/12/2011 6:29:04 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 12/13/2011 2:21:51 PM, mkim

with [redacted] due 12/14/2011 05:00:00 PM.

*** NOTES 12/13/2011 2:22:00 PM, mkim, Action Type : Call to Dealer

I called Vann York Honda to speak to SM-Jim but was informed he was with another customer.
I left a message requesting a call back.

*** CASE MODIFY 12/13/2011 2:22:06 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 12/14/2011 2:03:41 PM, mkim

with [redacted] due 12/15/2011 05:00:00 PM.

*** NOTES 12/14/2011 2:03:57 PM, mkim, Action Type : Call to Dealer

I called Vann York Honda and spoke to SM-Jim.
SM said he has not followed up with Techline yet but will follow up and call me back.

*** CASE MODIFY 12/14/2011 2:04:00 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 12/16/2011 2:29:38 PM, mkim

with [redacted] due 12/19/2011 05:00:00 PM.

Case History

Case ID : [redacted] Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** NOTES 12/20/2011 10:56:43 AM, mkim, Action Type : Call to Customer
CORRECTOIN:
I called [redacted] ON 12/12/2011 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 12/19/2011 if I don□t hear from her

*** CASE MODIFY 12/20/2011 11:02:35 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 12/23/2011 2:03:21 PM, mkim, Action Type : Call to Dealer
I called Vann York Honda and spoke to SM-Jim.
SM said he called the customer and left her a VM to call back but customer has not returned his call. SM said customer mention she was going to trade in the vehicle and wanted to see if customer still had the vehicle or not before following up with Techline.
SM said he will contact me back if he hears back from the customer.

*** NOTES 12/23/2011 2:14:25 PM, mkim, Action Type : Call to Customer
I called [redacted] but got customer□s VM.
I informed the customer that I was following up to see if she still owns the vehicle and if she does, I advised the customer to contact SM-Jim at the dealership so he can follow up with Techline.
For now, I offered to docuement and close the case since we have not heard back from her but I encourage customer to contact me back if she has further questions or concerns.

*** CASE MODIFY 12/23/2011 2:14:31 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 12/23/2011 2:14:38 PM, mkim
into WIP 6L and Status of Solving.

*** CASE FULFILL 12/23/2011 2:14:43 PM, mkim
Fulfilled for [redacted] due 12/19/2011 05:00:00 PM.

*** CASE MODIFY 12/23/2011 2:14:53 PM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 12/23/2011 2:14:54 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/4/2012 2:24:05 PM, cmartine
with Condition of Open and Status of Solving.

*** NOTES 1/4/2012 2:25:43 PM, cmartine, Action Type : Escalation
RM was advised by the Assistant Department Manager to contact the customer.

*** NOTES 1/4/2012 2:29:56 PM, cmartine, Action Type : Escalation
RM called the customer and spoke to Mrs. [redacted] I introduced myself to her and we reviewed her case. The customer stated that the vehicle continues to stall out when she drives between 30-35 mph. I apologized for the frustrations and advised her that her case would be reopened and the dealer contacted to ascertain if the proper diagnosis processes have done and if the

Case History

Case ID : [redacted] Case Title : 6L-#207059-[redacted]- VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

dealer has utilized all available resources. I advised the customer that her RCM would be contacting her shortly.

*** CASE ASSIGN 1/4/2012 2:30:57 PM, cmartine
[redacted] to mkim, WIP

*** CASE RULE ACTION 1/4/2012 2:30:58 PM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 1/5/2012 6:37:38 AM, mkim, Action Type : N/A
cust called? ck req

*** CASE MODIFY 1/5/2012 6:37:56 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 1/5/2012 7:38:19 AM, mkim, Action Type : Call to Dealer
I called Vann York Honda and spoke to SM-Jim.
I asked the SM to fax over all repair documents for further review.

*** NOTES 1/5/2012 7:47:17 AM, mkim, Action Type : Call to Dealer
I called Crown Honda Greensboro to speak to SM-Larry but got his VM.
I left a message requesting a call back.

*** CASE MODIFY 1/5/2012 7:47:20 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/5/2012 7:49:50 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 1/5/2012 10:12:39 AM, mkim, Action Type : Call from Customer
Mrs.[redacted] called 1/4/2012 at 1:09pm and left a message stating that she has not trade in the vehicle and the VSA light has come back on twice.

*** CASE MODIFY 1/5/2012 10:21:22 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE YANKED 1/5/2012 10:28:20 AM, cmartine
Yanked by cmartine into WIPbin default.

*** CASE MODIFY 1/5/2012 10:29:03 AM, cmartine
into WIP default and Status of Solving.

*** CASE ASSIGN 1/5/2012 10:29:22 AM, cmartine
[redacted] to asomoano, WIP □□eC!ñØ7□

*** CASE RULE ACTION 1/5/2012 10:29:23 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/5/2012 10:44:51 AM, mkim, Action Type : Letter/Fax
On 1/5/12, ACS received a 4-pages of RO from Vann York Honda.
On 1/5/12, ACS received a 5-pages of RO from Crown Honda Greensboro.

*** CASE ADD ATTACHMENT 1/5/2012 10:45:19 AM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-2701731_1_1.pdf

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted]- VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** CASE ADD ATTACHMENT 1/5/2012 10:45:19 AM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-2701731_2_1.pdf

*** NOTES 1/5/2012 1:50:57 PM, ejovel, Action Type : Letter/Fax
On 1/5/12 ACS received a 5 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 1/5/2012 2:00:19 PM, crmsuser
Added attatchment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-2701731_3.PDF

*** NOTES 1/6/2012 3:05:56 PM, ejovel, Action Type : Letter/Fax
On 1/6/12 ACS received a 3 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 1/6/2012 3:15:17 PM, crmsuser
Added attatchment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-2701731_4.PDF

*** NOTES 1/10/2012 7:15:54 AM, mmillen, Action Type : Letter/Fax
On 1/10/12 ACS received a 1-page faxed cover with 9-pages of supporting documentation.

*** CASE ADD ATTACHMENT 1/10/2012 7:30:18 AM, crmsuser
Added attatchment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-10-2701731_5.PDF

*** CASE YANKED 1/18/2012 1:35:00 PM, cmartine
Yanked by cmartine into WIPbin default.

*** CASE MODIFY 1/18/2012 1:40:56 PM, cmartine
into WIP default and Status of Solving.

*** CASE ASSIGN 1/18/2012 1:42:31 PM, cmartine
[redacted] to mkim, WIP

*** CASE RULE ACTION 1/18/2012 1:42:32 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 1/18/2012 2:14:10 PM, mkim
with [redacted] due 01/19/2012 05:00:00 PM.

*** NOTES 1/18/2012 2:14:13 PM, mkim, Action Type : Call to Dealer
I called Vann York Honda and spoke to SM-Jim.
SM said vehicle was brought in 1/6/2012 for diagnosis so they followed up with Techline and replaced the wiring harness. SM said they kept the vehicle and drove it until 1/16/2012 but the VSA light never came back on. SM said they returned the vehicle back to the customer on 1/16/2012. I asked the SM to fax me the recent RO for further review.

*** CASE MODIFY 1/18/2012 2:14:15 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/18/2012 2:25:33 PM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 1/18/2012 4:09:16 PM, ejovel, Action Type : Letter/Fax
On 1/18/12 ACS received a 1 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 1/18/2012 4:15:19 PM, crmsuser
Added attatchment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final[redacted] 6.PDF

Case History

Case ID : N012011-10-2701731 Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

*** CASE MODIFY COMMITMENT 1/19/2012 2:21:18 PM, mkim
with [redacted] due 01/23/2012 05:00:00 PM.

*** NOTES 1/19/2012 2:21:26 PM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to [redacted]
Customer said she picked up the vehicle on Monday after dealership repaired it and so far, the VSA light has not come back on. Customer said she appreciates Honda□s willingness to continue to work with her in trying to repair the vehicle.
I apologized to the customer for the inconvenience she□s incurred and offer to review the case further to provide assistance to offset some of the inconvenience she□s incurred. I asked the customer to fax in the copy of the monthly statement for review and I offer to contact her back by 1/23/2012 with a decision for GW. Customer understood.

*** CASE MODIFY 1/19/2012 2:21:31 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/23/2012 3:52:13 PM, ejovel, Action Type : Letter/Fax
On 1/23/12 ACS received a 2 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 1/23/2012 4:00:22 PM, crmsuser
Added attatchment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\[redacted]PDF

*** SUBCASE [redacted] CREATE 1/24/2012 6:53:23 AM, mkim
Created in WIP Default with Due Date 1/24/2012 6:53:23 AM.

*** CASE MODIFY 1/24/2012 6:53:30 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/24/2012 7:44:09 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 01/27/2012 if I don□t hear from her.

*** CASE MODIFY 1/24/2012 7:44:12 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 1/24/2012 7:44:30 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 1/24/2012 7:44:48 AM, mkim
with [redacted] due 01/26/2012 05:00:00 PM.

*** CASE MODIFY 1/24/2012 7:44:52 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 1/24/2012 1:42:01 PM, mkim
with [redacted] due 01/25/2012 05:00:00 PM.

*** NOTES 1/24/2012 1:42:11 PM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to Mrs. [redacted].
I informed the customer I received her payment information and as GW gesture to offset some of the inconvenience she□s incurred, I informed the customer AHM can reimburse her 2 months of her car payment in the amount of $911.08.
Customer said she would appreciates the assistance since she was in a rental car for almost 66 days for this issue but customer inquired about the warranty since

Case History

Case ID : [redacted] Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

the CUC warranty is about to expired. Customer asked if AHM can extend the warranty since we don't know if her vehicle is really fixed or not since it may takes months before the problem reappears.
After checking the VSC information, I informed the customer I can assist in providing her with extended warranty from Honda Care for 48 months or 48,000 miles as one time GW instead of the payment.
Customer then stated she would like both payment and the extended warranty.
I informed the customer I would have to review the case further and customer said she will also check with her husband and call me back.

*** CASE MODIFY 1/24/2012 1:42:16 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/26/2012 2:00:33 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 02/01/2012 if I don□t hear from her.

*** CASE MODIFY COMMITMENT 1/26/2012 2:02:33 PM, mkim
with [redacted] due 02/01/2012 05:00:00 PM.

*** CASE MODIFY 1/26/2012 2:02:35 PM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 1/26/2012 2:02:52 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 1/31/2012 6:58:51 AM, mkim, Action Type : Call from Customer
Customer called and left a message requesting a call back.

*** CASE MODIFY COMMITMENT 1/31/2012 7:00:09 AM, mkim
with [redacted] due 02/03/2012 05:00:00 PM.

*** NOTES 1/31/2012 7:00:24 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 02/03/2012 if I don□t hear from her.

*** CASE MODIFY 1/31/2012 7:11:51 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/2/2012 8:57:28 AM, mkim, Action Type : Call from Customer
Customer called and left a message requesting a call back.

*** NOTES 2/2/2012 8:58:23 AM, mkim, Action Type : Note-General
reviewed with RM and RM said AHM will offer 2 months Car payment or VSC but not both

*** NOTES 2/2/2012 9:06:52 AM, mkim, Action Type : Call to Customer
I called [redacted] and spoke to Mrs.[redacted]
I informed the customer after reviewing the case further; AHM would only be able to offer reimbursement of 2 months car payment or VSC but not both.
Customer then stated that she□s been out of her vehicle for 66 days and 2 months of car payment is not enough to compensate for the days her vehicle was at the dealership. Additionally, customer stated since we don□t even know if her vehicle is completely fixed or not, she would like an extension on the warranty for another year.

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted]- VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

I informed the customer I had reviewed the case with RM and informed her AHM is offering her 2 months of car payment to offset any inconveniences she may have incurred but normally, we do not offer any assistance covering any incidental expenses or inconveniences she may have suffer due to the loss of use on her vehicle.

Customer then stated Crown Honda sold her vehicle certified when this problem has been there all along and she has the ROs from when vehicle was owned by the previous owner to prove they were experiencing the VSA light issue too.

I informed the customer I will have to review the case further and offer to contact her back no later than Monday. Customer understood.

*** CASE MODIFY 2/2/2012 9:06:57 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 2/2/2012 9:10:09 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/3/2012 10:40:32 AM, cmartine, Action Type : Escalation
RM called the customer and spoke to [redacted] I introduced myself and together we reviewed the case. I advised the customer that based on her service experiences AHM would like to offer her two car payments and a component warranty for the braking system. The customer stated that she appreciates the offer and would accept.

*** NOTES 2/3/2012 10:45:55 AM, mkim, Action Type : Letter/Fax
RELEASE FORM

1. American Honda Motor Co., Inc. (□AHM□) shall pay to [redacted] total of $911.08 which is two months car payment and component warranty on Braking system (Excludes any maintenance and wear & tear parts) and in exchange Consumer releases and forever discharges AHM, and its agents and related corporations or entities, from any and all damages or claims arising out of the following conditions alleged to exist or have existed in Consumer□s 2008 Odyssey, VIN 5FNRL38988E[redacted]

Malfunction of VSA and Braking system

2. Consumer agrees to accept this service contract in full settlement and compromise of any and all claims arising out of or based on the conditions listed above, including but not limited to, any breach of warranty claims. With respect to said claims, Consumer□s rights are waived to the extent allowed by applicable state and federal laws. However, nothing herein shall operate to limit or extinguish the original warranty of the vehicle. The original warranty shall remain intact pursuant to the original terms and conditions of the warranty.

3. This Release is not an admission of fault. This Release is a result of a compromise and shall never be considered as an admission of liability or responsibility on the part of Honda or any related entities or individuals.

4. This Release represents and contains the entire Release and understanding between Honda and Consumer and supersedes any prior oral or written compromises, settlement agreements, or Releases.

5. In entering into this Release, Consumer represents that the terms of this Release have been completely read, and the meaning and consequences of this Release are fully understood and voluntarily accepted by Consumer.

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

6. This Release may be pleaded as a full and complete defense to, and may be used as the basis for an injunction against any action, suit or other proceeding, which may be instituted, prosecuted or attempted in breach of this Release.

7. Consumer affirms ownership or is the proper lessee of the Vehicle.

8. This Release binds all parties hereto and their successors and assignees.

ACCEPTED:

DATED: SIGNED:
CONSUMER

DATED: ____ SIGNED:

CONSUMER (If VEHICLE co-owned)

Case Number: N012011-10-2701731
*** CASE MODIFY COMMITMENT 2/3/2012 10:46:22 AM, mkim
with [redacted] due 02/10/2012 05:00:00 PM.
*** CASE MODIFY 2/3/2012 10:46:25 AM, mkim
into WIP 6L and Status of Solving.
*** CASE MODIFY 2/3/2012 10:48:31 AM, mkim
into WIP 6L and Status of Solving.
*** NOTES 2/8/2012 8:53:45 AM, mkim, Action Type : Call from Customer
Mrs. Linke called and left a message stating that she received the Release Form but it does not specify the terms of the Component warranty.
*** CASE MODIFY 2/8/2012 8:53:56 AM, mkim
into WIP 6L and Status of Solving.
*** CASE MODIFY COMMITMENT 2/8/2012 8:54:05 AM, mkim
with [redacted] due 02/17/2012 05:00:00 PM.
*** CASE MODIFY COMMITMENT 2/8/2012 8:54:10 AM, mkim
with [redacted] due 02/16/2012 05:00:00 PM.
*** CASE MODIFY 2/8/2012 8:54:14 AM, mkim
into WIP 6L and Status of Solving.
*** NOTES 2/8/2012 8:54:49 AM, mkim, Action Type : Letter/Fax
RELEASE FORM

1. American Honda Motor Co., Inc. (AHM) shall pay to Ms. [redacted] total of $911.08 which is two months car payment and component warranty on Braking system (Excludes any maintenance and wear & tear parts) for the period of up to 7 Years from 07/03/2008 or when the vehicle s odometer reaches 100,000 miles, whichever occurs first, for and in exchange Consumer releases and forever discharges AHM, and its agents and related corporations

Case History

Case ID : [redacted] Case Title : 6L-#207059--[redacted]- VSA LIGHT/TIRES/LIAISON ASSISTANCE (N012011-03-240048

or entities, from any and all damages or claims arising out of the following conditions alleged to exist or have existed in Consumer□s 2008 Odyssey, VIN 5FNRL38988B[redacted]:

Malfunction of VSA and Braking system

2. Consumer agrees to accept this service contract in full settlement and compromise of any and all claims arising out of or based on the conditions listed above, including but not limited to, any breach of warranty claims. With respect to said claims, Consumer□s rights are waived to the extent allowed by applicable state and federal laws. However, nothing herein shall operate to limit or extinguish the original warranty of the vehicle. The original warranty shall remain intact pursuant to the original terms and conditions of the warranty.

3. This Release is not an admission of fault. This Release is a result of a compromise and shall never be considered as an admission of liability or responsibility on the part of Honda or any related entities or individuals.

4. This Release represents and contains the entire Release and understanding between Honda and Consumer and supersedes any prior oral or written compromises, settlement agreements, or Releases.

5. In entering into this Release, Consumer represents that the terms of this Release have been completely read, and the meaning and consequences of this Release are fully understood and voluntarily accepted by Consumer.

6. This Release may be pleaded as a full and complete defense to, and may be used as the basis for an injunction against any action, suit or other proceeding, which may be instituted, prosecuted or attempted in breach of this Release.

7.□Consumer affirms ownership or is the proper lessee of the Vehicle.

8.□This Release binds all parties hereto and their successors and assignees.

ACCEPTED:

DATED: □□□ SIGNED:
CONSUMER

DATED: □□□____ SIGNED:

CONSUMER (If VEHICLE co-owned)

Case Number: [redacted]

*** CASE MODIFY 2/8/2012 8:55:04 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 2/8/2012 8:55:08 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/8/2012 9:03:27 AM, mkim, Action Type : Call to Customer
I called [redacted] but got customer□s VM.

Case History

Case ID : [redacted] Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE [redacted]

I left a message advising the customer to discard the copy she received yesterday since I will mail out a revised copy Release Form outlining the terms for the warranty we are extending on the braking system. I encourage customer to contact me back if she has further questions or concerns.

*** CASE MODIFY 2/8/2012 9:03:42 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 2/8/2012 9:03:47 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY 2/8/2012 10:36:21 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 2/16/2012 12:06:54 PM, mkim
with [redacted] due 02/21/2012 05:00:00 PM.

*** NOTES 2/16/2012 12:07:01 PM, mkim, Action Type : Call to Customer
I called [redacted] to follow up 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 02/21/2012 if I don□t hear from her.

*** CASE MODIFY 2/16/2012 12:07:30 PM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/20/2012 1:39:07 PM, mmillen, Action Type : Letter/Fax
On 2/20/12 ACS received a signed original Release Form from the customer -- copy given to CM.

*** CASE ADD ATTACHMENT 2/20/2012 1:45:19 PM, crmsuser
Added attatchment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\[redacted].PDF

*** SUBCASE [redacted] DISPATCH 2/21/2012 9:04:29 AM, mkim
from WIP Subcases to Queue CkReq - Martinez.

*** CASE MODIFY 2/21/2012 9:05:15 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/21/2012 9:09:55 AM, mkim, Action Type : Note-General
$455.54
X 2 months

$911.08

I will be submitting a reimbursement request in the amount of $911.08, 2 months of car payment as one time goodwill for all of the VSC problems she□s experienced on her vehicle since she purchased the vehicle Certified Used in 2/19/2011.

A request will be submitted for check requisition.

****
I am dispatching the case to my supervisor for check requisition approval.

*** NOTES 2/21/2012 9:18:51 AM, mkim, Action Type : Call to Customer

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted]VSA LIGHT/TIRES/LIAISON ASSISTANCE ([redacted]

I called [redacted] but got customer□s VM.
I left a message advising the customer that I received one of the signed copies of the Release Form and will process the reimbursement in the amount of $911.08, for 2 months car payment.
I informed the customer that reimbursement will be processed this week and mailed out on Monday, which she should receive within 7-10 days.
I left a message requesting a call back so I can inform her further about the component warranty.

*** CASE MODIFY 2/21/2012 9:18:57 AM, mkim
into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 2/21/2012 9:19:10 AM, mkim
with [redacted] due 02/27/2012 05:00:00 PM.

*** CASE MODIFY 2/21/2012 9:19:16 AM, mkim
into WIP 6L and Status of Solving.

*** NOTES 2/21/2012 9:47:56 AM, mkim, Action Type : Note-General
Check Req:
DPSM Involved: YES
Total amount the Customer Paid: $911.08
Total Goodwill Assistance offered: $911.08
% of GW Authorized: 100%

*** CASE MODIFY 2/21/2012 9:49:57 AM, mkim
into WIP 6L and Status of Solving.

*** SUBCASE [redacted]RULE ACTION 2/22/2012 9:04:29 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012011-10-2701731-2 RULE ACTION 2/23/2012 9:04:29 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE [redacted] 2/23/2012 12:33:22 PM, cmartine, Action Type :
Check Requistion for 911.08 $ submitted
Check Requistion for 911.08 $ submitted by cmartine

*** SUBCASE [redacted]RETURN 2/23/2012 12:33:29 PM, cmartine
from Queue CkReq - Martinez to WIP Subcases.

*** NOTES 2/24/2012 3:04:51 PM, valligoo, Action Type : Note-General
Check mailed.

*** SUBCASE [redacted]COMMIT 2/27/2012 8:03:24 AM, mkim, Action Type : External Commitment
Check processed for check_req_no = 3667 on 2012-02-24-00.00.00.000000

*** SUBCASE [redacted]CLOSE 2/28/2012 7:31:58 AM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/28/2012 7:32:01 AM, mkim
Fulfilled for [redacted] due 02/27/2012 05:00:00 PM.

*** CASE MODIFY 2/28/2012 7:32:04 AM, mkim
into WIP ck req and Status of Solving.

Case History

Case ID : [redacted]

Case Title : 6L-#207059-[redacted] VSA LIGHT/TIRES/LIAISON ASSISTANCE ([redacted]

*** CASE CLOSE 2/28/2012 7:32:06 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/25/2013 9:03:28 AM
Case Originator :	Sopana Sann (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/25/2013 9:23:56 AM
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] - BRAKES CONCERNS			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted]322
VIN Type / No. :	US VIN / 5FNRL38648B[redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3868JW / A
Miles / Hours :	36,000
In Service Date :	11/26/2008
Months In Use :	55
Engine Number :	J35A74069663
Originating Dealer No. / Name :	207219 / POMPANO HONDA
Selling Dealer No. / Name :	207219 / POMPANO HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BL
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	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
[redacted]	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID :	[redacted]	Disposition: Complaint	Condition : Closed	Wipbin :	
Issue Originator :	Sopana Sann	Type 1 : Product	Status : Subcase Close	Open Date :	6/25/2013 9:23:04 AM
Issue Owner :	Sopana Sann	Type 2 : Operation	Queue :	Close Date :	6/25/2013 9:23:56 AM
Issue Title :	[redacted] - PRODUCT - OPERATION				

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc Other 422X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Documented Concern, Provided Information
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - BRAKES CONCERNS

*** CASE CREATE 6/25/2013 9:03:28 AM, ssann
Contact = [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 6/25/2013 9:05:01 AM, ssann
into WIP default and Status of Solving.
*** NOTES 6/25/2013 9:22:52 AM, ssann, Action Type : Call from Customer
Updated info:

Best # [redacted]

Owner: [redacted] advised ACS that she would like to have [redacted] speak on her behalf.

[redacted] stated customer has been having a random braking issue when accelerating between 25-45MPH. [redacted] states that the customer has taken the vehicle to the dealership multiple times since 2011 which includes the month of April, May, and October. Customer has not taken the vehicle to the dealership recently and feels that the vehicle is part of a electronic breaking malfunction recall.

ACS stated that there are no service action or outstanding recall. ACS advised the customer that there was a recall for the VSA modulator , however, it was already repaired in 2010. ACS recommends that the vehicle get inspected at the dealership. ACS advised the customer that if the dealership cannot fix an issue that cannot be determined. ACS recommends to see if the dealership or the customer can duplicate the issue. Customer feels that if an issue can be determined then any repair cost should not be of the owner. ACS advised that if an issue can be determine , ACS can put into consideration of the complaint that was registered and review the concerns on a case by case basis. ACS advised that the concerns will be noted.

Customer wants a case #.

ACS provided case #, advised it'll be closed.

Call end.
*** CASE MODIFY 6/25/2013 9:22:59 AM, ssann
into WIP default and Status of Solving.
*** SUBCASE [redacted] CREATE 6/25/2013 9:23:04 AM, ssann
Created in WIP Default with Due Date 6/25/2013 9:23:04 AM.
*** CASE MODIFY 6/25/2013 9:23:47 AM, ssann
into WIP default and Status of Solving.
*** CASE MODIFY 6/25/2013 9:23:54 AM, ssann
into WIP default and Status of Solving.
*** SUBCASE [redacted] CLOSE 6/25/2013 9:23:56 AM, ssann
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 6/25/2013 9:23:56 AM, ssann
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/11/2013 3:08:15 PM
Case Originator :	Reginald Richardson (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/4/2013 2:01:50 PM
Case Owner :	Lilia Tafoya (Team HE)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Lilia Tafoya (Team HE)	Point of Origin :	Customer	Wipbin :			

Case Title : 7F (PROCTOR HONDA) - [redacted] ACCELERATION HESITATION No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted] 3740
VIN Type / No. : US VIN / 5FNRL38698E[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 69,500
In Service Date : 11/18/2008
Months In Use : 51
Engine Number : J35A74069694
Originating Dealer No. / Name : 207621 / BLOUNT HONDA
Selling Dealer No. / Name : 206620 / PROCTOR HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : GX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208569 / FLOWERS HONDA
Phone No. : 229-225-1144
Address : 1610 EAST JACKSON ST
City / State / Zip : THOMASVILLE, GA 31792
Svc District / Sls District : 07F / H07
Warranty Labor Rate / Date : $86.95 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206620	PROCTOR HONDA		

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
[redacted] / [redacted] - PR	Subcase Close	Product	Operation	411	Rear Brakes

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Issue Originator : Lilia Tafoya
Issue Owner : Lilia Tafoya
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/12/2013 6:12:50 AM
Close Date : 2/26/2013 7:35:17 AM

Coding Info :

Labor Code / Desc :411 / Rear Brakes
Condition Code Desc Other 411X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, No Defect Found
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 7F (PROCTOR HONDA) - [redacted] ACCELERATION HESITATION CONCE

*** NOTES 2/11/2013 3:08:15 PM, rrichard, Action Type :
Best Contact [redacted]

*** CASE CREATE 2/11/2013 3:08:15 PM, rrichard
Contact = [redacted], Priority = N/A, Status = Solving.

*** NOTES 2/11/2013 3:23:00 PM, rrichard, Action Type : Call to Customer
The customer states that she was driving with her foot on the accelerator and all of a sudden the vehicle began to brake for a few seconds. The customer states that this is the 2nd time she has had this issue. the customer states that the issue stops when the vehicle get to around 25 mph. The customer states that she had the vehicle towed to Proctor Honda on 02/11/13. The customer states that she was working with Zack (SA) who advised the customer that her concerns can not be duplicated. The customer states that the dealership did not perform any repairs. The customer states that she researched the issue and found that this was a known issue. The customer states that she is the original owner of the vehicle. The customer states that she services the vehicle at Proctor Honda. The customer states that she is seeking for AHM to help her get the vehicle repaired.

ACS apologized for the inconvenience. ACS advised the customer that ACS does rely on the dealership's diagnosis to authorize repairs as ACS is not physically out in the field. ACS advised the customer that if she would like to have ACS authorize repairs the dealership has to recommend them, or if she is still unhappy she can take the vehicle to another Honda dealership for a 2nd opinion. The customer understood and advised that she will leave the at Proctor Honda for further inspection. The customer states that if that doesn't work then she wants to go to another Honda dealership. The customer states that she wants AHM to stay involved to ensure the dealership is properly diagnosing her vehicle. .ACS informed the customer that in the interest of customer satisfaction ACS would forward her request for assistance to a case manager for review. ACS explained that all case reviews are performed on a case by case basis and there is no guarantee that assistance will be granted. ACS provided the customer with the case number and informed her that she will be contacted by a case manager to discuss her request in the near future.

*** CASE MODIFY 2/11/2013 3:23:33 PM, rrichard
into WIP default and Status of Solving.

*** CASE MODIFY 2/11/2013 3:23:53 PM, rrichard
into WIP default and Status of Solving.

*** CASE DISPATCH 2/11/2013 3:24:08 PM, rrichard
from WIP default to Queue Honda Team E.

*** CASE MODIFY 2/11/2013 3:24:12 PM, rrichard
into WIP default and Status of Solving.

*** CASE ACCEPT 2/12/2013 5:39:57 AM, ltafoya
from Queue Honda Team E to WIP default.

*** SUBCASE [redacted] CREATE 2/12/2013 6:12:50 AM, ltafoya
Created in WIP Default with Due Date 2/12/2013 6:12:50 AM.

*** NOTES 2/12/2013 6:13:56 AM, ltafoya, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Please provide the following information:

Case History

Case ID : [redacted]

Case Title : 7F (PROCTOR HONDA) [redacted]- ACCELERATION HESITATION CONCE

Date at dealer:
R/O:
Mileage:

Customer's complaint:
Dealer's diagnosis:
Dealer resolution:
Service history at dealer:
DPSM involvement:

Thank you for your attention to this matter.

Lilia Tafoya
Automobile Customer Service
*1-310-783-7707 DPSM - Dealer Use Only

*** COMMIT 2/12/2013 6:14:03 AM, ltafoya, Action Type : N/A
Made to [redacted] due 02/12/2013 11:14:04 PM.
PROCTOR HONDA-24 hrs

*** CASE MODIFY 2/12/2013 6:14:14 AM, ltafoya
into WIP default and Status of Solving.

*** NOTES 2/12/2013 2:18:49 PM, ltafoya, Action Type : Call to Customer
[redacted] I left a message introducing myself as the CM, I asked customer please contact ACS. Contact information was provided; I will follow up again by 02/14/13.

*** CASE FULFILL 2/12/2013 2:18:56 PM, ltafoya
Fulfilled for [redacted] due 02/12/2013 11:14:04 PM.

*** COMMIT 2/12/2013 2:18:58 PM, ltafoya, Action Type : N/A
PROCTOR HONDA

*** CASE MODIFY 2/12/2013 2:19:08 PM, ltafoya
into WIP 7F- George Oppel and Status of Solving.

*** NOTES 2/14/2013 2:24:26 PM, ltafoya, Action Type : Call to Customer
I left message requesting the customer contact ACS. I provided contact information and will follow up by 02/20/13.

*** CASE FULFILL 2/14/2013 2:25:06 PM, ltafoya
Fulfilled for [redacted] due 02/14/2013 12:00:00 AM.

*** NOTES 2/14/2013 2:29:24 PM, ltafoya, Action Type : Call to Dealer
I spoke with [redacted] regarding Mrs. [redacted]
He stated that the customer was there on 02/11/13, Ro 191006, Mileage 69,332. I made him aware of the customer concern with the hesitating when accelerating, he stated that they test drove with the customer, she is driving with both feet. They made her aware that the car has drive by wire and if she presses on both pedal it will feel like it hesitating. No defect found, they explained she press on both pedal at the same time.

Case History

Case ID : [redacted] Case Title : 7F (PROCTOR HONDA) - [redacted] ACCELERATION HESITATION CONCE

*** COMMIT 2/14/2013 2:29:46 PM, ltafoya, Action Type : N/A
PROCTOR HONDA
*** CASE MODIFY 2/14/2013 2:29:56 PM, ltafoya
into WIP 7F- George Oppel and Status of Solving.
*** NOTES 2/20/2013 1:45:43 PM, ltafoya, Action Type : Call to Customer
8505446861: I left message requesting the customer contact ACS. I provided contact information and will follow up by 02/22/13.
*** CASE FULFILL 2/20/2013 1:46:11 PM, ltafoya
Fulfilled for [redacted] due 02/20/2013 12:00:00 AM.
*** COMMIT 2/20/2013 1:46:19 PM, ltafoya, Action Type : N/A
PROCTOR HONDA
*** CASE MODIFY 2/20/2013 1:46:29 PM, ltafoya
into WIP 7F- George Oppel and Status of Solving.
*** NOTES 2/22/2013 2:21:33 PM, ltafoya, Action Type : Call to Customer
8505446861: I called Mrs. [redacted] no answer. I will follow up on 02/27/13.
*** CASE FULFILL 2/22/2013 2:21:41 PM, ltafoya
Fulfilled for [redacted] due 02/22/2013 12:00:00 AM.
*** COMMIT 2/22/2013 2:21:51 PM, ltafoya, Action Type : N/A
PROCTOR HONDA
*** CASE MODIFY 2/22/2013 2:21:57 PM, ltafoya
into WIP 7F- George Oppel and Status of Solving.
*** NOTES 2/25/2013 2:16:21 PM, ltafoya, Action Type : Call to Customer
I spoke with Mrs [redacted] I made her aware that I was calling in reference to the case she opened with our offices regarding her 2008 Odyssey. I asked the customer when she started having problem with the vehicle hesitation; the customer stated that she would not call it a hesitation. According to her the car brakes on it owns, the customer stated that she is not one of those people that drive with both feet and is sure one foot is on the floor and the other one is not near the brake and the car brakes on its on. I asked how has this occurred and she said that it has happen twice in 8 months. The customer stated that Proctor Honda was not able to duplicate the issue; I advised that I was made aware of that. I made the customer aware that her information will be documented but encourage she call if it happens again so that we can address it. the customer stated that she took the car to Flower Honda and they checked the system and flushed the brake lines, she stated that so far it has not happen again. I will follow up with Team Honda to obtain a copy of the RO so that it can be on file. The customer did not have any other questions at this time, I again encouraged he call in the future if she has any concerns.
*** CASE FULFILL 2/25/2013 2:16:29 PM, ltafoya
Fulfilled for [redacted] due 02/25/2013 12:00:00 AM.
*** COMMIT 2/25/2013 2:16:31 PM, ltafoya, Action Type : N/A
Call Flowers Honda
*** CASE MODIFY 2/25/2013 2:16:48 PM, ltafoya
into WIP 7F- George Oppel and Status of Solving.
*** NOTES 2/26/2013 7:34:41 AM, ltafoya, Action Type : Call to Dealer
I spoke with Paul SM at FLOWERS HONDA and made him aware that I was calling in reference to Mrs. [redacted]

Case History

Case ID : [redacted]

Case Title : 7F (PROCTOR HONDA) - [redacted] - ACCELERATION HESITATION CONCE

Date at dealer: 02/19/13
R/O: 621225
Mileage: 69,403

Customer's complaint: The customer complaint of the vehicle braking on its own.
Dealer's diagnosis: The test drove the car numerous times, issue was not duplicated. The dlr contacted T/L (3399791) and performed a number of test however everything tested ok. The dlr replaced the brake fluid and was encouraged to bring the car back in if she keeps having the same problem.

*** CASE MODIFY 2/26/2013 7:35:13 AM, ltafoya
into WIP 7F- George Oppel and Status of Solving.

*** SUBCASE N012013-02-1102443-1 CLOSE 2/26/2013 7:35:17 AM, ltafoya
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/26/2013 7:35:17 AM, ltafoya
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/4/2013 1:40:47 PM, ltafoya
with Condition of Open and Status of Solving.

*** NOTES 3/4/2013 1:43:12 PM, ltafoya, Action Type : Note-General
ACS received a called from Vehicle Engineering; they wanted to find out if I had a copy of the RO I was going to request from Team Honda. The RO is not on file, I made them aware that I would request the information and follow up once I have received it.

The RO was actually from Flowers Honda, the car was not taken to Team Honda.

*** NOTES 3/4/2013 1:43:46 PM, ltafoya, Action Type : Call to Dealer
I spoke with Paul SM At Flowers Honda and requested a copy of Mrs. [redacted] RO.

*** CASE ADD ATTACHMENT 3/4/2013 2:00:22 PM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\[redacted]_PDF

*** CASE CLOSE 3/4/2013 2:01:50 PM, ltafoya
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 9/27/2010 9:55:30 AM
Case Originator : Ernest Henderson (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date : 10/14/2010 3:34:37 PM
Case Owner : Todd Yamatsuka (Team HC)	Method :	Phone	Queue :		Days Open : 17
Last Closed By : Todd Yamatsuka (Team HC)	Point of Origin :	Customer	Wipbin :		
Case Title : SIMPSON HONDA 02H-[redacted]	BRAKE VEHICLE LOCK UP		No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]612
VIN Type / No. : US VIN / 5FNRL38728B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3878KW / A
Miles / Hours : 17,900
In Service Date : 11/22/2008
Months In Use : 22
Engine Number : J35A74071503
Originating Dealer No. / Name : 207717 / RUSS DARROW HONDA
Selling Dealer No. / Name : 208101 / GURLEY LEEP HONDA
Trim : EX-LR&N
No. Of Doors : 5
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 : 207508 / SIMPSON HONDA
Phone No. : 406-587-0761
Address : 8450 HUFFINE LANE
City / State / Zip : BOZEMAN, MT 59718
Svc District / Sls District : 02E / E02
Warranty Labor Rate / Date : $100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207177	COEUR D ALENE HONDA		

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
[redacted]	Subcase Close	Product	Operation	410	Front Brakes

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Issue Originator : Todd Yamatsuka
Issue Owner : Todd Yamatsuka
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/28/2010 10:51:16 AM
Close Date : 10/14/2010 3:34:36 PM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : SIMPSON HONDA 02H-[redacted]-BRAKE VEHICLE LOCK UP

*** CASE CREATE 9/27/2010 9:55:30 AM, ehenders
Contact =[redacted]iority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/27/2010 9:55:33 AM, ehenders
WARRANTY CHECK 09/27/2010 09:55:33 AM ehenders
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/27/2010 9:55:36 AM, ehenders
CLAIM CHECK 09/27/2010 09:55:36 AM ehenders
The following Claim History information was found
0; 2010-05-17; 207177; 631450; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE CAMPAIGN LOOKUP 9/27/2010 9:55:38 AM, ehenders
CAMPAIGN CHECK 09/27/2010 09:55:38 AM ehenders
The following Campaign information was found
; R12; 07-09 ODYSSEY A/T VIBRATION; 08/26/09; FX; X
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/17/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/17/1

*** CASE CAMPAIGN LOOKUP 9/27/2010 9:55:41 AM, ehenders
CAMPAIGN CHECK 09/27/2010 09:55:41 AM ehenders
The following Campaign information was found
; R12; 07-09 ODYSSEY A/T VIBRATION; 08/26/09; FX; X
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/17/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/17/1

*** CASE VSC LOOKUP 9/27/2010 9:55:42 AM, ehenders
VSC-CUC CHECK 09/27/2010 09:55:42 AM ehenders
No data found for VIN.

*** CASE MODIFY 9/27/2010 9:56:54 AM, ehenders
into WIP default and Status of Solving.

*** NOTES 9/27/2010 10:07:05 AM, ehenders, Action Type : Call from Customer
Updated customer□s contact information.

Best contact number [redacted]

Probing Questions:The customer advised twice in the last few months the vehicle as it is gathering highway speeds at 60 miles per hour the brakes are applied violently as if the brakes were depressed 5/2010. The customer advised he is not actually depressing the brakes at all. The customer advised the first time this happened the vehicle was towed to a dealer (Coeur d' Alene Honda) and then repaired the vehicle by performing the recall for the soft brakes and did service bulletin 09-053 (lock up clutch). The customer advised this past weekend 9/25 the vehicle did the same exact thing. The customer is concerned for his safety. The customer has scheduled an appointment to see the dealer this coming Thursday 9/30. The customer is requesting ACS exhaust all resources for a permanent repair.

Inbound Customer Summary:I advised the customer ACS would forward his concerns to a RCM and he would receive a call within 1-2 business days.

*** CASE MODIFY 9/27/2010 10:07:13 AM, ehenders

Case History

Case ID : [redacted] Case Title : SIMPSON HONDA 02H-[redacted] BRAKE VEHICLE LOCK UP

into WIP default and Status of Solving.

*** CASE DISPATCH 9/27/2010 10:07:19 AM, ehenders
from WIP default to Queue Honda Team C.

*** CASE YANKED 9/27/2010 10:07:31 AM, ehenders
Yanked by ehenders into WIPbin default.

*** CASE MODIFY 9/27/2010 10:07:46 AM, ehenders
into WIP default and Status of Solving.

*** CASE DISPATCH 9/27/2010 10:07:56 AM, ehenders
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 9/27/2010 10:52:32 AM, jsmith02
[redacted] to tyamatsu, WIP

*** CASE RULE ACTION 9/27/2010 10:52:33 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/28/2010 9:49:44 AM, tyamatsu
into WIP Default and Status of Solving.

*** SUBCASE [redacted] CREATE 9/28/2010 10:51:16 AM, tyamatsu
Created in WIP Default with Due Date 9/28/2010 10:51:16 AM.

*** NOTES 9/28/2010 10:53:37 AM, tyamatsu, Action Type : Call to Dealer
I reviewed case with Duane Rahn (Service Mgr) at Simpson Honda. He stated he personally spoke with Mr. [redacted] on the matter. Duane stated he would be prepared for their inspection on Thursday 9-30. Duane stated Mr. [redacted] fully understood it was critical that the symptom be duplicated. Duane stated he would enlist the assistance of Techline if they can't determine the cause of the symptom.

*** NOTES 9/28/2010 10:56:59 AM, tyamatsu, Action Type : Call to Customer
I left a voice messsage for Mr. [redacted] requesting his correspondence. I stated I reviewed his case with Duane Rahn (Service Mgr) at Simpson Honda and assured him that we would be prepared to address his concern.

*** COMMIT 9/28/2010 10:57:06 AM, tyamatsu, Action Type : N/A
Simpson Honda- pending cust response / how did inspection go?

*** CASE MODIFY 9/28/2010 10:57:39 AM, tyamatsu
into WIP Default and Status of Solving.

*** NOTES 9/28/2010 1:21:58 PM, tyamatsu, Action Type : Call from Customer
Mr. [redacted] called back. I informed him of my conversation with Duane Rahn (Service Mgr) at Simpson Honda. Mr [redacted] confirmed he understood how critical it is to duplicate the symptom for the dealership. We agreed to keep each other posted on the progress of his case. I verified his address and closed the call.

*** CASE MODIFY 9/28/2010 1:22:23 PM, tyamatsu
into WIP District 2H and Status of Solving.

*** NOTES 10/4/2010 3:41:19 PM, tyamatsu, Action Type : Call to Customer
I left a message for Mr. [redacted] stating I was following up with him to check on the progress of his customer service issue. I asked that he call me to update the current status of his matter.

Case History

Case ID : [redacted] Case Title : SIMPSON HONDA 02H-[redacted]BRAKE VEHICLE LOCK UP

*** CASE FULFILL 10/4/2010 3:42:05 PM, tyamatsu
Fulfilled for[redacted]due 10/04/2010 05:00:00 PM.
*** COMMIT 10/4/2010 3:42:08 PM, tyamatsu, Action Type : N/A
Simpson Honda- pending cust response / how did inspection go?
*** NOTES 10/4/2010 3:58:58 PM, tyamatsu, Action Type : Letter/Fax
I sent an email to Duane Rahn (Service mgr) requesting his feedback on the progress of this case.
*** CASE MODIFY 10/4/2010 3:59:16 PM, tyamatsu
into WIP District 2H and Status of Solving.
*** NOTES 10/8/2010 4:13:22 PM, tyamatsu, Action Type : Call to Customer
I left a voice message for Mr. [redacted] stating I was following up with him to address any outstanding issues. I asked Mr. [redacted] to call me to address any issues or I would assume no further follow up from me is needed.
*** CASE FULFILL 10/8/2010 4:13:30 PM, tyamatsu
Fulfilled for[redacted]due 10/08/2010 05:00:00 PM.
*** COMMIT 10/8/2010 4:13:32 PM, tyamatsu, Action Type : N/A
Simpson Honda- address if customer responds.
*** CASE MODIFY 10/8/2010 4:13:58 PM, tyamatsu
into WIP District 2H and Status of Solving.
*** SUBCASE [redacted] CLOSE 10/14/2010 3:34:36 PM, tyamatsu
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 10/14/2010 3:34:37 PM, tyamatsu
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]	Division : Honda - Auto	Condition : Re - Open	Open Date : 6/6/2013 12:03:00 PM
Case Originator : Sarwat Khan (Team HA)	Sub Division : Customer Relations	Status : Solving	Close Date : 6/6/2013 12:13:17 PM
Case Owner : Kim Mercado (Team HD)	Method : Phone	Queue :	Days Open : 35
Last Closed By : Sarwat Khan (Team HA)	Point of Origin : Customer	Wipbin : 1E - KEN ILLMAN	
Case Title : 1E-NORM REEVES-[redacted] BRAKES SLAM WITHOUT TOUCHING BR		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]243
VIN Type / No. : US VIN / 5FNRL38778B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3878KW / A
Miles / Hours : 67,267
In Service Date : 08/30/2008
Months In Use : 58
Engine Number : J35A74074036
Originating Dealer No. / Name : 207523 / SPREEN HONDA
Selling Dealer No. / Name : 207523 / SPREEN HONDA
Trim : EX-LR&N
No. Of Doors : 5
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 : 208030 / NORM REEVES HONDA SPRSTR
Phone No. : 714-842-5431
Address : 19131 BEACH BLVD.
City / State / Zip : HUNTINGTON BEAC, CA 92648
Svc District / Sls District : 01E / 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 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
[redacted] / [redacted] - PRODU	Subcase Close	Product	Operation	411	Rear Brakes

Issue Details

Issue ID : [redacted]
Issue Originator : Sarwat Khan
Issue Owner : Sarwat Khan
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/6/2013 12:12:22 PM
Close Date : 6/6/2013 12:13:17 PM

Coding Info :

Labor Code / Desc : 411 / Rear Brakes
Condition Code Desc Other 411X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Referred to Dealer, 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 : IE-NORM REEVES-[redacted]- BRAKES SLAM WITHOUT TOUCHING BRAKE PE

*** CASE CREATE 6/6/2013 12:03:00 PM, skhan
Contact =[redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 6/6/2013 12:06:49 PM, skhan
into WIP default and Status of Solving.
*** CASE MODIFY 6/6/2013 12:08:24 PM, skhan
into WIP default and Status of Solving.
*** NOTES 6/6/2013 12:11:45 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 AH and stated that she brought her vehicle to the Honda dlr. due to a brake issue. She stated that this issue occurred 3 times within 1 minute apart and she is afraid that the Honda dlr. will not to be able to duplicate the issue. She stated that she went on nhtsa.gov and found that there are a handful of people experiencing the same issue. She stated that when she is driving on the road at 40mpg, the brakes slam without her touching the brakes and there are no warning lights turned on in her vehicle and she stated that she has not smelled anything funny coming from her vehicle. She stated that she does not want to have this issue occur with her children in the vehicle. She stated that the foreman (unknown) went on a test drive with her and he was not able to diagnose the issue and the Honda dlr. is keeping the vehicle overnight.

ACS empathized with the customer regarding her concern. ACS advised customer that in order for the Honda dlr. to assist her with conducting repairs, they will need to duplicate the issue. ACS advised customer that there are no recalls/campaigns associated to her vehicle regarding this issue. ACS provided customer with information regarding SB 10-017.

The customer asked for her case #. The customer stated that she has not addressed her concerns with the SM. ACS advised customer that in order for the Honda dlr. to look into this case further, we would need to give the Honda dlr. the opportunity to diagnose the vehicle and duplicate the issue. ACS advised customer that she is welcome to call AH back for further review and provided the customer with her case #. ACS thanked Ms.[redacted] for taking the time to call AH.

The customer does no require further assistance at this time. The case is being closed.

*** CASE MODIFY 6/6/2013 12:11:49 PM, skhan
into WIP default and Status of Solving.
*** SUBCASE [redacted] CREATE 6/6/2013 12:12:22 PM, skhan
Created in WIP Default with Due Date 6/6/2013 12:12:22 PM.
*** SUBCASE [redacted] CLOSE 6/6/2013 12:13:17 PM, skhan
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 6/6/2013 12:13:17 PM, skhan
Status = Closed, Resolution Code = Instruction Given, State = Open
*** CASE REOPEN 6/6/2013 3:50:42 PM, prawling
with Condition of Open and Status of Solving.
*** NOTES 6/6/2013 4:23:54 PM, prawling, Action Type : Call from Customer
Customer called back to add information to the exisitng case. Case reopened.

Case History

Case ID : [redacted]

Case Title : 1E-NORM REEVES-[redacted]- BRAKES SLAM WITHOUT TOUCHING BRAKE PE

Customer states that dealer could find no problem with her brakes. Customer states yesterday she was driving at 40 mph and within 1 minute, the brakes came on three times. Customer is concerned that the dlr needs to do further investigation.

Customer states secondary issue is that the transmission judders at certain speeds and there was a software update that dealer performed. Now the torque converter needs to be replaced per the dealer. There is a software update in SB09-053. Dealer has offered to pay for 90% of the repair if customer will pay for 10% of the repair. $192 would be the customer's contribution for this repair. Andy (Tu) Luong is her service advisor and she has not spoken with the service manager.

Customer wants AHM to know that she read on a CNN article that on March 13, 2013 AHM released a statement regarding Odyssey vehicles sold in Japan and Germany and they will be recalled for problems with the Vehicle Stability Control. The article describes the same condition she experienced yesterday with the brakes.

Vehicle is still at dealer and she does not have a rental vehicle. Customer does not want to drive the vehicle until the brake concern is further investigated because she has 3 children who she transports in the car. Customer wants to have a Honda engineer inspect the vehicle or have AHM do further investigation into the condition she encountered yesterday where the brakes came on.

ACS advised that her concerns and requests would be documented for AHM's awareness and that a msg would be sent to the Honda dlr so that they would be aware of the service bulletin (SB09-053) that customer found.

*** CASE MODIFY 6/6/2013 4:24:36 PM, prawling
into WIP default and Status of Solving.

*** CASE MODIFY 6/6/2013 4:24:41 PM, prawling
into WIP default and Status of Solving.

*** CASE DISPATCH 6/6/2013 4:25:27 PM, prawling
from WIP default to Queue Honda Team D.

*** CASE ACCEPT 6/6/2013 4:33:01 PM, kmercado
from Queue Honda Team D to WIP DEFAULT.

*** NOTES 6/7/2013 10:48:22 AM, prawling, Action Type : Note-General
Customer was advised on June 6 that case would be dispatched for case manager review and follow-up in 1 business day.

*** COMMIT 6/7/2013 4:26:36 PM, kmercado, Action Type : N/A
Inspection results?

*** NOTES 6/7/2013 4:27:04 PM, kmercado, Action Type : Call to Dealer
Per SM Dave;
Tech Line contacted the dealership and advised him that they may be interested in testing this vehicle based on the nature of the customer□s concerns. RCM requested he contact the customer and invite her to bring the vehicle back to the dealership to perform further inspection for confirmation of the validity of her complaint. RCM advised we will provide the customer with alternate transportation during this process. RCM advised I will contact the DPSM as he will need to inspect the vehicle at his next scheduled visit on Wednesday, June 12th.

*** NOTES 6/7/2013 4:28:02 PM, kmercado, Action Type : Field Service
RCM advised the DPSM of the upcoming inspection.

*** COMMIT 6/7/2013 4:29:10 PM, kmercado, Action Type : N/A

Case History

Case ID : [redacted]

Case Title : 1E-NORM REEVES-[redacted] - BRAKES SLAM WITHOUT TOUCHING BRAKE PE

Cust FU

*** NOTES 6/7/2013 4:29:38 PM, kmercado, Action Type : Call to Customer

RCM contacted [redacted] and spoke with the customer. She stated she was contacted by the dealership and her husband will drop the vehicle off tomorrow on his way home from work. She stated her husband drove the vehicle 70 miles to work with no occurrences. Customer stated she was traveling on a straight and level main road which she drives often at approximately 40 mph. She states she was going straight with her foot on the accelerator and all of a sudden the brakes came on and slowed to vehicle to 10 mph and then disengaged. She stated she experienced the same occurrence 3 times in the course of a 1 minute period; each time less intense than the time before. She stated this was the first and last occurrence and at the time of the occurrences the vehicle exhibited no lights, sounds or smells. She stated the dealership road tested the vehicle and was unable to duplicate the issue. Customer states she is most concerned about the brakes although she has been experiencing a judder at 35-45 mph for the past 4 years. RCM advised that our DPSM will be inspecting the vehicle next week and confirmed her main concern is the issue with the brakes. RCM advised we will address the judder after we have thoroughly inspected the brake issue. Customer understood and was provided with my contact information and regular business hours and we agreed to follow up no later than Friday of next week.

*** CASE MODIFY 6/7/2013 4:36:25 PM, kmercado

into WIP DEFAULT and Status of Solving.

*** NOTES 6/10/2013 2:09:02 PM, kmercado, Action Type : Call to Dealer

Per SM Dave;

The technician working on the vehicle, Felipe, is out sick today; should be back tomorrow or the next day. Tech Line has not been contacted today.

*** CASE MODIFY 6/11/2013 11:16:16 AM, kmercado

into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE MODIFY COMMITMENT 6/12/2013 2:01:59 PM, kmercado

with [redacted] due 06/13/2013 05:30:00 PM.

*** NOTES 6/12/2013 2:02:05 PM, kmercado, Action Type : Call to Dealer

Left a message for SM Dave.

*** CASE MODIFY COMMITMENT 6/13/2013 3:15:50 PM, kmercado

with [redacted] due 06/14/2013 05:30:00 PM.

*** NOTES 6/13/2013 3:15:57 PM, kmercado, Action Type : Call to Dealer

Per SM Dave;

Several tests have been performed per the direction of Rudy and Dave K. He stated they are getting a reading from the steering sensor that the steering column may be off centered from an accident or realignment.

*** CASE MODIFY COMMITMENT 6/14/2013 2:13:05 PM, kmercado

with [redacted] due 06/17/2013 05:30:00 PM.

*** NOTES 6/14/2013 2:13:58 PM, kmercado, Action Type : Call to Dealer

Per SM Dave;

Tech Line advised the steering angle sensor may be defective based on the provided snapshot. Installing the component and will confirm the repair with Tech Line.

*** CASE MODIFY COMMITMENT 6/14/2013 2:19:29 PM, kmercado

with [redacted] due 06/19/2013 05:30:00 PM.

*** NOTES 6/14/2013 2:19:43 PM, kmercado, Action Type : Call to Customer

RCM contacted [redacted] and left a message for the customer advising I was calling to follow up on her vehicle. RCM advised I am aware the

Case History

Case ID : [redacted] Case Title : 1E-NORM REEVES-[redacted] - BRAKES SLAM WITHOUT TOUCHING BRAKE PE

vehicle is still at the dealership and they are making everything effort to address her concerns. RCM advised I will call again on Wednesday with any updated information and invited her to contact me with any questions providing my contact information and regular business hours,

*** CASE MODIFY COMMITMENT 6/17/2013 10:49:54 AM, kmercado
with [redacted] due 06/18/2013 05:30:00 PM.

*** NOTES 6/17/2013 10:50:07 AM, kmercado, Action Type : Call to Dealer
Per SM Dave;
Parts received and installed on Saturday. Will provide snap shot to Tech Line today.

*** CASE MODIFY COMMITMENT 6/18/2013 4:49:31 PM, kmercado
with [redacted] due 06/19/2013 05:30:00 PM.

*** NOTES 6/18/2013 4:49:53 PM, kmercado, Action Type : Call to Dealer
Per SM Dave;
Tech Line was not satisfied with the provided snap shot and requested the dealer to perform an alignment and submit another snap shot for review tomorrow.

*** NOTES 6/19/2013 3:55:33 PM, kmercado, Action Type : Call from Dealer
Per SM Dave;
All recommended tests have been completed and he is awaiting further instruction.

*** NOTES 6/19/2013 3:56:43 PM, kmercado, Action Type : Note-General
Per RM;
AHM is comfortable that every reasonable effort to ensure the proper operation of the vehicle has been made and we are comfortable in returning the vehicle to the customer at this time. Should anything arise in the future the customer needs to contact us immediately, but at his time there is nothing further to do.

*** NOTES 6/19/2013 4:08:21 PM, kmercado, Action Type : Call to Dealer
RCM contacted SM Dave to advise him of our intention to release the vehicle.

*** CASE FULFILL 6/19/2013 4:09:12 PM, kmercado
Fulfilled for [redacted] due 06/19/2013 05:30:00 PM.

*** CASE MODIFY COMMITMENT 6/19/2013 4:09:24 PM, kmercado
with [redacted] due 06/20/2013 05:30:00 PM.

*** NOTES 6/19/2013 4:09:30 PM, kmercado, Action Type : Call to Customer
RCM contacted [redacted] and left a message for the customer advising I had an update on her case and inviting her to contact me at her convenience providing my contact information and regular business hours. I advised I will call again tomorrow.

*** CASE MODIFY COMMITMENT 6/20/2013 1:38:33 PM, kmercado
with [redacted] due 06/27/2013 05:30:00 PM.

*** NOTES 6/20/2013 1:38:49 PM, kmercado, Action Type : Call to Customer
RCM contacted [redacted] and spoke with Mr. [redacted]. RCM advised AHM is comfortable that every reasonable effort to ensure the proper operation of the vehicle has been made and is comfortable with returning the vehicle at this time. RCM advised should anything else arise in the future to please contact us immediately but at this time there is nothing further for us to do. Customer understood and confirmed they have my contact information. Customer stated they will pick up the vehicle tomorrow, 6/21. RCM advised I will call again next Thursday to follow up. Customer agreed and required nothing further at this time.

*** NOTES 6/20/2013 1:39:08 PM, kmercado, Action Type : Call to Dealer
RCM left a message for SM Dave advising him of the customer□s intent to pick up the vehicle tomorrow mid-morning. Requested a copy of the RO including

Case History

Case ID : [redacted] Case Title : 1E-NORM REEVES-[redacted]- BRAKES SLAM WITHOUT TOUCHING BRAKE PE

tech notes.

*** NOTES 6/21/2013 12:27:01 PM, kmercado, Action Type : Call from Customer

Received a message from Ms.[redacted] stating she had contacted the dealership to arrange picking up her vehicle and was advised the Service Manager is on vacation today. She requested direction on how she should proceed.

*** NOTES 6/21/2013 12:27:43 PM, kmercado, Action Type : Call to Dealer

RCM contacted GM Paul Conant and informed him of the current situation. After he verified the paperwork had been completed he advised he would have a tech contact the customer and the vehicle will be scheduled to be picked up at 11.

*** NOTES 6/21/2013 12:28:40 PM, kmercado, Action Type : Call from Customer

Spoke with Mrs.[redacted] who advised Andy the technician advised nothing was found and now they have some concerns. She turned the call over to her husband and I spoke with Mr.[redacted] who states he is really concerned about the safety of his family in this vehicle. Customer states he and his wife both work in the emergency medical field and sees what can happen to people on a daily basis. Customer stated he has done some investigation himself and has found 250K vehicles worldwide have been recalled for these issues but not in the United States. Customer stated the NTHSA has lists of people with the same issue described as a capacitor being damaged during the manufacture of the vehicle. RCM advised the dealership had delved very deeply into his vehicle and after exhausting every reasonable effort to ensure his vehicle is working properly we are comfortable in returning the vehicle at this time. RCM advised the dealership can provide him with additional technical information. RCM advised we are not and have not ignored their concerns and that I will call next week to make sure the vehicle is operating normally. RCM advised the customer that if he does experience any further braking issues or if he has any concerns he needs addressed he can always call and confirmed he has my contact information. Customer understood and stated he is concerned about the level of investigation/repair performed on his vehicle. Customer stated he would like to pick up the vehicle when the service manager is available. RCM advised the customer that arrangement is acceptable and suggested he contact the dealership to ensure the availability of the SM before he makes the trip. Customer understood and required nothing further at this time.

*** NOTES 6/21/2013 12:29:21 PM, kmercado, Action Type : Call to Dealer

Left a message a message for GM Paul and advised him of the customer□s intention of picking up the vehicle based on the Service Manager□s availability.

*** NOTES 6/21/2013 3:44:23 PM, kmercado, Action Type : Call from Dealer

Per GM Paul;
Confirmed SM Dave will be at the dealership tomorrow, Saturday, and the vehicle is scheduled to be picked up at 10 a.m.

*** CASE MODIFY COMMITMENT 6/27/2013 4:14:01 PM, kmercado

with[redacted] due 07/02/2013 05:30:00 PM.

*** NOTES 6/27/2013 4:14:05 PM, kmercado, Action Type : Call to Customer

RCM contacted[redacted] and spoke with Ms.[redacted]. She stated she is not satisfied with the results. Customer states she does not feel safe and that not everything was done to resolve her issue. Customer ended the call by stated she is in the process of moving and will be in touch on Monday, July 1st.

*** CASE MODIFY COMMITMENT 7/2/2013 4:36:08 PM, kmercado

with[redacted] due 07/12/2013 05:30:00 PM.

*** NOTES 7/2/2013 4:36:14 PM, kmercado, Action Type : Call to Customer

RCM contacted[redacted] and left a message for the customer advising I had not received a call and was calling to follow up on the status of the vehicle. RCM invited the customer to respond with any concerns providing my contact information and regular business hours. RCM advised I will call again on Friday, July 12th.

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/19/2009 8:58:52 AM
Case Originator :	Nethly Long (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/19/2009 9:13:50 AM
Case Owner :	Nethly Long (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Nethly Long (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[redacted] - VSA LIGHT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted] 16
VIN Type / No. :	US VIN / 5FNRL38618B [redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3868JW / A
Miles / Hours :	6,000
In Service Date :	08/29/2008
Months In Use :	6
Engine Number :	J35A74077506
Originating Dealer No. / Name :	208337 / ATLANTIC HONDA
Selling Dealer No. / Name :	208337 / ATLANTIC HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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 :	MICHAEL Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-02-1900343-1 / [redacted] PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Nethly Long
Issue Owner : Nethly Long
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/19/2009 9:11:54 AM
Close Date : 2/19/2009 9:13:45 AM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - VSA LIGHT

*** CASE CREATE 2/19/2009 8:58:52 AM, nlong
Contact = [redacted] riority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/19/2009 8:58:55 AM, nlong
WARRANTY CHECK 02/19/2009 08:58:55 AM nlong
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/19/2009 8:58:57 AM, nlong
CLAIM HISTORY CHECK 02/19/2009 08:58:57 AM nlong
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/19/2009 8:59:00 AM, nlong
CAMPAIGN CHECK 02/19/2009 08:59:00 AM nlong
No data found for VIN

*** CASE VSC LOOKUP 2/19/2009 8:59:02 AM, nlong
VSC-CUC CHECK 02/19/2009 08:59:02 AM nlong
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/19/2009 9:03:45 AM, nlong
CAMPAIGN CHECK 02/19/2009 09:03:45 AM nlong
No data found for VIN

*** NOTES 2/19/2009 9:11:19 AM, nlong, Action Type : Call from Customer
Updated customer information.

Situation: VSA Light

Request: Customer stated he was approaching a busy intersection at about 40mph when the vehicle's engine felt like it wanted to stop. Customer stated it picked up speed but kept slowing down again on the way home. Customer stated the dealer had the vehicle towed back to the dealer. Customer stated he just received a call from the dealer and was told that they could not duplicate the problem. Customer stated he is not making it up. The dealer will now test the fuel system. Customer stated his problem is if they can't find anything wrong with the vehicle, he won't feel safe driving the vehicle again. Customer stated he does not want the vehicle if this engine hesitation happens again because he's afraid he may be rear-ended.

Probing Questions: Customer stated the VSA light came on until the customer got home. When he called the dealer, he was asked if it was still on. Customer went out to the vehicle and turned on the vehicle but the light was no longer illuminated.

Inbound Conclusion: Advised customer that his concerns have been documented. Recommended that he continue to work with the dealer in diagnosing the issue. Should he have any further questions or concerns, he can contact AHM again.

Customer needed no further assistance.

*** CASE MODIFY 2/19/2009 9:11:24 AM, nlong
into WIP default and Status of Solving.

*** SUBCASE[redacted] CREATE 2/19/2009 9:11:54 AM, nlong
Created in WIP Default with Due Date 2/19/2009 9:11:54 AM.

Case History

Case ID : [redacted]

Case Title : [redacted] - VSA LIGHT

*** SUBCASE [redacted] CLOSE 2/19/2009 9:13:45 AM, nlong
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/19/2009 9:13:47 AM, nlong
into WIP default and Status of Solving.

*** CASE CLOSE 2/19/2009 9:13:50 AM, nlong
Status = Closed, Resolution Code = Instruction Given, State = Open

PE13-024

HONDA

9/6/2013

Attachment #Q5

2008 - Customer Complaint - VSA Light or DTC

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/13/2010 10:56:25 AM
Case Originator :	Erica Ashley (Team CK)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/13/2010 11:06:52 AM
Case Owner :	Erica Ashley (Team CK)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erica Ashley (Team CK)	Point of Origin :	Customer	Wipbin :			
Case Title :	[redacted] - VSA BRAKE LIGHT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]50 T
VIN Type / No. : US VIN / 5FNRL38658B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 41,000
In Service Date : 06/05/2008
Months In Use : 26
Engine Number : J35A74017410
Originating Dealer No. / Name : 207227 / HONDA GALLERY
Selling Dealer No. / Name : 207227 / HONDA GALLERY
Trim : EX-L
No. Of Doors : 5
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 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
[redacted] - CA	Subcase Close	Campaign	Eligibility	410	Front Brakes

Issue Details

Issue ID : [redacted]
Issue Originator : Erica Ashley
Issue Owner : Erica Ashley
Issue Title : [redacted]- CAMPAIGN - ELIGIBILITY

Disposition: Information
Type 1 : Campaign
Type 2 : Eligibility

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/13/2010 11:06:21 AM
Close Date : 8/13/2010 11:06:39 AM

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc Other 410X
Campaign Code / Desc : R30 / 07-08 ODYSSEY ELEMEN
Temperament Code : Cold
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
57110-SCV-A11	MODULATOR ASSY., VSA	Not Applicable

Case History

Case ID : [redacted]

Case Title : [redacted] VSA BRAKE LIGHT

*** NOTES 8/13/2010 10:56:25 AM, eashley, Action Type :
9783121981 was verified with the name and address.

*** CASE CREATE 8/13/2010 10:56:25 AM, eashley
Contact = [redacted], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/13/2010 10:56:27 AM, eashley
WARRANTY CHECK 08/13/2010 10:56:27 AM eashley
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/13/2010 10:56:33 AM, eashley
CLAIM CHECK 08/13/2010 10:56:33 AM eashley
The following Claim History information was found
0; 2009-11-18; 207075; 214091; 510; 512100 ; POWER STEERING PUMP - REPLACE.
06-ON CIVIC > 38511-VMAY. 08-0N PILOT + ACCORD >

*** CASE VSC LOOKUP 8/13/2010 10:56:34 AM, eashley
VSC-CUC CHECK 08/13/2010 10:56:34 AM eashley
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/13/2010 10:56:50 AM, eashley
CAMPAIGN CHECK 08/13/2010 10:56:50 AM eashley
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/13/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/13/10; FX;

*** CASE MODIFY 8/13/2010 10:57:17 AM, eashley
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/13/2010 10:57:43 AM, eashley
CAMPAIGN CHECK 08/13/2010 10:57:43 AM eashley
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/13/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/13/10; FX;

*** CASE MODIFY 8/13/2010 10:59:22 AM, eashley
into WIP default and Status of Solving.

*** NOTES 8/13/2010 11:05:46 AM, eashley, Action Type : Call from Customer
She had the recall done for the vsa modulator and the judder, but has been having intermittent problems with the vsa light coming on. She wanted to see if the problem is related to the recall. I told her that the recall dealt with the dealer removing any existing air from the brake system and installing sealant and caps to prevent air from entering the VSA modulator. It did not pertain to any light coming on. She will have the dealer check her vehicle to determine the cause of the problem and had no other inquiries when asked. I ended the call thanking her for calling AHM.

*** CASE CREATE 8/13/2010 11:06:21 AM, eashley
Number = [redacted] Created in WIP default with due date 08/14/2010 11:06:21 AM..

*** SUBCASE [redacted] CREATE 8/13/2010 11:06:21 AM, eashley, Action Type :
Created in WIP default with due date 08/14/2010 11:06:21 AM.

Case History

Case ID : [redacted] Case Title : [redacted] - VSA BRAKE LIGHT

*** SUBCASE [redacted] MODIFY 8/13/2010 11:06:32 AM, eashley
into WIP default and Status of Solving.

*** SUBCASE [redacted] MODIFY 8/13/2010 11:06:37 AM, eashley
into WIP default and Status of Solving.

*** SUBCASE [redacted] CLOSE 8/13/2010 11:06:39 AM, eashley
Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 8/13/2010 11:06:41 AM, eashley
CAMPAIGN CHECK 08/13/2010 11:06:41 AM eashley
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/13/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/13/10; FX;

*** CASE MODIFY 8/13/2010 11:06:43 AM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2010 11:06:48 AM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2010 11:06:50 AM, eashley
into WIP default and Status of Solving.

*** CASE CLOSE 8/13/2010 11:06:52 AM, eashley
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/5/2010 11:58:59 AM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/5/2010 12:03:32 PM
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] VSA LIGHT IS ON			No. of Attachments :	0		

Site / Contact Info :

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

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.

Product Info :

Unit Owner : [redacted]5400
VIN Type / No. : US VIN / 5FNRL38448B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3848EW / A
Miles / Hours : 39,545
In Service Date : 03/25/2008
Months In Use : 31
Engine Number : J35A64012325
Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
Selling Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : GX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : Not Applicable
Party 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
[redacted] - PR	Subcase Close	Product	Operation	413	Master Cylinder

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Kelly Fuller
Type 1 : Product
Status : Subcase Close
Open Date : 10/5/2010 12:01:32 PM
Issue Owner : Kelly Fuller
Type 2 : Operation
Queue :
Close Date : 10/5/2010 12:03:32 PM
Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Cold
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] - VSA LIGHT IS ON

*** CASE CREATE 10/5/2010 11:58:59 AM, kfuller
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/5/2010 11:59:00 AM, kfuller
WARRANTY CHECK 10/05/2010 11:59:00 AM kfuller
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/5/2010 11:59:03 AM, kfuller
CLAIM CHECK 10/05/2010 11:59:03 AM kfuller
The following Claim History information was found
0; 2010-05-27; 208173; 862651; 510; 4130A5 ; BLEED THE BRAKE SYSTEM, AND INSTALL MODULATOR SEALING CAPS. S/B# 10-017

*** CASE CAMPAIGN LOOKUP 10/5/2010 11:59:05 AM, kfuller
CAMPAIGN CHECK 10/05/2010 11:59:05 AM kfuller
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/27/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/27/10; FX;

*** CASE CUC LOOKUP 10/5/2010 11:59:07 AM, kfuller
CUC CHECK 10/05/2010 11:59:07 AM kfuller
The following CUC information was found
[redacted];ACTIVE;100000;39477;51477;2010-09-25;2015-03-25;;2010-09-25;2010-09-25;208353;;0;2010-09-30;2010-09-30

*** CASE VSC LOOKUP 10/5/2010 11:59:07 AM, kfuller
VSC CHECK 10/05/2010 11:59:07 AM kfuller
The following VSC information was found
;;;;;;;;;0;0;;0.0

*** CASE MODIFY 10/5/2010 11:59:12 AM, kfuller
into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2010 11:59:25 AM, kfuller
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/5/2010 11:59:33 AM, kfuller
CAMPAIGN CHECK 10/05/2010 11:59:33 AM kfuller
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/27/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/27/10; FX;

*** CASE MODIFY 10/5/2010 11:59:49 AM, kfuller
into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2010 12:00:13 PM, kfuller
into WIP default and Status of Solving.

*** SUBCASE [redacted] CREATE 10/5/2010 12:01:32 PM, kfuller

Case History

Case ID : [redacted] Case Title : [redacted] - VSA LIGHT IS ON

Created in WIP Default with Due Date 10/5/2010 12:01:32 PM.

*** CASE MODIFY 10/5/2010 12:01:37 PM, kfuller
into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2010 12:02:08 PM, kfuller
into WIP default and Status of Solving.

*** NOTES 10/5/2010 12:03:30 PM, kfuller, Action Type : Call from Customer
The customer called and stated her VSA light is on. She wanted to know if it had to do with the VSA modulator recall. I verified contact information and checked campaigns. I advised her that she would need to have the vehicle diagnosed at her local Honda dealer to determine what is causing the light to come on. The customer thanked me. I thanked the customer. The call ended.

*** SUBCASE [redacted] CLOSE 10/5/2010 12:03:32 PM, kfuller
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2010 12:03:32 PM, kfuller
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report *Run Date :* 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/18/2012 2:12:30 PM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	5/11/2012 12:40:34 PM
Case Owner :	Andrew Ndungu (Team MA)	Method :	Fax	Queue :		Days Open :	23
Last Closed By :	Andrew Ndungu (Team MA)	Point of Origin :	Attorney	Wipbin :			
Case Title :	[redacted] ATTY LTR - VSA LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted]04
VIN Type / No. :	US VIN / 5FNRL387X8B[redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3878KW / A
Miles / Hours :	37,384
In Service Date :	04/07/2008
Months In Use :	48
Engine Number :	J35A74030946
Originating Dealer No. / Name :	207606 / FAULKNER HONDA
Selling Dealer No. / Name :	206709 / J. L. FREED HONDA
Trim :	EX-LR&N
No. Of Doors :	5
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 :	206709 / J. L. FREED HONDA
Phone No. :	215-368-1840
Address :	685 BETHLEHEM PIKE, RO
City / State / Zip :	MONTGOMERYVILLE, PA 18936
Svc District / Sls District :	05G / C05
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 :	Attorney	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042012-04-1801332-1 / [redacted]	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID	[redacted]	Final Decision :	No Action Required	Descision Updated :	5/11/2012 12:32:04 PM
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	ANDREW NDUNG'U	AHM Position :	Repair		
Related Case :	NONE				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	5/11/2012 12:32:04 PM	By :	andungu

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	$0.00	$0.00			

Mediation Activity :

***	Event Type / Status :	Attorney Letter Recd / Completed	Start Date :	4/18/2012 2:12:50	Notes :	
	Assigned To :	Mediation (KIMMEL &	Due Date :	5/18/2012		
	Last Updated / By :	4/26/2012 9:09:42 AM / andungu	Actual Date :	4/26/2012 9:09:41		
***	Event Type / Status :	Docs Received / Completed	Start Date :	4/18/2012 2:13:09	Notes :	HAVE RO'S ARRIVED FROM DEALER
	Assigned To :	Mediation (DPSM)	Due Date :	4/25/2012		
	Last Updated / By :	4/19/2012 7:33:41 AM / andungu	Actual Date :	4/19/2012 7:33:40		
***	Event Type / Status :	Notify Zone of Open / Completed	Start Date :	4/18/2012 2:13:17	Notes :	DPSM (AZM/ZM)
	Assigned To :	Mediation ()	Due Date :			
	Last Updated / By :	4/18/2012 2:13:22 PM / mlyon	Actual Date :	4/18/2012 2:13:20		
***	Event Type / Status :	Notify Zone of Close / Completed	Start Date :	4/26/2012 9:09:44	Notes :	
	Assigned To :	Mediation (AZM, DPSM, ZM)	Due Date :	5/11/2012		
	Last Updated / By :	5/11/2012 12:31:08 PM / andungu	Actual Date :	5/11/2012 12:31:07		

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Andrew Ndungu
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/18/2012 2:12:47 PM
Close Date : 5/11/2012 12:40:34 PM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Repaired/Warranty
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] ATTY LTR - VSA LIGHT ON

*** CASE CREATE 4/18/2012 2:12:30 PM, mlyon
Contact = [redacted] Priority = N/A, Status = Solving.
*** NOTES 4/18/2012 2:12:32 PM, mlyon, Action Type :
Received on 04/18/12 a letter from Attorney Kimmel & Silverman
Customer Contention: Issues not stated
Resolution Sought: Repurchase plus attorney fees
No Lien holder/lesser info provided.

** No Tech Line report found for this Vin/customer** No previous case
*** SUBCASE [redacted] CREATE 4/18/2012 2:12:47 PM, mlyon
Created in WIP Default with Due Date 4/18/2012 2:12:47 PM.
*** CASE MEDIATION ADD/MODIFY 4/18/2012 2:13:01 PM, mlyon
*** MEDIATION DECISION 04/18/2012 02:13:00 PM mlyon
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANDREW NDUNG'U
Rel: NONE
*** CASE MEDIATION EVENT ADD 4/18/2012 2:13:09 PM, mlyon
*** MEDIATION EVENT - ATTORNEY LETTER RECD 04/18/2012 02:13:08 PM mlyon
Status: In Progress
S: 04/18/2012 02:12:50 PM
D: 05/18/2012 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:
*** CASE MEDIATION EVENT ADD 4/18/2012 2:13:17 PM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 04/18/2012 02:13:17 PM mlyon
Status: In Progress
S: 04/18/2012 02:13:09 PM
D: 04/25/2012 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER
*** CASE MEDIATION EVENT ADD 4/18/2012 2:13:23 PM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 04/18/2012 02:13:22 PM mlyon
Status: Completed
S: 04/18/2012 02:13:17 PM

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

D: ?/?/? ?:?:?
A: 04/18/2012 02:13:20 PM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 4/18/2012 2:13:24 PM, mlyon, Action Type : N/A
Made to [redacted] due 04/19/2012 02:13:27 PM.
New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 4/18/2012 2:13:39 PM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/19/2012

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

Issues not stated

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Mediation Department
American Honda Motor Co.
310 781-5224

*** NOTES 4/18/2012 2:13:52 PM, mlyon, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 4/18/2012 2:18:11 PM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 4/18/2012 2:18:16 PM, mlyon
[redacted] to andungu, WIP

*** CASE RULE ACTION 4/18/2012 2:18:17 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042012-04-1801332-1 ASSIGN 4/18/2012 2:18:22 PM, mlyon
[redacted]-1 to andungu, WIP

*** SUBCASE [redacted] RULE ACTION 4/18/2012 2:18:22 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 4/18/2012 3:38:20 PM, andungu
Fulfilled for [redacted] due 04/19/2012 02:13:27 PM.

*** COMMIT 4/18/2012 3:38:21 PM, andungu, Action Type : N/A
Ro FU, DPSM and SM Call

Case History

Case ID : [redacted]

Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

*** CASE MODIFY 4/18/2012 3:38:45 PM, andungu
into WIP Default and Status of Solving.

*** CASE MODIFY 4/19/2012 7:31:18 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/19/2012 7:33:24 AM, andungu, Action Type : Letter/Fax
received Ros from DPSM

*** CASE MEDIATION EVENT UPDATE 4/19/2012 7:33:41 AM, andungu
*** MEDIATION EVENT - DOCS RECEIVED 04/19/2012 07:33:41 AM andungu
Status: Completed
S: 04/18/2012 02:13:09 PM
D: 04/25/2012 12:00:00 AM
A: 04/19/2012 07:33:40 AM
Assgn to: Mediation (DPSM)
Notes: HAVE RO'S ARRIVED FROM DEALER

*** NOTES 4/19/2012 7:48:38 AM, andungu, Action Type : Call to Dealer
I called the service department and spoke to SM Matt. He stated that the client had dropped off the vehicle in the morning for the VSA light coming on. The light was not on at the time but had stored a code. He stated that they were in the process of contacting Techline for the matter and proceed with any necessary repairs. He did not interact with the client personally at the time of drop off but according to the Service Advisors the client was neutral. I thanked him for the information and ended the call.

*** CASE MODIFY 4/19/2012 7:50:07 AM, andungu
into WIP Attorney and Status of Solving.

*** CASE MODIFY 4/19/2012 7:50:35 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/19/2012 8:00:38 AM, andungu, Action Type : Field Service
I called the DPSM on the case and both agreed to have the customer in a rental vehicle until the issue had been fixed. He stated that he would follow up with the dealership on the matter.

*** CASE FULFILL 4/19/2012 8:00:43 AM, andungu
Fulfilled for [redacted]due 04/19/2012 12:00:00 AM.

*** COMMIT 4/19/2012 8:00:44 AM, andungu, Action Type : N/A
timeline

*** CASE MODIFY 4/19/2012 8:00:54 AM, andungu
into WIP Attorney and Status of Solving.

*** COMMIT 4/20/2012 11:33:51 AM, andungu, Action Type : N/A
send reply

*** CASE FULFILL 4/20/2012 11:55:59 AM, andungu
Fulfilled for [redacted] due 04/20/2012 12:00:00 AM.

*** COMMIT 4/20/2012 11:56:05 AM, andungu, Action Type : N/A
dealership FU

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

*** CASE MODIFY 4/20/2012 11:56:34 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/23/2012 8:46:17 AM, andungu, Action Type : Call to Dealer
I left a message for SM matt requesting a follow up on vehicle repairs.

*** CASE MODIFY COMMITMENT 4/23/2012 8:46:26 AM, andungu
with [redacted] due 04/24/2012 12:00:00 AM.

*** CASE MODIFY 4/23/2012 8:46:30 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/24/2012 8:32:45 AM, andungu, Action Type : Call to Dealer
Left a message for SM Matt requesting a follow up.

*** CASE MODIFY 4/24/2012 8:32:48 AM, andungu
into WIP Attorney and Status of Solving.

*** CASE MODIFY COMMITMENT 4/24/2012 8:32:55 AM, andungu
with [redacted] due 04/25/2012 12:00:00 AM.

*** CASE MODIFY 4/24/2012 8:32:58 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/25/2012 10:55:54 AM, andungu, Action Type : Call to Dealer
I called SM matt who advised that the vehicle was repaired and given back to the customer on 4//23. He stated that they replaced one of the VSA sensors and the customer had promised to make a follow up call in 2 weeks. I requested for a copy of the RO. I thanked him for the information and ended the call.

*** CASE FULFILL 4/25/2012 10:56:16 AM, andungu
Fulfilled for [redacted] due 04/25/2012 12:00:00 AM.

*** COMMIT 4/25/2012 10:56:17 AM, andungu, Action Type : N/A
Ro FU

*** CASE MODIFY 4/25/2012 10:56:29 AM, andungu
into WIP Attorney and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 4/26/2012 9:09:42 AM, andungu
*** MEDIATION EVENT - ATTORNEY LETTER RECD 04/26/2012 09:09:42 AM andungu
Status: Completed
S: 04/18/2012 02:12:50 PM
D: 05/18/2012 12:00:00 AM
A: 04/26/2012 09:09:41 AM
Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:

*** CASE MEDIATION EVENT ADD 4/26/2012 9:10:11 AM, andungu
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 04/26/2012 09:10:11 AM andungu
Status: In Progress
S: 04/26/2012 09:09:44 AM

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

D: 05/11/2012 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (AZM, DPSM, ZM)
Notes:

*** CASE FULFILL 4/26/2012 9:10:17 AM, andungu
Fulfilled for [redacted] due 04/26/2012 12:00:00 AM.

*** COMMIT 4/26/2012 9:10:19 AM, andungu, Action Type : N/A
CLOSE

*** CASE MODIFY 4/26/2012 9:10:34 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 4/26/2012 10:02:26 AM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from J.L. Freed Honda. Forward to Andrew

*** CASE FULFILL 4/26/2012 10:28:41 AM, andungu
Fulfilled fo[redacted] due 04/26/2012 12:00:00 AM.

*** NOTES 5/3/2012 8:33:09 AM, andungu, Action Type : Letter/Fax
Received a cover fax page from JL Freed Honda.

*** NOTES 5/3/2012 8:38:14 AM, andungu, Action Type : Call to Dealer
I made a call to SM Matt at the dealership to inquire about the cover page. He stated that he had received a rapid response from the customer in regards to the last repair. In the service the customer stated that he was worried about having his vehicle being kept over the weekend by the dealership, a concern with air in his brakes and the sensor replacement. SM matt confirmed that the customer□s vehicle was never kept over the weekend and that in fact the customer waited for the work to be finished on 4/20. The customer had never once mentioned any concerns with air in his brakes but in the interest of customer satisfaction he did make a call to the customer yesterday to inquire of any concerns with the brake system. SM Matt had made a call to the customer on 4/23 to ensure that the VSA light was not on, which the customer confirmed. We both agreed to wait on a return call from the customer as he had not responded to SM Matt□s call regarding the service visit. I thanked him for the information and ended the call.

*** CASE MODIFY 5/3/2012 8:38:18 AM, andungu
into WIP Attorney and Status of Solving.

*** NOTES 5/11/2012 12:30:13 PM, andungu, Action Type : Call to Dealer
Left a brief message for SM Matt requesting a call back regarding the customer and vehicle.

*** CASE MODIFY 5/11/2012 12:30:59 PM, andungu
into WIP Attorney and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 5/11/2012 12:31:08 PM, andungu
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 05/11/2012 12:31:08 PM andungu
Status: Completed
S: 04/26/2012 09:09:44 AM
D: 05/11/2012 12:00:00 AM
A: 05/11/2012 12:31:07 PM
Assgn to: Mediation (AZM, DPSM, ZM)
Notes:

Case History

Case ID : [redacted]

Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

*** CASE MEDIATION ADD/MODIFY 5/11/2012 12:31:58 PM, andungu
*** MEDIATION DECISION 05/11/2012 12:31:58 PM andungu
Proc: Mediation
Dcsn: Repair
Cust: Buyback-Repurchase
AHM: Repair Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANDREW NDUNG'U
Rel: NONE

*** CASE MEDIATION ADD/MODIFY 5/11/2012 12:32:04 PM, andungu
*** MEDIATION DECISION 05/11/2012 12:32:04 PM andungu
Proc: Mediation
Dcsn: No Action Required
Cust: Buyback-Repurchase
AHM: Repair Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANDREW NDUNG'U
Rel: NONE

*** NOTES 5/11/2012 12:34:46 PM, andungu, Action Type : Note-Resolution
Customer requested a repurchase through an attorney due to the VSA light come on. The dealership had verified and repaired the concern. The customer and attorney were informed that the vehicle neither had an excessive number of repairs nor time out of service for the non conformity and thus unable to grant the request. The attorney did not respond within a reasonable time frame. Case will be closed as per mediation procedures.

*** NOTES 5/11/2012 12:38:50 PM, andungu, Action Type : Call from Dealer
Recieved a call back from SM Matt. He stated that the customer had not responded to his phone calls regarding a follow up on the service concerns. I thanked him for the information and ended the call.

*** CASE MODIFY 5/11/2012 12:40:30 PM, andungu
into WIP Attorney and Status of Solving.

*** SUBCASE N042012-04-1801332-1 CLOSE 5/11/2012 12:40:34 PM, andungu
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/11/2012 12:40:34 PM, andungu
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 7/22/2010 9:08:49 AM
Case Originator : Amanda Esquivel (Team HH)	Sub Division :	Satellite Center	Status :	Closed	Close Date : 7/22/2010 9:25:13 AM
Case Owner : Amanda Esquivel (Team HH)	Method :	Phone	Queue :		Days Open : 0
Last Closed By : Amanda Esquivel (Team HH)	Point of Origin :	Customer	Wipbin :		
Case Title : [redacted] SA MODULATOR INDICATOR ON			No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]4532
VIN Type / No. : US VIN / 5FNRL38438B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3848EW / A
Miles / Hours : 32,000
In Service Date : 03/31/2008
Months In Use : 28
Engine Number : J35A64027119
Originating Dealer No. / Name : 208210 / HERITAGE HONDA
Selling Dealer No. / Name : 208210 / HERITAGE HONDA
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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.
208210	HERITAGE HONDA		
208535	BEL AIR HONDA		

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
N032010-07-2200447-1 / [redacted] - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Issue Originator : Amanda Esquivel
Issue Owner : Amanda Esquivel
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/22/2010 9:25:05 AM
Close Date : 7/22/2010 9:25:13 AM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Cold
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]- VSA MODULATOR INDICATOR ON

*** CASE CREATE 7/22/2010 9:08:49 AM, aesquive
Contact = [redacted]Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/22/2010 9:08:50 AM, aesquive
WARRANTY CHECK 07/22/2010 09:08:50 AM aesquive
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/22/2010 9:08:56 AM, aesquive
CLAIM CHECK 07/22/2010 09:08:55 AM aesquive
The following Claim History information was found
0; 2010-05-19; 208210; 422359; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE CAMPAIGN LOOKUP 7/22/2010 9:08:59 AM, aesquive
CAMPAIGN CHECK 07/22/2010 09:08:59 AM aesquive
The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/19/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/19/10; FX;

*** CASE VSC LOOKUP 7/22/2010 9:09:00 AM, aesquive
VSC-CUC CHECK 07/22/2010 09:09:00 AM aesquive
No data found for VIN.

*** CASE MODIFY 7/22/2010 9:09:01 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2010 9:09:43 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2010 9:11:33 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2010 9:12:52 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2010 9:18:58 AM, aesquive
into WIP default and Status of Solving.

*** NOTES 7/22/2010 9:24:14 AM, aesquive, Action Type : Call from Customer
Customer states the VSA indicator light keeps coming on in her vehicle. She has had the VSA Modulator recall performed, but has returned the vehicle to the dealership 3 times, to both Heritage Honda and Bel Air Honda. She explained the dealerships have been unable to assist in repairing this. She states they reset the light but it continues to illuminate. She advised she will be visiting Heritage Honda and speaking with the SM possibly tomorrow but she wanted her complaint documented with AHM. I advised I have documented her complaint.

Customer states her doors also were not locking correctly on the right side of her vehicle. She states when she parks uphill it feels as though the locks are not clamping correctly. She will also address this with the SM.

Verified information

*** CASE MODIFY 7/22/2010 9:24:34 AM, aesquive

Case History

Case ID : [redacted] Case Title : [redacted] VSA MODULATOR INDICATOR ON

into WIP default and Status of Solving.

*** SUBCASE [redacted] CREATE 7/22/2010 9:25:05 AM, aesquive

Created in WIP Default with Due Date 7/22/2010 9:25:05 AM.

*** CASE MODIFY 7/22/2010 9:25:09 AM, aesquive

into WIP default and Status of Solving.

*** CASE CLOSE 7/22/2010 9:25:13 AM, aesquive

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

*** SUBCASE [redacted] CLOSE 7/22/2010 9:25:13 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report *Run Date :* 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/10/2010 9:41:19 AM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	11/3/2010 1:49:45 PM
Case Owner :	Corey Kruisheer (Team HD)	Method :	Fax	Queue :		Days Open :	85
Last Closed By :	Corey Kruisheer (Team HD)	Point of Origin :	Attorney	Wipbin :			
Case Title :	[redacted] BBB HON1026606 - ATTY LTR - VSA LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]532
VIN Type / No. : US VIN / 5FNRL38438B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3848EW / A
Miles / Hours : 32,253
In Service Date : 03/31/2008
Months In Use : 29
Engine Number : J35A64027119
Originating Dealer No. / Name : 208210 / HERITAGE HONDA
Selling Dealer No. / Name : 208210 / HERITAGE HONDA
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208210 / HERITAGE HONDA
Phone No. : 410-882-3000
Address : 3001 EAST AVENUE
City / State / Zip : BALTIMORE, MD 21234
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 : Attorney
Party 2 : C.R.
Party 3 : Techline
Party 4 : BBB

Issues :

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

Mediation Details

Case ID [redacted]
Process : Arbitration
Document Ref : COREY KRUISHEER
Related Case : [redacted]
Arbitration Method : In Writing
Arbitration Outcome : AHM

Final Decision : No Action Required
Customer Position : Buyback-Repurchase
AHM Position : No Action Required

Descision Updated : 11/3/2010 1:25:11 PM

Last Updated : 11/3/2010 1:25:11 PM By : mlyon

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	$0.00	$0.00			

Mediation Activity :

***	Event Type / Status : Attorney Letter Recd / Completed	Start Date :	8/10/2010 9:41:54	Notes :		
	Assigned To : Mediation (KIMMEL &	Due Date :	9/9/2010			
	Last Updated / By : 8/20/2010 2:10:19 PM / ckruishe	Actual Date :	8/20/2010 2:10:18			
***	Event Type / Status : Docs Received / Completed	Start Date :	8/10/2010 9:42:16	Notes :	HAVE RO'S ARRIVED FROM DEALER	
	Assigned To : Mediation ()	Due Date :	8/17/2010			
	Last Updated / By : 8/12/2010 12:24:20 PM / brobbins	Actual Date :	8/12/2010 12:24:19			
***	Event Type / Status : Notify Zone of Open / Completed	Start Date :	8/10/2010 9:42:23	Notes :	DPSM (AZM/ZM)	
	Assigned To : Mediation ()	Due Date :				
	Last Updated / By : 8/10/2010 9:42:27 AM / mlyon	Actual Date :	8/10/2010 9:42:25			
***	Event Type / Status : Notify Zone of Close / Completed	Start Date :	8/20/2010 2:10:20	Notes :		
	Assigned To : Mediation ()	Due Date :				
	Last Updated / By : 8/20/2010 2:10:24 PM / ckruishe	Actual Date :	8/20/2010 2:10:23			
***	Event Type / Status : BBB Case Recd / Completed	Start Date :	10/4/2010 10:06:20	Notes :	HON1026606	
	Assigned To : Mediation ()	Due Date :	11/12/2010			
	Last Updated / By : 11/3/2010 1:24:04 PM / mlyon	Actual Date :	11/3/2010 1:24:03			
***	Event Type / Status : MRF Sent / Completed	Start Date :	10/4/2010 10:07:25	Notes :		
	Assigned To : Mediation ()	Due Date :	10/18/2010			
	Last Updated / By : 10/18/2010 11:28:12 AM /	Actual Date :	10/18/2010 11:28:11			
***	Event Type / Status : Arbitration Hearing / Completed	Start Date :	10/18/2010 1:38:31	Notes :	KATHRYN DEMAREST - ARBITRATOR	
	Assigned To : Mediation (COREY	Due Date :	10/25/2010			
	Last Updated / By : 11/3/2010 1:24:33 PM / mlyon	Actual Date :	11/3/2010 1:24:27			
***	Event Type / Status : Arb Decision Due / Completed	Start Date :	10/25/2010 1:24:35	Notes :	DENIAL	
	Assigned To : Third Party (MEDIATION)	Due Date :	11/4/2010			
	Last Updated / By : 11/3/2010 1:24:57 PM / mlyon	Actual Date :	11/3/2010 1:24:56			
***	Event Type / Status : Notify Zone of Close / Completed	Start Date :	11/3/2010 1:49:32	Notes :		
	Assigned To : Mediation ()	Due Date :				
	Last Updated / By : 11/3/2010 1:49:36 PM / ckruishe	Actual Date :	11/3/2010 1:49:35			

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Corey Kruisheer
Issue Title : [redacted]RODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/10/2010 9:41:50 AM
Close Date : 8/20/2010 2:02:27 PM

Coding Info :

Labor Code / Desc :413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
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] - BBB HON1026606 - ATTY LTR - VSA LIGHT ON

*** CASE CREATE 8/10/2010 9:41:19 AM, mlyon
Contact = [redacted] Priority = N/A, Status = Solving.

*** NOTES 8/10/2010 9:41:21 AM, mlyon, Action Type :
Received on 08/30/10 a letter from Attorney Kimmel & Silverman
Customer Contention: VSA light on
Resolution Sought: Repurchase
No Lien holder/lesser info provided.

** One Tech Line report found for this Vin/customer** One previous case

*** SUBCASE [redacted] CREATE 8/10/2010 9:41:50 AM, mlyon
Created in WIP Default with Due Date 8/10/2010 9:41:50 AM.

*** CASE MEDIATION ADD/MODIFY 8/10/2010 9:42:05 AM, mlyon
*** MEDIATION DECISION 08/10/2010 09:42:05 AM mlyon
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: COREY KRUISHEER
Rel: [redacted]

*** CASE MEDIATION EVENT ADD 8/10/2010 9:42:16 AM, mlyon
*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/10/2010 09:42:16 AM mlyon
Status: In Progress
S: 08/10/2010 09:41:54 AM
D: 09/09/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:

*** CASE MEDIATION EVENT ADD 8/10/2010 9:42:23 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 08/10/2010 09:42:23 AM mlyon
Status: In Progress
S: 08/10/2010 09:42:16 AM
D: 08/17/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION EVENT ADD 8/10/2010 9:42:28 AM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/10/2010 09:42:28 AM mlyon
Status: Completed
S: 08/10/2010 09:42:23 AM

Case History

Case ID : [redacted] Case Title : [redacted]BBB HON1026606 - ATTY LTR - VSA LIGHT ON

D: ?/?/? ?:?:?
A: 08/10/2010 09:42:25 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 8/10/2010 9:42:29 AM, mlyon, Action Type : N/A
Made to [redacted] due 08/11/2010 09:42:31 AM.
New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 8/10/2010 9:42:39 AM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/11/2010

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

VSA 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [redacted]
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Mediation Department
American Honda Motors

*** NOTES 8/10/2010 9:42:51 AM, mlyon, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 8/10/2010 9:45:30 AM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 8/10/2010 9:45:31 AM, mlyon
[redacted] to ckruishe, WIP -ÿÿ.F

*** CASE RULE ACTION 8/10/2010 9:45:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 8/10/2010 9:45:38 AM, mlyon
[redacted] to ckruishe, WIP

*** SUBCASE [redacted] RULE ACTION 8/10/2010 9:45:38 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/10/2010 2:15:12 PM, ckruishe, Action Type : Note-General
Reviewed attorney correspondence. Notice of representation only, no demands made.

Reviewed previous ACS case. Consumer contacted ACS regarding a possible VSA indicator light issue. Consumer was directed back to her servicing dealership for assistance. No additional follow up was made. Consumer cited Heritage Honda as her primary servicing dealership.

Case History

Case ID : [redacted] Case Title : [redacted]- BBB HON1026606 - ATTY LTR - VSA LIGHT ON

*** CASE FULFILL 8/11/2010 1:24:21 PM, ckruishe
Fulfilled for [redacted]due 08/11/2010 09:42:31 AM.
*** COMMIT 8/11/2010 1:24:26 PM, ckruishe, Action Type : N/A
secure ROs if dealer has not faxed in
*** NOTES 8/12/2010 12:24:12 PM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Heritage Honda. Forward to Corey
*** CASE MEDIATION EVENT UPDATE 8/12/2010 12:24:21 PM, brobbins
*** MEDIATION EVENT - DOCS RECEIVED 08/12/2010 12:24:21 PM brobbins
Status: Completed
S: 08/10/2010 09:42:16 AM
D: 08/17/2010 12:00:00 AM
A: 08/12/2010 12:24:19 PM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER
*** CASE FULFILL 8/13/2010 8:30:00 AM, ckruishe
Fulfilled for[redacted]ue 08/13/2010 12:00:00 AM.
*** COMMIT 8/13/2010 8:30:06 AM, ckruishe, Action Type : N/A
time line due
*** NOTES 8/16/2010 11:11:41 AM, ckruishe, Action Type : Note-General
2008 Odyssey EX
5FNRL38438B[redacted]
RDR□□03/31/2008

RO□□365125
Miles□□31,778
Date□□07/19/10-07/20/10
Dealer□□Heritage Honda
Customer contention:
1.□Customer states the passenger sliding door won□t hold on hills.
2.□Customer states there is a noise from the front area when trying to park.
3.□Customer states the VSA and TCS lights come on when driving.
Corrective action:
1.□Tested on hill and checked latch adjustment. No problems found and no repairs made.
2.□Tech notes indicate no abnormal noises were heard however front right spring/strut were special ordered.
3.□Checked for stored trouble codes and road tested the vehicle. No problem found.

RO□□381166
Miles□□32,693/32,704
Date□□08/09/10-08/10/10
Dealer□□Heritage Honda

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Customer contention:
1. Customer states the VSA continues to come on when driving.
2. Customer states the vehicle will not start.
3. Customer states the TPMS light is on.

Corrective action:
1. Pulled trouble codes 25-1, 104-1 and 84-1 (VSA modulator fail). Replaced VSA modulator and road tested 11-miles to verify repairs.
2. Performed battery load test and the battery failed. Replaced failed battery.
3. TPMS warning light due to low battery voltage. Reset TPSM after battery replacement. TPMS light did not return after 11-mile road test.

Missing RO s per warranty claims:

322359
372561

*** NOTES 8/16/2010 11:19:32 AM, ckruishe, Action Type : Call to Dealer
LM for Steven Berman at Heritage Honda to request call back regarding RO history. Advised that RO# 322359 and 372651 are missing.

*** CASE FULFILL 8/16/2010 11:19:54 AM, ckruishe
Fulfilled for [redacted] due 08/16/2010 12:00:00 AM.

*** COMMIT 8/16/2010 11:20:07 AM, ckruishe, Action Type : N/A
RO's received?

*** NOTES 8/17/2010 7:56:15 AM, ckruishe, Action Type : Call to Dealer
Left second message for Steven Berman.

*** CASE MODIFY COMMITMENT 8/17/2010 7:56:28 AM, ckruishe
with [redacted] ue 08/18/2010 12:00:00 AM.

*** COMMIT 8/17/2010 7:56:30 AM, ckruishe, Action Type : N/A
atty letter due

*** NOTES 8/18/2010 1:35:45 PM, ckruishe, Action Type : Call to Dealer
Spoke with Steve Berman.

Advised that AHM still requires RO's 22359 and 372651. Steve said he would have invoice and hard copies faxed to AHM. Confirmed fax number.

*** CASE MODIFY COMMITMENT 8/18/2010 1:36:23 PM, ckruishe
with [redacted] due 08/19/2010 12:00:00 AM.

*** NOTES 8/18/2010 2:11:30 PM, brobbins, Action Type : Letter/Fax
Received copies of RO s from Heritage Honda. Forward to Corey

*** CASE FULFILL 8/19/2010 1:03:11 PM, ckruishe
Fulfilled fo [redacted] due 08/19/2010 12:00:00 AM.

*** NOTES 8/20/2010 2:00:55 PM, ckruishe, Action Type : Note-General
Completed review of supplemental repair orders forwarded by Heritage Honda.

*** SUBCASE [redacted] CLOSE 8/20/2010 2:02:27 PM, ckruishe

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/20/2010 2:06:44 PM, ckruishe, Action Type : Note-General

Faxed following letter (confirmation page received):

August 20, 2010

VIA FAX ONLY
[redacted]

KIMMEL & SILVERMAN
Attn: Jacqueline C. Herritt
30 E. Butler Pike
Ambler, PA 19002

Re: [redacted] v. American Honda Motor Co., Inc.

Dear Ms. Herritt:

We are in receipt of your recent correspondence regarding your client's concerns with his 2008 Honda Odyssey, vehicle identification number 5FNRL38438B[redacted]

In good faith our office has reviewed your client's repair history with his servicing dealership, Heritage Honda. We have been advised by the dealership that your client's isolated concerns were resolved in a timely manner per the terms and conditions of the Honda New Vehicle Express Limited Warranty, and there are no reports of ongoing concerns. We were further advised by Heritage Honda that neither an excessive number of repairs nor time out of service have been incurred to address any nonconformity that substantially impairs the use, safety or value of your client's vehicle.

Based upon all currently available information, our office is unable to extend consideration for settlement resolution at this time. If there is any new information that has not been presented to our office, please submit that information to my attention for review and consideration.

Alternatively, your client may contact the BBB Auto Line Program by calling 1-800-955-5100 or writing to BBB Auto Line, Council of Better Business Bureaus, 4200 Wilson Blvd., Suite 800, Arlington, VA 22203-1804. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Sincerely,

Corey Kruisheer
Mediation Case Manager
American Honda Motor Co., Inc.
(310) 781-5083

*** NOTES 8/20/2010 2:09:51 PM, ckruishe, Action Type : Note-Resolution

Completed case review. Neither excessive repairs nor time out of service have been incurred to address the consumer's vehicle concerns. All issues have been resolved. Responded to attorney inquiry and denied assistance. Case closed pending receipt of additional information.

*** CASE FULFILL 8/20/2010 2:10:03 PM, ckruishe

Case History

Case ID : [redacted] Case Title : [redacted]- BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Fulfilled for [redacted]ue 08/20/2010 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 8/20/2010 2:10:20 PM, ckruishe
*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/20/2010 02:10:19 PM ckruishe
Status: Completed
S: 08/10/2010 09:41:54 AM
D: 09/09/2010 12:00:00 AM
A: 08/20/2010 02:10:18 PM
Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:

*** CASE MEDIATION EVENT ADD 8/20/2010 2:10:25 PM, ckruishe
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/20/2010 02:10:24 PM ckruishe
Status: Completed
S: 08/20/2010 02:10:20 PM
D: ?/?/? ?:?:?
A: 08/20/2010 02:10:23 PM
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION ADD/MODIFY 8/20/2010 2:10:45 PM, ckruishe
*** MEDIATION DECISION 08/20/2010 02:10:45 PM ckruishe
Proc: Mediation
Dcsn: No Action Required
Cust: Buyback-Repurchase
AHM: No Action Required Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: COREY KRUISHEER
Rel: N01201

*** CASE CLOSE 8/20/2010 2:10:48 PM, ckruishe
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/6/2010 10:05:46 AM, mlyon
with Condition of Open and Status of Solving.

*** NOTES 10/6/2010 10:06:05 AM, mlyon, Action Type : Letter/Fax
Received CCF from BBB HON1026606
Start Date: 10/04/10
Customer Contention: VSA light on
Resolution sought: Repurchase plus attorney fees

*** CASE MODIFY 10/6/2010 10:06:17 AM, mlyon
into WIP Default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 10/6/2010 10:06:25 AM, mlyon
*** MEDIATION DECISION 10/06/2010 10:06:25 AM mlyon
Proc: Mediation

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Dcsn: Please Specify
Cust: Buyback-Repurchase
AHM: No Action Required Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: COREY KRUISHEER
Rel: N012010-08-02

*** CASE MEDIATION EVENT ADD 10/6/2010 10:06:53 AM, mlyon
*** MEDIATION EVENT - BBB CASE RECD 10/06/2010 10:06:52 AM mlyon
Status: In Progress
S: 10/04/2010 10:06:20 AM
D: 11/12/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HON1026606

*** CASE MEDIATION EVENT ADD 10/6/2010 10:07:35 AM, mlyon
*** MEDIATION EVENT - MRF SENT 10/06/2010 10:07:35 AM mlyon
Status: In Progress
S: 10/04/2010 10:07:25 AM
D: 10/18/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:

*** COMMIT 10/6/2010 10:07:44 AM, mlyon, Action Type : N/A
Made to [redacted] due 10/07/2010 10:07:58 AM.
BBB written case opened

*** CASE ASSIGN 10/6/2010 10:08:12 AM, mlyon
[redacted] to ckruishe, WIP

*** CASE RULE ACTION 10/6/2010 10:08:12 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 10/6/2010 11:00:39 AM, ckruishe, Action Type : Note-General
Sent inquiry to B. Tweraser and D. Patterson @ BBB regarding the eligibility of the consumer's request for settlement for lost time/inconvenience in addition to a VSC.

*** CASE FULFILL 10/7/2010 10:48:43 AM, ckruishe
Fulfilled fo[redacted] due 10/07/2010 10:07:58 AM.

*** COMMIT 10/7/2010 10:48:48 AM, ckruishe, Action Type : N/A
written arbitration due

*** NOTES 10/12/2010 1:11:59 PM, ckruishe, Action Type : Note-Third Party
Sent second inquiry regarding eligibility to the BBB regarding the consumer's claim. Requested immediate reply as written position is due 10/18.

*** NOTES 10/13/2010 2:09:59 PM, ckruishe, Action Type : Note-Third Party

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Received message from B. Tweraser at BBB. Consumer is now seeking repair only. B. Tweraser stated that AHM can disregard consumer's demands listed on the CCF.

*** NOTES 10/18/2010 7:58:22 AM, ckruishe, Action Type : Call to Dealer

Spoke with Mike Thompson at Northwest Honda (found RO included in attorney correspondence not originally included in AHM's first case review). Confirmed that Northwest Honda has seen this vehicle on two occasions. The first visit was for a leaking axle seal, leaking rear strut, and brake noise. Dealer replaced the axle seal and special ordered a replacement strut. Brake noise was not verified.

Consumer returned the next day to have the SOP strut installed and dealer performed CP front brake pad replacement. Mike will fax RO's and tech notes for Mediation review. RO's to be sent today.

*** NOTES 10/18/2010 8:17:29 AM, brobbins, Action Type : Letter/Fax

Received copies of ROs from Northwest Honda. Forward to Corey

*** CASE VSC LOOKUP 10/18/2010 9:25:25 AM, ckruishe

VSC-CUC CHECK 10/18/2010 09:25:25 AM ckruishe

No data found for VIN.

*** NOTES 10/18/2010 11:26:58 AM, ckruishe, Action Type : Note-General

Faxed written arbitration to the BBB.

*** CASE FULFILL 10/18/2010 11:27:12 AM, ckruishe

Fulfilled for [redacted] due 10/18/2010 12:00:00 AM.

*** COMMIT 10/18/2010 11:27:16 AM, ckruishe, Action Type : N/A

Decision received?

*** CASE MEDIATION EVENT UPDATE 10/18/2010 11:28:13 AM, ckruishe

*** MEDIATION EVENT - MRF SENT 10/18/2010 11:28:12 AM ckruishe

Status: Completed

S: 10/04/2010 10:07:25 AM

D: 10/18/2010 12:00:00 AM

A: 10/18/2010 11:28:11 AM

Assgn to: Mediation ()

Notes:

*** NOTES 10/18/2010 1:38:26 PM, mlyon, Action Type : Letter/Fax

Received Notice of inspection only from BBB:

Kathryn Demarest - Arbitrator

Inspection Date, Time, Place: 10/25/10 10:00 am

Inspection only written arbitration

Forward to Corey

*** CASE MEDIATION EVENT ADD 10/18/2010 1:38:46 PM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 10/18/2010 01:38:46 PM mlyon

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Status: In Progress
S: 10/18/2010 01:38:31 PM
D: 10/25/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (COREY KRUISHEER)
Notes: KATHRYN DEMAREST - ARBITRATOR

*** CASE MEDIATION ADD/MODIFY 10/18/2010 1:39:02 PM, mlyon
*** MEDIATION DECISION 10/18/2010 01:39:02 PM mlyon
Proc: Arbitration
Dcsn: Please Specify
Cust: Buyback-Repurchase
AHM: No Action Required Rsn: Repair Available
Arb Mthd: In Writing Outcome: Please Specify
Ref: COREY KRUISHEER
Rel: [redacted]

*** NOTES 10/25/2010 8:51:44 AM, ckruishe, Action Type : Note-General
No decision per BBB web site.

*** NOTES 10/26/2010 9:30:55 AM, ckruishe, Action Type : Note-General
No decision per BBB web site

Sent inquiry to D. Patterson @ BBB to verify that inspection took place yesterday.

*** NOTES 10/26/2010 9:36:38 AM, ckruishe, Action Type : Note-Third Party
Received confirmation that inspection was completed 10/25.

*** NOTES 11/3/2010 1:23:53 PM, mlyon, Action Type : Letter/Fax
Received fax from BBB, which includes Arbitration Decision (Denial) and Reasons for Decision. Forward to

*** CASE MEDIATION EVENT UPDATE 11/3/2010 1:24:05 PM, mlyon
*** MEDIATION EVENT - BBB CASE RECD 11/03/2010 01:24:05 PM mlyon
Status: Completed
S: 10/04/2010 10:06:20 AM
D: 11/12/2010 12:00:00 AM
A: 11/03/2010 01:24:03 PM
Assgn to: Mediation ()
Notes: HON1026606

*** CASE MEDIATION EVENT UPDATE 11/3/2010 1:24:34 PM, mlyon
*** MEDIATION EVENT - ARBITRATION HEARING 11/03/2010 01:24:34 PM mlyon
Status: Completed
S: 10/18/2010 01:38:31 PM
D: 10/25/2010 12:00:00 AM
A: 11/03/2010 01:24:27 PM
Assgn to: Mediation (COREY KRUISHEER)

Case History

Case ID : [redacted] Case Title : [redacted]BBB HON1026606 - ATTY LTR - VSA LIGHT ON

Notes: KATHRYN DEMAREST - ARBITRATOR

*** CASE MEDIATION EVENT ADD 11/3/2010 1:24:58 PM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 11/03/2010 01:24:57 PM mlyon
Status: Completed
S: 10/25/2010 01:24:35 PM
D: 11/04/2010 12:00:00 AM
A: 11/03/2010 01:24:56 PM
Assgn to: Third Party (MEDIATION)
Notes: DENIAL

*** CASE MEDIATION ADD/MODIFY 11/3/2010 1:25:11 PM, mlyon

*** MEDIATION DECISION 11/03/2010 01:25:11 PM mlyon
Proc: Arbitration
Dcsn: No Action Required
Cust: Buyback-Repurchase
AHM: No Action Required Rsn: Repair Available
Arb Mthd: In Writing Outcome: AHM
Ref: COREY KRUISHEER
Rel:[redacted]

*** NOTES 11/3/2010 1:46:55 PM, ckruishe, Action Type : Field Service

Notified Zone of case closure.

*** NOTES 11/3/2010 1:49:04 PM, ckruishe, Action Type : Note-Resolution

Consumer's isolated verified vehicle concerns have been resolved per the terms of the Honda New Vehicle Express Limited Warranty. At this time there are no outstanding mechanical concerns.

Attorney letter has been responded to and the consumer's request for mandated repairs has been denied through BBB sponsored written arbitration. At this time additional Mediation follow up is not necessary. Case to be reopened if there is any new information or correspondence.

*** CASE FULFILL 11/3/2010 1:49:22 PM, ckruishe

Fulfilled for [redacted] due 11/08/2010 12:00:00 AM.

*** CASE MEDIATION EVENT ADD 11/3/2010 1:49:36 PM, ckruishe

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 11/03/2010 01:49:36 PM ckruishe
Status: Completed
S: 11/03/2010 01:49:32 PM
D: ?/?/? ?:?:?
A: 11/03/2010 01:49:35 PM
Assgn to: Mediation ()
Notes:

*** CASE CLOSE 11/3/2010 1:49:45 PM, ckruishe

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/16/2010 1:54:45 PM
Case Originator :	Brian Robbins (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	9/2/2010 6:46:04 AM
Case Owner :	Anthony Varon (Team MA)	Method :	Mail	Queue :		Days Open :	17
Last Closed By :	Anthony Varon (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[redacted] MVDN - VSA LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted]540
VIN Type / No. :	US VIN / 5FNRL38618B[redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3868JW / A
Miles / Hours :	17,205
In Service Date :	11/16/2008
Months In Use :	21
Engine Number :	J35A74048673
Originating Dealer No. / Name :	208299 / RICK CASE HONDA
Selling Dealer No. / Name :	208299 / RICK CASE HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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 :	Techline	Party 3 :	Not Applicable
Party 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	413	Master Cylinder

Mediation Details

Case ID	[redacted]	Final Decision :	Repair Available	Descision Updated :	8/30/2010 7:21:00 AM
Process :	Final Repair	Customer Position :	Repair		
Document Ref :	ANTHONY VARON	AHM Position :	Repair Available		
Related Case :	NONE				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	8/30/2010 7:21:00 AM	By :	avaron

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	$0.00	$0.00			

Mediation Activity :

***	Event Type / Status :	Final Notice Recd / Completed	Start Date :	8/16/2010 1:57:52	Notes :	CONTACT AND COMPLETE IN 10 DAYS
	Assigned To :	Mediation ()	Due Date :	8/26/2010		
	Last Updated / By :	8/30/2010 7:21:16 AM / avaron	Actual Date :	8/27/2010 7:21:08		
***	Event Type / Status :	Docs Received / Completed	Start Date :	8/16/2010 1:58:50	Notes :	HAVE RO'S ARRIVED FROM DEALER?
	Assigned To :	Mediation ()	Due Date :	8/23/2010		
	Last Updated / By :	8/25/2010 3:47:50 PM / mlyon	Actual Date :	8/25/2010 3:47:50		
***	Event Type / Status :	Notify Zone of Open / Completed	Start Date :	8/16/2010 2:05:36	Notes :	DPSM (AZM/ZM)
	Assigned To :	Mediation ()	Due Date :			
	Last Updated / By :	8/16/2010 2:05:58 PM / brobbins	Actual Date :	8/16/2010 2:05:43		

Issue Details

Issue ID : [redacted]
Issue Originator : Brian Robbins
Issue Owner : Anthony Varon
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/16/2010 1:57:11 PM
Close Date : 9/2/2010 6:39:37 AM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Repaired/Warranty
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] - MVDN - VSA LIGHT ON

*** CASE CREATE 8/16/2010 1:54:45 PM, brobbins
Contact = [redacted] Priority = N/A, Status = Solving.
*** NOTES 8/16/2010 1:54:46 PM, brobbins, Action Type :
Received MVDN from customer on 08/16/10 Customer MVDN dated 08/14/10
Customer Contention: VSA LIGHT ON
Resolution Sought: Final Repair

*** One tech line report found for this VIN/customer. No previous case
*** SUBCASE [redacted] CREATE 8/16/2010 1:57:11 PM, brobbins
Created in WIP Default with Due Date 8/16/2010 1:57:11 PM.
*** CASE MEDIATION ADD/MODIFY 8/16/2010 1:58:12 PM, brobbins
*** MEDIATION DECISION 08/16/2010 01:58:12 PM brobbins
Proc: Final Repair
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANTHONY VARON
Rel: NONE
*** CASE MEDIATION EVENT ADD 8/16/2010 1:58:50 PM, brobbins
*** MEDIATION EVENT - FINAL NOTICE RECD 08/16/2010 01:58:50 PM brobbins
Status: In Progress
S: 08/16/2010 01:57:52 PM
D: 08/26/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10 DAYS
*** CASE MEDIATION EVENT ADD 8/16/2010 2:05:35 PM, brobbins
*** MEDIATION EVENT - DOCS RECEIVED 08/16/2010 02:05:35 PM brobbins
Status: In Progress
S: 08/16/2010 01:58:50 PM
D: 08/23/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?
*** CASE MEDIATION EVENT ADD 8/16/2010 2:05:59 PM, brobbins
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/16/2010 02:05:59 PM brobbins
Status: Completed
S: 08/16/2010 02:05:36 PM
D: ?/?/? ?:?:?

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA LIGHT ON

A: 08/16/2010 02:05:43 PM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 8/16/2010 2:06:11 PM, brobbins, Action Type : N/A
Made to [redacted] due 08/17/2010 02:06:15 PM.
New MVDN case opened. Contact and complete in 10 days

*** NOTES 8/16/2010 2:06:45 PM, brobbins, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/17/2010

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

VSA 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [redacted]
This information is being requested for investigative purposes to determine our position for resolution.

Brian Robbins
Automobile Customer Service
American Honda Motor, Inc.

*** NOTES 8/16/2010 2:07:27 PM, brobbins, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 8/16/2010 2:15:44 PM, brobbins
into WIP default and Status of Solving.

*** CASE ASSIGN 8/16/2010 2:15:54 PM, brobbins
[redacted] to avaron, WIP

*** CASE RULE ACTION 8/16/2010 2:15:55 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 8/16/2010 2:16:32 PM, brobbins
[redacted] to avaron, WIP

*** SUBCASE [redacted] RULE ACTION 8/16/2010 2:16:33 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/17/2010 2:10:06 PM, avaron, Action Type : Call to Dealer
I called Rick Case Honda & spoke with Alejandra who advised the SM was in a meeting but she would leave them a message. I advised I needed customer paid copies of the RO's & also the tech notes faxed over. She advised she would leave the message.

*** CASE FULFILL 8/17/2010 2:10:22 PM, avaron
Fulfilled for [redacted] due 08/17/2010 02:06:15 PM.

*** COMMIT 8/17/2010 2:10:27 PM, avaron, Action Type : N/A

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA LIGHT ON

RO's rcvd? F/U with cust, dlr & DPSM

*** NOTES 8/18/2010 10:26:39 AM, avaron, Action Type : Call to Dealer

I called Rick Case Honda & spoke with Mark-SM who advised the customer's vehicle is at the dealer now for the VSA situation but the last time they had an issue with it was over a year ago & 15K miles. I advised Mark if he could fax over all the customer paid RO's & the tech notes. He advised he would once the rpr today on the VSA system is finished. I provided him my fax # being [redacted]

*** NOTES 8/18/2010 10:29:51 AM, avaron, Action Type : Call to Customer

I called the customer at both #'s on file & left a VM advising him that the MVDN was received & I was working the case. I provided my contact info & advised him to call me back.

*** CASE FULFILL 8/18/2010 10:30:05 AM, avaron

Fulfilled for [redacted] due 08/18/2010 12:00:00 AM.

*** COMMIT 8/18/2010 10:30:10 AM, avaron, Action Type : N/A

RO's Rcvd? F/U with DPSM, cust

*** NOTES 8/18/2010 12:06:21 PM, avaron, Action Type : Call to Customer

I called the customer back after receiving a VM. The customer advised me that the vehicle is already at the dealer & he was advised by a service advisor that he could go ahead & send off the MVDN & then just dropp of his vehicle. He advised me that the dealer has yet to work on the vehicle for the VSA issue because they are still pending the part. I advised the customer that I would follow up once I speak with the dealer.

*** NOTES 8/18/2010 12:26:33 PM, avaron, Action Type : Call to Dealer

I called Rick Case Honda & left a VM for the SM-Rick advising him to not release the customer's vehicle until AHM & tech line has been involved in the case. I also requested he call me back to get clarification as to who advised the customer this would be a MVDN prior to actually receiving the notice. I provided my contact info.

*** NOTES 8/18/2010 12:31:08 PM, avaron, Action Type : Call to Customer

I called the customer back & advised him that we would work with the dealer to make this the final however once we intially receive a MVDN, we normally set up afterwards. I advised him I would follow up accordingly in regards to the situation after working with the dealer.

*** NOTES 8/18/2010 12:35:21 PM, avaron, Action Type : Note-General

I called the DPSM & advised him the customer's vehicle is at the dealer now & they are attempting to perform a final rpr attempt. I advised him he could call me back & left my contact info.

*** NOTES 8/18/2010 12:46:16 PM, avaron, Action Type : Note-General

I spoke with the DPSM & advised him of the situation. I also advised him that the customer advised us this repair attempt is the final rpr since that is what he was told. I advised him that since the vehicle is already there & is in the process of being repaired with assistance from tech line. He advised me he would contact tech line & then follow up accordingly.

*** NOTES 8/19/2010 10:39:14 AM, avaron, Action Type : Call to Dealer

I called Rick Case Honda & left a VM for Jim-SM & advised him to call me back to get an update on the status of the customer's repair. I provided my contact # as well.

*** CASE MODIFY 8/19/2010 10:39:22 AM, avaron

into WIP Final rpr and Status of Solving.

*** CASE FULFILL 8/19/2010 10:39:40 AM, avaron

Fulfilled for [redacted] due 08/19/2010 12:00:00 AM.

*** COMMIT 8/19/2010 10:39:46 AM, avaron, Action Type : N/A

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA LIGHT ON

SM C/B? F/U

*** NOTES 8/19/2010 12:05:04 PM, avaron, Action Type : Call to Customer

I called the customer back & advised that the current status update is that an FE is going to be assigned to review the vehicle. I advised him that it may be a few more days until we address all of his concerns with the VSA system. The customer understood & seeks no further assistance.

*** NOTES 8/20/2010 7:48:56 AM, avaron, Action Type : Call from Dealer

Mark from RICK CASE HONDA is calling in regards to the customer & wanted an update. I advised that an FE is already scheduled to call their dealer today. He advised OK & would wait on it & update the customer accordingly.

*** CASE FULFILL 8/20/2010 1:03:59 PM, avaron

Fulfilled for [redacted] due 08/20/2010 12:00:00 AM.

*** COMMIT 8/20/2010 1:04:06 PM, avaron, Action Type : N/A

FE call dlr? F/U w/ cust & dlr

*** NOTES 8/20/2010 1:14:21 PM, avaron, Action Type : Call to Dealer

I called Rick Case Honda & left a VM for Mark-SM & asked him to call me back. I asked if the FE was in touch with him as well.

*** NOTES 8/20/2010 2:26:45 PM, avaron, Action Type : Call to Dealer

I called Mark @ Rick Case Honda who advised he has not heard back from the FE yet. He also advised that the GM is trying to work out a deal to trade the customer out because the customer is not satisfied with the VSA situation. I advised Mark that I would F/U accordingly.

*** NOTES 8/23/2010 9:31:24 AM, avaron, Action Type : Call to Dealer

I called SM-Mark @ Rick Case Honda to get a status update. He advised me that he has been in touch with the FE & was advised to replace several components including the throttle body. He also advised that they were unable to duplicate the customer's concerns. He advised the vehicle should be ready by Wednesday & I would F/U on Wednesday but he would call the customer & proceed accordingly.

*** CASE FULFILL 8/23/2010 9:31:55 AM, avaron

Fulfilled for [redacted] due 08/23/2010 12:00:00 AM.

*** COMMIT 8/23/2010 9:31:59 AM, avaron, Action Type : N/A

Final Rpr Ro rcvd?

*** NOTES 8/24/2010 6:48:02 AM, avaron, Action Type : Call to Customer

I called the customer & spoke with him advising that the dealer should have his vehicle fixed by tommorrow. I advised him that the dealer is working with the FE to get the concerns addressed & I would F/U in the morning. The customer understood & seeks no further assistance.

*** NOTES 8/25/2010 7:50:16 AM, avaron, Action Type : Call to Dealer

I called Mark-SM @ Rick Case Honda who advised he is in the process of finishing the vehicle & it should be ready shortly. I advised him if he could call me back & he said he would.

*** NOTES 8/25/2010 7:54:05 AM, avaron, Action Type : Call to Customer

I called the customer & advised him that the vehicle should be ready sometime today but I would call him back accordingly & so will the dlr. He understood.

*** CASE MODIFY 8/25/2010 7:54:13 AM, avaron

into WIP Final rpr and Status of Solving.

*** CASE MODIFY COMMITMENT 8/25/2010 12:53:57 PM, avaron

with [redacted] due 08/26/2010 12:00:00 AM.

*** NOTES 8/25/2010 2:01:57 PM, avaron, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : [redacted]MVDN - VSA LIGHT ON

I called Mark-SM & asked if the customer's vehicle was fixed. He advised it was & also the customer was already notified. I asked if he could fax over the RO's & tech notes involved & he advised he would. Contact was sent to the SM requesting RO's & tech notes.

*** NOTES 8/25/2010 3:47:41 PM, mlyon, Action Type : Letter/Fax

Received copies of RO□s from Rick Case Honda. Forward to Anthony

*** CASE MEDIATION EVENT UPDATE 8/25/2010 3:47:51 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 08/25/2010 03:47:51 PM mlyon
Status: Completed
S: 08/16/2010 01:58:50 PM
D: 08/23/2010 12:00:00 AM
A: 08/25/2010 03:47:50 PM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** NOTES 8/26/2010 8:08:16 AM, avaron, Action Type : Call to Dealer

I called the SM & spoke with him advising that I received the RO for the last rpr however I would need the entire RO history outlining the customer's history with their dealer. I advised him to fax it to 310-783-3029 & he advised he would.

*** CASE FULFILL 8/26/2010 8:08:31 AM, avaron

Fulfilled for [redacted] due 08/26/2010 12:00:00 AM.

*** COMMIT 8/26/2010 8:08:37 AM, avaron, Action Type : N/A

RO's rcvd?

*** NOTES 8/26/2010 8:20:05 AM, avaron, Action Type : Call to Customer

I called the customer & left a VM advising him to call me back to discuss the vehicle & see how the rpr went. I provided my contact info.

*** NOTES 8/26/2010 8:21:07 AM, avaron, Action Type : Note-General

I spoke with the DPSM & advised based on the SM RO history, there were only 2 rpr attempts. I advised him I was still waiting on the RO copies & tech notes from the SM to review but would F/U accordingly.

*** NOTES 8/26/2010 9:59:33 AM, mlyon, Action Type : Letter/Fax

Received copies of RO□s from Rick Case Honda. Forward to Anthony

*** NOTES 8/26/2010 10:28:16 AM, avaron, Action Type : Note-General

Ro History [redacted] VIN 5FNRL38618B [redacted] I.S. Date 11/16/2008
Rick Case Honda

RO# 470870□RO Opened: 10/17/08 Mileage: 81/83 miles
1. Customer states the check engine light is on. Check & advise.
·□Tech scanned the card with Honda HDS and did not find any code, the check engine light was not on in the dash when test drove vehicle & couldn□t duplicate
2. Customer states the VSA light came on is off now
·□Tech scanned the car with Honda HDS and didn□t find any code when test drive & couldn□t duplicate
RO# 485757□RO Opened: 2/18/09 Mileage: 2,835/2,856 miles
1. Customer states car brokedown
·□Tech verified complaint & retrieved and cleared DTC P0353 no. 3 ignition cylinder coil malfunction. Road tested vehicle for several miles but DTC didn□t return. Called tech line & was instructed to verify pin fit is ok to replace coil. Verified pin fit is ok at this time, replaced no 3. coil, road tested vehicle second time, DTC did not return.

Case History

Case ID : [redacted] Case Title : [redacted] MVDN - VSA LIGHT ON

RO# 501637□RO Opened: 5/27/09 Mileage: 4,886/5,028 miles
1. Customer states VSA light comes on, check engine light comes on
·□Unable to duplicate after first road test, called tech line & was told to verify pin fit at C101 & 103 as well as PCM. In fit at PCM is good, also performed #3 coil continuity, verified terminals 1-7 & performed continuity checks at these circuit paths. Spark plug is good, tech line recommended replacing PCM, manually duplicated DTC by disconnecting #3 ignition oil and road tested vehicle. DTC returned and symptom from line B. When vehicle accelerates from any speed, vehicle starts to buck & can□t accelerate further. VSA indicator also turns on but doesn□t flash. Replaced PCM & performed idle learn procedure as well. Road tested again but dtc & bucking symptom went away.
RO# 560061□RO Opened: 5/1/10 Mileage: 16,529 miles
1. Customer states has soft brake pedal
·□Tech performed safety recall 10-017 to install sealing caps on brake modulator assembly and bleed system, perform rpr OK.
·□Tech performed recall 09-053 for transmission judder, updated PCM A/T software
RO# 579562□RO Opened: 8/13/10-8/25/10 Mileage: 19,189/19,267 miles
1. Customer states VSA light is on and vehicle hesitates and sputters on acceleration
·□Tech found a code of P2135 TP sensor, A/B incorrect voltage. Called tech line advised to replace throttle body, and PCM, print code and reset DTC. Also spoke with an FE who advised to replace all items involved on that circuit although issue could not be duplicated. Tech also replaced wire harness that connects the two were replaced. Performed final road test & it was performed in 3 separate tests drives on both city and HWY driving. Vehicle operating as designed

*** CASE FULFILL 8/27/2010 11:02:43 AM, avaron
Fulfilled for [redacted] due 08/27/2010 12:00:00 AM.

*** COMMIT 8/27/2010 11:02:48 AM, avaron, Action Type : N/A
Send FinalRprF/U letter

*** NOTES 8/30/2010 6:24:57 AM, avaron, Action Type : Note-General
Final rpr response letter sent via Fedex. Tracking # [redacted]

*** NOTES 8/30/2010 7:08:38 AM, avaron, Action Type : Note-General
August 30, 2010

[redacted]
Weston, FL [redacted]

Dear [redacted]

Thank you for providing American Honda Motor Co., Inc. the opportunity to review your concerns on your 2008 Honda Odyssey, vehicle identification number, 5FNRL38618E[redacted] Pursuant to your final repair notice dated August 14, 2010, we arranged for the service manager at your servicing dealership, Rick Case Honda, to identify and address your concerns with the VSA light and drive ability. Your servicing dealership, advised us that they conducted extensive diagnostics and road testing to identify and addressed your concerns per the terms and conditions of Honda□s Express Limited Warranty.

We regret any inconvenience you may have experienced. Should any new information become available, please submit it to my attention and American Honda would be happy to re-evaluate the case.

Alternatively, you may contact the BBB Auto Line Program by calling 1-800-955-5100 or writing to BBB Auto Line, Council of Better Business

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA LIGHT ON

Bureaus, 4200 Wilson Blvd., Suite 800, Arlington, VA 22203-1804. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

*** CASE MEDIATION ADD/MODIFY 8/30/2010 7:21:00 AM, avaron
*** MEDIATION DECISION 08/30/2010 07:21:00 AM avaron
Proc: Final Repair
Dcsn: Repair Available
Cust: Repair
AHM: Repair Available Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANTHONY VARON
Rel: NONE

*** CASE MEDIATION EVENT UPDATE 8/30/2010 7:21:16 AM, avaron
*** MEDIATION EVENT - FINAL NOTICE RECD 08/30/2010 07:21:16 AM avaron
Status: Completed
S: 08/16/2010 01:57:52 PM
D: 08/26/2010 12:00:00 AM
A: 08/27/2010 07:21:08 AM
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10 DAYS

*** CASE FULFILL 8/30/2010 7:21:26 AM, avaron
Fulfilled for [redacted]ue 08/30/2010 12:00:00 AM.

*** COMMIT 8/30/2010 7:21:30 AM, avaron, Action Type : N/A
Check Fedex for Delivery, close case

*** CASE MODIFY 9/2/2010 6:38:34 AM, avaron
into WIP Final rpr and Status of Solving.

*** SUBCASE [redacted] CLOSE 9/2/2010 6:39:37 AM, avaron
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/2/2010 6:39:40 AM, avaron
into WIP Final rpr and Status of Solving.

*** CASE CLOSE 9/2/2010 6:39:43 AM, avaron
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/2/2010 6:43:47 AM, avaron
with Condition of Open and Status of Solving.

*** NOTES 9/2/2010 6:45:50 AM, avaron, Action Type : Note-General
The customer's case originated as a final rpr attempt after the customer had dropped off their vehicle at the dealer for the 3rd repair. We set up a final rpr & after the final, the dealer was unable to duplicate any concerns. They replaced several components per FE advice. The vehicle is currently operating as normal. Case is being closed.

*** CASE MODIFY 9/2/2010 6:46:00 AM, avaron
into WIP default and Status of Solving.

Case History

Case ID : [redacted]

Case Title : [redacted] MVDN - VSA LIGHT ON

*** CASE CLOSE 9/2/2010 6:46:04 AM, avaron
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report *Run Date :* 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2011 10:22:51 AM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	8/26/2011 11:00:51 AM
Case Owner :	Renee Murray (Team HI)	Method :	Mail	Queue :		Days Open :	9
Last Closed By :	Renee Murray (Team HI)	Point of Origin :	Customer	Wipbin :			

Case Title : [redacted] - MVDN - VSA & CEL - ENGINE WILL NOT ACCELERAT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted] 1972
VIN Type / No. : US VIN / 5FNRL38798B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3878KW / A
Miles / Hours : 29,948
In Service Date : 10/17/2008
Months In Use : 34
Engine Number : J35A74049838
Originating Dealer No. / Name : 208299 / RICK CASE HONDA
Selling Dealer No. / Name : 208299 / RICK CASE HONDA
Trim : EX-LR&N
No. Of Doors : 5
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 : 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 : C.R.
Party 2 : DPSM
Party 3 : Techline
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	413	Master Cylinder
[redacted] / [redacted] - PR	Subcase Close	Product	Operation	110	Upper Engine

Mediation Details

Case ID [redacted]
Process : Final Repair
Document Ref : RENEE MURRAY
Related Case : N012011-08-0501464
Arbitration Method : Please Specify
Arbitration Outcome : Please Specify

Final Decision : Repair
Customer Position : Repair
AHM Position : Repair

Descision Updated : 8/26/2011 10:43:52 AM

Last Updated : 8/26/2011 10:43:52 AM By : rmurray

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	$0.00	$0.00			

Mediation Activity :

***	Event Type / Status : Repair scheduled / Completed Assigned To : Mediation () Last Updated / By : 8/26/2011 10:37:23 AM / rmurray	Start Date : 8/13/2011 10:14:05 Due Date : 8/23/2011 Actual Date : 8/23/2011 10:37:19	Notes :	VEHCILE WAS AT DEALER AT TIME THAT FINAL REPAIR WAS REC'D
***	Event Type / Status : Final Notice Recd / Completed Assigned To : Mediation () Last Updated / By : 8/26/2011 10:38:02 AM / rmurray	Start Date : 8/17/2011 10:24:51 Due Date : 9/16/2011 Actual Date : 8/26/2011 10:38:00	Notes :	CONTACT AND COMPLETE IN 10/10
***	Event Type / Status : Docs Received / Completed Assigned To : Mediation () Last Updated / By : 8/18/2011 8:49:53 AM / brobbins	Start Date : 8/17/2011 10:25:21 Due Date : 8/24/2011 Actual Date : 8/18/2011 8:49:51	Notes :	HAVE RO'S ARRIVED FROM DEALER?
***	Event Type / Status : Notify Zone of Open / Completed Assigned To : Mediation () Last Updated / By : 8/17/2011 10:25:33 AM / mlyon	Start Date : 8/17/2011 10:25:28 Due Date : Actual Date : 8/17/2011 10:25:32	Notes :	DPSM (AZM/ZM)
***	Event Type / Status : DPSM Inspection / Completed Assigned To : Mediation (DALE MEEKS) Last Updated / By : 8/26/2011 10:37:41 AM / rmurray	Start Date : 8/23/2011 10:15:22 Due Date : 8/23/2011 Actual Date : 8/23/2011 10:37:34	Notes :	DPSM WILL MEET WITH CUSTOMER
***	Event Type / Status : Notify Zone of Close / Completed Assigned To : Mediation () Last Updated / By : 8/26/2011 10:38:35 AM / rmurray	Start Date : 8/26/2011 10:38:05 Due Date : 8/26/2011 Actual Date : 8/26/2011 10:38:22	Notes :	DPSM (AZM/ZM)

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Renee Murray
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/17/2011 10:23:43 AM
Close Date : 8/26/2011 10:50:26 AM

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Renee Murray
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/17/2011 10:24:46 AM
Close Date : 8/26/2011 10:50:27 AM

Coding Info :

Labor Code / Desc : 110 / Upper Engine
Condition Code Desc Eng Lacks Pwr 110D
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty, Documented Concern
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
37820-RGW-A96	ECU	Not Applicable

Case History

Case ID : [redacted] Case Title : [redacted] MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

*** CASE CREATE 8/17/2011 10:22:51 AM, mlyon
Contact = [redacted] Priority = N/A, Status = Solving.
*** NOTES 8/17/2011 10:22:52 AM, mlyon, Action Type : Call from Customer
Received MVDN from customer on 08/16/11 Customer MVDN dated 08/15/11
Customer Contention: VSA & CEL - engine will not accelerate
Resolution Sought: Final Repair

*** One Tech line report found for this VIN/customer. One Previous case
*** SUBCASE [redacted] CREATE 8/17/2011 10:23:43 AM, mlyon
Created in WIP Default with Due Date 8/17/2011 10:23:43 AM.
*** SUBCASE [redacted] CREATE 8/17/2011 10:24:46 AM, mlyon
Created in WIP Default with Due Date 8/17/2011 10:24:46 AM.
*** CASE MEDIATION ADD/MODIFY 8/17/2011 10:25:02 AM, mlyon
*** MEDIATION DECISION 08/17/2011 10:25:02 AM mlyon
Proc: Final Repair
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: RENEE MURRAY
Rel: [redacted]
*** CASE MEDIATION EVENT ADD 8/17/2011 10:25:20 AM, mlyon
*** MEDIATION EVENT - FINAL NOTICE RECD 08/17/2011 10:25:20 AM mlyon
Status: In Progress
S: 08/17/2011 10:24:51 AM
D: 09/16/2011 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10/10
*** CASE MEDIATION EVENT ADD 8/17/2011 10:25:28 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 08/17/2011 10:25:28 AM mlyon
Status: In Progress
S: 08/17/2011 10:25:21 AM
D: 08/24/2011 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?
*** CASE MEDIATION EVENT ADD 8/17/2011 10:25:34 AM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/17/2011 10:25:34 AM mlyon
Status: Completed

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

S: 08/17/2011 10:25:28 AM
D: ?/?/? ?:?:?
A: 08/17/2011 10:25:32 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 8/17/2011 10:25:35 AM, mlyon, Action Type : N/A
Made to [redacted] due 08/18/2011 10:25:40 AM.
New MVDN case opened. Contact and complete is 10/10

*** NOTES 8/17/2011 10:25:55 AM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/18/2011

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

VSA & CEL - engine will not accerate

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [redacted]
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Mediation Department
American Honda Motors

*** NOTES 8/17/2011 10:26:16 AM, mlyon, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.
Email sent to call center to close their pending case.

*** CASE MODIFY 8/17/2011 10:27:17 AM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 8/17/2011 10:34:33 AM, mlyon
N042011-08-1700759 to rmurray, WIP B

*** CASE RULE ACTION 8/17/2011 10:34:34 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 8/17/2011 10:34:36 AM, mlyon
[redacted] to rmurray, WIP □□eC! é□□

*** SUBCASE [redacted] RULE ACTION 8/17/2011 10:34:37 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 8/17/2011 10:34:40 AM, mlyon
[redacted] to rmurray, WIP □!|ÚP

*** SUBCASE [redacted] RULE ACTION 8/17/2011 10:34:40 AM, sa

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/17/2011 1:25:56 PM, rmurray, Action Type : Note-General

Received MVDN from customer stating that 3 or more repair attempts have been made to repair the same substantial defect or condition. Customer's contention is that: At random instances the VSA and check engine light turn on and vehicle cannot accelerate.

*** NOTES 8/17/2011 1:27:02 PM, rmurray, Action Type : Field Service

Left voice message for DPSM advising of receipt of MVDN providing name and VIN. Requested a return call.

*** NOTES 8/17/2011 1:36:49 PM, rmurray, Action Type : Call to Dealer

Left voice message for Jim Helm, SM at Rick Case Honda advising that a MVDN has been received for the referenced customer and requested copies of all ROs as well as a return call. Provided contact and fax numbers.

*** NOTES 8/18/2011 8:49:42 AM, brobbins, Action Type : Letter/Fax

Received copies of RO□s from Rick Case Honda. Forward to Renee

*** CASE MEDIATION EVENT UPDATE 8/18/2011 8:49:53 AM, brobbins

*** MEDIATION EVENT - DOCS RECEIVED 08/18/2011 08:49:53 AM brobbins
Status: Completed
S: 08/17/2011 10:25:21 AM
D: 08/24/2011 12:00:00 AM
A: 08/18/2011 08:49:51 AM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** NOTES 8/18/2011 9:03:37 AM, brobbins, Action Type : Letter/Fax

Received copies of RO□s from Rick Case Honda. Forward to Renee

*** NOTES 8/18/2011 10:27:21 AM, rmurray, Action Type : Call to Customer

Introduced myself to the customer stating that AHM was in receipt of the MVDN and I will be assisting him with his concern. Customer stated that vehicle has been at dealership since Saturday , August 13th. On that day, he experienced lack of acceleration and immediately took vehicle to dealer where it has remained. Customer states that he is expecting vehicle to be returned on Friday and hopefully concern will be corrected as repairs being conducted appear to be more detailed.

Customer was advised that I would review case with service manager and DPSM. Once review is completed, I will contact him. Customer was also provided with contact number should he have any questions or concerns.

*** NOTES 8/18/2011 12:37:07 PM, rmurray, Action Type : Field Service

Left voice message for DPSM requesting a return call regarding MVDN received. Advised that after speaking with customer, vehicle is currently at dealership for repair of same issue (lack of acceleration). Vehicle was taken to dealer on Saturday, August 13th as customer experienced concern while driving back from airport. Vehicle is scheduled to be released tomorrow. Provided customer's name and last 8 numbers of VIN for reference. Waiting for return call.

*** NOTES 8/18/2011 1:04:12 PM, brobbins, Action Type : Letter/Fax

Received copies of RO□s from . Forward to Renee

*** NOTES 8/19/2011 2:30:54 PM, rmurray, Action Type : Field Service

Received voice message from DPSM requesting a return call.

*** NOTES 8/19/2011 2:32:08 PM, rmurray, Action Type : Field Service

Left message for DPSM stating that I was returning his call. Provided contact number.

Case History

Case ID : [redacted] Case Title : [redacted] - MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

*** NOTES 8/19/2011 2:44:37 PM, rmurray, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

AHM has received notice of a final repair for this vehicle. As vehicle is currently at your dealership, we wanted to make you were aware of the MVDN and appreciate your efforts in making sure that all customers concerns are resolved: VSA and check engine light illuminate and vehicle will not accelerate.

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

Thank you for your attention to this matter.

Renee Murray
Automobile Customer Service

*** NOTES 8/22/2011 6:02:48 AM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Rick Case Honda. Forward to Renee

*** NOTES 8/22/2011 10:08:46 AM, rmurray, Action Type : Call to Dealer
Spoke with Jim Helm, SM requesting an update of final repair. Jim referred me to Mark Smith, who is working with customer and repair. Mark advised that repair has been complete and vehicle is operating as designed. He also stated that vehicle remain at dealer to be test driven to ensure that there are no further issues.

*** NOTES 8/22/2011 10:10:44 AM, rmurray, Action Type : Field Service
Spoke with DPSM who stated that he has working with dealer regarding final repair and will meet with customer tomorrow to complete a test drive prior to returning vehicle to customer's possession. If there are any concerns, he will notify.

*** CASE MEDIATION EVENT ADD 8/22/2011 10:15:22 AM, rmurray
*** MEDIATION EVENT - REPAIR SCHEDULED 08/22/2011 10:15:22 AM rmurray
Status: In Progress
S: 08/13/2011 10:14:05 AM
D: ?/?/? ?:?:?
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: VEHCILE WAS AT DEALER AT TIME THAT FINAL REPAIR WAS REC'D

*** CASE MEDIATION EVENT ADD 8/22/2011 10:16:16 AM, rmurray
*** MEDIATION EVENT - DPSM INSPECTION 08/22/2011 10:16:15 AM rmurray
Status: In Progress
S: 08/23/2011 10:15:22 AM
D: 08/23/2011 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (DALE MEEKS)
Notes: DPSM WILL MEET WITH CUSTOMER

Case History

Case ID : [redacted] Case Title : [redacted] MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

*** CASE FULFILL 8/22/2011 12:57:25 PM, rmurray
Fulfilled for [redacted] due 08/18/2011 10:25:40 AM.

*** NOTES 8/22/2011 1:06:59 PM, rmurray, Action Type : Call to Customer
Spoke with customer to confirm that he has been contacted by dealership regarding inspection of vehicle with DPSM. Customer stated that he has not been contacted directly by anyone from the dealer, however the SA mentioned that someone from the dealership would be contacting him to meet with him. Informed customer that I would contact the appropriate parties for confirmation on appointment and call back. Customer stated that he would be available anytime after 9:00 am on Tuesday, August 23rd.

*** NOTES 8/22/2011 1:12:03 PM, rmurray, Action Type : Field Service
Spoke with DPSM who requested that appointment is scheduled for 10:00 am on 8/23/11. Advised that I will set up appointment with customer.

*** NOTES 8/22/2011 1:16:25 PM, rmurray, Action Type : Call to Customer
Spoke with customer confirming appointment to meet with DPSM at dealer is scheduled for Tuesday, August 23rd at 10:00 am. Requested that customer ask for service manager. Customer understood and stated that he would be there.

*** NOTES 8/22/2011 2:27:13 PM, rmurray, Action Type : Letter/Fax
Issued the following letter pursuant to today's conversation with customer confirming acceptance of scheduled appointment with DPSM at dealer on 8/23/11.
Letter sent via Fed Ex (tracking number [redacted]):

August 22, 2011

[redacted]
Pembroke Pines, FL [redacted]

Re: 2008, Odyssey, EX-LR&N□□VIN# 5FNRL38798B[redacted]

Dear Mr. [redacted]

In accordance with your Final Repair Notice received on August 16, 2011, we have scheduled, an appointment at Rick Case Honda with an American Honda District Parts and Service Manager to inspect and/or repair your vehicle under the terms of our New Vehicle Limited Warranty. If your complaint is verified, the dealership will perform the necessary repairs. Once your vehicle has been inspected and/or repaired, we will contact you regarding the results. We will provide alternate transportation at no cost to you for the duration of the inspection/repair if necessary. Please make sure to see the Rick Case Honda service manager to obtain a copy of the repair order associated with this inspection for your records.

DATE:□Tuesday, August 23, 2011

TIME:□ 10:00 AM

RENTAL VEHICLE: Will be provided by dealership for the duration of the inspection/repair if necessary

REPAIR FACILITY: □□Rick Case Honda
15700 Rick Case Honda Way

Case History

Case ID : [redacted]

Case Title : [redacted] MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

Davie, FL 33331
(954) 364-3000

If you are unable to keep this appointment for any reason, please contact me at 310-781-5039. We apologize for any inconvenience this matter may have caused you and appreciate the opportunity to address your concerns.

Sincerely,

Renee Murray
Mediation Case Manager
American Honda Motor Co., Inc.

*** NOTES 8/26/2011 6:24:30 AM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Rick Case Honda. Forward to Renee

*** NOTES 8/26/2011 8:40:36 AM, rmurray, Action Type : Note-General
Final Repair
RO643682 Rick Case Honda □ Date: 8/23/11-8/24/11 Mileage: 30322/30352
1. Customer Contention: MVDN; per American Honda car written up for inspection on previous repairs for check engine light, VSA light and rpms not going over 2000 rpms.
Corrective Action: Replace engine harness and PCM OP code 7371C3/121K3/ 737099. 1.0 Recheck vehicle engine wire harness and connector, all the connected are connected properly; scan vehicle with District Rep with the MCVI for DTC, there is not DTC, test drove vehicle, vehicle operates and stops normal. Customer concern is verified and corrected. Car test driven by DPSM and Service Manager 20 miles. No problems or failure lights noted. Worked with technician to check for any trouble codes. No DTCs noted. Checked all connectors; all in proper working order.
2. Customer Contention: 30/60/90K mile interval service
Corrective Action: Drain and refill engine oil, replace oil filter, air filter, cabin filter, rotate and balance all tires, drain and refill trans fluid, drain and refill radiator coolant, reset main light; check all fluid levels, they are ok. Replace wiper blades, test drive vehicle, vehicle operates normal.
3. Customer Contention: Customer states that when braking just prior to stopping at times they hear a grinding noise
Corrective Action: Front brake disc, both resurfaced; rear brake disc both resurfaced Test drove vehicle with shop foreman verified customer concern, both front and rear rotors glazed, front pads are 6mm, rear pads are 7mm. Resurfaced front and rear rotors, reused brake pads, test drove vehicle. The pulsation is not there any more, however, cannot duplicate the grinding noise when braking.

*** NOTES 8/26/2011 8:52:02 AM, rmurray, Action Type : Call to Customer
Contacted customer advising that call was in follow-up of vehicle inspection/repair. Customer stated that he is no longer experiencing any issues with the vehicle. Advised that should he have any concerns in the future, he could contact AHM's Automobile Customer Service or take vehicle in to dealer.

Case History

Case ID : [redacted]

Case Title : [redacted] MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

*** NOTES 8/26/2011 10:29:35 AM, rmurray, Action Type : Note-General

Summary:
Received MVDN on 8/16/2011 stating that 3 or more attempts have been made to repair the following defect or condition:
At random instances the VSA and check engine lights turn on and, vehicle cannot accelerate.
Inspection/repair was completed by DPSM on 8/23/11 at Rick Case Honda.
Corrective Action:
Replaced engine harness and PCM OP codes 7371C3/121K3/737099
Rechecked vehicle engine wire harness connector; all are connected properly, scanned vehicle with DPSM with MVCI for DTC; no DTCs.
Vehicle was test driven by DPSM and Service Manager 20 miles with no problems or failure lights noted. All in proper working order.

Contacted customer post repair 8/26/11. Customer stated that vehicle was operating without issue.
Case closed.

*** CASE MEDIATION EVENT UPDATE 8/26/2011 10:37:24 AM, rmurray
*** MEDIATION EVENT - REPAIR SCHEDULED 08/26/2011 10:37:23 AM rmurray
Status: Completed
S: 08/13/2011 10:14:05 AM
D: 08/23/2011 12:00:00 AM
A: 08/23/2011 10:37:19 AM
Assgn to: Mediation ()
Notes: VEHCILE WAS AT DEALER AT TIME THAT FINAL REPAIR WAS R

*** CASE MEDIATION EVENT UPDATE 8/26/2011 10:37:42 AM, rmurray
*** MEDIATION EVENT - DPSM INSPECTION 08/26/2011 10:37:42 AM rmurray
Status: Completed
S: 08/23/2011 10:15:22 AM
D: 08/23/2011 12:00:00 AM
A: 08/23/2011 10:37:34 AM
Assgn to: Mediation (DALE MEEKS)
Notes: DPSM WILL MEET WITH CUSTOMER

*** CASE MEDIATION EVENT UPDATE 8/26/2011 10:38:03 AM, rmurray
*** MEDIATION EVENT - FINAL NOTICE RECD 08/26/2011 10:38:02 AM rmurray
Status: Completed
S: 08/17/2011 10:24:51 AM
D: 09/16/2011 12:00:00 AM
A: 08/26/2011 10:38:00 AM
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10/10

*** CASE MEDIATION EVENT ADD 8/26/2011 10:38:36 AM, rmurray
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/26/2011 10:38:36 AM rmurray
Status: Completed
S: 08/26/2011 10:38:05 AM
D: 08/26/2011 12:00:00 AM

Case History

Case ID : [redacted] Case Title : [redacted]MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

A: 08/26/2011 10:38:22 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** CASE MEDIATION ADD/MODIFY 8/26/2011 10:43:52 AM, rmurray
*** MEDIATION DECISION 08/26/2011 10:43:52 AM rmurray
Proc: Final Repair
Dcsn: Repair
Cust: Repair
AHM: Repair Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: RENEE MURRAY
Rel: [redacted]

*** SUBCASE [redacted] CLOSE 8/26/2011 10:50:26 AM, rmurray
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 8/26/2011 10:50:27 AM, rmurray
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/26/2011 10:50:27 AM, rmurray
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/26/2011 10:51:36 AM, rmurray
with Condition of Open and Status of Solving.

*** NOTES 8/26/2011 10:57:30 AM, rmurray, Action Type : Letter/Fax
Issued the following letter to customer via Fed Ex (tracking number [redacted]):

August 26, 2011

[redacted]
Pembroke Pines, FL [redacted]

Dear Mr. [redacted]

Thank you for providing American Honda Motor Co. the opportunity to address your concerns regarding your 2008 Odyssey EX-LRN, VIN 5FNRL38798B[redacted]
Please accept this letter as follow up to the inspection completed on August 23, 2011at Rick Case Honda to address your vehicle concerns.

Rick Case Honda has advised our office that they have thoroughly inspected your vehicle per the terms and conditions of the Honda New Vehicle Express Limited Warranty. The dealership also informed our office that they have successfully identified and corrected your acceleration, VSA and check engine light concerns.

In our conversation dated August 26, 2010, you indicated that your vehicle is currently operating without issue and to your satisfaction.

We apologize for any inconvenience you may have experienced with your Honda vehicle. If there are outstanding issues or concerns with your Honda vehicle, please contact either your Honda dealer or our Automobile Customer Service office at (800) 999-1009 for assistance.

Case History

Case ID : [redacted]

Case Title : [redacted] MVDN - VSA & CEL - ENGINE WILL NOT ACCELERATE

Respectfully,

Renee Murray
Mediation Case Manager
American Honda Motor Co., Inc.
(310) 781-5039

*** CASE CLOSE 8/26/2011 11:00:51 AM, rmurray
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 2/12/2009 11:04:33 AM
Case Originator : Carlos Angon (Team PA)	Sub Division :	PCRM	Status :	Closed	Close Date : 2/13/2009 3:10:25 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 : [redacted] CSE NOT FIXED, DY			No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted] 458
VIN Type / No. : US VIN / 5FNRL38288B [redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3828EW / A
Miles / Hours : 5,000
In Service Date : 05/26/2008
Months In Use : 9
Engine Number : J35A64035326
Originating Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
Selling Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
Trim : LX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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 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
[redacted] PRODU	Subcase Close	Product	Operation	123	Emission test FI
[redacted] PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : [redacted]
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Carlos Angon
Type 1 : Product
Status : Subcase Close
Open Date : 2/12/2009 11:04:47 AM
Issue Owner : Priscilla Samaniego
Type 2 : Operation
Queue :
Close Date : 2/13/2009 3:10:25 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 : 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

Issue Details

Issue ID : [redacted]
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Priscilla Samaniego
Type 1 : Product
Status : Subcase Close
Open Date : 2/13/2009 10:14:01 AM
Issue Owner : Priscilla Samaniego
Type 2 : Operation
Queue :
Close Date : 2/13/2009 3:10:25 PM
Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted]

Case Title : [redacted] - CSE NOT FIXED, DY

*** CASE CREATE 2/12/2009 11:04:33 AM, cangon
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 2/12/2009 11:04:39 AM, cangon
into WIP default and Status of Solving.

*** CASE MODIFY 2/12/2009 11:04:47 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE [redacted] CREATE 2/12/2009 11:04:47 AM, cangon
Created in WIP Default with Due Date 2/12/2009 11:04:47 AM.

*** NOTES 2/12/2009 2:49:21 PM, cangon, Action Type : Note-General
2/5/2009
IN-PROCESS
IT TOOK TWO TIMES FOR THEM TO ORDER A PART FROM THE NATIONAL HONDA COMPANY. I CALLED TO SEE WHEN I COULD TAKE MY CAR IN TO GET IT FIXED. THEY TOLD ME THE PART WAS SENT BACK TO THE COMPANY BECAUSE I DIDN'T COME IN SOON ENOUGH. NO ONE TOLD ME I HAD TO COME IN BY A CERTAIN DATE. NOW, I HAVE TO WAIT FOR THE PART TO COME BACK AND GO IN A THIRD TIME TO GET IT FIXED.

*** SUBCASE [redacted] ASSIGN 2/13/2009 8:17:42 AM, cangon
[redacted] to psamanie, WIP

*** SUBCASE [redacted] RULE ACTION 2/13/2009 8:17:43 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 2/13/2009 8:17:56 AM, cangon
[redacted] to psamanie, WIP

*** CASE RULE ACTION 2/13/2009 8:17:57 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 2/13/2009 9:46:17 AM, psamanie
WARRANTY CHECK 02/13/2009 09:46:17 AM psamanie
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/13/2009 9:46:22 AM, psamanie
CLAIM CHECK 02/13/2009 09:46:22 AM psamanie
The following Claim History information was found
0; 2009-02-09; 206564; 663540; 510; 1211K5 ; CRANKSHAFT POSITION SENSOR - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/13/2009 9:46:23 AM, psamanie
CAMPAIGN CHECK 02/13/2009 09:46:23 AM psamanie
No data found For VIN

*** CASE VSC LOOKUP 2/13/2009 9:46:25 AM, psamanie
VSC-CUC CHECK 02/13/2009 09:46:25 AM psamanie
No data found for VIN.

*** NOTES 2/13/2009 10:08:51 AM, 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

Case History

Case ID : [redacted] Case Title : [redacted] CSE NOT FIXED, DY

concern have been resolved.

I reached Mr. [redacted] and introduced myself. I explained that I was calling from American Honda Motor Company regarding his 2008 Odyssey. 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 he may have pertaining to his vehicle or his 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 his vehicle is shaking at highway speeds. The customer also stated that his check engine light was on and that his VSA light comes on. The customer also stated that his vehicle is not shaking anymore but his check engine light still comes on. The customer is interested in taking the vehicle into a different dealer. I informed the customer that his warranty is good at any dealer. The customer stated that he will take the vehicle back to a dealer when he has time to do so.

I thanked Mr. [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 he were to have any questions, concerns or require any assistance he 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 2/13/2009 10:11:47 AM, psamanie, Action Type : Note-Resolution
The customer's check engine light is on and the VSA light comes on. The customer will go to a different dealer when he is able to.

The customer is not requesting additional assistance.

I am closing the case per PCRM procedure.

*** COMMIT 2/13/2009 10:11:51 AM, psamanie, Action Type : N/A
Made to [redacted] due 02/13/2009 03:00:00 PM.
Ready to close.

*** SUBCASE [redacted] CREATE 2/13/2009 10:14:01 AM, psamanie
Created in WIP Default with Due Date 2/13/2009 10:14:01 AM.

*** CASE MODIFY 2/13/2009 10:14:19 AM, psamanie
into WIP default and Status of Solving.

*** SUBCASE [redacted] CLOSE 2/13/2009 3:10:25 PM, psamanie
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 2/13/2009 3:10:25 PM, psamanie
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [redacted]

Case Title : [redacted] CSE NOT FIXED, DY

*** CASE CLOSE 2/13/2009 3:10:25 PM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 6/30/2010 11:49:18 AM
Case Originator : Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date : 9/28/2010 10:05:47 AM
Case Owner : Eloise Staples (Team MA)	Method :	Fax	Queue :		Days Open : 90
Last Closed By : Eloise Staples (Team MA)	Point of Origin :	Attorney	Wipbin :		
Case Title : [redacted] ATTY LTR - VSA LIGHT ON			No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]375
VIN Type / No. : US VIN / 5FNRL382X8B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3828EW / A
Miles / Hours : 25,247
In Service Date : 09/22/2008
Months In Use : 21
Engine Number : J35A64038460
Originating Dealer No. / Name : 206746 / SILKO HONDA
Selling Dealer No. / Name : 206930 / HONDA VILLAGE
Trim : LX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BU
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206930 / HONDA VILLAGE
Phone No. : 617-965-8200
Address : 371 WASHINGTON STREET
City / State / Zip : NEWTONVILLE, MA 02458
Svc District / Sls District : 09G / F09
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 : Attorney
Party 2 : C.R.
Party 3 : 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	413	Master Cylinder

Mediation Details

Case ID	[redacted]	Final Decision :	Other Goodwill	Descision Updated :	9/20/2010 10:26:09 AM
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	ELOISE STAPLES	AHM Position :	Other Goodwill		
Related Case :	[redacted]				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	9/20/2010 10:26:09 AM	By :	estaples

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	($4,500.00)	($4,500.00)	9/20/2010 10:25:02 AM	9/20/2010 10:25:02 AM	estaples
Total Amount	($4,500.00)	($4,500.00)			

Mediation Activity :

***	Event Type / Status : Attorney Letter Recd / Completed	Start Date :	6/29/2010 11:49:48	Notes :	
	Assigned To : Mediation (KIMMEL &	Due Date :	7/29/2010		
	Last Updated / By : 9/20/2010 10:24:04 AM / estaples	Actual Date :	9/15/2010 10:24:00		
***	Event Type / Status : Docs Received / Completed	Start Date :	6/30/2010 11:50:10	Notes :	HAVE RO'S ARRIVED FROM DEALER
	Assigned To : Mediation ()	Due Date :	7/7/2010		
	Last Updated / By : 6/30/2010 1:14:56 PM / brobbins	Actual Date :	6/30/2010 1:14:55		
***	Event Type / Status : Notify Zone of Open / Completed	Start Date :	6/30/2010 11:50:18	Notes :	DPSM (AZM/ZM)
	Assigned To : Mediation ()	Due Date :			
	Last Updated / By : 6/30/2010 11:50:21 AM / mlyon	Actual Date :	6/30/2010 11:50:20		
***	Event Type / Status : Offer Made / Completed	Start Date :	8/20/2010 11:58:16	Notes :	CASH SETTLEMENT - $3,500 INCLUSIVE OF ATTORNEY FEES
	Assigned To : Mediation ()	Due Date :	9/10/2010		
	Last Updated / By : 9/20/2010 10:23:25 AM / estaples	Actual Date :	9/13/2010 10:23:20		
***	Event Type / Status : Send Check / Completed	Start Date :	9/20/2010 10:54:48	Notes :	
	Assigned To : Mediation ()	Due Date :	9/29/2010		
	Last Updated / By : 9/28/2010 10:04:57 AM / estaples	Actual Date :	9/28/2010 10:04:55		
***	Event Type / Status : Notify Zone of Close / Completed	Start Date :	9/28/2010 10:05:02	Notes :	
	Assigned To : Mediation ()	Due Date :			
	Last Updated / By : 9/28/2010 10:05:11 AM / estaples	Actual Date :	9/28/2010 10:05:09		

Issue Details

Issue ID :	[redacted]	Disposition: Complaint	Condition : Closed	Wipbin :	
Issue Originator :	Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date :	6/30/2010 11:49:45 AM
Issue Owner :	Eloise Staples	Type 2 : Operation	Queue :	Close Date :	9/28/2010 10:05:31 AM

Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
57110-SDB-023	MODULATOR ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 8202
Primary Amount : $4,500.00
Incidental Type 1 / Amount : Not Applicable / $0.00
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $4,500.00
Approved By : rboudrea
Approval Date : 9/23/2010
Status : PROCESSED
Check No. : 1876104
Check Date : 9/24/2010

Payee Name : [redacted]
Address :
City / State / Zip : AMBLER, PA [redacted]
Campaign Template # :
Contention Code : 04907
Defect Code : 03214
Category : Regular
Failed Part # : 57110-SDB-023

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

*** CASE CREATE 6/30/2010 11:49:18 AM, mlyon
Contact = [redacted] Priority = N/A, Status = Solving.
*** NOTES 6/30/2010 11:49:19 AM, mlyon, Action Type :
Received on 06/29/10 a letter from Attorney Kimmel & Silverman
Customer Contention: VSA light on
Resolution Sought: Repurchase
No Lien holder/lesser info provided.

** No Tech Line report found for this Vin/customer** Three previous cases
*** SUBCASE [redacted] CREATE 6/30/2010 11:49:45 AM, mlyon
Created in WIP Default with Due Date 6/30/2010 11:49:45 AM.
*** CASE MEDIATION ADD/MODIFY 6/30/2010 11:49:59 AM, mlyon
*** MEDIATION DECISION 06/30/2010 11:49:59 AM mlyon
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: JENNELL FORT
Rel: [redacted]
*** CASE MEDIATION EVENT ADD 6/30/2010 11:50:10 AM, mlyon
*** MEDIATION EVENT - ATTORNEY LETTER RECD 06/30/2010 11:50:10 AM mlyon
Status: In Progress
S: 06/29/2010 11:49:48 AM
D: 07/29/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:
*** CASE MEDIATION EVENT ADD 6/30/2010 11:50:18 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 06/30/2010 11:50:17 AM mlyon
Status: In Progress
S: 06/30/2010 11:50:10 AM
D: 07/07/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER
*** CASE MEDIATION EVENT ADD 6/30/2010 11:50:22 AM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 06/30/2010 11:50:21 AM mlyon
Status: Completed
S: 06/30/2010 11:50:18 AM

Case History

Case ID : [redacted] Case Title : [redacted] ATTY LTR - VSA LIGHT ON

D: ?/?/? ?:?:?
A: 06/30/2010 11:50:20 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 6/30/2010 11:50:22 AM, mlyon, Action Type : N/A
Made to [redacted] due 07/01/2010 11:50:25 AM.
New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 6/30/2010 11:50:37 AM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/1/2010 1

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

VSA 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [redacted]
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Mediation Department
American Honda Motors

*** NOTES 6/30/2010 11:50:52 AM, mlyon, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 6/30/2010 1:06:06 PM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 6/30/2010 1:06:08 PM, mlyon
[redacted] to jfort, WIP

*** CASE RULE ACTION 6/30/2010 1:06:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 6/30/2010 1:06:14 PM, mlyon
[redacted] to jfort, WIP □□eC!ñfÇ□

*** SUBCASE [redacted] RULE ACTION 6/30/2010 1:06:14 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 6/30/2010 1:14:47 PM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Honda Village. Forward to Jennell

*** CASE MEDIATION EVENT UPDATE 6/30/2010 1:14:57 PM, brobbins
*** MEDIATION EVENT - DOCS RECEIVED 06/30/2010 01:14:57 PM brobbins
Status: Completed

Case History

Case ID : [redacted] Case Title : [redacted] ATTY LTR - VSA LIGHT ON

S: 06/30/2010 11:50:10 AM
D: 07/07/2010 12:00:00 AM
A: 06/30/2010 01:14:55 PM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MODIFY COMMITMENT 7/2/2010 4:38:38 PM, jfort
with [redacted] due 07/07/2010 11:50:25 AM.

*** NOTES 7/19/2010 11:55:49 AM, jfort, Action Type : Call to Dealer
Left message with the service manager requesting a return call.

*** NOTES 7/19/2010 11:56:52 AM, jfort, Action Type : Field Service
Contacted the zone DPSM and left a message for contact ASAP.

*** NOTES 7/19/2010 2:39:41 PM, jfort, Action Type : Call to Dealer
I left SM Tony a voice mail requesting a return call at first opportunity. I advised him I need to respond to an Attorney demand letter and asked if he could fax the customers repair orders, warranty copies's, hard copies and any pertinent information. I left my direct phone number.

*** COMMIT 7/22/2010 8:43:51 AM, jfort, Action Type : N/A
Made to [redacted] due 07/23/2010 12:00:00 AM.
send letter

*** CASE FULFILL 7/22/2010 8:44:17 AM, jfort
Fulfilled for [redacted] due 07/07/2010 11:50:25 AM.

*** CASE RULE ACTION 7/28/2010 10:49:18 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE CLAIMS LOOKUP 7/29/2010 2:37:59 PM, jfort
CLAIM CHECK 07/29/2010 02:37:59 PM jfort
The following Claim History information was found
0; 2010-02-04; 206930; 217151; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE. BLEEDING AIR FROM THE SYSTEM S/B# 07-045

*** NOTES 7/29/2010 3:42:13 PM, jfort, Action Type : Letter/Fax
Letter faxed and sent via Fed Ex Tracking [redacted]

July 29, 2010

KIMMEL & SILVERMAN
Attn: Angela Troccoli
30 E. Butler Pike
Ambler, PA 190072

Re: [redacted] v. American Honda Motor Co., Inc.
2008 Honda Odyssey, VIN 5FNRL382X8B[redacted]

Dear Ms. Troccoli:

Case History

Case ID : [redacted]

Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

This letter is in response to your correspondence dated June 29, 2010 regarding your client□s concerns with her 2008 Honda Odyssey.

Our office has reviewed your client□s repair history with her servicing dealership, Honda Village. The dealership advised that your client□s isolated brake concerns were addressed per the terms and conditions of the Honda Express Limited New Vehicle Warranty and that neither an excessive number of repair attempts nor time out of service were incurred to address any nonconformity that substantially impairs the use, safety or value of your client□s vehicle.

In your letter, you indicated that your client□s concerns are currently outstanding. Based upon this information, we would like to request an opportunity to arrange inspection of your client□s vehicle. This inspection will take place at Honda Village, Newton, MA. American Honda will extend consideration for settlement upon the completion of this inspection. Please review available dates with your client and confirm the inspection date with our office.

We regret any inconvenience your client may have experienced. If you have any information not already included, please submit it to my attention for additional consideration.

Alternatively, your client may contact the BBB Auto Line Program by calling 1-800-955-5100 or writing to BBB Auto Line, Council of Better Business Bureaus, 4200 Wilson Blvd., Suite 800, Arlington, VA 22203-1804. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Sincerely,

Jennell Fort
American Honda Motor Co., Inc.
Mediation Case Manager
(310) 781-5259

*** CASE FULFILL 7/29/2010 4:59:51 PM, jfort
Fulfilled for [redacted]due 07/23/2010 12:00:00 AM.

*** COMMIT 7/29/2010 5:00:22 PM, jfort, Action Type : N/A
has the attorney responded?

*** NOTES 8/5/2010 2:19:43 PM, mlyon, Action Type : Letter/Fax
Received five page fax from attorney. Forward to Jennell

*** NOTES 8/13/2010 4:20:21 PM, jfort, Action Type : Letter/Fax
The attorney responded with another demand letter, withstanding any particular demand.

*** CASE FULFILL 8/13/2010 4:20:32 PM, jfort
Fulfilled for [redacted]due 08/04/2010 12:00:00 AM.

*** COMMIT 8/13/2010 4:20:37 PM, jfort, Action Type : N/A
contact attorney

*** NOTES 8/17/2010 11:40:04 AM, jfort, Action Type : Call to Customer
I contacted the customer's attorney and was advised she had just stepped out for lunch. I requested her voice mail. Her voice mail stated she will be out until Thursday the 19th. I left a message for her and transferred to her assistant Kristen at ext 132. I left a voice mail with Kristen introducing myself and the nature of the call. I requested a return call at first opportunity.

Case History

Case ID : [redacted] Case Title : [redacted] ATTY LTR - VSA LIGHT ON

*** NOTES 8/17/2010 11:49:47 AM, jfort, Action Type : Call to Dealer

I followed up with the SM leaving a voice mail and requesting a return call. I asked that the SM advised AHM should the customer come in for any additional concerns or the related concern regarding the customers VSA.

*** NOTES 8/17/2010 12:19:06 PM, jfort, Action Type : Note-General

VIN: 5FNRL382X8B[redacted]
Customer[redacted]

Dealership Honda Village #206930

Repair Order #[redacted]2/11/09 Mileage 5,269
- Customer states: LOF, Set tire pressures.
- Customer states: The brakes sometimes jumpy and the pedal feels soft, then the car jumps forward.
- Dealer ordered a VSA Modulator (special part on order)
- Dealer states: found a faulty CVS brake module, replaced the VSA module and bleed the brakes. (1)

Repair Order #[redacted]2/18/09 Mileage 5,540
CVS Brake Module 57110-SHJ-A61 Mileage 5,540 installed and brakes bled.

Repair Order #[redacted]5/28/09 Mileage 10,299
- Customer states LOF. Top off all fluids check fluid levels.
-

Repair Order #[redacted]9/01/09 Mileage 15,057
- Customer request: Use synthetic oil, set tire pressures LOF. Check fluid levels.
- Customer states: Drivers side slider weather strip coming off. Found door trim coming off door
- Dealer Actions: ordered new weather strip. SOP #84261-SHJ-A01ZE

Repair Order #[redacted]9/21/09 Mileage 15,771
- Customer: Drivers side sliding door weather strip is coming off
- SOP is in. Left slider is still distorted.
- Replaced left slider seal.
- Operation of ABS checked, working fine at this time.

Repair Order #[redacted]02/04/10 Mileage 20,416
- Customer states: front brake pulsation
- Dealer findings: Faulty VSA module per bulletin 07-045
- Customer states, 15k service, lube sliding doors, perform 4 wheel alignments.

Repair Order #[redacted]06/14/09 Mileage 25,247
- Customer request: LOF - completed.
- Perform recall #10-017 possible low brake pedal
- Bled brakes and installed 2 modulator sealing caps.

Case History

Case ID : [redacted] Case Title : [redacted] ATTY LTR - VSA LIGHT ON

·Performed product update 09-053. PCM update for lock up clutch function. Updated PCM A/T software per bulletin.

*** CASE FULFILL 8/17/2010 3:51:02 PM, jfort

Fulfilled for [redacted] due 08/17/2010 12:00:00 AM.

*** NOTES 8/17/2010 3:55:30 PM, jfort, Action Type : Note-General

Reviewed with supervisor.

The customer has had five visits and four repairs to her braking system, the last of which was the safety recall 10-017 that repaired the customers original complaint of a soft brake pedal feel.

The customer has not have an unreasonable amount of repair attempts nor a substantial impairment to the use, value or safety of the vehicle. According to the warranty history the vehicle is repaired.

The attorney will be offered a goodwill resolution in the amount of $3500 inclusive of attorney fees.

*** COMMIT 8/17/2010 4:07:11 PM, jfort, Action Type : N/A

send offer in the am

*** NOTES 8/20/2010 3:35:01 PM, jfort, Action Type : Note-General

August 20, 2010

Jacqueline C. Herritt
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

Re: [redacted] v. American Honda Motor Co., Inc.

Dear Ms. Herritt:

American Honda Motor Co., Inc. thanks you for the opportunity to address our customer□s concerns. We apologize for any inconvenience the repairs may have caused your client. The vehicle appears to have been repaired at the last visit to the dealership. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a Honda representative to inspect and/or repair the vehicle as soon as possible.

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain their faith in our product. If there is no current concern with the vehicle, we would like to offer your client a cash settlement in the amount of $3,500 inclusive of attorney fees, as a goodwill offer. Please review this offer with your client. If it is acceptable please have him sign the enclosed settlement release.

Sincerely,

American Honda Motor Co., Inc.
Automobile Customer Services

Jennell Fort
Mediation Case Manager
310-781-5259

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

Enclosure

faxed 8/20/10

*** CASE FULFILL 8/20/2010 3:37:51 PM, jfort
Fulfilled for [redacted] due 08/18/2010 12:00:00 AM.

*** COMMIT 8/20/2010 3:37:54 PM, jfort, Action Type : N/A
has the attorney responded to the offer letter faxed 8/20/10?-no

*** CASE MEDIATION ADD/MODIFY 8/24/2010 9:56:38 AM, jfort
*** MEDIATION DECISION 08/24/2010 09:56:38 AM jfort
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ELOISE STAPLES
Rel: [redacted]

*** CASE ASSIGN 8/24/2010 9:56:47 AM, jfort
[redacted] to estaples, WIP

*** CASE RULE ACTION 8/24/2010 9:56:48 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] MODIFY 8/24/2010 9:57:14 AM, jfort
into WIP Sub-cases and Status of Solving.

*** SUBCASE [redacted] ASSIGN 8/24/2010 9:57:25 AM, jfort
[redacted] to estaples, WIP

*** SUBCASE [redacted] RULE ACTION 8/24/2010 9:57:26 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/25/2010 11:54:21 AM, estaples, Action Type : Note-Third Party
Called attorney's office, left message on assistant's voicemail (Kristin....x132) stating that the case has been re-assigned to me, also left contact information [redacted]

*** NOTES 8/25/2010 11:56:46 AM, estaples, Action Type : Note-Third Party
Spoke to Attorney (JHerritt)

I advised case re-assigned to me, provided my contact information (310) 783-3873. Attorney thanked, advised, received previous case manager's offer, will review and respond. I thanked, advised, message also left on assistant's (Kristin) voicemail.

*** CASE MEDIATION EVENT ADD 8/25/2010 11:59:08 AM, estaples
*** MEDIATION EVENT - OFFER MADE 08/25/2010 11:59:07 AM estaples
Status: In Progress
S: 08/20/2010 11:58:16 AM

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

D: 09/10/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CASH SETTLEMENT - $3,500 INCLUSIVE OF ATTORNEY FEES

*** NOTES 8/27/2010 1:10:45 PM, estaples, Action Type : Call to Dealer
Spoke to Julie (Service Department).

I introduced myself, verified the last service visit was 6/14/10. Julie advised, customer has not returned, I thanked her for the assistance.

*** NOTES 8/27/2010 1:14:03 PM, estaples, Action Type : Note-Third Party
8/25/10 - While speaking to the attorney, JHerritt, a counteroffer of $6,000.00 inclusive of attorney fees was made. I advised, will review and follow-up.

8/27/10 - Reviewed with upper management, verified vehicle has not returned to dealership, called attorney, made a counter offer of $4,500.00 inclusive of attorney fees, awaiting response.

*** NOTES 8/30/2010 4:52:56 PM, estaples, Action Type : Note-Third Party
Attorney (JHerritt) called back, left message accepting counter offer in the amount of $4,500.00 inclusive of attorney fees, requested release faxed to (215) 764-5089.

*** NOTES 9/10/2010 9:07:44 AM, estaples, Action Type : Note-Third Party
Called attorney's office left message requesting call back, signed settlement release not received, awaiting call back.

*** CASE FULFILL 9/10/2010 9:08:02 AM, estaples
Fulfilled for [redacted] due 08/27/2010 12:00:00 AM.

*** COMMIT 9/10/2010 9:08:11 AM, estaples, Action Type : N/A
Made to [redacted] due 09/14/2010 09:08:12 AM.
signed release received?

*** NOTES 9/16/2010 2:06:58 PM, brobbins, Action Type : Letter/Fax
Received signed release agreement. Forward to Eloise

*** CASE MEDIATION EVENT UPDATE 9/20/2010 10:23:25 AM, estaples
*** MEDIATION EVENT - OFFER MADE 09/20/2010 10:23:25 AM estaples
Status: Completed
S: 08/20/2010 11:58:16 AM
D: 09/10/2010 12:00:00 AM
A: 09/13/2010 10:23:20 AM
Assgn to: Mediation ()
Notes: CASH SETTLEMENT - $3,500 INCLUSIVE OF ATTORNEY FEES

*** CASE MEDIATION EVENT UPDATE 9/20/2010 10:24:05 AM, estaples
*** MEDIATION EVENT - ATTORNEY LETTER RECD 09/20/2010 10:24:04 AM estaples
Status: Completed
S: 06/29/2010 11:49:48 AM
D: 07/29/2010 12:00:00 AM
A: 09/15/2010 10:24:00 AM

Case History

Case ID : [redacted] Case Title : [redacted] ATTY LTR - VSA LIGHT ON

Assgn to: Mediation (KIMMEL & SILVERMAN)
Notes:

*** CASE MEDIATION ADD/MODIFY 9/20/2010 10:26:10 AM, estaples
*** MEDIATION DECISION 09/20/2010 10:26:09 AM estaples
Proc: Mediation
Dcsn: Other Goodwill
Cust: Buyback-Repurchase
AHM: Other Goodwill Rsn: Customer Loyalty
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ELOISE STAPLES
Rel[redacted]
*** SUBCASE [redacted] DISPATCH 9/20/2010 10:27:06 AM, estaples
from WIP Sub Cases to Queue CK Req - Mediation Mgr.
*** SUBCASE [redacted] YANKED 9/20/2010 10:33:29 AM, estaples
Yanked by estaples into WIPbin New Cases.
*** SUBCASE [redacted] DISPATCH 9/20/2010 10:44:37 AM, estaples
from WIP New Cases to Queue CK Req - Mediation Mgr.
*** CASE MEDIATION EVENT ADD 9/20/2010 10:55:00 AM, estaples
*** MEDIATION EVENT - SEND CHECK 09/20/2010 10:54:59 AM estaples
Status: In Progress
S: 09/20/2010 10:54:48 AM
D: 09/29/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:
*** SUBCASE [redacted] RULE ACTION 9/21/2010 9:44:37 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired
*** SUBCASE [redacted] RULE ACTION 9/22/2010 9:44:37 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired
*** NOTES 9/23/2010 10:34:37 AM, mlyon, Action Type : Letter/Fax
Received signed release agreement. Forward to Eloise
*** SUBCASE [redacted] YANKED 9/23/2010 4:30:34 PM, estaples
Yanked by estaples into WIPbin New Cases.
*** SUBCASE [redacted] DISPATCH 9/23/2010 4:37:03 PM, estaples
from WIP New Cases to Queue CK Req - Mediation Mgr.
*** SUBCASE [redacted] 9/23/2010 4:40:04 PM, rboudrea, Action Type :
Check Requistion for 4,500.00 $ submitted
Check Requistion for 4,500.00 $ submitted by rboudrea

Case History

Case ID : [redacted] Case Title : [redacted] - ATTY LTR - VSA LIGHT ON

*** SUBCASE [redacted] RETURN 9/23/2010 4:40:51 PM, rboudrea
from Queue CK Req - Mediation Mgr to WIP New Cases.

*** CASE MODIFY 9/23/2010 4:46:24 PM, estaples
into WIP Attorney Cases and Status of Solving.

*** SUBCASE [redacted] COMMIT 9/27/2010 8:01:45 AM, estaples, Action Type : External Commitment
Check processed for check_req_no = 8202 on 2010-09-24-00.00.00.000000

*** NOTES 9/28/2010 9:57:23 AM, estaples, Action Type : Note-General
Check sent to attorney's office.....tracking # [redacted]

*** NOTES 9/28/2010 10:01:13 AM, estaples, Action Type : Note-Resolution
Summary:

Mediation case opened pursuant to attorney representation notification. Attorney demanded a vehicle repurchase on behalf of his client, per MA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act and Magnuson Moss Warranty Act. Mediation verified that the customer/vehicle was subjected to 4 repairs and was out of service for a total of 4 days. The Regional office did not have DPSM support for Zone 9G during this time and the Assistant Zone Manager became aware after the case reached Mediation. No Tech Line Involvement. Parts replaced included the Modulator Assembly VSA, Modulator Assembly (TCS), Modulator Assembly VSA. Mediation was advised by the servicing dealership that the customer□s concerns were identified and addressed per the terms and conditions of Honda□s Express Limited Warranty, and that there are no outstanding issues at this time.

American Honda and the Attorney/Client mutually agreed to a cash settlement in the amount of $4,500.00 inclusive of attorney fees as a goodwill gesture and to promote customer satisfaction.

*** CASE MEDIATION EVENT UPDATE 9/28/2010 10:04:57 AM, estaples
*** MEDIATION EVENT - SEND CHECK 09/28/2010 10:04:57 AM estaples
Status: Completed
S: 09/20/2010 10:54:48 AM
D: 09/29/2010 12:00:00 AM
A: 09/28/2010 10:04:55 AM
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION EVENT ADD 9/28/2010 10:05:11 AM, estaples
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 09/28/2010 10:05:11 AM estaples
Status: Completed
S: 09/28/2010 10:05:02 AM
D: ?/?/? ?:?:?
A: 09/28/2010 10:05:09 AM
Assgn to: Mediation ()
Notes:

*** SUBCASE [redacted] CLOSE 9/28/2010 10:05:31 AM, estaples
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 9/28/2010 10:05:37 AM, estaples
Fulfilled fo[redacted]ue 09/14/2010 09:08:12 AM.

Case History

Case ID : [redacted]

Case Title : [redacted] ATTY LTR - VSA LIGHT ON

*** CASE CLOSE 9/28/2010 10:05:47 AM, estaples
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/13/2008 10:54:37 AM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	6/18/2009 8:54:14 AM
Case Owner :	Michael Lyon (Team MA)	Method :	Fax	Queue :		Days Open :	401
Last Closed By :	Michael Lyon (Team MA)	Point of Origin :	Lawyer	Wipbin :			

Case Title : [redacted] BBB HON0840368 - CHECK ENGINE / VSA LIGHTS No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted]
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 [redacted]
E Mail : [redacted]
Svc District / Sls District : /

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / 5FNRL38648B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 1,940
In Service Date : 12/26/2007
Months In Use : 5
Engine Number : J35A74200295
Originating Dealer No. / Name : 206890 / AUTONATION HONDA FREMONT
Selling Dealer No. / Name : 206890 / AUTONATION HONDA FREMONT
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206890 / AUTONATION HONDA FREMONT
Phone No. : 510-445-5300
Address : 5780 CUSHING PARKWAY
City / State / Zip : FREMONT, CA 94538
Svc District / Sls District : 12F / B12
Warranty Labor Rate / Date : $138.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : BBB
Party 2 : C.R.
Party 3 : Techline
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	123	Emission test FI
[redacted] / [redacted]	Subcase Close	Product	Operation	413	Master Cylinder
[redacted] / [redacted]	Subcase Close	Product	Operation	216	Thttl cable-auto

Mediation Details

Case ID [redacted]
Process : Mediation
Document Ref : CHRISTINA GRIFFIN
Related Case : [redacted]
Arbitration Method : Please Specify
Arbitration Outcome : Please Specify

Final Decision : Buyback-Replace
Customer Position : Buyback-Replace
AHM Position : Buyback-Replace

Descision Updated : 7/16/2008 3:37:13 PM

Last Updated : 7/16/2008 3:37:13 PM By : cgriffin

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	($36,673.00)	($36,673.00)	7/16/2008 3:38:31 PM	7/16/2008 3:38:35 PM	cgriffin
Auction Proceeds	$27,400.00	$19,730.00	3/17/2009 1:52:41 PM	3/17/2009 1:52:41 PM	mlyon
Sales Tax Refund	$2,433.00	$2,433.00	6/18/2009 8:48:45 AM	6/18/2009 8:48:45 AM	mlyon
Total Amount	($6,840.00)	($14,510.00)			

Mediation Activity :

***	Event Type / Status : BBB Case Recd / Completed Assigned To : Mediation () Last Updated / By : 7/16/2008 3:35:13 PM / cgriffin	Start Date : Due Date : Actual Date :	5/13/2008 10:55:22 6/23/2008 6/16/2008 3:35:07	Notes :	HON0840368
***	Event Type / Status : MRF Sent / Completed Assigned To : Mediation () Last Updated / By : 7/16/2008 3:34:46 PM / cgriffin	Start Date : Due Date : Actual Date :	5/13/2008 11:22:00 5/23/2008 7/23/2008 3:34:40	Notes :	
***	Event Type / Status : Docs Received / Completed Assigned To : Mediation () Last Updated / By : 5/20/2008 3:00:45 PM / brobbins	Start Date : Due Date : Actual Date :	5/13/2008 11:22:17 5/20/2008 5/20/2008 3:00:43	Notes :	HAVE RO'S ARRIVED FROM DEALER?
***	Event Type / Status : Notify Zone of Open / Completed Assigned To : Mediation () Last Updated / By : 5/13/2008 11:22:34 AM / mlyon	Start Date : Due Date : Actual Date :	5/13/2008 11:22:28 5/13/2008 11:22:32	Notes :	DPSM (AZM/ZM) HAVE RO'S ARRIVED FROM DEALE R?
***	Event Type / Status : Send Check / Completed Assigned To : Mediation () Last Updated / By : 7/23/2008 1:41:06 PM / cgriffin	Start Date : Due Date : Actual Date :	7/16/2008 3:35:18 7/23/2008 7/23/2008 1:41:06	Notes :	CHECKS SENT TO ISG VIA FEDEX- TRACKING # 7905-49 36-2785
***	Event Type / Status : Transfer Agent Mtg / Completed Assigned To : Mediation () Last Updated / By : 7/30/2008 8:19:31 AM / mlyon	Start Date : Due Date : Actual Date :	7/29/2008 4:10:44 8/1/2008 7/30/2008 8:19:24	Notes :	VEHICLE SURRENDER WILL BE COMPLETED ON 7/30/2 008, 01:00 PM AT AUTO WEST HONDA FREMONT/206890.
***	Event Type / Status : Repair scheduled / Completed Assigned To : ISG () Last Updated / By : 7/30/2008 8:19:46 AM / mlyon	Start Date : Due Date : Actual Date :	7/29/2008 4:11:00 9/10/2008 7/30/2008 8:19:44	Notes :	
***	Event Type / Status : Auction Unit / Completed Assigned To : Mediation (ADESA LOS Last Updated / By : 3/17/2009 1:52:53 PM / mlyon	Start Date : Due Date : Actual Date :	3/5/2009 3:05:02 4/14/2009 3/17/2009 1:52:52	Notes :	
***	Event Type / Status : Disclosure Requested / Completed Assigned To : ISG () Last Updated / By : 3/17/2009 1:52:58 PM / mlyon	Start Date : Due Date : Actual Date :	3/17/2009 1:52:53 3/17/2009 1:52:56	Notes :	

Mediation Activity :

***	Event Type / Status :	Sales Tax Recovery / Completed	Start Date :	5/7/2009 8:48:23	Notes :
	Assigned To :	ISG ()	Due Date :	8/18/2009	
	Last Updated / By :	6/18/2009 8:48:36 AM / mlyon	Actual Date :	6/18/2009 8:48:33	

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Christina Griffin
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/13/2008 10:54:58 AM
Close Date : 7/29/2008 4:10:07 PM

Coding Info :

Labor Code / Desc : 123 / Emission test FI
Condition Code Desc Check Engine Lt 1231
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Buy Back, CR Generated Gdwill
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
39794-SDA-A03	RELAY ASSY., POWER	Not Applicable

Check Req Info :

Check Requisition No. : 7672
Primary Amount : $8,244.68
Incidental Type 1 / Amount : Not Applicable / $0.00
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $8,244.68
Approved By : dmontgom
Approval Date : 7/17/2008
Status : PROCESSED
Check No. : 1748293
Check Date : 7/18/2008

Payee Name : [redacted]
Address :
City / State / Zip : SAN JOSE, CA [redacted]
Campaign Template # :
Contention Code : 03205
Defect Code : 03214
Category : BuyBack
Failed Part # : 39794-SDA-A03

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Christina Griffin
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/13/2008 10:55:20 AM
Close Date : 7/29/2008 4:10:07 PM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Buy Back
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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Issue Originator : Christina Griffin
Issue Owner : Christina Griffin
Issue Title : [redacted]- PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/16/2008 3:12:24 PM
Close Date : 7/29/2008 4:10:07 PM

Coding Info :

Labor Code / Desc : 216 / Thttl cable-auto
Condition Code Desc Other 216X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Buy Back
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
37820-RGW-A92	CONTROL MODULE, ENG	Not Applicable

Check Req Info :

Check Requisition No. : 7671
Primary Amount : $28,428.53
Incidental Type 1 / Amount : Not Applicable / $0.00
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $28,428.53
Approved By : dmontgom
Approval Date : 7/17/2008
Status : PROCESSED
Check No. : 1748271
Check Date : 7/18/2008

Payee Name : BANK OF AMERICA
Address : 9000 SOUTHSIDE BLVD BLDG 600
City / State / Zip : JACKSONVILLE, FL 32256
Campaign Template # :
Contention Code : 089-01
Defect Code : 03214
Category : BuyBack
Failed Part # : 37820-RGW-A92

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** CASE CREATE 5/13/2008 10:54:37 AM, mlyon
Contact = [redacted] Priority = N/A, Status = Solving.
*** NOTES 5/13/2008 10:54:38 AM, mlyon, Action Type :
Received CCF from BBB HON0840368
Start Date: 05/13/08
Customer Contention: Check engine / VSA lights on
Resolution sought: Repurchase
No Lien holder/lessee provided

**One Tech Line report found for this customer/Vin. One previous case
*** SUBCASE [redacted] CREATE 5/13/2008 10:54:58 AM, mlyon
Created in WIP Default with Due Date 5/13/2008 10:54:58 AM.
*** SUBCASE [redacted] CREATE 5/13/2008 10:55:20 AM, mlyon
Created in WIP Default with Due Date 5/13/2008 10:55:20 AM.
*** CASE MEDIATION ADD/MODIFY 5/13/2008 10:55:38 AM, mlyon
*** MEDIATION DECISION 05/13/2008 10:55:38 AM mlyon
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: CHRISTINA GRIFFIN
Rel: [redacted]
*** CASE MEDIATION EVENT ADD 5/13/2008 11:22:00 AM, mlyon
*** MEDIATION EVENT - BBB CASE RECD 05/13/2008 11:22:00 AM mlyon
Status: In Progress
S: 05/13/2008 10:55:22 AM
D: 06/23/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HON0840368
*** CASE MEDIATION EVENT ADD 5/13/2008 11:22:17 AM, mlyon
*** MEDIATION EVENT - MRF SENT 05/13/2008 11:22:17 AM mlyon
Status: In Progress
S: 05/13/2008 11:22:00 AM
D: 05/23/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:
*** CASE MEDIATION EVENT ADD 5/13/2008 11:22:28 AM, mlyon

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** MEDIATION EVENT - DOCS RECEIVED 05/13/2008 11:22:28 AM mlyon
Status: In Progress
S: 05/13/2008 11:22:17 AM
D: 05/20/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 5/13/2008 11:22:34 AM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 05/13/2008 11:22:34 AM mlyon
Status: Completed
S: 05/13/2008 11:22:28 AM
D: ?/?/? ?:?:?
A: 05/13/2008 11:22:32 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM) HAVE RO'S ARRIVED FROM DEALER?

*** COMMIT 5/13/2008 11:22:35 AM, mlyon, Action Type :
Made to [redacted] due 05/14/2008 11:24:32 AM.
DCS Follow-Up

*** COMMIT 5/13/2008 11:22:37 AM, mlyon, Action Type : N/A
Made to [redacted] due 05/14/2008 08:30:00 AM.
New BBB case opened. Have Ro's arrived from dealer

*** NOTES 5/13/2008 11:24:53 AM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 5/14/2008

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

Check engine / VSA lights 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Automobile Customer Service
American Honda Motor, Inc.

*** NOTES 5/13/2008 11:25:08 AM, mlyon, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.
Email sent to call center to close their pending case.

*** CASE MODIFY 5/13/2008 11:33:46 AM, mlyon
into WIP Default and Status of Solving.

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** CASE ASSIGN 5/13/2008 11:33:53 AM, mlyon
[redacted] to cgriffin, WIP "CèP

*** CASE RULE ACTION 5/13/2008 11:33:53 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 5/13/2008 11:34:00 AM, mlyon
[redacted] to cgriffin, WIP employee2user = ?

*** SUBCASE [redacted] RULE ACTION 5/13/2008 11:34:01 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 5/13/2008 11:34:03 AM, mlyon
[redacted] to cgriffin, WIP

*** SUBCASE [redacted] RULE ACTION 5/13/2008 11:34:03 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 5/13/2008 3:09:11 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE FULFILL 5/13/2008 4:55:10 PM, cgriffin
Fulfilled for [redacted] due 05/14/2008 11:24:32 AM.

*** CASE MODIFY 5/14/2008 8:38:27 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 5/15/2008 10:29:20 AM, cschmidt, Action Type : Call from Customer
Verified owner information.
Customer looking for update.

Called Mediation spoke with Christina.
Transferred call.

*** CASE MODIFY 5/15/2008 10:37:54 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/15/2008 10:38:16 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 5/16/2008 3:33:35 PM, cgriffin, Action Type : Call to Dealer
Left a msg for SM Burt G. to contact me to discuss Mr. [redacted] vehicle concerns. Also advised to please fax over all of the customer's RO's (hard copy and customer copy) to [redacted]

*** NOTES 5/16/2008 4:51:45 PM, cgriffin, Action Type : Field/DSM
Was advised of the following information the DPSM

Spoke with Service Manager, Burt Gallegus, at Autowest Fremont regarding this vehicle. During a road test the technician was able to re-duplicate the concern that was occurring when the vehicle was brought into the dealership last Saturday.....warning lights illuminated and code 1659 stored for throttle actuator.

However, they still cannot diagnose it. Asked them to contact Tech Line again first thing Monday morning and report back to me. Also requested they fax

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

all the RO information.

*** CASE MODIFY 5/19/2008 8:54:32 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/19/2008 9:46:19 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 5/19/2008 12:31:14 PM, cgriffin, Action Type : Call from Dealer
Recv'd voice mail msg from SM Burt G. advising that he will have SA Jim Andrew's fax over all of the customer's repair orders.

*** NOTES 5/19/2008 12:32:07 PM, cgriffin, Action Type : Call to Dealer
Left a return msg for the SM thanking him for getting the RO's together to be faxed and requested that he still contact me to discuss this customer's vehicle. My contact information was given.

*** CASE MODIFY 5/19/2008 12:32:18 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE FULFILL 5/19/2008 12:32:22 PM, cgriffin
Fulfilled for [redacted] due 05/14/2008 08:30:00 AM.

*** COMMIT 5/19/2008 12:32:25 PM, cgriffin, Action Type : N/A
Send MRF

*** CASE MODIFY 5/19/2008 12:32:43 PM, cgriffin
into WIP New/Default and Status of Solving.

*** COMMIT 5/19/2008 12:32:47 PM, cgriffin, Action Type : N/A
has SM faxed over RO's

*** NOTES 5/19/2008 1:23:06 PM, cgriffin, Action Type : Note-General
Repair information is as per the RO□s sent in by the customer:

12/31/07
1-day
270 miles
Customer reports □check engine light□ came on, on 12-29. Abnormal engine noises were present and there was a burning rubber smell. Inspect and advise. Technician scanned vehicle management systems and found code P1659 which may indicate a problem in the traction control system. Code was cleared and does not reset at this time, indicating an intermittent problem or a slight temporary of traction. No problems noted at this time.

1/15/08
1-day
RO# 524334
463 miles
Line A: C/S intermittent check engine light. Scan test and advise on any possible service or repair needs.
Dlr advised that the check engine light is on and found code P1659. Contacted techline (ref# 2533569) and was told to check connections on throttle. Checked connections and were okay at this time. Tech was told to replace the relay and recommended to monitor.

Line B: Customer reports sliding door intermittently does not work. Scan test for any possible body codes and advise on any possible service.

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

Dlr inspected and found code B2084. Door works ok at this time. Contacted tech-line and was advised to check fuse connections. No loose connections at this time. Fuse #8 looks as if it is not all the way pushed all the way in. Pushed in fuse and recommended to monitor.

Line C: Customer reports smelling exhaust fumes inside vehicle. Please check and advise.
Tech drove the vehicle 4 miles and let it run for 30 minutes plus. Cannot duplicate smell at this time.

1/26-1/30/08
4- days
RO# 525484
612 miles
Line A: Vehicle towed in, check engine light is on. Customer reports throttle does not responded. Inspect and advise on repairs needed.
Dlr advised intermittent incorrect operation. Vehicle towed in on 1/26/08 (Saturday) customer reported engine would not rev up when accelerator pedal depressed. Vehicle operated normally off the tow truck w/check engine light on. Technician scanned engine and body system son 1/28 and found multiple intermittent codes. P1659 T can really stuck off and found VSA code 83-1, PCM/ECM relation failure. Tech scanned ISIS for any applicable SB. Followed standard diagnostic flow chart protocol. Not able to duplicate problems. Vehicle operated normally. Tech called techline and spoke w/Brent. Recommend inspect and verify connectors for proper fit. Replace ECM (part was special ordered w/request for upgraded shipping to reduce customer inconvenient and rental car expense) technician installed PCM, verified no failure codes. Performed road test, vehicle operates normally at this time. Road test performed w/technician, customer and advisor. Vehicle runs fine at this time. Rental vehicle was provided from 1/28-1/30.

Line B: Customer reports VSA light is on
Dlr cleared intermittent codes. VSA light condition may be repaired by PCM replacement.

Line C: Customer reports power door locks were inoperative and right sliding door was inoperative during the lack of throttle response.
Dlr verified correct operation of all doors , locks and sliding doors. All normal at this time.

Line D Issued customer rental

Line E: Complimentary detail was given as a gesture of goodwill.

*** CASE MODIFY 5/19/2008 1:23:42 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 5/19/2008 1:35:05 PM, cgriffin, Action Type : Call to Customer
Spoke to Mr. [redacted] regarding his vehicle concerns. Mr. [redacted] stated his has lost all faith in his Honda Odyssey, due to the repairs that have been needed since 100 miles. Customer advised that his vehicle is currently at the dealership and has been there for "quite some time for what he believes is an electrical issue. I asked Mr. [redacted] to describe the concerns he has been having. Mr. [redacted] stated that there have been "several" occasions in which he will put his foot on the accelerate and the vehicle will not move. When this happens all of the dash lights come on.

Customer advised that there have been other times that the just the ck engine light and the VSA light will come on and the vehicle feels "sluggish". Mr. [redacted] stated that the paid "good money for this vehicle and is very disappointed in it's performance." For this reason he is requesting his money back. Apologized to Mr. [redacted] for the concerns he has had w/the vehicle. Advised that I would like the opportunity to speak to the dealership and gather complete repair details for his vehicle. Mr. [redacted] asked if AH was going to buy his vehicle back.

I told the customer that I cannot make that decision until his case has been properly reviewed. Mr. [redacted] stated that he believes in Honda the quality

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

of Honda products however, believes his veicle was poorly manufactured. Customer advised that he hopes AH will make the right decision. I told the customer that I will contact him back w/more information. Customer said thank you.

*** CASE MODIFY 5/19/2008 1:35:21 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/19/2008 3:25:59 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 5/20/2008 3:00:36 PM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Autowest Honda . Forward to Christina

*** CASE MEDIATION EVENT UPDATE 5/20/2008 3:00:45 PM, brobbins
*** MEDIATION EVENT - DOCS RECEIVED 05/20/2008 03:00:45 PM brobbins
Status: Completed
S: 05/13/2008 11:22:17 AM
D: 05/20/2008 12:00:00 AM
A: 05/20/2008 03:00:43 PM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** NOTES 5/21/2008 7:48:36 AM, mlyon, Action Type : Letter/Fax
Received fax from BBB requesting MRF. Forward to Christina

*** NOTES 5/21/2008 9:51:21 AM, cgriffin, Action Type : Call to Dealer
Left a msg for both SA Jim Andrews and SM Bruce to contact me to discuss the RO's recv'd. My contact # was given.

*** CASE MODIFY 5/21/2008 9:51:25 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 5/21/2008 9:52:39 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 5/21/2008 11:59:14 AM, brobbins, Action Type : Letter/Fax
Received from BBB copies of RO□s, vehicle registration, retail installment contract. Forward to Christina

*** NOTES 5/22/2008 4:31:32 PM, cgriffin, Action Type : Call from Dealer
Received a voice msg from SA Jim Andrews advising to please contact him on his cell phone 510-4536008 to discuss the RO's he faxed over.

*** NOTES 5/22/2008 4:32:15 PM, cgriffin, Action Type : Call to Dealer
Left a msg for SA Jim on his cell phone advising him to please give me call to discuss this customer's vehicle and the RO's received.

*** NOTES 5/22/2008 4:33:30 PM, cgriffin, Action Type : Call to Dealer
Spoke to the DPSM and went over the RO's received by the dealership. Vehicle has been to the dealership 7x for either a ck engine light or throttle concerns and has been down for a total of 28 days. Informed the DPSM that I notice the customer had an after market alarm on the vehicle that was removed. I asked was the installation of the alarm the reason for failures? DPSM advised that they have not been able to prove that it was, as after it was removed, the customer still continued to have the same problems. The DPSM explained that the main issue w/this case is that in the beginning the dealership was never able to duplicate the customer's concerns. Yes the codes were pulled however they would not re code once reset. Along with this the dealership did speak to tech-line for repair recommendation. DPSM then stated that he too has went over all of the customer's history and believes that customer should be offered a replacement vehicle out of customer satisfaction. Informed the DPSM that the customer is actually requesting a repurchase as he no longer feels confident

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

in the brand. I will make this offer to the customer per the BBB.

*** CASE FULFILL 5/22/2008 4:33:44 PM, cgriffin

Fulfilled for [redacted] due 05/20/2008 12:00:00 AM.

*** CASE MODIFY 5/22/2008 4:33:47 PM, cgriffin

into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE VSC LOOKUP 5/23/2008 2:27:00 PM, cgriffin

VSC CHECK 05/23/2008 02:27:00 PM cgriffin

The following VSC information was found

[redacted]V003222618;D72;NEW 84MO/120K, $0 DED;ACTIVE;;2007-12-26;2014-12-25;120000;35;206890;0.0

0

*** CASE CUC LOOKUP 5/23/2008 2:27:00 PM, cgriffin

CUC CHECK 05/23/2008 02:27:00 PM cgriffin

The following CUC information was found

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

*** CASE MODIFY 5/27/2008 3:01:54 PM, cgriffin

into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 5/27/2008 4:34:42 PM, cgriffin, Action Type : Call to Dealer

Spoke to SM Burt and SA Jim (via speaker phone) regarding this customer. Jim stated that Mr. [redacted] actually picked up his vehicle last Thursday. Burt advised that the customer□s vehicle has been towed into the dealership at least 3x. Each time the customer has reported that the check engine light is on and there is no response from the vehicle once the accelerator pedal is pressed. Jim explained that the customer had no response from the throttle when you would press down on the accelerator this would happen to him at start up of the vehicle. They worked w/tech-line and replaced the battery and the right multiplex unit. Soon after this repair the customer towed the vehicle back in w/the same concerns. Ck engine light on no response from the throttle. Jim advised that each time the dlr was able to pull code P1659.

I asked Burt if they have ever duplicated this issue. Burt stated that when the vehicle would come off the tow truck, they could never duplicate the throttle concern however the ck engine light would be on. Jim advised that on this last visit, they were able to duplicate the issue. As they were in the process of calling tech-line, the customer called to advise that he did not want any more repairs performed and he wanted to pick up his vehicle. Jim advised that through this entire ordeal, the customer has been very patients with them and only asked that they do everything they can to repair the vehicle.

Jim stated the thinks the customer has become very frustrated now and he has been dealing w/this every since purchase. Burt explained that the DPSM has been involved however, b/c they were not able to duplicate the issue, was hesitant on getting an FE out for repairs. Burt advised it was not until recent that they were able to duplicate the vehicle having no response from the throttle. The only thing that was able to be duplicated was the ck engine light being on w/code 1659 being pulled from it.

*** CASE MODIFY 5/27/2008 4:34:45 PM, cgriffin

into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 5/28/2008 11:16:08 AM, cgriffin

into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 5/30/2008 9:40:17 AM, cgriffin

into WIP BBB Honda Zone 12 and Status of Solving.

Case History

Case ID : [redacted]

Case Title : [redacted] BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** CASE MODIFY 5/30/2008 4:41:02 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/2/2008 9:53:13 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/2/2008 10:37:18 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/2/2008 11:01:19 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 6/2/2008 3:33:37 PM, brobbins, Action Type : Letter/Fax
Received copy of buyer□s order. New VIN: Forward to Christina

*** CASE MODIFY 6/5/2008 4:45:38 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/6/2008 4:58:53 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/10/2008 9:36:37 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE RULE ACTION 6/10/2008 9:54:37 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 6/17/2008 8:43:36 AM, mlyon, Action Type : Letter/Fax
Received Terms of Settlement from BBB. Terms are as follows:
Ms. Christina Griffin of American Honda has offered consumer Mr. [redacted] a settlement of his claim. The manufacturer has offered to repurchase the consumer□s 2008 Honda Odyssey per the terms of the California Lemon Law. No usage deduction will be taken. The transaction should take approximately 30 days to complete.
Forward to Christina

*** NOTES 6/17/2008 11:39:01 AM, brobbins, Action Type : Letter/Fax
Received loan payment history. Forward to Christina

*** CASE MODIFY 6/18/2008 9:19:59 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/26/2008 4:16:43 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/26/2008 4:54:30 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 6/27/2008 1:30:23 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 7/1/2008 2:19:10 PM, brobbins, Action Type : Letter/Fax
Received signed release from customer. Forward to Christina

*** CASE MODIFY 7/4/2008 8:06:45 PM, cgriffin

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 7/4/2008 8:06:51 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 7/11/2008 3:22:03 PM, brobbins, Action Type : Letter/Fax
Received signed release from customer. Forward to Christina

*** NOTES 7/16/2008 9:56:19 AM, cgriffin, Action Type : Call to Customer
Spoke to Mr. [redacted] and advised that I did receive his signed release form and will now put in a request for the checks needed for this transaction. Mr. [redacted] stated that he only has one concern at this point and that is because he recently made a payment. Customer apologized for not contacting me sooner to advise of the additional payment made. He made this payment shortly after mailing in his release form. I told the customer that this is not a problem. I will contact his bank to verify the payment and send out a new settlement release form w/the information received. Mr. [redacted] stated that once he receives it he will fax it back to my attention immediately. I then explained to Mr. [redacted] that once the checks have been generated, they will be sent to our third party vendor called ISG. ISG will then contact him to set up an appointment date and time to turn in his vehicle and receive his repurchase amount. They will also send the pay off check to his finance company. Mr. [redacted] had no further questions on how the process is completed and thanked me for my assistance.

*** CASE MODIFY 7/16/2008 9:57:25 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** SUBCASE [redacted] CREATE 7/16/2008 3:12:24 PM, cgriffin
Created in WIP Default with Due Date 7/16/2008 3:12:24 PM.

*** CASE MODIFY 7/16/2008 3:13:37 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 7/16/2008 3:31:13 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 7/16/2008 3:34:46 PM, cgriffin
*** MEDIATION EVENT - MRF SENT 07/16/2008 03:34:46 PM cgriffin
Status: Completed
S: 05/13/2008 11:22:00 AM
D: 05/23/2008 12:00:00 AM
A: 07/23/2008 03:34:40 PM
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION EVENT UPDATE 7/16/2008 3:35:13 PM, cgriffin
*** MEDIATION EVENT - BBB CASE RECD 07/16/2008 03:35:13 PM cgriffin
Status: Completed
S: 05/13/2008 10:55:22 AM
D: 06/23/2008 12:00:00 AM
A: 06/16/2008 03:35:07 PM
Assgn to: Mediation ()
Notes: HON0840368

*** CASE MEDIATION EVENT ADD 7/16/2008 3:35:40 PM, cgriffin

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** MEDIATION EVENT - SEND CHECK 07/16/2008 03:35:40 PM cgriffin
Status: In Progress
S: 07/16/2008 03:35:18 PM
D: 07/23/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION ADD/MODIFY 7/16/2008 3:37:13 PM, cgriffin
*** MEDIATION DECISION 07/16/2008 03:37:13 PM cgriffin
Proc: Mediation
Dcsn: Buyback-Replace
Cust: Buyback-Replace
AHM: Buyback-Replace Rsn: Excessive Repairs
Arb Mthd: Please Specify Outcome: Please Specify
Ref: CHRISTINA GRIFFIN
Rel: [redacted]

*** CASE MODIFY 7/16/2008 3:38:39 PM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 7/17/2008 8:47:06 AM, brobbins, Action Type : Letter/Fax
Received copy of loan pay off quote. Forward to Christina

*** CASE MODIFY 7/17/2008 10:35:51 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** CASE MODIFY 7/17/2008 10:59:48 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** NOTES 7/17/2008 11:07:10 AM, cgriffin, Action Type : Note-General
Contacted Bank of America (customer's lienholder) to verify the payment Mr. [redacted] stated he recently made. Payment was verified. Total number of payments made is now 6. Also reconfirmed the payments amounts the customer made each month, as with some months the customer paid extra. Customer payment amount history as confirmed by Bank of America is as follows:

1st month-- $1261.17
2nd Month-- $ 1261.17
3rd month-- $ 1200.00
4th month-- $ 1200.00
5th month-- $ 661.17
6th month--$ 661.17

total $6244.68

*** CASE MODIFY 7/17/2008 11:26:26 AM, cgriffin
into WIP BBB Honda Zone 12 and Status of Solving.

*** SUBCASE [redacted] DISPATCH 7/17/2008 12:27:54 PM, cgriffin

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

from WIP SUB CASES to Queue CK Req - Mediation Mgr.

*** SUBCASE [redacted] DISPATCH 7/17/2008 12:29:12 PM, cgriffin

from WIP SUB CASES to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 7/17/2008 12:29:24 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** NOTES 7/17/2008 1:03:55 PM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Christina

*** SUBCASE [redacted] 7/17/2008 1:47:18 PM, dmontgom, Action Type :

Check Requistion for 8,244.68 $ submitted

Check Requistion for 8,244.68 $ submitted by dmontgom

*** SUBCASE [redacted] RETURN 7/17/2008 1:47:36 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP SUB CASES.

*** SUBCASE [redacted] 7/17/2008 1:47:56 PM, dmontgom, Action Type :

Check Requistion for 28,428.53 $ submitted

Check Requistion for 28,428.53 $ submitted by dmontgom

*** SUBCASE N042008-05-1300753-3 RETURN 7/17/2008 1:48:13 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP SUB CASES.

*** CASE FULFILL 7/17/2008 3:11:54 PM, cgriffin

Fulfilled for [redacted] due 05/22/2008 12:00:00 AM.

*** COMMIT 7/17/2008 3:11:56 PM, cgriffin, Action Type : N/A

send check

*** CASE MODIFY 7/17/2008 3:12:08 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/17/2008 3:12:16 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/18/2008 2:24:43 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** SUBCASE [redacted] COMMIT 7/21/2008 8:02:51 AM, cgriffin, Action Type : External Commitment

Check processed for check_req_no = 7672 on 2008-07-18-00.00.00.000000

*** SUBCASE [redacted] COMMIT 7/21/2008 8:03:19 AM, cgriffin, Action Type : External Commitment

Check processed for check_req_no = 7671 on 2008-07-18-00.00.00.000000

*** CASE MODIFY 7/21/2008 10:27:39 AM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/21/2008 10:29:08 AM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/21/2008 10:29:12 AM, cgriffin

into WIP Ck Reqs and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

*** SUBCASE [redacted] FULFILL 7/22/2008 1:45:22 PM, cgriffin
Fulfilled for [redacted] due ?/?/? ?:?:?.
*** SUBCASE [redacted] FULFILL 7/22/2008 1:45:27 PM, cgriffin
Fulfilled for [redacted] due ?/?/? ?:?:?.
*** CASE MEDIATION EVENT UPDATE 7/23/2008 1:41:03 PM, cgriffin
*** MEDIATION EVENT - SEND CHECK 07/23/2008 01:41:03 PM cgriffin
Status: In Progress
S: 07/16/2008 03:35:18 PM
D: 07/23/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CHECKS SENT TO ISG VIA FEDEX- TRACKING # [redacted]
*** CASE MEDIATION EVENT UPDATE 7/23/2008 1:41:07 PM, cgriffin
*** MEDIATION EVENT - SEND CHECK 07/23/2008 01:41:07 PM cgriffin
Status: Completed
S: 07/16/2008 03:35:18 PM
D: 07/23/2008 12:00:00 AM
A: 07/23/2008 01:41:06 PM
Assgn to: Mediation ()
Notes: CHECKS SENT TO ISG VIA FEDEX- TRACKING #[redacted]
*** CASE MODIFY 7/23/2008 1:41:09 PM, cgriffin
into WIP Ck Reqs and Status of Solving.
*** NOTES 7/23/2008 1:43:12 PM, cgriffin, Action Type : Call to Customer
Spoke to Mr. [redacted] and advised that his information has been sent over to our vendor ISG. ISG will contact him to set up a date in time in which the transaction will take place. I told the customer that i will follow up w/him in a week to check on the status. Customer said thank you.
*** CASE FULFILL 7/23/2008 1:43:19 PM, cgriffin
Fulfilled for [redacted] due 07/23/2008 12:00:00 AM.
*** COMMIT 7/23/2008 1:43:21 PM, cgriffin, Action Type : N/A
has ISG appointment been made?
*** CASE MODIFY 7/23/2008 1:44:10 PM, cgriffin
into WIP Ck Reqs and Status of Solving.
*** CASE MODIFY 7/23/2008 1:44:28 PM, cgriffin
into WIP Ck Reqs and Status of Solving.
*** NOTES 7/25/2008 2:40:51 PM, mlyon, Action Type : Letter/Fax
Received signed Settlement release agreement. Forward to Christina
*** NOTES 7/29/2008 4:08:57 PM, cgriffin, Action Type : Note-General
Was advised by ISG that the above referenced vehicle surrender will be completed on 7/30/2008, 01:00 PM at AUTO WEST HONDA FREMONT/206890.
*** CASE MODIFY 7/29/2008 4:10:01 PM, cgriffin

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

into WIP Ck Reqs and Status of Solving.

*** SUBCASE [redacted] CLOSE 7/29/2008 4:10:07 PM, cgriffin
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 7/29/2008 4:10:07 PM, cgriffin
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 7/29/2008 4:10:07 PM, cgriffin
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2008 4:10:08 PM, cgriffin
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/29/2008 4:10:28 PM, cgriffin
with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 7/29/2008 4:11:00 PM, cgriffin
*** MEDIATION EVENT - TRANSFER AGENT MTG 07/29/2008 04:11:00 PM cgriffin
Status: In Progress
S: 07/29/2008 04:10:44 PM
D: 08/01/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 7/30/2008, 01:00 PM

*** CASE MEDIATION EVENT ADD 7/29/2008 4:11:26 PM, cgriffin
*** MEDIATION EVENT - REPAIR SCHEDULED 07/29/2008 04:11:26 PM cgriffin
Status: In Progress
S: 07/29/2008 04:11:00 PM
D: 08/11/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAS VEHICLE BEEN REPAIRED

*** CASE MODIFY 7/29/2008 4:11:29 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE ASSIGN 7/29/2008 4:11:36 PM, cgriffin
[redacted] to mlyon, WIP

*** CASE RULE ACTION 7/29/2008 4:11:37 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/30/2008 8:16:50 AM, mlyon
into WIP Default and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 7/30/2008 8:19:31 AM, mlyon
*** MEDIATION EVENT - TRANSFER AGENT MTG 07/30/2008 08:19:31 AM mlyon
Status: Completed

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

S: 07/29/2008 04:10:44 PM
D: 08/01/2008 12:00:00 AM
A: 07/30/2008 08:19:24 AM
Assgn to: Mediation ()
Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 7/30/2008, 01:

*** CASE MEDIATION EVENT UPDATE 7/30/2008 8:19:46 AM, mlyon
*** MEDIATION EVENT - REPAIR SCHEDULED 07/30/2008 08:19:46 AM mlyon
Status: Completed
S: 07/29/2008 04:11:00 PM
D: 09/10/2008 12:00:00 AM
A: 07/30/2008 08:19:44 AM
Assgn to: ISG ()
Notes:

*** CASE CHG STATUS 7/30/2008 8:20:15 AM, mlyon
from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT ADD 3/5/2009 3:05:20 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 03/05/2009 03:05:20 PM mlyon
Status: In Progress
S: 03/05/2009 03:05:02 PM
D: 04/14/2009 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation (ADESA LOS ANGELES AUTO AUCTION)
Notes:

*** CASE MEDIATION EVENT UPDATE 3/17/2009 1:52:53 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 03/17/2009 01:52:53 PM mlyon
Status: Completed
S: 03/05/2009 03:05:02 PM
D: 04/14/2009 12:00:00 AM
A: 03/17/2009 01:52:52 PM
Assgn to: Mediation (ADESA LOS ANGELES AUTO AUCTION)
Notes:

*** CASE MEDIATION EVENT ADD 3/17/2009 1:52:59 PM, mlyon
*** MEDIATION EVENT - DISCLOSURE REQUESTED 03/17/2009 01:52:58 PM mlyon
Status: Completed
S: 03/17/2009 01:52:53 PM
D: ?/?/? ?:?:?
A: 03/17/2009 01:52:56 PM
Assgn to: ISG ()
Notes:

*** NOTES 3/17/2009 1:53:13 PM, mlyon, Action Type : Note-General
Buying dealer and dealer disclosure signed off by:

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON0840368 - CHECK ENGINE / VSA LIGHTS ON

Quaility Auto Wholesalers 2110 Lawrence Ave East Scarborough, ON M1R 3A3
03/16/09

*** CASE CLOSE 3/17/2009 1:53:19 PM, mlyon
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/18/2009 8:48:11 AM, mlyon
with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 6/18/2009 8:48:36 AM, mlyon
*** MEDIATION EVENT - SALES TAX RECOVERY 06/18/2009 08:48:36 AM mlyon
Status: Completed
S: 05/07/2009 08:48:23 AM
D: 08/18/2009 12:00:00 AM
A: 06/18/2009 08:48:33 AM
Assgn to: ISG ()
Notes:

*** CASE CLOSE 6/18/2009 8:54:14 AM, mlyon
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Case Details

Case ID : [redacted]
Division : Honda - Auto
Condition : Closed
Open Date : 6/20/2011 8:22:46 AM
Case Originator : Laura Aldrich (Team CC)
Sub Division : Satellite Center
Status : Closed
Close Date : 7/5/2011 8:40:05 AM
Case Owner : Aaron Goldberg (Team CA)
Method : Phone
Queue :
Days Open : 15
Last Closed By : Aaron Goldberg (Team CA)
Point of Origin : Customer
Wipbin :
Case Title : 09A - [redacted] R30 ASSISTANCE REQUEST
No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted] 7 S
VIN Type / No. : US VIN / 5FNRL38698B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 23,287
In Service Date : 12/06/2007
Months In Use : 42
Engine Number : J35A74201869
Originating Dealer No. / Name : 206869 / HONDA OF ITHACA
Selling Dealer No. / Name : 206778 / DICK IDE HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206778 / DICK IDE HONDA
Phone No. : 585-586-2820
Address : 875 PANORAMA TRAIL
City / State / Zip : ROCHESTER, NY 14625
Svc District / Sls District : 09A / A09
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 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
[redacted] / [redacted]	Subcase Close	Campaign	Eligibility	4130A5	BLEED THE BRAKE SYS
[redacted] / [redacted]	Subcase Close	Campaign	Eligibility	4130A5	BLEED THE BRAKE SYS

Issue Details

Issue ID : [redacted]
Issue Originator : Laura Aldrich
Issue Owner : Laura Aldrich
Issue Title : [redacted] - CAMPAIGN - ELIGIBILITY

Disposition: Information
Type 1 : Campaign
Type 2 : Eligibility

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/20/2011 8:33:42 AM
Close Date : 6/20/2011 8:33:49 AM

Coding Info :

Labor Code / Desc : 4130A5 / BLEED THE BRAKE SYSTEM, AND INSTALL MO
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : R30 / 07-08 ODYSSEY ELEMEN
Temperament Code : Cold
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
57110-SCV-A11	MODULATOR ASSY., VSA	Not Applicable

Issue Details

Issue ID : [redacted]
Issue Originator : Aaron Goldberg
Issue Owner : Aaron Goldberg
Issue Title : [redacted] - CAMPAIGN - ELIGIBILITY

Disposition: Complaint
Type 1 : Campaign
Type 2 : Eligibility

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/27/2011 10:06:47 AM
Close Date : 7/5/2011 8:40:05 AM

Coding Info :

Labor Code / Desc : 4130A5 / BLEED THE BRAKE SYSTEM, AND INSTALL MO
Condition Code Desc Other 413X
Campaign Code / Desc : R30 / 07-08 ODYSSEY ELEMEN
Temperament Code : Cold
Resolutions : Documented Concern
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
57110-SHJ-964	MODULATOR ASSY., VSA	Not Applicable

Case History

Case ID : [redacted] Case Title : 09A - [redacted] - R30 ASSISTANCE REQUEST

*** CASE CREATE 6/20/2011 8:22:46 AM, laldrich
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/20/2011 8:23:04 AM, laldrich
into WIP default and Status of Solving.

*** CASE MODIFY 6/20/2011 8:30:23 AM, laldrich
into WIP default and Status of Solving.

*** NOTES 6/20/2011 8:31:06 AM, laldrich, Action Type : Call from Customer
The customer□s information was verified. The customer is calling AHM because he had the VSA modulator recall completed last year, and now the brake pedal is soft again.
Per CRMS, I verified the vehicle was included in the recall. The VSA light is coming on, he is a mechanic. I advised the customer the vehicle would need to be diagnosed and if it is related AHM, he may work through the SM to get the recall completed again.

*** CASE CREATE 6/20/2011 8:33:42 AM, laldrich
Number = [redacted] Created in WIP default with due date 06/21/2011 08:33:42 AM..

*** SUBCASE [redacted] CREATE 6/20/2011 8:33:42 AM, laldrich, Action Type :
Created in WIP default with due date 06/21/2011 08:33:42 AM.

*** SUBCASE [redacted] MODIFY 6/20/2011 8:33:48 AM, laldrich
into WIP default and Status of Solving.

*** SUBCASE [redacted] CLOSE 6/20/2011 8:33:49 AM, laldrich
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/20/2011 2:12:14 PM, laldrich
into WIP default and Status of Solving.

*** CASE CLOSE 6/20/2011 2:12:16 PM, laldrich
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/27/2011 7:09:17 AM, psamanie
with Condition of Open and Status of Solving.

*** NOTES 6/27/2011 7:24:13 AM, psamanie, Action Type : Call from Customer
The customer called stating that his brake is still soft. The customer stated that he took the vehicle to Dick Ide Honda for an inspection. The customer stated that he just picked up the vehicle and it is still the same. The customer stated that he was advised that the abs unit was replaced because the brake light had been on. The customer stated that he was advised that the brakes and rotors need to be replaced, and afterward the master cylinder needs to be replaced as well for about $350. The customer stated that his brake pedal is still soft. The customer stated that the dealer only wants to charge him and is not giving him the proper diagnosis. The customer stated that his contact at the dealer is Linda. The customer stated that the vehicle is not old and he should not have to pay to replace so many parts. The customer advised he was also charged $115 for a diagnosis. I advised that the case will be forwarded to a cm for review. I advised that he will be contacted in 24-48 business hours. There were no further questions. The customer was thanked for contacting AHM.

*** CASE MODIFY 6/27/2011 7:24:27 AM, psamanie
into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2011 7:25:13 AM, psamanie
into WIP default and Status of Solving.

Case History

Case ID : [redacted]

Case Title : 09A - [redacted] - R30 ASSISTANCE REQUEST

*** CASE DISPATCH 6/27/2011 7:25:58 AM, psamanie
from WIP default to Queue Chino Team CC.

*** NOTES 6/27/2011 7:26:40 AM, psamanie, Action Type : Note-General
The customer is requesting assistance with R30

The case will be dispatched to chino team CA

*** CASE YANKED 6/27/2011 7:26:50 AM, psamanie
Yanked by psamanie into WIPbin default.

*** CASE DISPATCH 6/27/2011 7:27:03 AM, psamanie
from WIP default to Queue Chino Team CA.

*** CASE YANKED 6/27/2011 10:03:46 AM, agoldber
Yanked by agoldber into WIPbin default.

*** CASE MODIFY 6/27/2011 10:04:48 AM, agoldber
into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2011 10:06:07 AM, agoldber
into WIP default and Status of Solving.

*** CASE CREATE 6/27/2011 10:06:47 AM, agoldber
Number = [redacted] Created in WIP default with due date 06/28/2011 10:06:47 AM..

*** SUBCASE [redacted] CREATE 6/27/2011 10:06:47 AM, agoldber, Action Type :
Created in WIP default with due date 06/28/2011 10:06:47 AM.

*** NOTES 6/27/2011 10:11:12 AM, agoldber, Action Type : Call to Customer
I called customer at the daytime/evening number and reached VM. I left an introductory message for Mr. [redacted] requesting a return call regarding their concern with a soft brake issue. I provided my contact information and office hours.

*** COMMIT 6/27/2011 10:11:19 AM, agoldber, Action Type : N/A
R30 - call customer (2nd attempt)

*** NOTES 7/1/2011 8:09:34 AM, agoldber, Action Type : Call to Customer
I called customer at the daytime/evening number and spoke with Mr. [redacted]. I verified all customer contact information in CRMS.

I asked customer how I may be of any assistance. Customer stated that he still has a soft brake pedal, even after having the soft brake pedal replaced and after having the ABS modulator replaced. Customer stated that the brakes have been bled a couple of times. Customer stated that the issue is intermittent.

Customer stated that a couple of weeks ago, he took vehicle to Dick Ide Honda and spoke with Linda who advised customer that upon diagnoses of the vehicle determined that the rear brake and rotors need to be replaced, and customer would need to have the master cylinder replaced, at a cost of approximately $350.00.

Customer was advised that this recall does not include any repairs to the master cylinder. Customer contends that the master cylinder is defective and AHM should cover it. Customer was advised that the master cylinder is covered under the manufacturer□s warranty which has since expired. Customer was advised that should he request assistance with components not covered under a campaign or under warranty and the dealership will not work with him, he would actually need to contact our Product Concerns department.

Case History

Case ID : [redacted]

Case Title : 09A - [redacted] - R30 ASSISTANCE REQUEST

I advised customer that another option he has is perhaps having another authorized Honda dealership diagnose vehicle and if the concern is a direct match to the Air in VSA Modulator recall, the dealership can review to possibly perform the recall a second time, however if the symptoms do not relate back to the recall, the customer would be responsible for the diagnosis and repair.

Customer was advised as well that brake pads and rotors are wear and tear and not covered under warranty.

Customer did not commit to what he will do, and thanked me for my time.

*** NOTES 7/1/2011 8:13:37 AM, agoldber, Action Type : Note-Resolution

Customer called AHM requesting assistance with rear brakes and a brake master cylinder which customer stated that Honda dealership needed to be replaced, as has a soft brake pedal.

Customer was advised that brake pads and rotors are wear and tear and not covered under warranty and the master cylinder is only covered under the manufacturer□s warranty, which has since expired. Customer was advised that should he choose to have a different Honda diagnose vehicle, if determined that the diagnosis matches that of the safety recall for soft brake pedal, the dealership may be able to review possibly performing the recall a second time, otherwise if the symptoms do not relate back to the recall, the customer would be responsible for the diagnosis and repair.

Customer did not commit to what he will do, therefore I will close case.

*** CASE FULFILL 7/1/2011 8:14:23 AM, agoldber

Fulfilled for [redacted] due 07/01/2011 12:00:00 AM.

*** COMMIT 7/1/2011 8:14:24 AM, agoldber, Action Type : N/A

CLOSE CASE

*** NOTES 7/5/2011 8:39:31 AM, agoldber, Action Type : Note-General

CLOSE CASE

*** CASE FULFILL 7/5/2011 8:39:55 AM, agoldber

Fulfilled for [redacted] due 07/07/2011 12:00:00 AM.

*** SUBCASE [redacted] CLOSE 7/5/2011 8:40:05 AM, agoldber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2011 8:40:05 AM, agoldber

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

Case Details

Case ID :	[redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/4/2008 1:41:37 PM
Case Originator :	Michael Lyon (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date :	9/12/2008 3:17:22 PM
Case Owner :	Jennell Fort (Team HA)	Method :	Mail	Queue :		Days Open :	8
Last Closed By :	Jennell Fort (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[redacted] - FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[redacted]029
VIN Type / No. :	US VIN / 5FNRL38678B4[redacted]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3868JW / A
Miles / Hours :	1,050
In Service Date :	06/28/2008
Months In Use :	3
Engine Number :	J35A74206215
Originating Dealer No. / Name :	207087 / AUTOSPORT HONDA
Selling Dealer No. / Name :	207087 / AUTOSPORT HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207087 / AUTOSPORT HONDA
Phone No. :	908-722-5566
Address :	1201 ROUTE 22 WEST
City / State / Zip :	BRIDGEWATER, NJ 08807
Svc District / Sls District :	05F / B05
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 :	C.R.	Party 3 :	Not Applicable
Party 2 :	Techline	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	413	Master Cylinder
[redacted] / [redacted] - PRO	Subcase Close	Product	Operation	123	Emission test FI

Mediation Details

Case ID [redacted]
Process : Mediation
Document Ref : TERENCE TONG
Related Case : [redacted]
Arbitration Method : Please Specify
Arbitration Outcome : Please Specify

Final Decision : No Action Required
Customer Position : Buyback-Repurchase
AHM Position : Repair Available

Descision Updated :9/12/2008 3:17:18 PM

Last Updated : 9/12/2008 3:17:18 PM By : jfort

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	$0.00	$0.00			

Mediation Activity :

*** Event Type / Status : Final Notice Recd / Cancelled
Assigned To : Mediation ()
Last Updated / By : 9/12/2008 3:13:11 PM / jfort
Start Date : 7/28/2008 1:45:02
Due Date : 9/8/2008
Actual Date : 9/12/2008 3:13:05
Notes : CONTACT AND COMPLETE TIME 10 DAYS

*** Event Type / Status : Docs Received / Cancelled
Assigned To : Mediation ()
Last Updated / By : 9/12/2008 3:13:57 PM / jfort
Start Date : 9/4/2008 1:45:40
Due Date : 9/11/2008
Actual Date : 9/12/2008 3:13:55
Notes : HAVE RO'S ARRIVED FROM DEALER

*** Event Type / Status : Notify Zone of Open / Completed
Assigned To : Mediation ()
Last Updated / By : 9/4/2008 1:45:56 PM / mlyon
Start Date : 9/4/2008 1:45:53
Due Date :
Actual Date : 9/4/2008 1:45:55
Notes : DPSM (AZM/ZM)

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Jennell Fort
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/4/2008 1:42:08 PM
Close Date : 9/12/2008 3:12:34 PM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
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

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Lyon
Issue Owner : Jennell Fort
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/4/2008 1:45:00 PM
Close Date : 9/12/2008 3:12:48 PM

Coding Info :

Labor Code / Desc : 123 / Emission test FI
Condition Code Desc Check Engine Lt 1231
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted]

Case Title : [redacted] - FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON

*** CASE CREATE 9/4/2008 1:41:37 PM, mlyon
Contact = [redacted], Priority = N/A, Status = Solving.

*** NOTES 9/4/2008 1:41:37 PM, mlyon, Action Type :
Received Opportunity for Final Repair from customer on 08/29/08. Customer letter dated 08/25/08
Customer Contention: VSA / Check engine light on
Resolution Sought: Final Repair

*** No tech line report found for this VIN/customer. No Previous case

*** SUBCASE [redacted] CREATE 9/4/2008 1:42:08 PM, mlyon
Created in WIP Default with Due Date 9/4/2008 1:42:08 PM.

*** SUBCASE [redacted] CREATE 9/4/2008 1:45:00 PM, mlyon
Created in WIP Default with Due Date 9/4/2008 1:45:00 PM.

*** CASE MEDIATION ADD/MODIFY 9/4/2008 1:45:15 PM, mlyon
*** MEDIATION DECISION 09/04/2008 01:45:15 PM mlyon
Proc: Final Repair
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: JENNELL FORT
Rel: [redacted]

*** CASE MEDIATION EVENT ADD 9/4/2008 1:45:40 PM, mlyon
*** MEDIATION EVENT - FINAL NOTICE RECD 09/04/2008 01:45:40 PM mlyon
Status: In Progress
S: 07/28/2008 01:45:02 PM
D: 09/08/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE TIME 10 DAYS

*** CASE MEDIATION EVENT ADD 9/4/2008 1:45:53 PM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 09/04/2008 01:45:53 PM mlyon
Status: In Progress
S: 09/04/2008 01:45:40 PM
D: 09/11/2008 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION EVENT ADD 9/4/2008 1:45:57 PM, mlyon
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/04/2008 01:45:57 PM mlyon
Status: Completed

Case History

Case ID : [redacted] Case Title : [redacted] FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON

S: 09/04/2008 01:45:53 PM
D: ?/?/? ?:?:?
A: 09/04/2008 01:45:55 PM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 9/4/2008 1:45:58 PM, mlyon, Action Type :
Made to [redacted] due 09/05/2008 01:46:17 PM.
DCS Follow-Up

*** COMMIT 9/4/2008 1:45:59 PM, mlyon, Action Type : N/A
Made to [redacted] due 09/05/2008 08:30:00 AM.
Final notice received. Contact and complete by 09/08

*** NOTES 9/4/2008 1:46:26 PM, mlyon, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/5/2008 1

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

VSA / Check engine 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon
Mediation Department
American Honda Motors

*** NOTES 9/4/2008 1:46:30 PM, mlyon, Action Type : Letter/Fax
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 9/4/2008 1:50:27 PM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 9/4/2008 1:50:29 PM, mlyon
[redacted] to jfort, WIP

*** CASE RULE ACTION 9/4/2008 1:50:29 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 9/4/2008 1:50:40 PM, mlyon
[redacted] to jfort, WIP

*** SUBCASE N042008-09-0401247-1 RULE ACTION 9/4/2008 1:50:40 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 9/4/2008 1:50:44 PM, mlyon

Case History

Case ID : [redacted] Case Title : [redacted] - FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON [redacted] to jfort, WIP

*** SUBCASE [redacted] RULE ACTION 9/4/2008 1:50:45 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/4/2008 3:33:16 PM, ttong, Action Type : Call to Dealer

Spoke to Thomas T/SM of Autosport. He advised that he wasn't involved on the first visits but from the 2nd to 3rd visits, he was fully involved. Customer originally came in with MIL and VSA light on. They scan the code and found DTC P2138 (Acceleration Pedal Positioning Sensor) intermittent failure. They were unable to duplicate the concern again at that time. Dealershp release the car with not MIL. Customer return 1 month later with NO MIL and they found DTC P2138, P0102, P2127, and P2211. Thomas contacted T/L and was asked to replaced the APPS. Vehicle return less than 100 miles later with the same set of codes again. Thomas contacted T/L again and was advised if no other electrical connection have problem, he'll have to replace PCM. Dealership replaced the PCM and test drove for about 100 miles. MIL did not return and no symptom presented as of 8/25.

*** NOTES 9/4/2008 3:35:28 PM, ttong, Action Type : Field/DSM

Spoke to Bill H/DPSM. Advised of the situation. Customer had send in his final repair request as of 8/25, ACS received the letter on 8/29. Mediation was notified of this final repair today. Asked if Bill is going to be at the dealership by Monday? No. He's off tomorrow and not scheduled for Autosport on Monday. He agreed to contact Thomas/SM at Autosport to follow up. Advised that we'll contact the customer tomorrow to advise of his Monday appointment.

*** NOTES 9/5/2008 8:06:30 AM, ttong, Action Type : Call to Customer

Spoke to customer at work. He's very happy and surprised corporate had taken interested and called him personally regarding his vehicle. Customer expressed his dissatisfaction about what had happened to his Odyssey. Apologized for the customer's circumstances. He explained that between him and his wife, they must have owned 5 Honda (CRX, Accord, Accord Wagon, Civic, Accord). This is the first Odyssey they've purchased and within 2 months, the same safety concern happened over and over again. Apologized again to the customer. Advised that we had spoken to Thomas/SM regarding his vehicle. CM can attest that his problem is very unusual. Explained that the DTC is so uncommon, CM had to look it up to see what it mean. Customer stated Thomas said he had contacted Honda to find the root cause, but was told they have no information? Explained that Thomas did contact our help desk twice regarding his repair. We do not believe it is a known issue and no further investigation was done at this time. Explained that they found the DTC code, replaced the part, then the moved on to the next "junction" and replaced the PCM. Customer confirmed that's how he was explained by Thomas too.

Customer asked what's next? Asked if the MIL is currently on? No, he had been driving the car as his wife doesn't feel safe. Apologized for his situation. Explained that however, he had given us 10 days to repair his car. At this time, there's no symptoms or problems with the car for us to repair. We don't just want to call it quits but still wants to have his vehicle checked, think of it as a doctor follow up visits. Customer said he's not available for the week of 9/8 but maybe able to make it the week after. Explained that he can work directly with Thomas to make a schedule that's best suited to him. ACS will follow up with the dealership on his appointment.

Customer once again, thanked Honda for talking to him directly regarding his concern.

*** NOTES 9/5/2008 8:31:01 AM, ttong, Action Type : Field/DSM

Spoke to Bill H/DPSM. Provided the update. Explained that we understood his next week is booked and customer stated he is busy the week of the 8th. He stated he'll be back the week of the 15th and will schedule directly with Thomas/SM. Bill asked if that's necessary and if we'll consider providing some goodwill. Explained to Bill that customer had shown to be quite loyal to the brand and had taken exceptional appreciation on the fact that AHM contacted him directly. CM feel that if we show some gestures, the goodwill will go even further. Bill understood. CM has consider providing him with a VSC pending inspection.

*** NOTES 9/5/2008 9:26:10 AM, ttong, Action Type : Call to Dealer

Called and spoke to Thomas T/SM. Updated him with the conversation we have with the customer. Thomas is confident of his repair. Explained the MIL is not on at this time. However, after speaking to the customer, he'll be back next week for an inspection. Thomas understood, he'll wait for the customer's call back.

Case History

Case ID : [redacted] Case Title : [redacted] - FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON

*** CASE YANKED 9/5/2008 9:26:19 AM, ttong
Yanked by ttong into WIPbin Default.
*** CASE FULFILL 9/5/2008 9:26:28 AM, ttong
Fulfilled fo[redacted] due 09/05/2008 08:30:00 AM.
*** COMMIT 9/5/2008 9:26:30 AM, ttong, Action Type : N/A
cust scheduled?
*** CASE FULFILL 9/5/2008 9:26:53 AM, ttong
Fulfilled fo[redacted] due 09/05/2008 01:46:17 PM.
*** CASE MEDIATION ADD/MODIFY 9/10/2008 1:23:18 PM, mlyon
*** MEDIATION DECISION 09/10/2008 01:23:18 PM mlyon
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: TERENCE TONG
Rel:[redacted]
*** NOTES 9/12/2008 9:24:01 AM, ttong, Action Type : Call to Customer
Spoke to Mr[redacted] He advised that he's on vacation with his family so he hadn't been to the dealership. Advised we understood, we are following up to see if he will be available next week. He advised that he'll contact Thomas T/SM of Autosport directly once he's back in town. Inquired how's the car running? Customer confirmed that he hadn't had any problem since the last repair and everything has been good. Mr [redacted] appreciate the follow up call. Asked if he still have CM's number? Yes he does at home. We welcome his call anytime down the road, we are here to help. Customer appreciate the support from corporate very much. Advised that he hadn't had any problems since the last repair, there is no need for a final repair at this time. Customer understood.
*** NOTES 9/12/2008 10:06:23 AM, ttong, Action Type : Letter/Fax
September 12, 2008

[redacted]
Mountainside, NJ [redacted]

Re: 2008 Honda Odyssey VIN: 5FNRL38678B[redacted]

Dear Mr.[redacted]

In accordance with you Final Repair Notice received on Sep 4, 2008 we contacted you on Sep 5, 2008 in order to schedule an appointment with District Parts and Service Manager, Bill Hallsworth at Autosport Honda.

You notified me at that time that the vehicle has been repaired and returned and your intention is for a final inspection on the week of Sep 15, 2008.

Subsequently, on Sep 12, 2008. You have advised that you ll contact Thomas T, Service Manager of Autosport Honda at your convenience when you return

Case History

Case ID : [redacted] Case Title : [redacted] FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON

home and at this time, you do not need American Honda's participation further.

Should you have any concerns with your vehicle, please notify me directly in writing so I can arrange your final repair or inspection. American Honda still reserves the right to have a final opportunity to repair or inspect your vehicle.

Sincerely,
AMERICAN HONDA MOTOR CO. INC

*** CASE YANKED 9/12/2008 3:10:14 PM, jfort
Yanked by jfort into WIPbin default.

*** SUBCASE [redacted] CLOSE 9/12/2008 3:12:34 PM, jfort
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 9/12/2008 3:12:48 PM, jfort
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 9/12/2008 3:12:52 PM, jfort
Fulfilled for [redacted] due 09/12/2008 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 9/12/2008 3:13:11 PM, jfort
*** MEDIATION EVENT - FINAL NOTICE RECD 09/12/2008 03:13:11 PM jfort
Status: Cancelled
S: 07/28/2008 01:45:02 PM
D: 09/08/2008 12:00:00 AM
A: 09/12/2008 03:13:05 PM
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE TIME 10 DAYS

*** CASE MEDIATION EVENT UPDATE 9/12/2008 3:13:57 PM, jfort
*** MEDIATION EVENT - DOCS RECEIVED 09/12/2008 03:13:57 PM jfort
Status: Cancelled
S: 09/04/2008 01:45:40 PM
D: 09/11/2008 12:00:00 AM
A: 09/12/2008 03:13:55 PM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER

*** NOTES 9/12/2008 3:14:43 PM, jfort, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Please forward all hard copies of customers repair order history.
Fax to [redacted]

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

Case History

Case ID : [redacted]

Case Title : [redacted]- FINAL REPAIR - VSA / CHECK ENGINE LIGHT ON

Thank you for your attention to this matter.

Jennell Fort
Automobile Customer Service

*** CASE MEDIATION ADD/MODIFY 9/12/2008 3:17:18 PM, jfort
*** MEDIATION DECISION 09/12/2008 03:17:18 PM jfort
Proc: Mediation
Dcsn: No Action Required
Cust: Buyback-Repurchase
AHM: Repair Available Rsn: Customer No Show
Arb Mthd: Please Specify Outcome: Please Specify
Ref: TERENCE TONG
Rel: [redacted]
*** CASE CLOSE 9/12/2008 3:17:22 PM, jfort
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [redacted]	Division :	Honda - Auto	Condition :	Closed	Open Date : 8/24/2010 9:16:51 AM
Case Originator : Brian Robbins (Team MA)	Sub Division :	Mediation	Status :	Closed	Close Date : 8/17/2011 11:15:31 AM
Case Owner : Michael Lyon (Team MA)	Method :	Mail	Queue :		Days Open : 358
Last Closed By : Michael Lyon (Team MA)	Point of Origin :	Customer	Wipbin :		

Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [redacted]047
VIN Type / No. : US VIN / 5FNRL38678B[redacted]
Model / Year : ODYSSEY / 2008
Model ID / Product Line : RL3868JW / A
Miles / Hours : 30,458
In Service Date : 08/23/2008
Months In Use : 24
Engine Number : J35A74215995
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 : 5
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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 : Techline
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
[redacted] / [redacted] PRODUC	Subcase Close	Product	Operation	123	Emission test FI
[redacted] / [redacted] PRODUC	Subcase Close	Product	Operation	413	Master Cylinder
[redacted] / [redacted] PRODUC	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID [redacted]
Process : Arbitration
Document Ref : ANTHONY VARON
Related Case : NONE
Arbitration Method : In Person
Arbitration Outcome : Customer

Final Decision : Buyback-Repurchase
Customer Position : Buyback-Repurchase
AHM Position : Repair

Descision Updated : 10/7/2010 9:07:34 AM

Last Updated : 10/7/2010 9:07:34 AM By : mlyon

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	($38,336.00)	($38,336.00)	11/2/2010 1:48:57 PM	11/2/2010 1:48:57 PM	avaron
Auction Proceeds	$20,550.00	$19,097.00	1/10/2011 9:10:59 AM	1/10/2011 9:11:11 AM	mlyon
Sales Tax Refund	$536.00	$536.00	8/17/2011 11:15:26 AM	8/17/2011 11:15:26 AM	mlyon
Total Amount	($17,250.00)	($18,703.00)			

Mediation Activity :

*** Event Type / Status :	Final Notice Recd / Completed	Start Date :	8/24/2010 9:18:14	Notes :	CONTACT AND COMPLETE IN 10 DAYS
Assigned To :	Mediation ()	Due Date :	9/3/2010		
Last Updated / By :	8/27/2010 8:13:09 AM / avaron	Actual Date :	8/27/2010 8:13:06		
*** Event Type / Status :	Docs Received / Completed	Start Date :	8/24/2010 9:30:42	Notes :	HAVE RO'S ARRIVED FROM DEALER?
Assigned To :	Mediation ()	Due Date :	8/31/2010		
Last Updated / By :	8/25/2010 11:15:13 AM / mlyon	Actual Date :	8/25/2010 11:15:10		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	8/24/2010 9:31:04	Notes :	DPSM (AZM/ZM)
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	8/24/2010 9:31:22 AM / brobbins	Actual Date :	8/24/2010 9:31:10		
*** Event Type / Status :	BBB Case Recd / Completed	Start Date :	8/24/2010 1:30:02	Notes :	HON1023656
Assigned To :	Mediation ()	Due Date :	9/1/2010		
Last Updated / By :	9/7/2010 8:37:56 AM / avaron	Actual Date :	9/1/2010 8:37:51		
*** Event Type / Status :	BBB Case Recd / Completed	Start Date :	8/24/2010 1:30:02	Notes :	HON1023656
Assigned To :	Mediation ()	Due Date :	9/1/2010		
Last Updated / By :	8/27/2010 8:12:20 AM / avaron	Actual Date :	9/1/2010 8:37:51		
*** Event Type / Status :	Repair scheduled / Completed	Start Date :	8/27/2010 8:13:11	Notes :	9/1 @ COGGIN HONDA OF FT. PIERCE
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	9/7/2010 8:37:24 AM / avaron	Actual Date :	9/2/2010 8:37:02		
*** Event Type / Status :	Arbitration Hearing / Completed	Start Date :	9/13/2010 9:47:13	Notes :	STAN WEST - ARBITRATOR
Assigned To :	DPSM ()	Due Date :	9/23/2010		
Last Updated / By :	10/7/2010 9:07:14 AM / mlyon	Actual Date :	10/7/2010 9:07:11		
*** Event Type / Status :	Arb Decision Due / Completed	Start Date :	9/23/2010 9:47:38	Notes :	REPURCHASE
Assigned To :	Third Party (DPSM)	Due Date :	9/30/2010		
Last Updated / By :	10/7/2010 9:07:27 AM / mlyon	Actual Date :	10/7/2010 9:07:18		
*** Event Type / Status :	Complied w/Arb Dec'n /	Start Date :	10/19/2010 8:58:38	Notes :	REPURCHASE DUE DATE 11/18/10
Assigned To :	Mediation ()	Due Date :	11/18/2010		
Last Updated / By :	11/15/2010 6:47:54 AM / avaron	Actual Date :	11/11/2010 6:47:50		

Mediation Activity :

***	Event Type / Status :	Send Check / Completed	Start Date :	11/3/2010 6:50:09	Notes :
	Assigned To :	Mediation ()	Due Date :	11/9/2010	
	Last Updated / By :	11/8/2010 8:45:40 AM / avaron	Actual Date :	11/8/2010 8:45:40	
***	Event Type / Status :	Repair scheduled / Completed	Start Date :	11/30/2010 8:49:22	Notes :
	Assigned To :	ISG ()	Due Date :	12/14/2010	
	Last Updated / By :	12/6/2010 4:03:50 PM / mlyon	Actual Date :	12/6/2010 4:03:49	
***	Event Type / Status :	Auction Unit / Completed	Start Date :	12/6/2010 4:04:05	Notes :
	Assigned To :	Third Party (MANHEIM	Due Date :	1/15/2011	
	Last Updated / By :	1/10/2011 9:10:32 AM / mlyon	Actual Date :	1/10/2011 9:10:31	
***	Event Type / Status :	Disclosure Requested / Completed	Start Date :	1/10/2011 9:10:42	Notes :
	Assigned To :	ISG ()	Due Date :		
	Last Updated / By :	1/10/2011 9:10:47 AM / mlyon	Actual Date :	1/10/2011 9:10:46	
***	Event Type / Status :	Sales Tax Recovery / Completed	Start Date :	6/13/2011 3:41:53	Notes :
	Assigned To :	ISG ()	Due Date :	9/13/2011	
	Last Updated / By :	8/17/2011 11:15:13 AM / mlyon	Actual Date :	8/17/2011 11:15:07	

Issue Details

Issue ID : [redacted]
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Brian Robbins
Type 1 : Product
Status : Subcase Close
Open Date : 8/24/2010 9:18:03 AM
Issue Owner : Anthony Varon
Type 2 : Operation
Queue :
Close Date : 11/15/2010 6:48:20 AM
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 : CR Generated Gdwill
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [redacted]
Disposition: Complaint
Condition : Closed
Wipbin :
Issue Originator : Anthony Varon
Type 1 : Product
Status : Subcase Close
Open Date : 8/24/2010 1:31:56 PM
Issue Owner : Anthony Varon
Type 2 : Operation
Queue :
Close Date : 11/15/2010 6:48:30 AM
Issue Title : [redacted] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Buy Back, CR Generated Gdwill
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
16400-RYE-A01	THROTTLE BODY	Not Applicable

Check Req Info :

Check Requisition No. : 9480
Primary Amount : $29,678.43
Incidental Type 1 / Amount : Not Applicable / $0.00
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $29,678.43
Approved By : rboudrea
Approval Date : 11/4/2010
Status : PROCESSED
Check No. : 1882461
Check Date : 11/5/2010

Payee Name : HNB AUTO EXCHANGE
Address : 2361 MORSE RD.
City / State / Zip : COLUMBUS, OH 43229
Campaign Template # :
Contention Code : 03205
Defect Code : 03214
Category : BuyBack
Failed Part # : 16400-RYE-A01

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 07/11/2013

Issue Details

Issue ID : [redacted]
Issue Originator : Anthony Varon
Issue Owner : Anthony Varon
Issue Title : [redacted] PRODUCT - OPERATION

Disposition: Duplicate Check Req
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/2/2010 1:43:21 PM
Close Date : 11/15/2010 6:48:38 AM

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Buy Back, CR Generated Gdwill
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
16400-RYE-A01	THROTTLE BODY	Not Applicable

Check Req Info :

Check Requisition No. : 9481
Primary Amount : $8,658.01
Incidental Type 1 / Amount : Not Applicable / $0.00
Incidental Type 2 / Amount : Not Applicable / $0.00
Total Amount : $8,658.01
Approved By : rboudrea
Approval Date : 11/4/2010
Status : PROCESSED
Check No. : 1882472
Check Date : 11/5/2010

Payee Name : [redacted]
Address :
City / State / Zip : PT ST LUCIE, FL [redacted]
Campaign Template # :
Contention Code : 03205
Defect Code : 03214
Category : BuyBack
Failed Part # : 16400-RYE-A01

Case History

Case ID : [redacted] Case Title : [redacted]BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE CREATE 8/24/2010 9:16:51 AM, brobbins
Contact =[redacted] Priority = N/A, Status = Solving.

*** NOTES 8/24/2010 9:16:53 AM, brobbins, Action Type :
Received MVDN from customer on 08/24/10 Customer MVDN dated 08/19/10
Customer Contention: CHECK ENGINE LIGHT ON
Resolution Sought: Final Repair

*** Two tech line reports found for this VIN/customer. No Previous Case

*** SUBCASE [redacted] CREATE 8/24/2010 9:18:03 AM, brobbins
Created in WIP Default with Due Date 8/24/2010 9:18:03 AM.

*** CASE MEDIATION ADD/MODIFY 8/24/2010 9:18:34 AM, brobbins
*** MEDIATION DECISION 08/24/2010 09:18:33 AM brobbins
Proc: Final Repair
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: ANTHONY VARON
Rel: NONE

*** CASE MEDIATION EVENT ADD 8/24/2010 9:30:42 AM, brobbins
*** MEDIATION EVENT - FINAL NOTICE RECD 08/24/2010 09:30:42 AM brobbins
Status: In Progress
S: 08/24/2010 09:18:14 AM
D: 09/03/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10 DAYS

*** CASE MEDIATION EVENT ADD 8/24/2010 9:31:04 AM, brobbins
*** MEDIATION EVENT - DOCS RECEIVED 08/24/2010 09:31:04 AM brobbins
Status: In Progress
S: 08/24/2010 09:30:42 AM
D: 08/31/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 8/24/2010 9:31:23 AM, brobbins
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/24/2010 09:31:23 AM brobbins
Status: Completed
S: 08/24/2010 09:31:04 AM
D: ?/?/? ?:?:?

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

A: 08/24/2010 09:31:10 AM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 8/24/2010 9:31:28 AM, brobbins, Action Type : N/A
Made to [redacted] due 08/25/2010 09:31:35 AM.
New MVDN case opened. Contact and complete in 10 days

*** NOTES 8/24/2010 9:32:09 AM, brobbins, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/25/2010

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

CHECK ENGINE 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

Brian Robbins
Automobile Customer Service
American Honda Motor, Inc.

*** NOTES 8/24/2010 9:33:29 AM, brobbins, Action Type : Note-General
Requested RO□s from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 8/24/2010 9:47:49 AM, brobbins
into WIP default and Status of Solving.

*** CASE ASSIGN 8/24/2010 9:48:03 AM, brobbins
[redacted]to avaron, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 8/24/2010 9:48:03 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] ASSIGN 8/24/2010 9:48:17 AM, brobbins
[redacted] to avaron, WIP

*** SUBCASE [redacted] RULE ACTION 8/24/2010 9:48:17 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/24/2010 10:35:21 AM, avaron, Action Type : Call to Dealer
I spoke with Glenn Harris-SM @ COGGIN HONDA OF FT. PIERCE who advised that he is aware of the customer's concerns. He advised the customer orginally came in for the concern around June 09 & it was towed in because vehicle wouldn't go over 10 MPH & VSA light was on. They replaced throttle position sensor & tech line was contacted. Glenn states the vehicle back in on Aug, 09 for check engine light & dlr only found fuel cap was the cause & they did wheel alignment b/c cust alledges steering wheel shakes. Glenn states the customer came back in for the VSA light but they replaced a throttle body this time per a SB & the battery. I advised him I would need a fax copy of the RO's & also tech notes sent to 310-783-3029 & I would F/U accordingly.

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** NOTES 8/24/2010 10:40:40 AM, avaron, Action Type : Note-General

I called the DPSM who advised that the concerns are not related on the customer's issues they are alledging they have. He advised he is meeting up with the customer this Friday not to perform a repair but to speak with the customer about their concerns. I advised him I would send him a contact once the RO history & tech notes are received. He understood.

*** CASE FULFILL 8/24/2010 10:40:56 AM, avaron

Fulfilled for [redacted] due 08/25/2010 09:31:35 AM.

*** COMMIT 8/24/2010 10:41:04 AM, avaron, Action Type : N/A

F/U with cust, RO's rcvd? BBB case opened

*** NOTES 8/24/2010 1:29:56 PM, mlyon, Action Type : Letter/Fax

Received CCF from BBB HON1023656
Start Date: 08/24/10
Customer Contention: VSA light on
Resolution sought: Repurchase or replacement
No Lien holder/lessee provided

*** CASE MEDIATION EVENT ADD 8/24/2010 1:30:20 PM, mlyon

*** MEDIATION EVENT - BBB CASE RECD 08/24/2010 01:30:19 PM mlyon
Status: In Progress
S: 08/24/2010 01:30:02 PM
D: 09/03/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HON1023656

*** CASE MEDIATION EVENT ADD 8/24/2010 1:30:28 PM, mlyon

*** MEDIATION EVENT - MRF SENT 08/24/2010 01:30:28 PM mlyon
Status: In Progress
S: 08/24/2010 01:30:20 PM
D: 09/03/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:

*** SUBCASE [redacted] CREATE 8/24/2010 1:31:56 PM, avaron

Created in WIP Default with Due Date 8/24/2010 1:31:56 PM.

*** CASE MODIFY 8/24/2010 1:32:08 PM, avaron

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2010 1:32:20 PM, avaron

into WIP default and Status of Solving.

*** NOTES 8/25/2010 8:09:30 AM, avaron, Action Type : Call to Dealer

I called the SM @ Coggin Honda of Ft. Pierce & advised him if he faxed over the RO's & tech notes. He advised he has not but will be faxing them over this morning.

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE FULFILL 8/25/2010 8:09:55 AM, avaron
Fulfilled for [redacted] due 08/25/2010 12:00:00 AM.

*** COMMIT 8/25/2010 8:09:58 AM, avaron, Action Type : N/A
F/U with cust, DPSM

*** NOTES 8/25/2010 11:13:25 AM, mlyon, Action Type : Letter/Fax
Received copies of RO□s from Coggin Honda. Forward to Anthony

*** CASE MEDIATION EVENT UPDATE 8/25/2010 11:15:14 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 08/25/2010 11:15:13 AM mlyon
Status: Completed
S: 08/24/2010 09:30:42 AM
D: 08/31/2010 12:00:00 AM
A: 08/25/2010 11:15:10 AM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** NOTES 8/25/2010 2:07:59 PM, avaron, Action Type : Call to Customer
I called the customer & left a VM introducing myself as his CM. I also requested him to call me back to discuss his concerns further & to get them addressed.

*** NOTES 8/26/2010 7:01:30 AM, avaron, Action Type : Note-General
Ro History [redacted] VIN 5FNRL38678B[redacted] L.S. Date 8/23/08
COGGIN HONDA OF FT. PIERCE
RO# 6607916□RO Opened: 6/17/09 Mileage: 12,315 miles
1. Customer had vehicle towed in, vehicle will not go over ten miles per hours, check engine lamp & VSA light on, check & advise
·□Tech found engine light on, P2135 sensor, A/B incorrect voltage correction. Retrieve & clear code, perform ETCS test with HDS. Throttle body tested normal, check pin connectors and throttle body for degree, test drive vehicle system operating normal. Called tech line & was advised to run ETCS test and check pin connector
·□Tech performed multi point inspection & 15000 mile maint. Service
RO# 6610945□RO Opened: 9/5/09 Mileage: 16,845/16,851 miles
1. Customer states check engine light is on
·□Tech confirmed light on, performed diag. & found P0455, large evap leak, performed diag. & function test, system normal at this time
·□Performed multi point inspection
2. Customer feels shake in steering wheel over 60MPH
·□Tech road test & rechecked balance of tires, checked all tire pressures & adjust to specs
RO# 661721□RO Opened: 10/15/09 Mileage: 18,360/18,362 miles
2. Customer states vibration felt starting at approx 65 MPH, check and advise
·□Tech found bad brake pulsation, customer declined repairs
3. Tech performed campaign bulletin 09-053 A/T update campaign
RO# 662375□RO Opened: 5/11/10 Mileage: 26,396/26,397 miles
1. Tech found recall for brakes, SB 10-017 & performed work
2. Tech found recall for trans. & performed work, also performed multi point inspection & car wash
RO# 6628380□RO opened: 8/9/10-8/16/10 Mileage: 30,458/30,480 miles
1. Customer states VSA light stays on dash & car won□t drive over 35 MPH, check engine lamp on, then vehicle will not accel over 10 MPH
·□Tech connected HDS, retrieved DTC P2135, incorrect voltage correlation performed the diagnostics for DTC P2135, found T/P sensor, part of throttle

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

body had failed. Replaced throttle body and gasket, cleared DTC, performed idle learn, mid & high speed, monitored DTC P2135 until monitor indicated that it passed, during test drive, also retrieved DTC 83-1, ECM/PCM relation failure, bad battery was cause of DTC & it didn't return after battery was replaced

- Tech performed multi-point inspection & car wash

2. Customer called on phone to state that front end shakes at high speeds

- Tech test drove vehicle but was unable to verify or duplicate the high speed vibration

3. Tech states battery is not holding charge. Tech found battery was bad & the battery failed a load test & was replaced

4. Customer states radio does not shut off

- Tech performed SB 08-026 & advised this was the reason radio would not go off. Tech replaced tuner/audio unit

*** NOTES 8/26/2010 7:14:26 AM, avaron, Action Type : Note-General

Contact sent to the DPSM advising him of the customer's concerns along with a RO history outline. I also advised him based on the RO history, there were only 2 occassions for the VSA light but 3 occassions for the steering wheel vibaration.

*** NOTES 8/26/2010 7:32:27 AM, avaron, Action Type : Note-General

I rcvd a call from the DPSM who advised he does only have two documented occassions on the VSA light but the customer is advising 3 times. The DPSM also advised that he is supposed to have a meeting with the customer tommorrow just to speak with them about their vehicle concerns & not do a final rpr. I advised him to make sure he doesn't get to involved so that we have an opportunity to respond to the BBB & then I would F/U. He understood.

*** NOTES 8/26/2010 8:49:09 AM, avaron, Action Type : Call to Customer

I called the customer @ [redacted] but a VM was only able to be left. I advised the customer to call me & provided my contact info.

*** NOTES 8/26/2010 9:24:36 AM, avaron, Action Type : Call from Customer

The customer is calling back because he received a VM in regards to his concerns. The customer advised that the VSA light concern is currently resolved & operating normally. The customer states that the steering wheel vibration is currently on going. The customer states that the vibration is prevalent in the steering wheel all the time at HWY speeds. The customer states he recently purchased two new tires for the rear. The customer states the tires he purchased are the same ones as the ones originally that came on. The customer states that the main concern is with the VSA situation. I advised the customer that I would F/U accordingly in regards to the final rpr but if the VSA light issue is currently resolved, there wouldn't be able to fix anything. He understood.

*** NOTES 8/26/2010 10:05:59 AM, avaron, Action Type : Note-General

I called the DPSM & left a VM advising him to call me back & provided my contact info.

*** CASE MODIFY COMMITMENT 8/26/2010 2:28:13 PM, avaron

with [redacted] due 08/27/2010 12:00:00 AM.

*** NOTES 8/27/2010 7:03:08 AM, avaron, Action Type : Call to Customer

I called Glenn-SM @ Coggin Honda of Ft. Pierce & advised him that a final rpr would need to be set up for the steering wheel vibration but the VSA would only be twice & would not be a final. I advised him if next Wednesday would work to schedule the final. He advised it would.

*** NOTES 8/27/2010 7:56:20 AM, avaron, Action Type : Note-General

I faxed over the BBB MRF to R. Eakins @ 703-247-9700.

*** NOTES 8/27/2010 8:03:33 AM, avaron, Action Type : Letter/Fax

August 27, 2010

[redacted]

Pt. St. Lucie, FL [redacted]

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

Re: 2008 Honda Odyssey VIN: 5FNRL38678B[redacted]

Dear Mr. [redacted]:

We have scheduled an appointment with Coggin Honda of Ft. Pierce to perform a thorough inspection of your vehicle. If your complaints are verified, the dealership will perform the necessary repairs under the terms of your New Vehicle Limited Warranty.

Alternate transportation will be provided to you at no charge if needed.

DATE: September 1, 2010

TIME: Morning drop off.

RENTAL VEHICLE: Will be provided by dealership

REPAIR FACILITY: Coggin Honda of Ft. Pierce
4450 S. U.S. 1
Ft. Pierce, FL
772-467-9998
Service Manager-Glenn Harris

We apologize for any inconvenience this matter has caused you and appreciate the opportunity to address your concerns.

Sincerely,

Anthony Varon
Mediation Case Manager
310-781-5039
American Honda Motor, Inc.

*** NOTES 8/27/2010 8:08:01 AM, avaron, Action Type : Note-General
Final Rpr Notice sent via Fedex. Tracking # 798991193122

*** CASE MODIFY 8/27/2010 8:08:09 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 8/27/2010 8:12:21 AM, avaron
*** MEDIATION EVENT - MRF SENT 08/27/2010 08:12:20 AM avaron
Status: Completed
S: 08/24/2010 01:30:20 PM
D: 09/03/2010 12:00:00 AM
A: 08/27/2010 08:12:18 AM
Assgn to: Mediation ()
Notes:

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE MEDIATION EVENT UPDATE 8/27/2010 8:12:36 AM, avaron
*** MEDIATION EVENT - FINAL NOTICE RECD 08/27/2010 08:12:36 AM avaron
Status: Completed
S: 08/24/2010 09:18:14 AM
D: 09/03/2010 12:00:00 AM
A: 08/27/2010 08:12:26 AM
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10 DAYS

*** CASE MEDIATION EVENT UPDATE 8/27/2010 8:13:09 AM, avaron
*** MEDIATION EVENT - FINAL NOTICE RECD 08/27/2010 08:13:09 AM avaron
Status: Completed
S: 08/24/2010 09:18:14 AM
D: 09/03/2010 12:00:00 AM
A: 08/27/2010 08:13:06 AM
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE IN 10 DAYS

*** CASE MEDIATION EVENT ADD 8/27/2010 8:13:34 AM, avaron
*** MEDIATION EVENT - REPAIR SCHEDULED 08/27/2010 08:13:33 AM avaron
Status: In Progress
S: 08/27/2010 08:13:11 AM
D: ?/?/? ?:?:?
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: 9/1 @ COGGIN HONDA OF FT. PIERCE

*** CASE FULFILL 8/27/2010 8:13:57 AM, avaron
Fulfilled for [redacted] due 08/27/2010 12:00:00 AM.

*** COMMIT 8/27/2010 8:14:01 AM, avaron, Action Type : N/A
F/U w/ dlr for Final Rpr

*** NOTES 8/31/2010 10:39:10 AM, avaron, Action Type : Call from Customer
I received a VM from the customer advising that he is unable to attend the final rpr appt. set up for September 1st & would like to reschedule. He provided his contact # as well.

*** NOTES 8/31/2010 10:42:42 AM, avaron, Action Type : Call to Dealer
I called the SM-Glenn Harris @ COGGIN HONDA OF FT. PIERCE & left a VM advising that the customer is unable to make the final rpr attempt for tomorrow & would need to be rescheduled. I advised him to call me back as well.

*** NOTES 8/31/2010 10:45:25 AM, avaron, Action Type : Note-General
I called the DPSM & left a VM advising him that the customer needs to reschedule the final & also to find out what information he found after the review of the customer's vehicle. I requested a call back as well.

*** NOTES 8/31/2010 10:55:13 AM, avaron, Action Type : Call to Customer
I called the customer back & advised him that the VM he left was rcvd & we can reschedule the final rpr attempt for another day. I also advised that the DPSM was contacted to find out what his findings were from last week's meeting with the dlr. I provided my contact info as well.

Case History

Case ID : [redacted] Case Title : [redacted]- BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** NOTES 8/31/2010 1:22:39 PM, avaron, Action Type : Call to Dealer

i called Coggin Honda of Ft. Pierce & spoke with Glenn-SM who advised that he received the VM about needing to change the Final Rpr attempt. He also advised that the DPSM was over there last Friday but nothing was discussed because there is a final being done. I advised I would call him back once a date is reconfirmed. He advised ok.

*** NOTES 8/31/2010 1:26:33 PM, avaron, Action Type : Call to Customer

I called the customer & advised him that we could reschedule a final rpr attempt. He advised that Sept 2nd would work for him. I advised him I would send over another final rpr attempt letter via Fedex. He also advised me that the VSA light concern is currently resolved as well. He seeks no further assistance.

*** NOTES 8/31/2010 1:30:27 PM, avaron, Action Type : Call to Dealer

I called the SM @ Coggin Honda of Ft. Pierce & left a VM advising that the customer can come in on 9/2/10 for a final rpr attempt. I advised another final rpr letter would be sent as well. Glenn also called back & advised he received the VM & 9/2 will work.

*** NOTES 8/31/2010 1:36:49 PM, avaron, Action Type : Call from Customer

rescheduled final rpr attempt letter sent via Fedex. Tracking # [redacted]

*** NOTES 8/31/2010 1:37:54 PM, avaron, Action Type : Call from Customer

August 31, 2010

[redacted]

Pt. St. Lucie, FL[redacted]

Re: 2008 Honda Odyssey VIN: 5FNRL38678B[redacted]

Dear Mr. [redacted]

We have re-scheduled an appointment with Coggin Honda of Ft. Pierce to perform a thorough inspection of your vehicle; since you were unable to make the final repair attempt on September 1, 2010. If your complaints are verified, the dealership will perform the necessary repairs under the terms of your New Vehicle Limited Warranty.

Alternate transportation will be provided to you at no charge if needed.

DATE: September 2, 2010

TIME: Morning drop off.

RENTAL VEHICLE: Will be provided by dealership

REPAIR FACILITY: Coggin Honda of Ft. Pierce
4450 S. U.S. 1
Ft. Pierce, FL
772-467-9998
Service Manager-Glenn Harris

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

We apologize for any inconvenience this matter has caused you and appreciate the opportunity to address your concerns.

*** CASE MODIFY 8/31/2010 1:38:01 PM, avaron

into WIP BBB and Status of Solving.

*** CASE MODIFY COMMITMENT 8/31/2010 1:41:48 PM, avaron

with [redacted] due 09/03/2010 12:00:00 AM.

*** NOTES 9/2/2010 7:32:38 AM, avaron, Action Type : Call from Dealer

The SM is calling because he noticed the vibration is caused by the tires that have worn down because the customer was riding the curb. He advised the tires seem to have worn on the outside as well. He also advised they didn't find anything wrong with the VSA light issue & also he will F/U with the DPSM.

*** NOTES 9/2/2010 11:59:04 AM, avaron, Action Type : Note-General

I spoke with the DPSM who advised the customer's final rpr has been completed & the customer needs two new tires. He advised the SM will be in touch with the customer as well.

*** NOTES 9/2/2010 12:28:00 PM, avaron, Action Type : Call to Customer

I spoke with the customer & advised that the SM should be in touch with him shortly to discuss his vehicle's concerns. He understood & will wait on the call.

*** CASE MODIFY 9/2/2010 1:42:10 PM, avaron

into WIP BBB and Status of Solving.

*** NOTES 9/3/2010 6:41:23 AM, avaron, Action Type : Call to Dealer

I called Glenn harris-SM @ COGGIN HONDA OF FT. PIERCE & left a VM requesting a copy of the Final rpr RO & tech notes. I advised they could be faxed to 310-783-3029.

*** CASE MODIFY 9/3/2010 6:41:36 AM, avaron

into WIP BBB and Status of Solving.

*** CASE FULFILL 9/3/2010 6:41:41 AM, avaron

Fulfilled for [redacted] due 09/03/2010 12:00:00 AM.

*** COMMIT 9/3/2010 6:41:45 AM, avaron, Action Type : N/A

RO's rcvd? F/U w/ dlr

*** CASE MODIFY 9/3/2010 6:42:26 AM, avaron

into WIP BBB and Status of Solving.

*** NOTES 9/3/2010 6:48:58 AM, avaron, Action Type : Call from Customer

I rcvd a call back from the SM-Glenn @ Coggin Honda who advised the vehicle has been delivered to the customer & he will fax over the paperwork on the final. He also advised the customer that he needed two new front tires that were going bad.

*** NOTES 9/3/2010 10:23:10 AM, mlyon, Action Type : Letter/Fax

Received from BBB Forward to Anthony

*** NOTES 9/7/2010 8:35:32 AM, avaron, Action Type : Note-General

BBB MRF response sent via fax to 703-247-9700 to R. Eakins @ BBB.

*** CASE MEDIATION EVENT UPDATE 9/7/2010 8:37:25 AM, avaron

*** MEDIATION EVENT - REPAIR SCHEDULED 09/07/2010 08:37:25 AM avaron

Status: Completed

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

S: 08/27/2010 08:13:11 AM
D: ?/?/? ?:?:?
A: 09/02/2010 08:37:02 AM
Assgn to: Mediation ()
Notes: 9/1 @ COGGIN HONDA OF FT. PIERCE

*** CASE MEDIATION EVENT UPDATE 9/7/2010 8:37:42 AM, avaron
*** MEDIATION EVENT - BBB CASE RECD 09/07/2010 08:37:42 AM avaron
Status: In Progress
S: 08/24/2010 01:30:02 PM
D: 09/01/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: HON1023656

*** CASE MEDIATION EVENT UPDATE 9/7/2010 8:37:56 AM, avaron
*** MEDIATION EVENT - BBB CASE RECD 09/07/2010 08:37:56 AM avaron
Status: Completed
S: 08/24/2010 01:30:02 PM
D: 09/01/2010 12:00:00 AM
A: 09/01/2010 08:37:51 AM
Assgn to: Mediation ()
Notes: HON1023656

*** CASE MODIFY COMMITMENT 9/7/2010 8:38:53 AM, avaron
with [redacted] due 09/08/2010 12:00:00 AM.

*** NOTES 9/8/2010 6:46:00 AM, avaron, Action Type : Call to Dealer
I called the SM & spoke w/ Glenn Harris-SM who advised he faxed over the final rpr RO. I advised him that I did not receive it but if he could fax it over again to 310-783-3029. He advised he would.

*** CASE FULFILL 9/8/2010 6:46:10 AM, avaron
Fulfilled for [redacted] due 09/08/2010 12:00:00 AM.

*** COMMIT 9/8/2010 6:46:15 AM, avaron, Action Type : N/A
RO's rcvd? F/U w/ dlr

*** NOTES 9/8/2010 7:02:48 AM, brobbins, Action Type : Letter/Fax
Received copies of RO□s from Coggin Honda of Fort Pierce. Forward to Anthony

*** NOTES 9/8/2010 8:31:14 AM, avaron, Action Type : Note-General
Contact sent to R. Eakins @ BBB advising her that the MRF sent last week was for the final rpr and the one sent yesterday was for the final rpr completion & the results of the final.

*** NOTES 9/8/2010 8:33:28 AM, avaron, Action Type : Note-General
FINAL RPR ATTEMPT
RO# 6629690□RO opened: 9/2/10 Mileage: 31,318/31,328 miles
1. Repair per previous visit. Complete inspection per Honda from last visit in on 8/24/10 to verify that the vehicle is repaired & has no other problems at this time

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

2. Customer states vibration from front suspension from 55 MPH to 75MPH steering shakes & has been in 3 times for this problem which has not been resolved.

·Tech found brakes pulsation & front tires out of round. Checked front & rear rotor runout. Front rotors, 18 MM, needs front tires @ 3/32 with side wall damage. Needs tires.

*** CASE FULFILL 9/8/2010 8:33:41 AM, avaron
Fulfilled for [redacted] due 09/09/2010 12:00:00 AM.

*** COMMIT 9/8/2010 8:33:46 AM, avaron, Action Type : N/A
BBB response rcvd? F/U

*** CASE MODIFY 9/8/2010 8:34:25 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 9/8/2010 10:21:40 AM, avaron, Action Type : Note-General
I rcvd a call from R. Eakins @ BBB who advised that she spoke with the customer who is going to proceed forward with the Arb process. I advised her that the customer has only had 2 rpr attempts on the VSA light issue & the light is not currently on. I also advised her if the light is not currently on, it can't be repaired. She understood but would have to proceed forward with the Arb. I advised her I would wait on the ppwk.

*** NOTES 9/8/2010 10:41:25 AM, avaron, Action Type : Note-General
I called the DPSM & left a VM advising the customer is deciding to proceed further with the Arb hearing. I advised him if he could attend a hearing of either 9/23 or 9/30 at West Palm Beach & to call me back. Contact also sent to him with this message.

*** CASE FULFILL 9/8/2010 10:41:45 AM, avaron
Fulfilled for [redacted] due 09/13/2010 12:00:00 AM.

*** COMMIT 9/8/2010 10:41:52 AM, avaron, Action Type : N/A
Set Up Arb packet & send to DPSM via Fedex

*** CASE MODIFY COMMITMENT 9/9/2010 2:20:49 PM, avaron
with [redacted] due 09/10/2010 12:00:00 AM.

*** NOTES 9/10/2010 8:18:02 AM, avaron, Action Type : Note-General
I received a call from R.Eakins @ BBB who advised she never received the contact for the Arb date. I advised it was sent but it will be forwarded back. She advised she would process the arb paperwork & then sent it over once processed. I advised I would wait on the ppwk as well.

*** CASE CAMPAIGN LOOKUP 9/10/2010 12:37:01 PM, avaron
CAMPAIGN CHECK 09/10/2010 12:37:01 PM avaron
The following Campaign information was found
08-026; Q82; 08 ODYSSEY RADIO INOPERATIVE; 05/17/08; FX;
; R12; 07-09 ODYSSEY A/T VIBRATION; 10/15/09; FX; X
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/1

*** CASE VSC LOOKUP 9/10/2010 12:46:36 PM, avaron
VSC-CUC CHECK 09/10/2010 12:46:35 PM avaron
No data found for VIN.

*** CASE FULFILL 9/10/2010 12:55:07 PM, avaron
Fulfilled for [redacted] due 09/10/2010 12:00:00 AM.

*** COMMIT 9/10/2010 12:55:14 PM, avaron, Action Type : N/A

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

Arb ppwk rcvd? Send DPSM arb packet

*** NOTES 9/13/2010 9:46:31 AM, mlyon, Action Type : Letter/Fax

Received Notice of Hearing/inspection from BBB:

Stan West - Arbitrator

Hearing Date, Time, Place: 09/23/10 2:30 pm

BBB Serving SE Florida and the Caribbean
2924 N. Australian Ave
West Palm Beach, FL 33407

Hearing Site Phone Number: 561 842-9278
Hearing Site Fax Number: 561 721-9252

Customer will be representing her/himself.
Both customer and AHM will be participating in person

Forward to Anthony

*** CASE MEDIATION EVENT ADD 9/13/2010 9:47:38 AM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 09/13/2010 09:47:38 AM mlyon
Status: In Progress
S: 09/13/2010 09:47:13 AM
D: 09/23/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: DPSM ()
Notes: STAN WEST - ARBITRATOR

*** CASE MEDIATION EVENT ADD 9/13/2010 9:47:56 AM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 09/13/2010 09:47:56 AM mlyon
Status: In Progress
S: 09/23/2010 09:47:38 AM
D: 09/30/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Third Party ()
Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 9/13/2010 9:48:09 AM, mlyon

*** MEDIATION DECISION 09/13/2010 09:48:09 AM mlyon
Proc: Arbitration
Dcsn: Please Specify
Cust: Buyback-Repurchase
AHM: Repair Rsn: Repair Available

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

Arb Mthd: In Person Outcome: Please Specify
Ref: ANTHONY VARON
Rel: NONE

*** NOTES 9/13/2010 10:24:31 AM, avaron, Action Type : Call from Customer
The customer is calling back to get a status update of the case. I apologized & advised the customer that the latest update is that there is an Arb hearing on 9/23 in regards to his concern. I advised him that at the arb hearing, he would be able to present his evidence on a repurchase. He understood & seeks no further assistance.

*** CASE CAMPAIGN LOOKUP 9/13/2010 10:34:31 AM, avaron
CAMPAIGN CHECK 09/13/2010 10:34:31 AM avaron
The following Campaign information was found
08-026; Q82; 08 ODYSSEY RADIO INOPERATIVE; 05/17/08; FX;
; R12; 07-09 ODYSSEY A/T VIBRATION; 10/15/09; FX; X
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/1

*** CASE MODIFY 9/13/2010 10:35:15 AM, avaron
into WIP BBB and Status of Solving.

*** CASE FULFILL 9/13/2010 12:24:18 PM, avaron
Fulfilled for [redacted] due 09/13/2010 12:00:00 AM.

*** COMMIT 9/13/2010 12:24:28 PM, avaron, Action Type : N/A
F/U w/ DPSM to discuss ARB

*** NOTES 9/13/2010 12:26:49 PM, avaron, Action Type : Note-General
Arb packet sent via Fedex to DPSM. Tracking # is 793906904330.

*** CASE MODIFY 9/13/2010 12:26:58 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 9/20/2010 6:43:32 AM, avaron, Action Type : Note-General
I called the DPSM & left a VM requesting him to call me back to discuss the case. A contact was also sent explaning the situation & requesting a call back as well.

*** CASE FULFILL 9/20/2010 6:43:49 AM, avaron
Fulfilled for [redacted] due 09/20/2010 12:00:00 AM.

*** COMMIT 9/20/2010 6:43:52 AM, avaron, Action Type : N/A
F/U w/ DPSM about arb hearing

*** NOTES 9/20/2010 7:47:50 AM, avaron, Action Type : Note-General
I spoke w/ the DPSM who advised he is familiar with the case & is already working w/ the dealer to get all the necessary paperwork. He advised the VSA light concern has already been addressed and the vibration is tire related and brake wear items. I advised the DPSM that if he had any further questions to call me and he advised that he would.

*** CASE MODIFY COMMITMENT 9/20/2010 7:48:18 AM, avaron
with [redacted] due 09/24/2010 12:00:00 AM.

*** CASE MODIFY COMMITMENT 9/20/2010 7:48:27 AM, avaron
with [redacted] due 09/23/2010 12:00:00 AM.

Case History

Case ID : [redacted]

Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE RULE ACTION 9/21/2010 8:16:51 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 9/23/2010 1:41:41 PM, avaron, Action Type : Note-General
I called the DPSM to f/u about the arb hearing & to know how the final went. I requested a call back as well.

*** CASE FULFILL 9/23/2010 1:43:37 PM, avaron
Fulfilled for [redacted] due 09/23/2010 12:00:00 AM.

*** COMMIT 9/23/2010 1:43:42 PM, avaron, Action Type : N/A
DPSM c/b? F/U

*** CASE MODIFY 9/23/2010 1:44:00 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 9/24/2010 8:13:26 AM, avaron, Action Type : Note-General
I called the DPSM who advised that during the test drive w/ the arbitrator, he almost got into a wreck, missed a number of exits. He advised the arbitrator's driving ability was not acceptable as well. He advised that the customer alledged to 5 different vibrations however 2 of them was discounted. He advised that the brake vibration was taken care of & he feels there is a vibration in the tires. He advised the customer stated they did all their services at the Honda dealer however he did the tires at another location. He advised the second issue that was brought up was the VSA light which he explained the code for one of the VSA's was for the gas cap. I advised I would wait on the paperwork from the arbitration.

*** CASE FULFILL 9/24/2010 8:22:56 AM, avaron
Fulfilled for [redacted] due 09/27/2010 12:00:00 AM.

*** COMMIT 9/24/2010 8:23:02 AM, avaron, Action Type : N/A
Arb hearing rcvd?

*** CASE MODIFY 9/24/2010 8:23:27 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY COMMITMENT 10/1/2010 8:02:25 AM, avaron
with [redacted] due 10/06/2010 12:00:00 AM.

*** CASE MODIFY COMMITMENT 10/6/2010 7:32:27 AM, avaron
with [redacted] due 10/11/2010 12:00:00 AM.

*** NOTES 10/7/2010 9:07:06 AM, mlyon, Action Type : Letter/Fax
Received fax from BBB, which includes Arbitration Decision (Repurchase) and Reasons for Decision. Forward to Anthony

*** CASE MEDIATION EVENT UPDATE 10/7/2010 9:07:15 AM, mlyon
*** MEDIATION EVENT - ARBITRATION HEARING 10/07/2010 09:07:15 AM mlyon
Status: Completed
S: 09/13/2010 09:47:13 AM
D: 09/23/2010 12:00:00 AM
A: 10/07/2010 09:07:11 AM
Assgn to: DPSM ()
Notes: STAN WEST - ARBITRATOR

*** CASE MEDIATION EVENT UPDATE 10/7/2010 9:07:28 AM, mlyon
*** MEDIATION EVENT - ARB DECISION DUE 10/07/2010 09:07:27 AM mlyon

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

Status: Completed
S: 09/23/2010 09:47:38 AM
D: 09/30/2010 12:00:00 AM
A: 10/07/2010 09:07:18 AM
Assgn to: Third Party (DPSM)
Notes: REPURCHASE

*** CASE MEDIATION ADD/MODIFY 10/7/2010 9:07:35 AM, mlyon
*** MEDIATION DECISION 10/07/2010 09:07:34 AM mlyon
Proc: Arbitration
Dcsn: Buyback-Repurchase
Cust: Buyback-Repurchase
AHM: Repair Rsn: Repair Available
Arb Mthd: In Person Outcome: Customer
Ref: ANTHONY VARON
Rel: NONE

*** NOTES 10/8/2010 6:13:32 AM, avaron, Action Type : Note-General
I called the DPSM to address the arb hearing decision. He advised that he got a chance to read the hearing as well.

*** CASE MODIFY 10/8/2010 2:28:19 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/11/2010 7:47:51 AM, mlyon, Action Type : Letter/Fax
Received fax from BBB; enclosed is the Leased Vehicle Repurchase Worksheet which lists the repurchase figures for the above referenced case. These figures were obtained by the BBB AUTO LINE from the leasing company. Forward to Anthony

*** NOTES 10/11/2010 8:27:29 AM, avaron, Action Type : Letter/Fax
October 11, 2010

BBB AUTO LINE
4200 Wilson Bld., Suite 800
Arllington, VA 22203
Attn: Rhonda Eakins

Re: BBB case number HON1023656 [redacted] vs. American Honda Motor Co., Inc

Please accept this letter as an official protest to the decision rendered in the above case.

The reason for the decision rendered in this case is based on two main points. These points include the understanding that the authorized Honda dealer repaired the vehicle ten months after the customer leased it for the VSA light concern and the second occurrence was more than a year later. The second point is the fact that the vehicle was just repaired two months ago and since the previous incidents occurred over longer period of time, the issue may happen again during the customer□s lease that could possibly be life threatening.

American Honda submits that the Arbitrator□s decision was purely speculative and beyond scope of the state guidelines.

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

At the hearing it was stated and confirmed by both parties that the contention was addressed per the terms and conditions of the Limited Express Warranty and the concern was not presently being manifested nor had it come back since the last repair. While there may be a concern that the contention could occur later in the vehicle□s life, our DPSM and American Honda consulted with our technical department and were advised that this was a permanent fix and there have been no come backs once the throttle body is replaced. Our DPSM also advised the arbitrator and the customer that the throttle body possibly should have been replaced on the first occurrence. At the time of the first occurrence, the OBD2 computer did not initiate any type of codes for the throttle body. On the second occurrence, extensive testing was done to indicate that the throttle body was the cause of the VSA light concern. American Honda feels confident that this repair has permanently addressed the customer□s concern.

American Honda is in constant review of consumer□s level of satisfaction with the Honda product. Should an opportunity arise to improve a product that is currently in use, American Honda will typically issue a service bulletin to inform authorized Honda dealer service personnel that a product improvement or product update exists that may increase the customer□s satisfaction with the vehicle. The fact that a service bulletin exists on a vehicle does not always □concede□ that a defect exists in the vehicle.

American Honda understands that the arbitrators are not necessarily technical and that they can only weigh the information presented and submit a decision based on the merits of this information; however, we feel strongly that this decision was purely speculative.

Thank you again for providing American Honda the opportunity to address these issues. I look forward to your response.

*** NOTES 10/11/2010 8:27:58 AM, avaron, Action Type : Note-General
Protest letter sent via fax to BBB. Confirmation was rcvd.

*** CASE FULFILL 10/11/2010 8:28:10 AM, avaron
Fulfilled for [redacted] due 10/11/2010 12:00:00 AM.

*** COMMIT 10/11/2010 8:28:15 AM, avaron, Action Type : N/A
BBB respond?

*** CASE MODIFY 10/11/2010 8:31:04 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/14/2010 8:25:34 AM, avaron, Action Type : Note-General
Rcvd a call from R.Eakins @ BBB who advised that she received the letter response that was sent. She advised that the BBB doesn't feel the rebuttal for the arb decision is valid & will therefore proceed further with the arb decision award under non-lemon law guidelines.

*** CASE MODIFY COMMITMENT 10/18/2010 6:40:31 AM, avaron
with [redacted] due 10/25/2010 12:00:00 AM.

*** NOTES 10/18/2010 1:52:07 PM, mlyon, Action Type : Letter/Fax
Received fax from BBB; enclosed is the Leased Vehicle Repurchase Worksheet which lists the repurchase figures for the above referenced case. These figures were obtained by the BBB AUTO LINE from the leasing company. Forward to Anthony

*** NOTES 10/19/2010 8:58:32 AM, mlyon, Action Type : Letter/Fax
Received fax from BBB, copy of the Acceptance/Rejection of Decision Form. The customer has accepted the arbitrator□s decision on 10/19/10
Forward to Anthony

*** CASE MEDIATION EVENT ADD 10/19/2010 8:59:03 AM, mlyon
*** MEDIATION EVENT - COMPLIED W/ARB DEC'N 10/19/2010 08:59:03 AM mlyon
Status: In Progress
S: 10/19/2010 08:58:38 AM

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

D: 11/02/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: REPURCHASE DUE DATE 11/18/10

*** CASE FULFILL 10/19/2010 1:53:48 PM, avaron
Fulfilled for [redacted] due 10/25/2010 12:00:00 AM.

*** COMMIT 10/19/2010 1:53:52 PM, avaron, Action Type : N/A
Cust c/b? Process repurchase

*** CASE MODIFY 10/19/2010 2:24:20 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/20/2010 12:15:46 PM, avaron, Action Type : Note-General
Call made to AHFC to confirm if the notification for repurchase info. was received. Requested a call back.

*** CASE MODIFY COMMITMENT 10/20/2010 12:16:16 PM, avaron
with [redacted] due 10/21/2010 12:00:00 AM.

*** NOTES 10/20/2010 1:32:40 PM, avaron, Action Type : Call to Customer
Call to the customer & a VM was left advising him that we need him to get a letter from his lien holder with the pay off amount from 10 days out, daily interest, payments made with interest, any late payments, contact person & address & account #. I advised him to fax it to 310-783-3029 and he could call me back at my direct #.

*** CASE MODIFY 10/20/2010 1:32:52 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/21/2010 10:06:38 AM, avaron, Action Type : Call from Customer
I rcvd a call back from the customer wanting to clarify what information is needed for the replacement. I explained to him we would need his lien holder to provide all the information outlined on the previous VM & have it faxed to 310-783-3029. He advised he would obtain it & then have it faxed.

*** NOTES 10/21/2010 10:06:53 AM, avaron, Action Type : Call from Customer
I rcvd a call back from the customer wanting to clarify what information is needed for the replacement. I explained to him we would need his lien holder to provide all the information outlined on the previous VM & have it faxed to 310-783-3029. He advised he would obtain it & then have it faxed.

*** CASE FULFILL 10/21/2010 10:07:13 AM, avaron
Fulfilled for [redacted] due 10/21/2010 12:00:00 AM.

*** COMMIT 10/21/2010 10:07:20 AM, avaron, Action Type : N/A
Cust lien holder info rcvd? F/U

*** CASE MODIFY 10/21/2010 10:07:42 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/22/2010 9:01:11 AM, mlyon, Action Type : Letter/Fax
Received copy of Bill of sale and receipt. Forward to Anthony

*** NOTES 10/22/2010 10:22:55 AM, avaron, Action Type : Note-General
Call made to the lien holder after receiving the bill of sale. I spoke w/ David in fianancing and confirmed the monthly payment amount is 582.90 which includes $35.58 in taxes. He advised the customer has already made 26 payments and the payoff amount good through 11/2/10 is $30,094.82 and if it's a few days late, they will still accept it at that amount.

Case History

Case ID : [redacted]

Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE MODIFY 10/22/2010 10:23:04 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/22/2010 10:23:53 AM, avaron, Action Type : Call to Customer
I called the customer however he was unavailable so a VM was left advising I need a copy of the lease agreement in bigger font since the copy we have is small and can't be read.

*** NOTES 10/22/2010 12:45:38 PM, avaron, Action Type : Call to Customer
Call made to customer & VM was left requesting a copy of the lease agreement faxed to 310-783-3029. I advised him that he could call me back if needed.

*** CASE MODIFY 10/22/2010 12:45:50 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/25/2010 9:53:30 AM, brobbins, Action Type : Letter/Fax
Received copy of retail buyers order. Forward to Anthony

*** CASE CLAIMS LOOKUP 10/26/2010 6:40:55 AM, avaron
CLAIM CHECK 10/26/2010 06:40:54 AM avaron
The following Claim History information was found
0; 2010-05-11; 207474; 232752; 510; 4130A5 ; BLEED THE BRAKE SYSTEM, AND INSTALL MODULATOR SEALING CAPS. S/B# 10-017

*** CASE MODIFY 10/26/2010 6:45:19 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/26/2010 7:10:03 AM, avaron, Action Type : Call to Customer
Call made to the customer at both #'s on file but a VM was left advising him that we needed to see when his payment was due. I also advised that he would need to go ahead & make another payment & we would reimburse him in the check that we submit. I requested a call back as well.

*** NOTES 10/26/2010 7:15:58 AM, avaron, Action Type : Letter/Fax
October 26, 2010

[redacted]
Port. St. Lucie, FL[redacted]

Dear Mr.[redacted]

This letter is to confirm that American Honda Motor Co., Inc. will repurchase your 2008 Honda Odyssey, VIN: 5FNRL38678B[redacted]

The breakdown of figures is as follows:

27 Payments x $582.90	$ 15,738.30
Cap Cost Reduction	$ 186.48
$ 15,924.78	
- Usage Fee	$ 7,266.77
Total refund	$ 8,658.01

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

Per the terms of this agreement, you are expected to participate in the following:

1.□Turn in the current vehicle in good condition, free from debris and personal items.
2.□Any physical damage should be repaired prior to turning in the vehicle.
3.□The vehicle must be free of any modifications.
4.□Sign the necessary documentation at the time of the repurchase to allow American Honda to transfer the title out of your name.

If these terms are agreeable to you, please sign and return this form as well as the enclosed release agreement. You can fax them back to me at 310-783-3029. Please contact me at the number listed below if you have any questions regarding this matter.

A representative from Impartial Services Group (ISG) will be in contact with you to set up an appointment and complete the transfer. This process should be completed within 30 days of your signature.

*** CASE MODIFY 10/26/2010 7:16:04 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/26/2010 7:16:39 AM, avaron, Action Type : Note-General
Cover memo & release agreement sent via Fedex. Tracking # 794047743297.

*** CASE MODIFY 10/26/2010 7:16:46 AM, avaron
into WIP BBB and Status of Solving.

*** CASE FULFILL 10/26/2010 7:21:06 AM, avaron
Fulfilled fo[redacted] due 10/25/2010 12:00:00 AM.

*** COMMIT 10/26/2010 7:21:09 AM, avaron, Action Type : N/A
Cust signed ppwk rcvd?

*** CASE MODIFY 10/26/2010 7:21:30 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/26/2010 12:17:35 PM, avaron, Action Type : Call to Customer
I called the customer & advised him that since we wouldn't be able to cut a check before his next payment is due, he would need to make a payment. I advised him that we would reimburse him in the check we send as well. He understood & seeks no further assistance.

*** CASE MODIFY 10/26/2010 12:18:19 PM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/28/2010 6:14:45 AM, avaron, Action Type : Call from Customer
The customer is calling because he just faxed over the signed release agreement & cover memo & wanted to make me aware. I advised him I will be able to check in a bit & then follow up accordingly.

*** CASE MODIFY 10/28/2010 6:15:45 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/28/2010 7:28:11 AM, mlyon, Action Type : Letter/Fax
Received signed Settlement release agreement. Forward to Anthony

*** NOTES 10/29/2010 8:25:56 AM, avaron, Action Type : Note-General
Call made to the line holder but a VM was left advising we needed to get a copy of the updated payoff amount.

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE MODIFY 10/29/2010 8:26:07 AM, avaron
into WIP BBB and Status of Solving.

*** CASE CLAIMS LOOKUP 10/29/2010 9:04:21 AM, avaron
CLAIM CHECK 10/29/2010 09:04:21 AM avaron
The following Claim History information was found
0; 2010-05-11; 207474; 232752; 510; 4130A5 ; BLEED THE BRAKE SYSTEM, AND INSTALL MODULATOR SEALING CAPS. S/B# 10-017

*** NOTES 10/29/2010 9:11:33 AM, avaron, Action Type : Note-General
Rcvd a call from Ashonte @ HNB Auto Exchange-lien holder who advised that I would need to call the pay off quote line at 800-822-6327. She advised that the pay off amount is always good for 7 days out.

*** CASE FULFILL 10/29/2010 9:11:49 AM, avaron
Fulfilled for [redacted] due 10/29/2010 12:00:00 AM.

*** COMMIT 10/29/2010 9:11:52 AM, avaron, Action Type : N/A
Call Payoff line for payoff, submit chk

*** CASE MODIFY 10/29/2010 9:12:18 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 10/29/2010 9:24:09 AM, brobbins, Action Type : Letter/Fax
Received copy of loan pay off quote. Forward to Anthony

*** NOTES 11/1/2010 7:38:48 AM, avaron, Action Type : Note-General
Call made to the lien holder requesting new pay off information. Payoff is being faxed over for a new pay off date of 11/11/10. Was also advised that an odometer disclosure statement is needed.

*** NOTES 11/1/2010 7:40:28 AM, avaron, Action Type : Call to Customer
I called the customer & left a VM on both phone #'s advising that the lien holder is requesting a copy of the odometer disclosure statement to process the pay off as well.

*** NOTES 11/1/2010 7:53:34 AM, avaron, Action Type : Note-General
Faxed over a copy of the odometer disclosure statement to the customer. Confirmation was rcvd.

*** CASE MODIFY 11/1/2010 7:53:39 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 11/1/2010 8:12:38 AM, avaron, Action Type : Note-General
Call made to the lien holder about the odometer disclosure statement. I asked how the statement needed to be sent. She advised it could be included with the payoff check.

*** CASE MODIFY 11/1/2010 8:12:54 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 11/1/2010 8:30:45 AM, mlyon, Action Type : Letter/Fax
Received copy of loan pay off quote. Forward to Anthony

*** NOTES 11/1/2010 8:31:14 AM, avaron, Action Type : Note-General
Call made to the liner holder & I spoke w/ Keena who advised we would need a copy of the odometer disclosure statement along w/ something in writing showing

Case History

Case ID : [redacted] Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

AHM is the title receipt & not the customer.

*** CASE MODIFY 11/1/2010 8:31:20 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 11/1/2010 10:25:26 AM, mlyon, Action Type : Letter/Fax
Received copy of Bill of sale and worksheet. Forward to Anthony

*** CASE MODIFY 11/1/2010 1:57:31 PM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY COMMITMENT 11/1/2010 2:19:50 PM, avaron
with [redacted] due 11/02/2010 12:00:00 AM.

*** SUBCASE [redacted] CREATE 11/2/2010 1:43:21 PM, avaron
Created in WIP Default with Due Date 11/2/2010 1:43:21 PM.

*** CASE MEDIATION EVENT UPDATE 11/2/2010 1:54:27 PM, avaron
*** MEDIATION EVENT - COMPLIED W/ARB DEC'N 11/02/2010 01:54:27 PM avaron
Status: In Progress
S: 10/19/2010 08:58:38 AM
D: 11/18/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes: REPURCHASE DUE DATE 11/18/10

*** CASE MODIFY 11/2/2010 2:18:57 PM, avaron
into WIP BBB and Status of Solving.

*** CASE FULFILL 11/2/2010 2:19:03 PM, avaron
Fulfilled for [redacted] due 11/02/2010 12:00:00 AM.

*** COMMIT 11/2/2010 2:19:06 PM, avaron, Action Type : N/A
Set up Exec Summ

*** CASE MODIFY 11/2/2010 2:19:19 PM, avaron
into WIP BBB and Status of Solving.

*** SUBCASE [redacted] DISPATCH 11/3/2010 6:48:40 AM, avaron
from WIP sub-case to Queue CK Req - Mediation Mgr.

*** SUBCASE [redacted] DISPATCH 11/3/2010 6:49:31 AM, avaron
from WIP default to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 11/3/2010 6:49:53 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MEDIATION EVENT ADD 11/3/2010 6:50:19 AM, avaron
*** MEDIATION EVENT - SEND CHECK 11/03/2010 06:50:19 AM avaron
Status: In Progress
S: 11/03/2010 06:50:09 AM
D: 11/09/2010 12:00:00 AM

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

A: ?/?/? ?:?:?
Assgn to: Mediation ()
Notes:

*** CASE FULFILL 11/3/2010 7:02:43 AM, avaron
Fulfilled for [redacted] due 11/03/2010 12:00:00 AM.

*** COMMIT 11/3/2010 7:02:50 AM, avaron, Action Type : N/A
Chk rcvd? Send out

*** CASE MODIFY 11/3/2010 7:03:15 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY 11/3/2010 7:55:25 AM, avaron
into WIP BBB and Status of Solving.

*** SUBCASE [redacted] RULE ACTION 11/4/2010 5:48:40 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE [redacted] RULE ACTION 11/4/2010 5:49:31 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** NOTES 11/4/2010 8:48:11 AM, avaron, Action Type : Call to Customer
I rcvd a VM from the customer so I called him back. The customer wanted to know how the buy back process & check is complete. I advised him that the check would be sent out next week to ISG & they will follow up with him accordingly to set up the appt to complete the process. I advised the customer he could call me back if needed.

*** CASE MODIFY 11/4/2010 8:48:20 AM, avaron
into WIP BBB and Status of Solving.

*** NOTES 11/4/2010 11:07:40 AM, mlyon, Action Type : Letter/Fax
Received signed Settlement release agreement. Forward to Anthony

*** SUBCASE [redacted] 11/4/2010 3:57:09 PM, rboudrea, Action Type :
Check Requistion for 29,678.43 $ submitted
Check Requistion for 29,678.43 $ submitted by rboudrea

*** SUBCASE N042010-08-2400479-2 RETURN 11/4/2010 3:57:16 PM, rboudrea
from Queue CK Req - Mediation Mgr to WIP sub-case.

*** SUBCASE [redacted] 11/4/2010 3:57:46 PM, rboudrea, Action Type :
Check Requistion for 8,658.01 $ submitted
Check Requistion for 8,658.01 $ submitted by rboudrea

*** SUBCASE [redacted] RETURN 11/4/2010 3:58:13 PM, rboudrea
from Queue CK Req - Mediation Mgr to WIP default.

*** SUBCASE [redacted] COMMIT 11/8/2010 8:01:25 AM, avaron, Action Type : External Commitment
Check processed for check_req_no = 9481 on 2010-11-05-00.00.00.000000

*** SUBCASE [redacted] COMMIT 11/8/2010 8:02:00 AM, avaron, Action Type : External Commitment
Check processed for check_req_no = 9480 on 2010-11-05-00.00.00.000000

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** NOTES 11/8/2010 8:42:01 AM, avaron, Action Type : Note-General
CHK [redacted] for 8658.01 & 1882461 for 29,678.43 sent to ISG via Fedex. Tracking # [redacted]

*** CASE MODIFY 11/8/2010 8:44:48 AM, avaron
into WIP BBB and Status of Solving.

*** CASE FULFILL 11/8/2010 8:44:57 AM, avaron
Fulfilled for [redacted] due 11/09/2010 12:00:00 AM.

*** COMMIT 11/8/2010 8:45:02 AM, avaron, Action Type : N/A
Chk ISG portal for status, reg. rcvd?

*** CASE MEDIATION EVENT UPDATE 11/8/2010 8:45:41 AM, avaron
*** MEDIATION EVENT - SEND CHECK 11/08/2010 08:45:41 AM avaron
Status: Completed
S: 11/03/2010 06:50:09 AM
D: 11/09/2010 12:00:00 AM
A: 11/08/2010 08:45:40 AM
Assgn to: Mediation ()
Notes:

*** CASE MODIFY 11/8/2010 8:45:51 AM, avaron
into WIP BBB and Status of Solving.

*** SUBCASE [redacted] FULFILL 11/8/2010 9:18:51 AM, avaron
Fulfilled for [redacted] due ?/?/? ?:?:?.

*** SUBCASE [redacted] FULFILL 11/8/2010 9:18:55 AM, avaron
Fulfilled for [redacted] due ?/?/? ?:?:?.

*** NOTES 11/8/2010 10:38:42 AM, brobbins, Action Type : Letter/Fax
Received copy of vehicle registration. Forward to Anthony

*** NOTES 11/11/2010 6:41:56 AM, avaron, Action Type : Note-General
Chkd ISG portal for a status update & the case is moving forward. The customer has already been contacted & the TA agent is being setting up along w/ the checks already being sent out. Will f/u in a few days.

*** CASE FULFILL 11/11/2010 6:42:21 AM, avaron
Fulfilled for [redacted] due 11/11/2010 12:00:00 AM.

*** COMMIT 11/11/2010 6:42:25 AM, avaron, Action Type : N/A
Chk ISG portal for status update, Call BBB

*** CASE MODIFY 11/11/2010 6:42:46 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY 11/11/2010 6:43:54 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY COMMITMENT 11/11/2010 12:12:21 PM, avaron
with [redacted] due 11/15/2010 12:00:00 AM.

Case History

Case ID : [redacted]

Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** NOTES 11/11/2010 12:40:38 PM, avaron, Action Type : Call from Customer

The customer called because he is doing the ISG transfer however he is being advised that two of the tires have to be replaced before they can continue w/ the process. I advised him that he was previously advised the tires needed to be replaced & the vehicle should be turned in with a good condition. He advised he never changed them because he never drove it again after the repurchase route. I advised he should go ahead & put on some tires so the repurchase process can be completed. He advised he would.

*** CASE MODIFY 11/11/2010 12:40:49 PM, avaron

into WIP BBB and Status of Solving.

*** NOTES 11/11/2010 1:14:28 PM, avaron, Action Type : Note-General

Rcvd notification from ISG advising that the mandated repurchase vehicle surrender has been completed.

*** CASE MODIFY 11/11/2010 1:14:39 PM, avaron

into WIP BBB and Status of Solving.

*** CASE MODIFY 11/11/2010 1:16:54 PM, avaron

into WIP BBB and Status of Solving.

*** NOTES 11/15/2010 6:38:25 AM, avaron, Action Type : Note-General

Call & notification sent to R.Eakins to advise her that the mandated repurchase was already completed on 11/11/10. I requested a call back to find out what was the next step in order to close the case since the repurchase was already done.

*** CASE MODIFY 11/15/2010 6:38:34 AM, avaron

into WIP BBB and Status of Solving.

*** NOTES 11/15/2010 6:41:11 AM, avaron, Action Type : Note-General

Assessment

Mediation rcvd the case as a final rpr attempt where the customer was saying he had issues w/ a vibration at HWY speeds & also a VSA light. I followed up w/ the DPSM & the SM to set up the appt. The customer was also contacted & the final was completed however there was no issue w/ the VSA light on. The customer was also advised the front tires needed to be replaced. The customer was not happy so he went through w/ a BBB filing.

*** NOTES 11/15/2010 6:47:19 AM, avaron, Action Type : Note-General

Conclusion

I rcvd the case originally as a final rpr attempt case for the VSA light/loss of power & also a vibration at HWY speeds. I set the final up at Coggin Honda of Ft. Pierce w/ the DPSM but he was unable to confirm any issues w/ the VSA light. The DPSM was able to confirm the vibration in the steering but it was caused by the tires. The customer filed a BBB case that eventually went to arb for the VSA light. At the time of the hearing, the DPSM discussed the VSA light issue and showed it was fixed after replacing the throttle body. The arbitrator was not satisfied with the response since he felt the issues was not fully repaired & there was no way to confirm since it had only been 1 year since the previous repair. He mandated a repurchase in the interest of the customer and based upon his assumption that the issue may return. The mandated repurchase was completed by ISG & a notification was sent to the ISG. Case is being closed once BBB responds back confirming the repurchase.

*** CASE MODIFY 11/15/2010 6:47:29 AM, avaron

into WIP BBB and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 11/15/2010 6:47:55 AM, avaron

*** MEDIATION EVENT - COMPLIED W/ARB DEC'N 11/15/2010 06:47:54 AM avaron

Status: Completed

S: 10/19/2010 08:58:38 AM

D: 11/18/2010 12:00:00 AM

Case History

Case ID : [redacted] Case Title : [redacted] - BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

A: 11/11/2010 06:47:50 AM
Assgn to: Mediation ()
Notes: REPURCHASE DUE DATE 11/18/10

*** SUBCASE [redacted] CLOSE 11/15/2010 6:48:20 AM, avaron
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 11/15/2010 6:48:30 AM, avaron
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [redacted] CLOSE 11/15/2010 6:48:38 AM, avaron
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/15/2010 6:48:42 AM, avaron
into WIP BBB and Status of Solving.

*** CASE FULFILL 11/15/2010 6:48:46 AM, avaron
Fulfilled for [redacted] due 11/15/2010 12:00:00 AM.

*** COMMIT 11/15/2010 6:48:49 AM, avaron, Action Type : N/A
BBB respond? F/U & close case/dispatch to M.Lyon

*** CASE MODIFY 11/15/2010 6:49:16 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY 11/17/2010 6:08:03 AM, avaron
into WIP BBB and Status of Solving.

*** CASE MODIFY 11/17/2010 6:08:26 AM, avaron
into WIP BBB and Status of Solving.

*** CASE CLOSE 11/17/2010 6:08:30 AM, avaron
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/6/2010 8:39:23 AM, mlyon
with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 12/6/2010 8:50:04 AM, mlyon
*** MEDIATION EVENT - REPAIR SCHEDULED 12/06/2010 08:50:04 AM mlyon
Status: In Progress
S: 11/30/2010 08:49:22 AM
D: 12/14/2010 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: ISG ()
Notes:

*** CASE CHG STATUS 12/6/2010 8:51:25 AM, mlyon
from status Solving to status Disposing Unit

*** CASE MODIFY 12/6/2010 8:53:22 AM, mlyon
into WIP Dealer to Auction and Status of Disposing Unit.

Case History

Case ID : [redacted]

Case Title : [redacted] BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE MEDIATION EVENT UPDATE 12/6/2010 4:03:51 PM, mlyon
*** MEDIATION EVENT - REPAIR SCHEDULED 12/06/2010 04:03:51 PM mlyon
Status: Completed
S: 11/30/2010 08:49:22 AM
D: 12/14/2010 12:00:00 AM
A: 12/06/2010 04:03:49 PM
Assgn to: ISG ()
Notes:

*** CASE MEDIATION EVENT ADD 12/6/2010 4:04:16 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 12/06/2010 04:04:16 PM mlyon
Status: In Progress
S: 12/06/2010 04:04:05 PM
D: 01/15/2011 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: Third Party (MANHEIM ORLANDO)
Notes:

*** CASE MEDIATION EVENT UPDATE 1/10/2011 9:10:33 AM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 01/10/2011 09:10:32 AM mlyon
Status: Completed
S: 12/06/2010 04:04:05 PM
D: 01/15/2011 12:00:00 AM
A: 01/10/2011 09:10:31 AM
Assgn to: Third Party (MANHEIM ORLANDO)
Notes:

*** CASE MEDIATION EVENT ADD 1/10/2011 9:10:48 AM, mlyon
*** MEDIATION EVENT - DISCLOSURE REQUESTED 01/10/2011 09:10:48 AM mlyon
Status: Completed
S: 01/10/2011 09:10:42 AM
D: ?/?/? ?:?:?
A: 01/10/2011 09:10:46 AM
Assgn to: ISG ()
Notes:

*** NOTES 1/10/2011 9:11:38 AM, mlyon, Action Type : Note-General
Acknowledge of receipt and agreement to comply with the state of Florida Resale disclosure of non conformity form of purchase vehicle signed by dealer: Chuck Van Horn Dodge 3000 Country RD Plymouth Wi. 53073 920 893-6591
01/04/11

*** CASE CLOSE 1/10/2011 9:11:45 AM, mlyon
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/5/2011 3:41:40 PM, mlyon
with Condition of Open and Status of Solving.

Case History

Case ID : [redacted]

Case Title : [redacted]BBB HON1023656 - MVDN - VSA LIGHT ON/VIBRATION

*** CASE MEDIATION EVENT ADD 7/5/2011 3:42:06 PM, mlyon
*** MEDIATION EVENT - SALES TAX RECOVERY 07/05/2011 03:42:05 PM mlyon
Status: In Progress
S: 06/13/2011 03:41:53 PM
D: 09/13/2011 12:00:00 AM
A: ?/?/? ?:?:?
Assgn to: ISG ()
Notes:

*** CASE CHG STATUS 7/5/2011 3:42:28 PM, mlyon
from status Solving to status Sales Tax

*** CASE MEDIATION EVENT UPDATE 8/17/2011 11:15:14 AM, mlyon
*** MEDIATION EVENT - SALES TAX RECOVERY 08/17/2011 11:15:14 AM mlyon
Status: Completed
S: 06/13/2011 03:41:53 PM
D: 09/13/2011 12:00:00 AM
A: 08/17/2011 11:15:07 AM
Assgn to: ISG ()
Notes:

*** CASE CLOSE 8/17/2011 11:15:31 AM, mlyon
Status = Closed, Resolution Code = Instruction Given, State = Open

PE13-024

HONDA

9/6/2013

Attachment #Q5

2008 - Field Report - Alleged Braking

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3169352	SHAWNW	07/08/2011	SHAWNW	1

Code	Original Complaint
P 4230	VSA PROBLEM 27-1

Probable Cause/Solution
UNKNOWN?;NEED TO VERIFY

Resln Source: None
Status: N/A
Remarks / Requestor:

Date:
Mileage: 34,627
FE Status:

Dealer #:	208256	**TZ:**	EST
Dlr Cont:	MATTHEW	**Training %:**	
Serv Ph:	248-477-1700	**Extn:**	
Serv Mgr:	STEVE PARKS		
Parts Mgr:	NICHOLAS OWIESNY		
Dlr Name:	SUBURBAN HONDA 25100 HAGGERTY ROAD FARMINGTON HILL	MI 48335	
Phone:	(248) 477-1700	**Fax #:**	(248) 427-7958
DPSM:	KEITH LEVINS	**Zone/Dist:**	04B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74000601	**Trans #:**	P36A6000712
Em Type:	KA		
RO #:	19766		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/8/2011 7:46:00 AM SHAWNW

Information from Dealer

1 ORIGINAL COMPLAINT	CUST STATES WHILE DRIVING AT 35MPH CAR FELT LIKE WAS SHUTTING OFF, BEGGINING TO DECEL QUICKLY. THEY PRESSED TEH ACCEL PEDAL AND CAR DROVE OK FOR 20FT AND BEGAN TO DECEL AGIAN. THEY STOPPED AND THE CAR DROVE NORMALLY BUT THE VSA LIGHT WAS ON. I FOUND CODE 27-1 STEERING ANGLE SENSOR FAILURE AND PERFORMED DIAG PER ISIS AND FOUND SENSOR TO BE FAULTY. REPLACED SENSOR. I WAS NEVER ABLE TO GET THE CARTO ACT UP BEFOR OR AFTER REPAIR. SERVICE MANAGER REQUEST ME TO CALL YOU TO VERIFY REPAIR WAS PROPER
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	SAS
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	I HAVE REPLACE THE SAS AND THE CODE NOW CLEARS OUT, I NEVER VERIFIED THE PROBLEM THOUGH
7 SO HOW CAN I HELP YOU?	MANAGER WANTS ME TO FOLLOW UP WITH YOU BECAUSE THEY HAVE A CR CASE GOING
8 NO KNOWN ISSUES, KEEP MONITORING	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3266498	DAVEM	03/14/2012	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4100	VAN APPLIED BRAKES SELF?	UNKNOWN?; HAVE CUST DEMO> DPSM EVAL

Resln Source: None
Status: N/A
Date:
Mileage: 39,916
Remarks / Requestor:
FE Status:

Dealer #:	208256	TZ:	EST
Dlr Cont:	MATTHEW	Training %:	
Serv Ph:	248-477-1700	Extn:	
Serv Mgr:	STEVE PARKS		
Parts Mgr:	NICHOLAS OWIESNY		
Dlr Name:	SUBURBAN HONDA 25100 HAGGERTY ROAD FARMINGTON HILL	MI 48335	
Phone:	(248) 477-1700	Fax #:	(248) 427-7958
DPSM:	KEITH LEVINS	Zone/Dist:	04B
Previous Dealer/Contact		Date	

VIN:	5FNRL38768B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	EX-LRES
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74000601	Trans #:	P36A6000712
Em Type:	KA		
RO #:	087708		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/14/2012 10:29:03 AM DAVEM

Information from Dealer

1 ORIGINAL COMPLAINT	CUST STATES THAT WHILE DRIVING THE BRAKES APPLIED THEMSELF CUST SAW BRAKE PEDAL MOVING. I TEST DROVE CAR AND IT NEVER HELPED CALLING PER SEFICE MANAGER
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	CUST STATES THEY WERE ON THE HWY AND THE CAR STARTED TO BRAKE AND THEY LOOKED DWN AND SAW THE BRAKE PDL PUSLING IN AND OUT LIKE IT WAS BEING STEPPED ON
7 CODES?	NONE
8 VSA INDICATOR?	CUST STATES NOTHING IN GAUGE CAME ON
9 A/M?	NONE
10 NO HIST. CHEKC CONNECTIONS TO VSA AND THE VSA GND> HAVE CUST DEMO> DPSM EVAL FOR NEXT STEP	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3403711	JOHNB	03/01/2013	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM	CANNOT PRODUCE;GV CHKS@C401,VSA,BATT

ResIn Source: None **Date:**
Status: N/A **Mileage:** 85,427
Remarks / Requestor: **FE Status:**

Dealer #:	207222	**TZ:**	EST
Dlr Cont:	FRED RYAN	**Training %:**	
Serv Ph:	(603) 886-9300	**Extn:**	
Serv Mgr:	MIKE FLAHERTY		
Parts Mgr:	RICH BENSON		
Dlr Name:	PETERS HONDA OF NASHUA 300 AMHERST STREET NASHUA NH 03063		
Phone:	(603) 886-9300	**Fax #:**	6038869336
DPSM:	JOHN SYTULEK	**Zone/Dist:**	09H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38268B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64000441	**Trans #:**	P36A6001095
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/1/2013 8:19:58 AM JOHNB

1

2 61-1 IS FOR A VOLTAGE ISSUE>
3 CHK CONNS AT C401 FOR LOOSE CONDITION, CORROSION. THIS ONLY AFFECTS THE SAS. WIT KEY-ON, LAT G V SHOULD BE AROUND 2.50v. SAS SHOULD BE 0 deg. UNTIL YOU START TO TURN THE STEERING WHEEL. CHK THAT YAW IS 0.0 deg./sec.
4 PIN-TEST SENSOR CONNS AND FEMALE CONNS AT THE VSA C/U;VOLTAGE DROP BATTERY CABLES AND TEST BATTERY AND CHARGING SYSTEM;PRODUCE COMPLAINT,SNAP SHOT EVENT

Information from Dealer

CUSTOMER CLAIMS VSA ENGAGES SELF WHEN DRIVING AT TIMES;I FOUND 3 CODES 24-1,27-1,61-1;THEY WILL NOT RETURN;ANY KNOWNS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3446187	SHAWNW	06/24/2013	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES ON OFF RAMPS	TIRES?;SWAP

Resln Source: None
Status: N/A
Remarks / Requestor:
Date:
Mileage: 85,097
FE Status:

Dealer #: 207943
Dlr Cont: JOHN GRAY
Serv Ph: (631) 475-8400
Serv Mgr: BRIAN SMITH
Parts Mgr: GLENN SPINELLA
Dlr Name: BARON HONDA
17 MEDFORD AVENUE
PATCHOGUE NY 11772
Phone: (631) 475-8400
Fax #: (631) 475-1361
DPSM: RUSSELL BERSE
Zone/Dist: 05A
Previous Dealer/Contact
Date
TZ: EST
Training %:
Extn:

VIN: 5FNRL38778B[redacted]
Year: 2008
Tran: 5AT
Doors: 5DR
Fact: LINCOLN
Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74001762
Em Type: KA
RO #: 297123
Case Type: Technical
W.O. #:
Err:
Model: ODYSSEY
Trim: EX-LR&N
WD:
Country: USA
Trans #: P36A6002804

Tech Line Suggests

6/24/2013 6:56:01 AM SHAWNW

Information from Dealer

2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 TIRES?	2 ARE NEW AND 2 ARE WORN
7 SWAP 4 K/G TIRES AND SEE IF THE PROBLEM STOPS	OK
8 IF NOT GET A SANP OF THE PROBLEM HAPPENING	OK
1 ORIGINAL COMPLAINT	VSA ACTIVATES ON ON AND OFF RAMPS /CLOVER LEAFS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3359884	RUDYG	11/20/2012	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES BY SELF, 26-1	YAW SENSOR?; CUST DECLINED REPL

Resln Source: None
Status: N/A
Date:
Mileage: 67,977
Remarks / Requestor:
FE Status:

Dealer #:	207150	TZ:	EST
Dlr Cont:	BRIAN	Training %:	
Serv Ph:	(724) 836-6030	Extn:	
Serv Mgr:	JOSEPH PROFETA		
Parts Mgr:	LINDA PAUL		
Dlr Name:	SMAIL HONDA VILLAGE 5043 ROUTE 30 GREENSBURG PA 15601		
Phone:	(724) 836-6030	Fax #:	7248308040
DPSM:	ART ESPINOZA	Zone/Dist:	05M
Previous Dealer/Contact		Date	

VIN:	5FNRL38978B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	TOUR
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74005736	Trans #:	P36A6009917
Em Type:	KA		
RO #:	197372		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

11/20/2012 8:18:36 AM RUDYG

1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON CUSTOMER FEELS TRACTION CONTROL ACTIVATE WHILE CRUISING DOWN DRY ROAD [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
2 ISIS SEARCH CRITERIA	
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, HAD CODE 26-1. CLEARED AND CAME BACK UP FOR CUSTOMER LATER. CODE 26-1 CAME BACK
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	CLEARED CODE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 ANY RECENT WORK DONE?	NO TIRES LOOK LIKE THEY HAVE BEEN ON THERE FOR AWHILE, NO RECENT WORK DONE
7 DID VSA LIGHT FLASH?	YES ACCORDING TO CUSTOMER
8 CHECK READING IN HDS FOR YAW AND LATERAL. MAKE SURE IT'S 2.48-2.52 V WHEN VEH STOPPED ON FLAT ROAD	OK
9 IF IN DEGREES PER SEC IT SHOULD BE 0S	OK
10 ALSO TRY STRAIGHT LINE ACCEL W/FULL THROTTLE, IF ASSISTANT IS MONITORING LAT READING IT SHOULD NOT CHANGE UNLESS YOU TURN STR WHEEL. LAT ONLY CHANGES WITH SIDEWAYS MOVEMENT	OK
11 IF CHANGES SIGNIFICANTLY WITH STRAIGHT LINE ACCEL/DECEL THEN POSSIBLE SENSOR CLUSTER INCORRECTLY MOUNTED	OK
12 RIGHT NOW I SUSPECT YAW SENSOR	OK

11/27/2012 10:45:16 AM RUDYG

13 11/27/2012 10:45:25 AM RUDYG(RECEIVED FBF)	FROM FBF: COMMENTS: CUSTOMER DECLINED BUYING CLUSTER AT THIS TIME.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3151427	SHAWNW	05/18/2011	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 27-1 81-1 61-1	BATT?;REPLACE AND RETEST SYSTEM

Resln Source: None
Status: N/A
Remarks / Requestor:
Date:
Mileage: 75,554
FE Status:

Dealer #: 207705
Dlr Cont: SEAN HOFFNER
Serv Ph: (330) 725-3999
Serv Mgr: JIM KLOTZ
Parts Mgr: PHILIP ROMEO
Dlr Name: RICK ROUSH HONDA
3157 MEDINA ROAD
MEDINA OH 44256
Phone: (330) 725-3999
DPSM: BRIAN SOLENTHALER
Previous Dealer/Contact
TZ: EST
Training %:
Extn:
Fax #:
Zone/Dist: 04F
Date

VIN: 5FNRL38988B[redacted]
Year: 2008
Tran: 5AT
Doors: 5DR
Fact: LINCOLN
Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74011148
Em Type: KA
RO #: 245430
Case Type: Technical
W.O. #:
Err:
Model: ODYSSEY
Trim: TOUR
WD:
Country: USA
Trans #: P36A6020143

Tech Line Suggests

5/18/2011 10:37:30 AM SHAWNW

Information from Dealer

1 ORIGINAL COMPLAINT	WHILE DRIVING ON HIGHWAY CAR STOPPED HAPPENED A FEW TIMES
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CODES?	27: Steering Angle Sensor 81: Central Processing Unit (CPU) 61: Low +B-FSR Voltage
7 BATT CONDITION?	DEAD
8 GET BATT ISSUE SQUARED AWAY AND RECHECK SYSTEM	HAVE YOU EVERY HEARD OF A LOW BATT CAUSING VSA APPLICATION
9 NO, NEED TO VEIRY THAT COMPLAINT BEFORE ANY REPAIR, CONSULT DPSM	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2696730	GARYR	09/30/2008	GARYR	4

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATION 25 MPH TURNS	10/06: REPL R RR SESOR, RF AXLE INNER CV

Resln Source: Spoke w/ Dealer
Status: N/A
Remarks / Requestor:
Date: 10/07/2008
Mileage: 8,793
FE Status:

Dealer #:	207575	TZ:	CST
Dlr Cont:	CHAD WEAVER	Training %:	
Serv Ph:	(210) 651-5533	Extn:	
Serv Mgr:	BRUCE GUIN		
Parts Mgr:	KENT HABERKORN		
Dlr Name:	GILLMAN HONDA OF SAN ANTONIO 16044 I H 35 NORTH SELMA TX 78154		
Phone:	(210) 651-5533	Fax #:	2105643499
DPSM:	JERRY MEADE	Zone/Dist:	03B
Previous Dealer/Contact		Date	

VIN:	5FNRL38608B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	EX-L
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74013674	Trans #:	P36A6024233
Em Type:	KA		
RO #:	02664		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

9/30/2008 11:02:23 AM GARYR

1 ORIGINAL COMPLAINT

HAS HEAVY VIBRATION/JUDDER AT LOW SPEEDS 25MPH ANDLESS. SEEMS TO BE INITIATED BU TURNS. NO KICK BAC K IN STEERING WHEEL. CAN FEEL IN CHASIS ON BOTH PASSANGER AND DRIVER SIDES. PROBLEM IS INTERMITTEN.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

YES

3 PREVIOUS REPAIR DESCRIPTION

COULD NOT DUPLICATE SYPTOMS ON PREVIOUS VISIT

4 CHK WHEEL SPEED AND ACTIVATION LT TAKE A NORMAL SNAP AND A HIGH SPEED SNAP CHK WHEEL SPEED, ACTIVATION LIGHT AND WHICH SOL IT ACTIVATING

10/1/2008 10:10:09 AM GARYR

5 CB

6 REPL THE SENSOR, CHK THE BEARING FOR DEBRIS T/D AND SEE IF PROBLEM GOES AWAY. IT MAY BE A CLEARANCE PROBLEM FROM THE KNUCKLE. CALL BACK IF NEW SENSOR DOES NOT FIX

RR WHEEL SPEED DROPPING TO 0 MPH

10/6/2008 8:35:15 AM GARYR

7

REPLD THE R RR WHEEL SENSOR FIXED THE ACTIVATION COMPALINT. I ALSO REPLD THE RF AXLE INNER CV FOR SHAKE DURIACCELL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3065239	CHRISV	10/05/2010	CHRISV	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 26-1	SENSOR CLUSTER; CK REF V

Resln Source: None
Status: N/A
Remarks / Requestor:
Date:
Mileage: 24,566
FE Status:

Dealer #:	207262	TZ:	CST
Dlr Cont:	JOSEPH	Training %:	
Serv Ph:	(630) 852-7201	Extn:	
Serv Mgr:	RAYMOND UNDERWOOD		
Parts Mgr:	PAUL CHRT		
Dlr Name:	HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532		
Phone:	(630) 852-7201	Fax #:	6302419115
DPSM:	GEORGE MARIS	Zone/Dist:	08F
Previous Dealer/Contact		Date	

VIN:	5FNRL38618B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	EX-L
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74020940	Trans #:	P36A6040822
Em Type:	KA		
RO #:	405736		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

10/5/2010 9:16:09 AM CHRISV

1 ORIGINAL COMPLAINT

ON RIGHT HAND TURNS THE VSA GOES OFF, HAD CODE 26-1 CLEARED CODE, YAW SENSOR SITS AT 1, STEERING ANGLE SENSOR READS SOMETIMES AND OTHER TIMES ITS AT 0.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26]

4 CK REF V, IF OK REPLACE THE SENSOR CLUST

10/5/2010 11:30:53 AM MARKP

5

ACTIVATES MOSTLY ON RIGHT HAND TURNS.HAS OLD CODES 26-1,83-1,86-1,91-1,MY YAW SENS STILL READS 1 WHILE STRAIGHT AHEAD.

6 USE HDS AND CK FOR YAW AND LAT AT 2.48-2.52V

OK

7 DO THIS ON FLAT GROUND. IF OUTSIDE THIS RANGE, REPL SENSOR CLUSTER

OK

8 IF OK, USE HDS AND CK STR Z WITH WHL STRAIGHT. SHOULD READ .8V, MONITOR THIS AND WIGGLE HARN NEAR MODULATOR CONNECTOR, C401 AND G302. IF STR Z CHANGES FIX CONNECTION.

OK.IF IT DOESN'T

9 REPLACE THE SENS CLUST

GOT IT THANKS

10/5/2010 11:59:30 AM CHRISV

10

11 CENTERED

I GOT 3.9V

12 COUNT TURNS FROM LOCK TO LOCK TO MAKE SURE ITS CENTERED, STILL LEANING TOWARDS THE SENSOR CLUSTER

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3430428	JOHNB	05/10/2013	JOHNB	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 61-1, 83-1	APPEARS FAILED BATTERY ADDRESS THAT FIRST

Resln Source: None **Date:**
Status: N/A **Mileage:** 62,761
Remarks / Requestor: **FE Status:**

Dealer #:	207847	**TZ:**	PST
Dlr Cont:	KEVIN PETERMAN	**Training %:**	
Serv Ph:	(541) 485-6111	**Extn:**	
Serv Mgr:	DUANE THOMPSON		
Parts Mgr:	HANS BURT		
Dlr Name:	KENDALL HONDA 846 GOODPASTURE ISL.RD EUGENE OR 97401		
Phone:	(541) 485-6111	**Fax #:**	5413356394
DPSM:	PERRY MORRIS	**Zone/Dist:**	02G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38458B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64014572	**Trans #:**	P36A6041655
Em Type:	KA		
RO #:	908640		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

5/10/2013 9:35:42 AM JOHNB

1 ORIGINAL COMPLAINT	
2 ISIS SEARCH CRITERIA	83-1 BRAKING ON ITS OWN? [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 83-1]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
7 DTC 83: PCM Communication	
8 DTC 61: Low B-FSR Voltage	
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	JUST CODES
6	CUSTOMER CLAIMS VEHICLE WILL BRAKE ITSELF;CLAIMS IT HAPPENED WHEN DRIVING 40 MPH,BRAKES STARTED TO APPLY THEMSELVES,HAPPENED SEVERAL TIMES 5 MIN APART;WE CANNOT PRODUCE,BUT DID FIND VSA CODES 61-1,83-1;CLEARED AND THEY WOULD NOT RESET,VEHICLES BATTERY DOES FAIL TEST
9 I WOULD ADVISE YOU TO ADDRESS THE BATTERY CONCERN;POOR VOLTAGE OTHER THAN SETTING THESE CODES,COULD EFFECT VSA OPERATION;DO YOU HAVE ANY OTHER CODES WHEN PERFORMING AN ALL DTC CHK	NONE
10 AND YOU CANNOT PRODUCE COMPLAINT	
11 THEN WOULD ADVISE TO ADDRESS FAILED BATTERY,VOLT DROP BATTERY CABLES;CHK CONNECTIONS;NOTE IF SELF BRAKE ISSUE OCCURS AFTER THAT REPAIR;PRODUCE COMPLAINT;NOTE CONDITIONS,TAKE A HIGH SPEED SNAP OF EVENT	NO AND CODES DO NOT RESET AT THIS TIME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3108073	DAVIDK	01/19/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 4170	BRAKE DRAG ON ACELL	CUST EXPECTATION. TEST DRIVE W CUST

Resln Source: None **Date:**
Status: N/A **Mileage:** 44,946
Remarks / Requestor: **FE Status:**

Dealer #: 206867 **TZ:** CST
Dlr Cont: BRIAN **Training %:**
Serv Ph: (423) 899-1122 **Extn:**
Serv Mgr: MATT WOODLIEF
Parts Mgr: CHRIS BARNES
Dlr Name: ECONOMY HONDA SUPERSTORE
2135 CHAPMAN ROAD
CHATTANOOGA TN 37421
Phone: (423) 899-1122 **Fax #:** (423) 8948632
DPSM: ALAN CUNNINGHAM **Zone/Dist:** 07B
Previous Dealer/Contact **Date**

VIN: 5FNRL38708B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LR&N
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74021913 **Trans #:** P36A6043126
Em Type: KA
RO #: 422672
Case Type: Technical
W.O. #:

Tech Line Suggests

1/19/2011 11:09:50 AM DAVIDK

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6

7 NO KNOWN PROBLEM. REC TEST DRIVE W CUST. HAVE HIM SHOW YOU THE PROBELM. COLD BE CONVERTER LOCK UP

Information from Dealer

CUST STATES VAN FEELS LIKE BRAKES ARE BEING APPLIED WHEN DRIVING
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: TRANS]

WE CAN NOT FEEL ANY PROBELM. MULT PEOPLE DROVE THE CAR. NONE REPRODUCED WHAT THE CUST IS STATING. HE SAYS UNDER LIT THROTTLE THE BRAKES ARE BEING APLYED RELEASE THE THROTTLE IT GOES AWAY.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3212229	CHRISR	10/28/2011	RAYD	5

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 27-01 INT	YAW STUCK AT 2°;REPLACE YAW SENSOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 49,972

Remarks / Requestor: **FE Status:**

Dealer #:	206747	**TZ:**	EST
Dlr Cont:	JEREMY NELSON	**Training %:**	
Serv Ph:	(614) 882-1535	**Extn:**	
Serv Mgr:			
Parts Mgr:	CHRIS NORZ		
Dlr Name:	ROUSH HONDA 100 WEST SCHROCK ROAD WESTERVILLE OH 43081		
Phone:	(614) 882-1535	**Fax #:**	6148955737
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74022323	**Trans #:**	P36A6044377
Em Type:	KA		
RO #:	159568		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
10/28/2011 12:58:34 PM	CHRISR	
1 ORIGINAL COMPLAINT		CUSTOMER STATES VSA LIGHT WILL COME ON RANDOMLY AND VEHICLE APPLIES BRAKES, VSA LIGHT WILL CONTINUE TO STAY ON.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		n
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 FREEZE DATA WITH DTC		NO
7 OK GET INFO FROM CUST ABOUT WHAT SHE WAS DOING STRAIGHT, TURNING, ACC/DEC		OK
8 MONITOR WITH DATALIST, LOOK FOR A HINT, YOU MAY NOT GET FAIL BUT SEE SOMETHING		OK
10/31/2011 12:32:59 PM	HANKS	
9		MIKE HAD ME CHECK Z PHASE. HAD . 8 GOING STRAIGHT AND 3.9 ON TURNS... CAME IN WITH CODE AGAIN. CUST SAYS HAPPEN GOING STRAIGHT.
10 ANY PARTS REPLACED,		YEA, ANOTHER TECH DID PIN FIT AND REPLACED SAS.
11 DID YOU CHECK C 401		OTHER TECH DID
12 WELL THERE ARE ONLY 4 VARIABLES TO THE SYSTEM. THE HARNESS , THE MODULATOR, THE SAS, AND C401 IN THE HARNESS. THE SAYS HAS BEEN REPLACED, SO I WOULD CHECK C401 GOOD. CHECK FOR CORROSION. WIGGLE IT AND WATCH SAS ON HDS. FROM THERE YOU MIGHT THINK OF HARNESS		MIKE GAVE ME P/N 32120-SHJ-A42 FRO THE HARNRESS
13 I SEE THAT # IN ANOTHER CONTACT TOO, BUT I WOULD VERIFY		
10/31/2011 1:43:10 PM	RAYD	
14		I DIDNT SEE ANY WATER IN C401,
15 DID YOU WIGGLE WHILE YOU WERE THERE?		NO
16 DID YOU REMOVE THE GROUND BOLT FROM G302?		NO, WHERE IS THAT?
17 UNDER THE MODULATOR ON THE FRAME RAIL, DO THAT, IF THAT IS OK, YOU WILL ONLY SEE WATER IN C401 IF IT IS WET, NEED TO INSPECT FOR CORROSION, WHT DUST, WIGGLE C401 AND SEE IF THE SAS CHANGES ON THE DATA LIST, IF NOT, GAVE INSTRUCTIONS TO REMOVE THE MOD CONNECTOR COVER AND WIGGLE WIRES.		
11/1/2011 12:57:29 PM	RAYD	
18		CLEANED THE GROUND, REMOUNTED; PULLED THE COVER OFF OF THE MODULATOR CONNECTOR, CHECKED THE PIN FIT THERE AND AT C401, I NOTICED THE YAW WAS READING 2° SITTING STILL
19 THAT ISNT GOOD, TRY DOING THE NEUTRAL MEMORIZATION, THIS COULD BE A YAW SENSOR PROBLEM. I WOULD NOT WANT TO REPLACE THE YAW SENSOR WITHOUT DUPLICATING THE PROBLEM.		
11/1/2011 1:23:15 PM	RAYD	
20		DID THE MEMORIZATION, DID NOT SET THE YAW TO 0
21 STILL STUCK ON 2°?		YES
22 DRIVE THE CAR WITH THE HDS CONNECTED, SEE IF THE YAW WILL MOVE		IT DOES,
23 NOW WE HAVE A REASON TO REPLACE THE YAW SENSOR, REPLACE IT		IS THAT IN THE SENSOR CLUSTER UNDER THE DRIVERS SEAT?
24 YES, LET ME KNOW HOW IT WORKS		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3253576	DAVIDK	02/08/2012	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATING WHEN CRUSING	VSA?; GAVE CKS

Resln Source: None **Date:**
Status: N/A **Mileage:** 76,253
Remarks / Requestor: **FE Status:**

Dealer #:	208488	**TZ:**	EST
Dlr Cont:	JOHN HOOVER	**Training %:**	
Serv Ph:	770-922-5292	**Extn:**	
Serv Mgr:	DAVID STATON		
Parts Mgr:	JOE GODDARD		
Dlr Name:	HONDA OF CONYERS 1860 GA.HWY.20 SOUTH CONYERS GA 30013		
Phone:	(770) 922-5292	**Fax #:**	(770) 922-9380
DPSM:	TRACY GARNEAU	**Zone/Dist:**	07G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38448B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64016319	**Trans #:**	P36A6047421
Em Type:	KA		
RO #:	315463		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/8/2012 8:00:47 AM DAVIDK

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6

7

8 WEATHER WHEN IT HAPPEN
9 ANY CODES TODAY
10 TRIANGLE FLASHING
11 ROTOR BLUED
12 SINCE WE CAN NOT REPRODUCE IT WILL BE IMPOSSIBLE TO PIN POINT. SINCE THIS STARTED BEFORE THE WARR WAS UP, WE NEED TO GET THE DPSM ON BOARD. CK BATTERY AND CABLES. GET SNAP OF DATA LIST. GET HIGH SPEED OF WHEEL SPEED. CLEAN VSA GROUND. CK WHEEL SPEED SENSOR AND ENCODER FOR METAL DEBRIS

Information from Dealer

CUSTOMER STATES THE CALL WILL ACT AS IF YOU HAVE SLAMMED ON THE BRAKES WHILE TRAVELING DOWN THE INTERSTATE. STARTED DOING THIS AROUND 44K. SYMPTOM IS INTERMMIT.
[MODEL: CR-V][YEAR: 2010][PUBID: 0][SUBJECT:][KEYWORD: WINDOW]
N
SAS
N.
VSA IS ACTIVATING WHEN CRUISING. THIS HAS BEEN GOING PROBLEM. WE NEVER REPRODUCED
AT 57K IT ACTIVATED FEW TIMES WHEN DRIVING. SHE BROUGHT IT IN. HAD A VSA CODE FOR A SAS . WE REPLACED THE SAS SENSOR. SAME ACTIVATION PROBLEM HAPPEN AGAIN. THIS TIME NO CODE WAS SET
50-60F. NO RAIN. NO SNOW
NONE.
IN THE PAST SHE DID. THIS TIME SHE DID NOT.
NO.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2790734	KEITHC	03/17/2009	KEITHC	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES ON HIWAY	REPLACE MODULATOR

Resln Source: None
Status: N/A
Remarks / Requestor:
Date:
Mileage: 9,163
FE Status:

Dealer #:	206623	TZ:	EST
Dlr Cont:	JOHN WASHER	Training %:	
Serv Ph:	(502) 499-5040	Extn:	
Serv Mgr:	LARRY BLANSETT		
Parts Mgr:	RUSSELL GRAVES		
Dlr Name:	SAM SWOPE HONDA WORLD #1 SWOPE AUTO CENTER LOUISVILLE KY 40299		
Phone:	(502) 499-5040	Fax #:	5024993755
DPSM:	WILLIAM KIRK	Zone/Dist:	04K
Previous Dealer/Contact		Date	

VIN:	5FNRL38628B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	EX-L
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74024044	Trans #:	P36A6048929
Em Type:	KA		
RO #:	008058		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/17/2009 6:23:32 AM KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 CODES
4 NEED TO KNOW
5 REPLACE MODULATOR

Information from Dealer

CUSTOMER STATESWHILE DRIVING ON HIGHWAY THE VAN STARTED TO BRAKE BY ITSELF. IT DROPPED FROM 60MPH TO20 MPH. VSA LIGHT CAME ON
NO
DIDN'T WRITE THEM DOWN
104, 27

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3088357	GREGN	12/01/2010	LARRYL	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES BY ITSELF INTRMI	VSA ACTIVATION; GET MORE INFO,TURN OFF VSA

Resln Source: None **Date:**

Status: N/A **Mileage:** 36,340

Remarks / Requestor: **FE Status:**

Dealer #: 206824 **TZ:** EST

Dlr Cont: CHARLES PRIER **Training %:**

Serv Ph: (919) 322-1000 **Extn:**

Serv Mgr: CHARLES PRIER

Parts Mgr: KENNETH WESTBROOK

Dlr Name: LEITH HONDA
3940 CAPITAL HILLS DR
RALEIGH NC 27616

Phone: (919) 876-5432 **Fax #:** 9198500412

DPSM: DANIEL MAY **Zone/Dist:** 06K

Previous Dealer/Contact **Date**

VIN: 5FNRL38708B[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-LRES

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74024333 **Trans #:** P36A6048975

Em Type: KA

RO #: 189230

Case Type: Technical

W.O. #:

Tech Line Suggests		Information from Dealer
12/1/2010 12:55:53 PM	GREGN	
1 ORIGINAL COMPLAINT		CUSTOMER STATES THAT WHEN DRIVING 20-40 MPH, VEHICLE FEELS LIKE TRACTION CONTROL ENGAGES. ALSO SAYS THAT SOMETHING HAS CLICKING NOISE UNDER BRAKE PEDAL AREA WHEN THIS HAPPENS....SAID THE CAR WOULD'NT PICK-UP WHEN TRYING TOO ACCEL OUT OF IT
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: CLICKING]
4		
5 TRY AND DUPLICATE AND SNAP VSA, TRANS AND PGM DATA		WONT DO IT NOW
12/2/2010 8:11:46 AM	ROSSL	
6		CUSTOMER SAID THEY SAW SOMETHING ON THE INTERNET ABOUT UNINTENDED DOWNSHIFTING ON ODYSSEY. NOW THEY ARE SAYING UNINTENDED DOWNSHIFTING AND A CLACKING NOISE/FEELING IN THE BRAKE PEDAL WHEN THIS HAPPPENS. IT HAS ONLY HAPPENED 2X FOR THEM. WE HAVE TD MANY TIMES AND CANT DUPLICATE ANY PROBLEMS. THE CUST ALSO STATES THEY SEE DASH LIGHTS FLASHING OR COMING ON WHEN THIS HAPPENS
7 IT ALL SOUNDS LIKE NORMAL VSA ACTIVATION. FIND OUT IF THERE ARE SLIPPERY CONDITIONS WHEN THIS HAPPENS OR ROUGH ROADS.		
8 GO OVER O/M INFO ABOUT VSA ACTIVATION,THE TRIANGLE LIGHT ON THE DASH WILL FLASH DURING VSA ACTIVATION		
9 ASK THEM TO TURN OFF THE VSA AND SEE IF IT STILL HAPPENS. BE SURE TO WARN THEM ABOUT POSS PROBLEMS WITH VSA OFF.		
1/20/2012 7:06:59 AM	LARRYL	
10		
11 WHAT IS COMPLAINT		CHUCK, VEH IS BACK FOR SAME COMPLAINT, VSA LT COMES ON, CUST SAYS IT FEEL LIKE A GHOST IS SLAMMING ON THE BRAKE
12 THEY GET PITCHED FORWARD		YES,
13 WHATS THE WEATHER LIKE		ITS COLD BUT NO RAIN OR SNOW
14 WAS SHE GOING STRAIGHT, NOT TURNING		CORRECT
15 WHEEL TIRE SIZE THE SAME		YES,
16 GOT TST FROM ANOTHER CONTACE, I WANT YOU TO CHECK A COUPLE OF THINGS. FIRST GO TO DATA LIST AND CK YAW AND LAT READINGS. SHOULD BE 2.5V OR 0 DEG PER SEC WHEN VEH SITTING STILL		
17 NEXT USE HDS AND GO TO VSA DATALIST AND CK ZPHASE SIGNAL. SHOULD BE 0.8V WHEN STR WHEEL IS STRAIGHT PLUS/MINUS 6 DEG. OVER 6 DEG TURN IT WILL SHOW 3.7-3.9V		
18 MAKE SURE THIS READS CORRECTLY AND IF YES, PLACE WHL IN STRAIGHT AHEAD POSITION AND WIGGLE TEST CONNECTIONS SHOWN IN ETM PG 36-., CONNECTION AT MODULATOR, SAS, C401. SEE IF YOU CAN MAKE THAT 0.8V READING GO UP WITHOUT TURNING STR WHEEL		
19		VEH IS NOT HERE, WILL HAVE TECH CALL AND YOU CAN REVIEW WITH HIM
20 HAVE HIM CONTACT GEN TL		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3193270	LINDSEYA	09/09/2011	JOHNB	2

Code	Original Complaint	Probable Cause/Solution
P 4100	BRAKES LOCK UP ON OWN	UNKNOWN; CAN'T DUPLICATE

Resln Source: None **Date:**
Status: N/A **Mileage:** 47,033
Remarks / Requestor: **FE Status:**

Dealer #:	208409	**TZ:**	PST
Dlr Cont:	JORGE AMEZCUA	**Training %:**	
Serv Ph:	(951) 486-9366	**Extn:**	
Serv Mgr:	ERNESTO GUZMAN		
Parts Mgr:	JOSE PONCE		
Dlr Name:	MOSS BROS. HONDA 27990 EUCALYPTUS AVE. MORENO VALLEY CA 92555		
Phone:	(951) 486-9366	**Fax #:**	9519246357
DPSM:	TIMOTHY CRAIN	**Zone/Dist:**	01F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74025736	**Trans #:**	P36A6052208
Em Type:	KA		
RO #:	575185		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/9/2011 4:39:57 PM LINDSEYA	
1 ORIGINAL COMPLAINT	CUSTOMER STATES VEHICLE BRAKES BY IT SELF MORE ON ACCEL RELEASES WHEN DECCELARATE [MODEL: ACCORD][YEAR: 2005][PUBID: 0][SUBJECT:] [KEYWORD: 11-050]
2 ISIS SEARCH CRITERIA	Y
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N - RIMS ONLY
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	ABOUT 15.
6 HOW MANY MILES HAVE YOU PUT ON IT?	DOESN'T LOOK LIKE THEY ARE OVERHEATED AT ALL.
7 MAYBE E-BRAKE?	CUSTOMER SAYS ABOUT TEN TIMES.
8 HOW OFTEN?	OK.
9 DON'T HAVE ANY CONFIRMED CASES HERE... RECOMMEND RIDE-ALONG WITH CUSTOMER AND SEE HOW THEY DRIVE.	
5/31/2013 11:49:23 AM JOHNB	
10	CURRENT TECH: MANUEL GONZALEZ / CURRENT MILEAGE 85901
11	CUSTOMER STATES BRAKES ARE LOCKING UP BY THEMSELF USUALLY OVER 40 MPH;WE HAVE NEVER BEEN ABLE TO PRODUCE THIS COMPLAINT;BRAKES ARE CURRENTLY IN NEED OF SERVICE,THEY ARE WORN OUT
12 ANY STICKING CALIPERS,DISCOLORED ROTORS OR OVERHEATED BRAKES	NONE
13 BRAKE FLUID	OLD AND APPEARS IN NEED OF SERVICING
14 ANY CODES IN VEHICLE UNDER ALL DTC CHK	NO CODES
15 THEN WOULD ADVISE THE NEED FOR SERVICING BRAKES;INSPECT BRAKE SYSTEMS AND OPERATIONS;VERIFY CUSTOMER COMPLAINT;DOCUMENT ALL FINDINGS AND RESULTS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2728362	JOHNB	11/21/2008	RAYD	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 26	INTERMITTENT;SENSOR CLUSTER?;GV CHKS

Resln Source: None
Status: N/A
Remarks / Requestor:
Date:
Mileage: 7,693
FE Status:

Dealer #:	240001	TZ:	CST
Dlr Cont:	NICKOLAS GANZ	Training %:	
Serv Ph:	(608) 829-1118	Extn:	
Serv Mgr:	CHARLIE CUPP		
Parts Mgr:	MICHAEL NACHTIGAL		
Dlr Name:	ZIMBRICK HONDA SERVICE CENTER 430 GRAND CANYON DRIVE MADISON WI 53719		
Phone:	(608) 829-1118	Fax #:	6088292088
DPSM:	WAYNE NICKLAS	Zone/Dist:	08D
Previous Dealer/Contact		Date	

VIN:	5FNRL38738B[redacted]	Err:	
Year:	2008	Model:	ODYSSEY
Tran:	5AT	Trim:	EX-LR&N
Doors:	5DR	WD:	
Fact:	LINCOLN	Country:	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74028376	Trans #:	P36A6057890
Em Type:	KA		
RO #:	410356		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

11/21/2008 2:09:23 PM JOHNB

1	ORIGINAL COMPLAINT	VAN SHUT DOWN AS DRIVING HAPPENED 1 TIME AND RAN FINE. ALSO HAD VSA LIGHT AND TRAIANGLE LIGHT ONCE.
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3		
4	SENSOR CLUSTER?? CHK MOUNTING ORIENTATION;CHK G302;CHK CONNECTIONS	CODE 26 FOUND;CLEARED AND CANNOT PRODUCE A FAULT;CODE WILL NOT RESET

12/5/2008 2:13:51 PM RAYD

5	SENT FBF	

Tech Line Suggests		Information from Dealer
2/29/2012 6:59:43 AM	KENTO	
1 ORIGINAL COMPLAINT		UNABLE TO DUPLICATE. CUSTOMER STATES WHILE DRIVING ABOUT 30MPH, THE VEHICLE LOST POWER AND ALMOST STOPPED. SPEEDOMETER ALSO READS 40MPH WHEN VEHICLEIS NOT ACTUALLY GOING 40. ALMOST FEELS LIKE BRAK ES ARE SLAMMED ON INTERMITTENTLY. HAS ABS DTC'S 26-1 AND 27-1. HAS SRS DTC'S 56-25 AND 92-20. PLEASE CHECK IF THERE IS A KNOWN ISSUE.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 ANY PGM FI CODES		NO
7 YOU CAN'T DUP		NO
8 HOW MANY TIMES HAS IT HAPPENED		TWICE ONCE IN APRIL AND ONCE RECENTLY AND IT SETS THE ABS CODES WHEN IT HAPPENS
9 NOT SURE IF THAT WILL TAKE AWAY TP WHEN IT SETS THOSE CODES OR NOT, WOULD LIKE TO HAVE YOU TALK TO GENERAL T/L TO SEE IF IT WILL OR NOT		
2/29/2012 7:09:50 AM	SHAWNW	
10		26: Lateral Acceleration Sensor 27: Steering Angle Sensor
11 WHEEL AND TIRES?		GOOD
12 CHECK V AT PIN 16 @ C401 SHOULD HAVE .8V WHEEL STRAIGHT, 3.8V OFF CENTER		OK
13 ALSO GET A SNAP 0-25-0 IN A STRIAGHT LINE		OK
2/29/2012 9:43:15 AM	DAVIDK	
14		STEERING STRIGHT HAD .8 TURNING HAD 3.8V
15 SNAP		YES.
16 LOOKS LIKE THE SAS IS JUMPING BETWEEN L AND RIGHT IN LESS THEN .5 SEC. ARE YOU TURNIG THE STEERING WHEEL REAL FAST		NO
17 TRY SENSOR		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2797947	GARYR	03/30/2009	RUDYG	10

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 27, BRAKES LOCK UP 3X	MODULATOR?; PROBLEM INTERMITTENT

Resln Source: None **Date:**

Status: N/A **Mileage:** 12,279

Remarks / Requestor: **FE Status:**

Dealer #:	208227	**TZ:**	CST
Dlr Cont:	JR. SAMUEL	**Training %:**	
Serv Ph:	(985) 868-4401	**Extn:**	
Serv Mgr:	BRIAN MATHIEU		
Parts Mgr:	ERIN ST. GERMAIN		
Dlr Name:	BARKER HONDA 1662MARTINLUTHERKINGBL HOUMA LA 70360		
Phone:	(985) 868-4401	**Fax #:**	9858767694
DPSM:	DANIEL FYFFE	**Zone/Dist:**	03D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74044270	**Trans #:**	P36A6092453
Em Type:	KA		
RO #:	2984		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
3/30/2009 3:18:11 PM GARYR	
1 ORIGINAL COMPLAINT	BRAKES LOCKED UP THREE TIMES WHILE DRIVING BETWEEN 35 & 45 MPH.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CODES	VSA 27-1
4 CHK FREEZE DATA CHK G302	WE ARE ABOUT TO CLOSE
5 ARE ROTORS BLUE	NO
6 GET MORE INFO FROM THE CUST AND CALL T/L BACK TOMORROW PEND TO RUDY	
3/31/2009 12:34:25 PM CHRISV	
7	THERE IS NO FREEZE DATA. GND IS GOOD AND CLEAN. TALKED TO THE CUST, THEY SAID IT HAPPEND 3X, IT WOULD APPLY TO THE BRAKES AND MAKE IT COME TO A COMPLETE STOP. WOULD NOT LOCK UP THE BRAKES, JUST A CONTROLLED STOP
8 SO IT WOULD COME TO A COMPLETE STOP W/O TOUCHING THE BRAKE PEDAL	YES, ACCORDING TO THE CUST
9 GOING TO NEED TO DUP AND TAKE A SNAP SHOT	
10 PEND TO RUDY G	
4/2/2009 1:27:06 PM RUDYG	
11 04/2/2009 01:27:41 PM RUDYG(CALLED DLR)	(CASEY) SAMUEL IS OUT TODAY, ARE YOU CALLING ABOUT THE VAN THAT HAS LOCKING UP PROBLEM
12 YES	WE INSTALLED A STR ANGLE SENSOR THIS MORNING AND MY MGR IS OUT DRIVING IT RIGHT NOW
13 ANYTHING ELSE REPLACED?	NO
14 WERE YOU EVER ABLE TO DUPLICATE?	NO
15 C/B IF ANY NEW INFO	OK
4/3/2009 10:28:40 AM RUDYG	
16 04/3/2009 10:32:44 AM RUDYG(CALLED DLR)	(CASEY)
17 CALLING FOR UPDATE ON REPAIRS	WE DROVE THE VEHICLE ABOUT 125 MILES AFTER REPLACING THE SAS AND IT NEVER DID IT AGAIN.
18 ARE YOU GOING TO DRIVE IT ANYMORE?	NO, WE ARE GOING TO LET THE CUST PICK IT UP
19 OK, THANKS FOR INFO	OK
4/15/2009 1:56:06 PM CHRISV	
20 FB	COMMENTS: REPLACED STEERING ANGLE SENSOR APRIL 2ND. CALLED CUSTERMER TODAY, APRIL 15TH., SAYS PROBLEM HAS NOT REOCURRED. WILL LET YOU KNOW IF ANYTHING CHANGES. THANKS, SAMMY.
5/27/2009 2:31:50 PM CHRISR	
25	SAMUEL; CAR'S BACK WITH VSA BRAKING AT 40 MPH
26 ST WHEEL STRAIGHT AHEAD?	I THINK SO
27 USE HDS AND MONITOR STR-Z. SHOULD BE .8V WITH WHEEL STRAIGHT AND 3.9 WHEN OFF STRAIGHT	OK
28 WHIEL MONITORING, HAVE TECH WIGGLE HARNESS AND SEE IF STR-Z JUMPS AROUND	OK
5/27/2009 2:31:50 PM CHRISR	
21	SAMUEL; CAR'S BACK WITH VSA BRAKING AT 40 MPH
22 ST WHEEL STRAIGHT AHEAD?	I THINK SO
23 USE HDS AND MONITOR STR-Z. SHOULD BE .8V WITH WHEEL STRAIGHT AND 3.9 WHEN OFF STRAIGHT	OK
24 WHIEL MONITORING, HAVE TECH WIGGLE HARNESS AND SEE IF STR-Z JUMPS AROUND	OK
7/27/2009 8:01:41 AM RUDYG	
29 07/27/2009 08:02:48 AM RUDYG(CALLED DLR)	(SAMUEL)
30 CALLING FOR UPDATE ON REPAIRS, FIX	WE DROVE AND DROVE AND WE WERE NEVER ABLE TO DUPLICATE THE SYMPTOM. WE FINALLY HAD TO GIVE IT BACK TO THE CUST. HE WILL LET ME KNOW IF IT HAPPENS AGAIN. IT HAD NO CODES
31 DID YOU CK STR Z CONNECTIONS?	YES, THEY WERE GOOD.

32 DID CUST MENTION IF VSA LIGHT WAS FLASHING?

I THINK HE SAID IT STAYED ON BUT I'M NOT SURE ANYMORE.

33 UNDERSTAND. IF VEH COMES BACK, CK ENCODERS FOR ANY DEBRIS ON THEM AND IT OK I WOULD REPL THE MODULATOR AS NEXT STEP. CALL ME IF IT COMES BACK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3436378	DAVEM	05/28/2013	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4170	BRAKE APPLIED SELF?	UNKNOWN?; CHK CONNECTIONS> DUP> DPSM

Resln Source: None **Date:**
Status: N/A **Mileage:** 87,001
Remarks / Requestor: **FE Status:**

Dealer #:	208552	**TZ:**	EST
Dlr Cont:	JR GEORGE	**Training %:**	
Serv Ph:	419-354-2222	**Extn:**	
Serv Mgr:	BRAD SHERMAN		
Parts Mgr:	BRAD SHERMAN		
Dlr Name:	THAYER HONDA 1019 NORTH MAIN STREET BOWLING GREEN OH 43402		
Phone:	(419) 354-2222	**Fax #:**	
DPSM:	KEITH LEVINS	**Zone/Dist:**	04B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74044263	**Trans #:**	P36A6092223
Em Type:	KA		
RO #:	72319		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

5/28/2013 1:03:47 PM DAVEM

1	ORIGINAL COMPLAINT	CAR BRAKES ON ITS OWN AROUND 45 MPH [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
2	ISIS SEARCH CRITERIA	
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	CODES?	IT HAS A 27-1 AND 83-1, BUT THEY DID NOT RECODE
7	WHEN DID IT BRAKE ON THE CUST?	THIS MORNING GOING 45MPH
8	1ST TIME OF HAS HAPPENED MNY X?	ONLY TIME IT DID IT WAS TODAY @ 45, TIPPING OUT OF THE THROTTLE AND IT APPLIED THE BRAKES TILL HE GOT HOME. HE CALLED US AND WHEN HE WENT BACK OUT TO THE CAR, ALL WAS OK
9	WAS THE ACTIVATION INDICATOR ON WHEN THIS HAPPENED?	NO
10	SO DID THE VAN COME TO A STOP IN THE ROAD?	NO, CUST STATES NO. SEEMS TO WANT TO FIGHT THE THROTTLE LIKE DRAG TILL THEY GO T HOME AND CYCLED IGN SW
11	CODES IN ANY OTHER SYSTEM,	NONE
12	chk vsa connections and batt CABLES TOO. SNAP IF YOU CAN DUP> DPSM OK TO SWAP THE COIL ANF FUEL PMP RLY'S AND MON. MON FOR ANY VSA CODES THAT RETURN AND T/S ACCORDINGLY	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3294298	RAYD	06/05/2012	RAYD	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES; APPLYS BRAKES	SAS?;STEERING OUT OF PHASE?;CHECK VOLTAGES

Resln Source: None **Date:**

Status: N/A **Mileage:** 66,750

Remarks / Requestor: **FE Status:**

Dealer #:	207508	**TZ:**	MST
Dlr Cont:	MITCH ZENTNER	**Training %:**	
Serv Ph:	(406) 587-0761	**Extn:**	
Serv Mgr:	DUANE RAHN		
Parts Mgr:	SHAE RITTER		
Dlr Name:	SIMPSON HONDA 8450 HUFFINE LANE BOZEMAN MT 59718		
Phone:	(406) 587-0761	**Fax #:**	4065870042
DPSM:	MARC ROESSLER	**Zone/Dist:**	02E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38488B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64030573	**Trans #:**	P36A6092761
Em Type:	KA		
RO #:	106164		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/5/2012 1:23:21 PM RAYD	
1 ORIGINAL COMPLAINT	CUSTOMER SAYS BRAKES APPLY THEMSELVES VEHICLE PULLS RIGHT WHEN PROBLEM OCCURS.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	SAS REPLACED PREVIOUSLY
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NOT THAT I SEEN
6	CUSTOMER SAYSS THIS HAPPENS WHILE DRIVING OR COASTING DOWN HILL
7 LEFT FOOT BRAKER?	NOT SURE
8 CHECK THE LEFT SIDE OF THE PEDAL PAD, ALSO CHECK THE MODULATOR GROUND, UNDER THE MODULATOR ON THE FRAME RAIL, GET A SNAP SHOT, DRIVE STRAIGHT AHEAD TO MORE THAN 10 MPH, THEN MAKE A RIGHT, THEN A LEFT AND RETURN TO CENTER	WILL DO
6/5/2012 2:27:28 PM RAYD	
9 CALLBACK TO MITCH; THERE IS NO SAS BUT YOU DO HAVE Z PHASE, VERIFY STA AND STB WIRES ARE COMPLETE FROM THE MOD TO THE SAS, ALSO MEASURE ACROSS THE SAS FROM 5 TO 1, SHOULD HAVE 5 VOLTS, ALSO RUDY NOTICED THE Z PHASE IS NOT IN SYNC WITH THE YAW, AND WHEEL SPEEDS, THIS INFO WAS NOT GIVEN TO MITCH YET, WILL WAIT UNTIL HE CALLS BACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3448005	RAYD	06/27/2013	ROBS	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 25 26 27 83	SNSR CLUSTER?; NEUT POS MEM; CHK FOR WATER, C601,

Resln Source: None **Date:**
Status: N/A **Mileage:** 77,202
Remarks / Requestor: **FE Status:**

Dealer #:	206797	**TZ:**	CST
Dlr Cont:	LARRY	**Training %:**	
Serv Ph:	(402) 437-1216	**Extn:**	
Serv Mgr:			
Parts Mgr:	CRAIG CAMERON		
Dlr Name:	HONDA OF LINCOLN 2770 YANKEE HILL ROAD LINCOLN NE 68516		
Phone:	(402) 437-1216	**Fax #:**	4024371349
DPSM:	RON CRISS	**Zone/Dist:**	10A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74045889	**Trans #:**	
Em Type:	KA		
RO #:	932343		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/27/2013 11:26:03 AM RAYD	
1 ORIGINAL COMPLAINT	WHEN DRIVING AT HI-WAY SPEEDS CAR WILL LOSE POWER AND VSA ACTIVATION INDICATOR WILL COME ON. DTC 25-1, 26-1,27-1 AND 83-1 WERE STORED. CLEARED CODES AND CAN NOT REPRODUCE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	HAVENT REALLY LOOKED
6 DIDYOU DO ALL SYSTEM CHECK?	NO DTC'S IN THE PGM-FI
7 TAKE A SNAPSHOT OF THE VEHICLE STANDING STILL AFTER DRIVING UP TO 25MPH, DONT TURN THE KEY OFF BEFORE THE SNAPSHOT,	
6/28/2013 9:34:47 AM ROBS	
8	CAN I TALK TO RAY? I SENT IN A SNAPSHOT.
9 I'LL SEE IF I CAN GET HIM . HOLD. (RAY LOOKED AT SNAPSHOT)	
10 START OFF WITH A NEUTRAL POS. MEMORIZATION. DRIVE. SEE IF DTCs REPEAT. IF YES, REPL THE SENSR CLUSTER. CHK FOR SIGNS OF WATER UNDER THE LF SEAT. SPEAKING OF WATER, CHK C601, UNDER THE RF KICK PANEL. IT HAS PWR, GRND, F-CANS FOR SNSR CLUSTER AND IS VULNERABLE FOR ANY R COWL, A-PILLAR LEAK.	OK. I'LL GET BACK WITH RESULTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3364028	STEVEN	11/29/2012	EDB	16

Code	Original Complaint	Probable Cause/Solution
P 4230	VEHICLE SLOWS ON ITS OWN, 27-1	FBF: MEDIATION BOUGHT BACK FOR HRA-O

Resln Source: Feedback forms **Date:** 07/02/2013

Status: N/A **Mileage:** 73,334

Remarks / Requestor: **FE Status:**

Dealer #:	206998	**TZ:**	CST
Dlr Cont:	MYRON SPATH	**Training %:**	
Serv Ph:	(952) 938-1717	**Extn:**	
Serv Mgr:			
Parts Mgr:	TIMOTHY LEWIS		
Dlr Name:	LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343		
Phone:	(952) 938-1717	**Fax #:**	9529088501
DPSM:	RICHARD SARGENT	**Zone/Dist:**	08B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38998B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74046004	**Trans #:**	P36A6095614
Em Type:	KA		
RO #:	632329		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
11/29/2012 12:03:30 PM STEVEN	
1 ORIGINAL COMPLAINT	CUSTOMER STATES 3 DIFFERENT TIMES CAR HAS SLOWED DOWN FROM 60 MPH TO 5 TO 10 MPH HAD TO SHUT CAR OFF AND RESTART TO ACCELERATE
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6 WAS THE VSA LIGHT FLASHING WHEN THIS HAPPENED?	NO
7 YOU HAVE A CODE 27-1 IN VSA?	YES
8 IN YOUR VSA DATA LIST, CHK Z-PHASE AND MAKE SURE ITS AROUND .8 VOLTS WHEN THE WHEEL IS STRAIGHT AHEAD	
9 CHECK YOUR PIN FITS AT THE STEERING ANGLE SENSOR	
10 REPLACE THE STEERING ANGLE SENSOR	
4/15/2013 1:09:52 PM RAYD	
11	MYRON; MI; 78046; BRAKES ITSELF AT HWY SPEED, 27 AND 83,
12 DID THEY CLEAR?	THE 27 CLEARED RIGHT AWAY, THE 83 CLEARED ON THE 3RD TIME
13 DO YOU KNOW IF THE CAR HAS BEEN WRECKED?	IT DOESN'T LOOK LIKE IT, BUT I WILL CHECK AGAIN
14 SO DO A SNAPSHOT WITH THE VEHICLE SITTING STILL, THEN DRIVE ABOVE 10 MPH, MAKE A LEFT, A RIGHT THEN CONTINUE STRAIGHT	
4/15/2013 1:27:19 PM RAYD	
15	IT HAS AN A/M AUTO START SYSTEM,
16 THAT COULD CAUSE A PROBLEM IF IT AFFECTS THE IG SIGNAL TO THE MODULATOR, WE SHOULD REMOVE THE A/M BEING THIS IS SO INTERMITTENT	I WILL RECOMMEND REMOVING THE AUTO START
6/4/2013 2:20:19 PM DAVEM	
17	RICHARD SARGENT, DPSM.
18 CURRENT MI?	80,110MILES
19	CAR BACK AND NOT CODING, BUT IT STILL DECELERATES ON IT'S OWN EVERY 2 WEEKS TO 2 MO. SKLOWS HARD ENOUGH TO ENGAGE S/B RETRACTORS. ALWAYS HAPPENS @ HWY SPEEDS 55-60, EXCEPT 1X FROM 35. FOR DRIVER ONE AND TWO IT HAPPEND WITH IN 15MIN AFTER START. THE A/M REMOTE START WAS FULLY REMOVED AND STILL HAPPENS
20 SO WIRING COULD STILL BE AFFECTED?	YES. CAN ONE OF THE VSA SPECIALIST CB AND SPEAK W/ THE TECH?
21 WILL DO	
22 PEND TO RD AND RG	
6/5/2013 7:38:35 AM RUDYG	
23 06/5/2013 07:41:43 AM RUDYG(CALLED DLR)	(MYRON)
24 CALLING REGARDING 08 ODY WITH CUST COMPLAINT OF BRAKES APPLY BY SELF	I DON'T HAVE THAT CAR, I THINK OUR SHOP FORMAN LEON IS WORKING ON THAT
25 IS HE AVAIL?	COMES IN AT 1 PM OUR TIME.HE MAY HAVE TAKEN IT HOME LAST NIGHT
26 LET HIM KNOW I WILL BE CALLING HIM LATER TODAY	OK
6/5/2013 9:19:54 AM JEFFC	
27 HNAS MAY BE INTERESTED IN A DEALER VISIT ON THIS VEHICLE. DECISION ON VISIT DUE BY THE END OF BUSINESS TODAY.	PLEASE CONFIRM THE TECHNICIAN HAS NOT DISTURBED THE VSA MODULATOR CONNECTOR. CONTINUE WITH NORMAL TROUBLESHOOTING. PLEASE ASK THE TECHNICIAN FROM DISTURBING CONNECTORS AND DO NOT RECOMMEND ANY PARTS REPLACEMENT.

28	CONTACTED DPSM TO MAKE HIM AWARE OF THE ACTIVITY	DPSM REQUESTS I FORWARD HIM A COPY OF THE TL CONTACT. HE WILL CONTACT AND COORDINATE WITH THE DEALER.
6/5/2013 11:57:32 AM	RUDYG	
29	06/5/2013 12:39:31 PM RUDYG(CALLED DLR)	(MYRON)
30	ARE YOU WORKING ON ODY WITH VSA ISSUE OR SHOULD I BE TALKING TO LEON?	LEON BUT HE'S IN A MEETING
31	(GAVE DIRECT NUMBER) HAVE HIM CALL ME WHEN HE'S FREE	OK
6/5/2013 1:37:00 PM	RUDYG	
32	06/5/2013 01:37:12 PM RUDYG	(LEON)
33	THANKS FOR CALL BACK. SO HAS THIS ISSUE EVER SHOWN ITSELF TO YOU	NOT WHAT CUST CLAIMS. BUT I DID NOTICE THAT IF I TURN STEERING WHEEL LEFT TO RIGHT QUICKLY AT LOW SPEEDS IT WILL ACTIVATE. IS MUCH MORE SENSITIVE TO THIS AS COMPARED TO KG. K/G REQUIRES MUCH MORE STEERING INPUT FOR IT TO OCCUR
34	WERE YOU ABLE TO QUIZ CUST ABOUT ANY WORK DONE TO VAN THAT CORRESPONDS WITH THE START OF THIS ISSUE	NO, TIRES LOOK LIKE THEY HAVE BEEN ON THERE FOR AWHILE BUT THEY ARE NOT HIGH QUALITY TIRES
35	CORRECT SIZE AS LISTED ON DOOR JAMB	I THINK SO, I WILL VERIFY THAT
36	HAS MOD CONNECTOR BEEN DISCONNECTED LATELY	NO
37	HOW WAS REMOTE START REMOVED. WHERE WAS IT TAPPED INTO OEM WIRING?	CUST DIDN'T WANT TO PAY US TO REMOVE IT. TOOK IT BACK TO SHOP THAT INSTALLED IT AND HAD THEM REMOVE IT
38	TAKE A LOOK AT UNDER DASH WIRING AND SEE IF YOU CAN TELL WHERE THEY PLUGGED IN, TAKE PHOTOS IF ANY DAMAGE TO HARNESSES NOTED	OK
39	WANT YOU TO VISUALLY CHECK GROUND BOLTS AND WHL SPEED SENSOR MOUNTING TO MAKE SURE IT LOOKS OK. DO NOT PUT A WRENCH ON IT, JUST VISUAL INSPECTION	OK
40	THEN GET SNAPSHOT. I WANT YOU TO DRIVE ABOVE 10 MPH IN STRAIGHT LINE, THEN COME TO STOP, TRIGGER SNAPSHOT, TURN WHEEL LEFT AND RIGHT, THEN ACCEL TO 30 MPH THEN BACK TO STOP	OK
41	AFTER THAT I WILL WANT YOU TO DO V DROP AT A CONNECTOR UNDER THE DASH. DO YOU HAVE ETM?	I AM ON THE ROAD SO NO WRITING MATERIALS. CAN I CALL YOU BACK
42	OK	
6/6/2013 7:20:47 AM	RUDYG	
43	06/6/2013 07:21:32 AM RUDYG(REVEIVED VOICE MAIL FROM TECH REQUESTING CALL BACK AT (612) 554-1083, CALLED TECH)	(LEON) I LOOKED AT THE SENSOR INSTALLATION AND THEY LOOK OK. I SENT IN SOME PHOTOS OF AREAS WHERE THEY REMOVED REMOTE START. LOOKS LIKE THEY SOLDERED CONNECTIONS AND TAPED THEM UP.
44	I GOT THOSE PHOTOS(ATTACHED TO CONTACT)	MOD CONNECTOR LOOKS UNTOUCHED AND DID VISUAL INSPECTION OF GROUND FOR MOD AND LOOKS OK
45		I ALSO FOUND A DTC 27-1 IN VSA BUT IT HAD NO WARN LIGHT ON AND CODE DID CLEAR. NOTICED THAT DEGREE READING IN DATA LIST SEEMED TO BE STUCK AT 0 AT FIRST AND YAW STAYING AT ABOUT 3 DEG
46	WILL NEED TO DO V DROP ON BLU/BLK WIRE AT PIN 18 C401. MONITOR V HERE WHILE YOU DO VSA SOLENOID FUNCTION TEST. DO NOT TOUCH GROUND BOLT, JUST REPORT V READING TO US	OK
47	NORMALLY WOULD SEE LESS THAN 0.2V	OK. I WILL CHECK THAT AND CALL YOU BACK
48	OK (REVIEWED SNAPSHOT AND SEE ISSUE WITH Z PHASE, ATTACHED SCREEN SHOT TO CONTACT)	
6/6/2013 2:13:33 PM	RUDYG	
49	06/6/2013 02:15:40 PM RUDYG	(LEON) I DID V CHECK AT PIN 18 C401 AND I GET MAX V OF 0.059V WHILE OPERATING THE VSA FUNCTION TEST
50	OK, AT THIS POINT WE ARE ON HOLD. I NEED TO REVIEW THIS WITH ENGINEERS TO SEE HOW THEY WANT TO PROCEED	OK

51 (PEND TO JEFFC, JOHNK)		
6/7/2013 7:19:23 AM	RUDYG	
52 06/7/2013 07:46:22 AM RUDYG(CALLED DLR)		(MICHAEL S/A) LEON NOT IN TODAY
53 CAN YOU LOOK UP SOME HIST ON VEH 065946 FOR ME		SURE
54 WAS SAS REPLACED LATE NOV 2012?		LET ME CK...YES HAD CODE 27-1 AND WE REPLACED THE STEERING ANGLE SENSOR. MILEAGE WAS 73,334
55 LEON BACK ON MONDAY		YES
56 THANKS FOR INFO		
6/7/2013 12:29:56 PM	RUDYG	
57 06/7/2013 12:59:22 PM RUDYG(CALLED DLR)		(CAROLINE VOICEMAIL)
58 MSG: PLEASE CALL ME REGARDING ODY WITH VSA ISSUE. WE WOULD LIKE SOME ADDITIONAL INFO ON THIS (LEFT DIRECT NUMBER)		
6/7/2013 2:50:02 PM	JEFFC	
59 JUST RECEIVED A MESSAGE FROM THE DPSM		PLEASE REACH OUT TO MYRON SPATH MONDAY TO GATHER ADDITIONAL INFORMATION. LEON WILL NOT BE AVAILABLE.
6/10/2013 9:30:26 AM	RUDYG	
60 06/10/2013 10:26:20 AM RUDYG(CALLED DLR)		(SERV ADVISOR) MYRON IS TIED UP ON A WAITER
61 JUST LET HIM KNOW TL SENT HIM A FAX WITH SOME REQUESTS FOR 08 ODYSSEY WE ARE WORKING WITH HIM ON		OK
62 HAVE HIM CALL ME IF HE HAS ANY QUESTIONS		OK
63 (FAXED DOCUMENT REQUESTING HI SPEED SNAPSHOT, COPIES OF ALL RO'S, AND ADDITIONAL PHOTOS OF WIRING WHERE AFTERMARKET REMOTE START WAS WIRED IN)		
7/2/2013 10:03:51 AM	EDB	
64 INFO FROM MEDIATION		HRA-O REQUESTED VEHICLE BE REPURCHASED FROM CUSTOMER

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3245838	RUDYG	01/19/2012	LARRYL	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 27-1, BRAKES BY SELF	UNKNOWN; NEED TO DUPL & GET SNAP

Resln Source: None **Date:**

Status: N/A **Mileage:** 65,965

Remarks / Requestor: **FE Status:**

Dealer #:	208152	**TZ:**	EST
Dlr Cont:	KASEEM BUTLER	**Training %:**	
Serv Ph:	(912) 790-5444	**Extn:**	
Serv Mgr:	STEPHEN CIOLKO		
Parts Mgr:			
Dlr Name:	GRAINGER HONDA 1596 CHATHAM PARKWAY GARDEN CITY GA 31408		
Phone:	(912) 790-5444	**Fax #:**	9127905445
DPSM:	TRACY GARNEAU	**Zone/Dist:**	07G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74046658	**Trans #:**	P36A6097029
Em Type:	KA		
RO #:	151004		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
1/19/2012 10:56:12 AM	RUDYG	
1	ORIGINAL COMPLAINT	VEHICLE HAD 2 UNCOMMON BRAKING WHILE DRIVING AT 34-40MPH
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	C/S VEH BRAKES BY SELF
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	HAD 27-1 DTC TOO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6		COULD NOT REMOVE HARNESS CONNECTOR FROM VSA MODULATOR.
7	DID YOU FLIP LEVER	YES, BUT WON'T PULL OUT
8	DOES CODE CLEAR	YES. HAVE DRIVEN IT 2X AND HAS NOT RECODED FOR ME
9	STOCK TIRES AND WHLS?	DON'T KNOW
10	NEED TO CK THAT	OK
11	IF SAME, USE HDS AND CK VSA DATALIST, CK STR Z SIGNAL AND SHOULD BE .8V WHEN WHL STRAIGHT, 3.9V WHEN TURNED	OK
12	MONITOR IN STAIGHT AHEAD POSITION AND WIGGLE C401, MOD CONNECTOR AND G302	OK
13	IF V CHANGES, CK CONNECTION	OK
14	START WITH THAT	OK
1/19/2012 11:58:03 AM	TOMP	
15		KASEEM:
16		SAS IS READING OK.
17		TIRES WERE OK
18		G401 & 302 ARE GOOD.
19		BUT I FOUND THE ORANGE LOCKING LEVER FOR THE VSA MODULATOR CONNECTOR IS BROKEN.
20	SO IF YOU CLEAR THE DTC; THEN WIGGLE THE VSA MODULATOR HARNESS; DOES THE DTC RESET?	YES
21	THE HARNESS CONNNECTOR IS DAMAGED AND WILL HAVE TO BE REPLACED.	
4/16/2012 6:47:17 AM	LARRYL	
22		VEHICLE HAD UMCOMMANDED DECELARATION WHILE DRIVINGAT 30-35MPH
23	ANY CODES TODAY	NO
24	SURE ITS NOT SOMTHING THE CUST IS DOING	I WAS GOING TO DRIVE WITH CUST
25	CAN YOU DUPL	NO
26	MILEAGE	70055
27	NEED TO DUPL SOMETHING, IF POSS COLLECT DATA, TRANS AND ABS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3442475	SHAWNW	06/13/2013	DAVEM	4

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 27-1	SENSOR; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 92,353

Remarks / Requestor: **FE Status:**

Dealer #:	208152	**TZ:**	EST
Dlr Cont:	KASEEM BUTLER	**Training %:**	
Serv Ph:	(912) 790-5444	**Extn:**	
Serv Mgr:	STEPHEN CIOLKO		
Parts Mgr:			
Dlr Name:	GRAINGER HONDA 1596 CHATHAM PARKWAY GARDEN CITY GA 31408		
Phone:	(912) 790-5444	**Fax #:**	9127905445
DPSM:	TRACY GARNEAU	**Zone/Dist:**	07G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74046658	**Trans #:**	P36A6097029
Em Type:	KA		
RO #:	175246		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
6/13/2013 6:09:27 AM	SHAWNW	
1 ORIGINAL COMPLAINT		VSA LIGHT CAME ON AND VEHICLE FELT LIKE IT APPLIED BRAKES BY ITSELF WHILE ACCELERATING
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: STEERING ANGLE SENSOR]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		27: Steering Angle Sensor
7 CLEAR?		DIDN'T TRY
8		KNOWN ISSUE?
9 NO		OK SO WHAT SHOULD I DO?
10 TRY TO CLEAR IT, IF IT RECODES, DO THE S/M T/S		OK
11 IF NOT RY TO VERIFY SYMPTOM		OK
6/13/2013 6:14:40 AM	CHRISV	
12		NEED SOME MORE INFO ON THIS ISSUE
13 DID YOU TRY TO CLEAR THE CODE		NOT YET
14 CLEAR AND RECK, MON DATALIST FOR SAS AND YAW, SAS SHOULD BE ABOUT 0 WHEN STRAIGHT AND YAW SHOULD BE 2.5V		
6/13/2013 8:12:05 AM	CHRISR	
15		I SHOW 3 ON YAW
16 °/s		YES
17 NEAR 0, TAKE A SNAP OF STRAIGT LINE DRIVE AND THEN TURN RIGHT TO STRAIGHT, DO 30 SECOND SNAP		OK
6/13/2013 11:54:30 AM	DAVEM	
18		get snap?
19 YES. 2ND SNAP 13.14 SECONDS, ZPHASE SPIKES OUT OF NOWHERE TO 3.95V AND ALL OTHER INPUTS ARE FLATE LINE		OK
20 WGGL CHK ALL P-FITS TO THE SAS> RPLC THE SAS		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3188187	ROBERTH	08/26/2011	TROYS	3

	Code	Original Complaint	Probable Cause/Solution
P	4100	CUST FEELS LIKE FT BRKS APPLY	CAN'T DUPLICATE; GET MORE INFO, TRY AND DUPLICATE

Resln Source: None **Date:**
Status: N/A **Mileage:** 45,483
Remarks / Requestor: **FE Status:**

Dealer #:	206947	**TZ:**	CST
Dlr Cont:	KELLEY RUSSELL	**Training %:**	
Serv Ph:	(417) 625-0841	**Extn:**	
Serv Mgr:	JIM CLARK		
Parts Mgr:	DARREN VICE		
Dlr Name:	ROPER HONDA 902 N. RANGELINE JOPLIN	MO 64801	
Phone:	(417) 625-0841	**Fax #:**	4176250855
DPSM:	MIKE WEHMEIR	**Zone/Dist:**	08H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74048232	**Trans #:**	P36A6098954
Em Type:	KA		
RO #:	304899		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests / Information from Dealer

	Tech Line Suggests	Information from Dealer
8/26/2011 10:45:10 AM	ROBERTH	
1	ORIGINAL COMPLAINT	CUST STATES THAT 2 TIMES IN THREE YEARS(OVER 20,000 MILES BETWEEN) HER VAN AT STEADY 35-40 MPH ON LEVEL GROUND AFTER DRIVING FOR 10 MINS THE VEHICLE FELT LIKE BRAKES WERE APPLIED AND IT WAS HARSH ENOUGH TO ENGAGE SETABELTS AND WHEN IT HAPPENED THE RPM'S SEEMED TO RACE.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:][KEYWORD: TRANS]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6		ALSO THE CUST STATES THE RPM GO UP WHEN THIS HAPPENS
7	NEED TO DUPLICATE AND TRY AND GET A SNAP, TRY AND GET MORE INFO FROM THE CUST	
4/4/2012 9:52:47 AM	TROYS	
8		CUSTOMER STATES WHILE DRIVING INTERM IT FEELS LIKE THE BRAKES ENGAGE HARD THIS IS THE SEC OWNER AND THEY HAVE THE SAME COMPLAINT
9	CODES	NO DTC
10	REPLACE MODULATOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3241291	TROYS	01/09/2012	RUDYG	5

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES BY SELF, INTERMT	REPLACED VSA MODULATOR?; WAIT AND SEE IF RE OCCURS

Resln Source: None **Date:**

Status: N/A **Mileage:** 62,756

Remarks / Requestor: **FE Status:**

Dealer #:	207337	**TZ:**	CST
Dlr Cont:	JAMES SCOTT	**Training %:**	
Serv Ph:	(337) 235-9086	**Extn:**	
Serv Mgr:	BRIAN MOCK		
Parts Mgr:	DANIEL WOOLFOLK		
Dlr Name:	MOSS HONDA 1407 SURREY STREET LAFAYETTE LA 70501		
Phone:	(337) 235-9086	**Fax #:**	3372620697
DPSM:	DANIEL FYFFE	**Zone/Dist:**	03D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38798B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74048511	**Trans #:**	P36A6099129
Em Type:	KA		
RO #:	590235		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/9/2012 1:01:45 PM TROYS	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT VEHCILE STOPPED ABRUBTLY (LIKE BRAKES WERE BEING APPLIED FORCEFULLY) WITHOUT TOUCHING THE BRAKE PEDAL. HAPPEN 2 TIMES.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 CODES	REAR WHEEL SENSORS, SAS 83-1 ECM PCM RELATION FAILURE CLEARED WILL NOT RECODE
7 INSPECT BRAKES AND SYSTEM FOR CONTAMINATION	
1/10/2012 8:20:44 AM RUDYG	
8 01/10/2012 08:27:32 AM RUDYG(CALLED DLR)	(BRIAN S/A VOICEMAIL)
9 CALLING REGARDING 2008 ODY WITH VSA ACTIVATION ISSUES, HAVE JAMES CALL ME (GAVE DIRECT NUMBER, TL REF AND LAST 6 OF VIN)	
1/10/2012 10:46:49 AM RUDYG	
10 01/10/2012 10:46:55 AM RUDYG	(JAMES)
11 IS CAR STILL THERE	STILL CAN'T DUPLICATE AFTER DRIVING ABOUT 20 MILES.
12 DID CUST MENTION IF VSA LIGHT WAS FLASHING WHEN THIS HAPPENED	DIDN'T MENTION THAT
13 ANY RECENT WORK DONE ON TIRES THAT YOU CAN SEE	NOT NEW, THEY HAVE SOME WEAR ON THEM. ALL SAME SIZE
14 FOR CODE 83 DID YOU DO ALL DTC CK	THAT MIGHT HAVE BEEN OLD CODE
15 DID YOU CLEAR THAT OUT?	YES, NONE HAVE COME BACK
16 DID CUST MENTION IF THEY WERE USING BRAKES WHEN THIS HAPPENED?	NO, THEY SAID THEY WERE JUST DRIVING DOWN THE ROAD
17 I WANT YOU TO CHECK A COUPLE OF THINGS. FIRST GO TO DATA LIST AND CK YAW AND LAT READINGS. SHOULD BE 2.5V OR 0 DEG PER SEC WHEN VEH SITTING STILL	OK
18 NEXT USE HDS AND GO TO VSA DATALIST AND CK ZPHASE SIGNAL. SHOULD BE 0.8V WHEN STR WHEEL IS STRAIGHT PLUS/MINUS 6 DEG. OVER 6 DEG TURN IT WILL SHOW 3.7-3.9V	OK
19 MAKE SURE THIS READS CORRECTLY AND IF YES, PLACE WHL IN STRAIGHT AHEAD POSITION AND WIGGLE TEST CONNECTIONS SHOWN IN ETM PG 36-., CONNECTION AT MODULATOR, SAS, C401. SEE IF YOU CAN MAKE THAT 0.8V READING GO UP WITHOUT TURNING STR WHEEL	OK
20 CALL BACK WITH RESULTS. OK TO CALL ME DIRECTLY	OK
1/10/2012 12:50:37 PM RUDYG	
21 01/10/2012 12:56:11 PM RUDYG	(JAMES) I DID GET Z PHASE TO SHOW .86V WHEN STRAIGHT AND NO CHANGE WHEN WIGGLING CONNECTIONS AND HARNESSES
22 YAW READINGS	OK
23 CK PIN FITS AT MOD CONNECTOR WITH .64 PIN FIT TOOL	OK
24 OTHER THAN THAT SET HDS FOR SNAPSHOT W/MAN TRIGGER AND TRY TO GET A VSA SNAP OF THIS HAPPENING	OK
1/27/2012 1:43:22 PM RUDYG	
25 01/27/2012 01:43:37 PM RUDYG	(JAMES) WE WERE NOT ABLE TO DUPLICATE AFTER A DAY OR TWO AND DID ALL THE TESTS YOU ASKED. FOUND NOTHING. REVIEWED WITH SERV MGR AND SHOP FORMAN INVOLVED AND WE DECIDED TO REPL VSA MODULATOR. CUST TOOK IT AND SO FAR SO GOOD
26 THANKS FOR UPDATE. WE WILL HAVE TO WAIT AND SEE IF THAT TAKES CARE OF IT	I HAVE YOUR NUMBER. I WILL CONTACT YOU IF IT EVER COMES BACK WITH THIS ISSUE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158716	DAVIDK	06/08/2011	HANKS	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES DRIVING	SENSOR INPUT?; SNAP SHOT

Resln Source: None **Date:**

Status: N/A **Mileage:** 106,686

Remarks / Requestor: **FE Status:**

Dealer #:	208014	**TZ:**	EST
Dlr Cont:	TODD WALTERS	**Training %:**	
Serv Ph:	(513) 528-8000	**Extn:**	
Serv Mgr:	TINA LADENBURGER		
Parts Mgr:	GARY ORME		
Dlr Name:	HONDA EAST 529 OHIO PIKE CINCINNATI OH 45255		
Phone:	(513) 528-8000	**Fax #:**	5135288060
DPSM:	MIKE DITMER	**Zone/Dist:**	04H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38278E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64031943	**Trans #:**	P36A6100338
Em Type:	KA		
RO #:	125904		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
6/8/2011 10:16:45 AM	DAVIDK	
1 ORIGINAL COMPLAINT		I FELT IT ONE TIME.IF FELT LIKE THE VSA CAME ON AND THE BRAKE GRABED.NO DTC FOR THE TRANS ENGINE ORVSA,ABS,
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: ABS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		ON A TEST DRIVE I FELT I WAS GOING 37 ON A STEADY THROTTLE FELT THE ABS/VSA ACTIVATE AND IT APPLYED THE BRAKES. IT LASTED A SECOND THEN WENT TO NORMAL. WE HAVE NOT REPRODUCED AGAIN. DID NOT SEE THE TRIANGLE COME ON.
7		VSA CONNECTOR LOOKS GOOD.
8		ANY IDEA
9 SAS, YAW, WHEEL SPEED SENSOR. NEED SNAP SHOT IF POSSIBLE.		
6/9/2011 10:53:26 AM	MARKP	
10		EDDIE;S/A TECH CALLED ON THIS YESTERDAY
11 WAITING ON SNAP		WE CAN'T DUP
12 NEED TO DUP AND GET A SNAP TO SEE IF THERE IS AN INPUT PROBLEM		OK THANKS
8/17/2011 6:18:56 AM	HANKS	
13		ED. SERVICE ADVISER. CAR IS BACK WE SENT A SNAP
14 IS THE SNAP WITH A PROBLEM OCCURRING		NO - WE NEVER HAVE DUPLICATED. I DROVE IT, AND HEARD THE MODUALTOR RUN 1 TIME, BUT NO ABS ACTION
15 LET ME LOOK AT SNAP - DO NOT SEE ANY PROBLEMS		COULD IT BE A YAW RATE SENSOR OR SOMETHNG
16 IT SHOULD CODE FOR THOSE ITEMS. ANY MISS SIZED TIRES?		NO CODES - TIRES LOOK GOOD
17 IT DOES SOUNDS LIKE IT NEEDS TO BE BLEED. WILL FAX YOU SUPER BLEED. GO ACTIVATE ABS ON GRASS SURFACE AND BLEED SEVERAL TIMES TO GET ANY AIR OUT OF SYSTEM		OKAY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3354692	LINDSEYA	11/08/2012	LINDSEYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4210	ABS ACTIVATES ON OWN	SAS?; FOLLOW T/S

Resln Source: None **Date:**
Status: N/A **Mileage:** 60,597
Remarks / Requestor: **FE Status:**

Dealer #:	207447	**TZ:**	CST
Dlr Cont:	GARY MAINERO	**Training %:**	
Serv Ph:	(409) 833-7100	**Extn:**	
Serv Mgr:	MARK WILLIAMS		
Parts Mgr:	GEORGE CARSON		
Dlr Name:	MIKE SMITH HONDA 1515 I-10 SOUTH BEAUMONT TX 77701		
Phone:	(409) 833-7100	**Fax #:**	(409) 833-1211
DPSM:	ERIC PIZZECK	**Zone/Dist:**	03G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74049187	**Trans #:**	P36A6100201
Em Type:	KA		
RO #:	551069		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
11/8/2012 10:26:56 AM LINDSEYA	
1 ORIGINAL COMPLAINT	CUST SAYS ABS, VSA LIGHTS WILL COME ON , BRAKES DOTHE ABS FUNCTION , VAN COMES TO A STOP LIKE BRAKE S ARE APPLIED , HAS TO TURN OFF VAN AND RESTRT TO CONTINUE TO DRIVE , STERRING ANGLE DTC 27-1 AND TPMS DTCS
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: ABS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 DTC 27: Steering Angle Sensor	GARY -
7 WHO'S BILLY?	SHOP FOREMAN. HE DID THE TECHLINE REPORT. CUSTOEMR STATES THAT THE VEHICLE LOCKS UP GETTING ON THE INTERSTATE. HAS HAPPENED 5 TIMES THIS YEAR. THIS IS THE SECOND ODYSSEY I HAVE SEEN WITH THIS CONCERN.
8 OK.	IT WAS AT ANOTHER DEALER, AND IT DID HAVE THIS CODE. I AM DOING THE T/S. I'M AT C401 INLINE CONNECTOR BETWEEN VSA AND STEERING COLUMN. I DIDN'T HAVE ANY OHMS READINGS.
9 ARE THEY TURNING WHEN IT HAPPENS?	YES. I'M LEANING TOWARD A STEERING SENSOR.
10 WELL, FOLLOW THE T/S AND SEE WHAT YOU COME UP WITH. I DON'T HAVE A PATTERN FAILURE OR FEEDBACK TO INDICATE WHAT REPAIR TO MAKE.	OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3239719	LINDSEYA	01/05/2012	LINDSEYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4100	BRAKES APPLY ON OWN?	UNKNOWN; GATHER INFO TO DUPLICATE

Resln Source: None **Date:**

Status: N/A **Mileage:** 41,638

Remarks / Requestor: **FE Status:**

Dealer #:	206861	**TZ:**	CST
Dlr Cont:	SHAWN	**Training %:**	
Serv Ph:	(913) 782-3636	**Extn:**	
Serv Mgr:	SHAWN WAKEMAN		
Parts Mgr:	JOSEPH BOX		
Dlr Name:	FRANK ANCONA HONDA 1000 NORTH ROGERS ROAD OLATHE KS 66062		
Phone:	(913) 782-3636	**Fax #:**	9138299031
DPSM:	MIKE WEHMEIR	**Zone/Dist:**	08H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64032208	**Trans #:**	P36A6101161
Em Type:	KA		
RO #:	454189		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/5/2012 10:38:54 AM LINDSEYA	
1 ORIGINAL COMPLAINT	CUSTOMER STATES HAS LURCHING ISSUE LIKE CAR IS BRAKING OR DIEING WHILE DRIVING NO CODES STORED SEEMSTO BE AT 35-40 MPH HAS HAD A CODE 61-1 AND A 27-1 IN THE PAST WE HAVE REPLACED A STEERING ANGLE SEN SOR AND AN ALTERNATOR VERY INTERMITTENT NEED HELP
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	SHAWN -
7	WE HAVE NEVER BEEN ABLE TO DUPLICATE IT. IT HAPPENS ONCE EVERY TWO OR THREE MONTHS, NOW IT'S HAPPENED ONCE IN A MONTH. WE HAVE A CUSTOEMR THAT IS GETTING PRETTY UPSET.
8 HAVE YOU DRIVEN WITH THE CUSTOMER?	NO. WE DON'T HAVE ANYTHING TO GO ON, THERE ARE NO CODES IN THE SYSTEM...
9 BUT WE DON'T REALLY KNOW?	NO, CUSTOMER SAID ONCE THAT IT FELT LIKE THE VSA WAS ENGAGED. BUT NOT SURE IF IT IS TRYING TO STALL OR IF THE BRAKES ARE BEING APPLIED.
10 I DON'T SEE ANY CASES HERE. BEST THING AT THIS POINT IS TO DO ANYTHING YOU CAN TO ATTEMPT TO DUPLICATE THE ISSUE. HIGHLY RECOMMEND A RIDE-ALONG WITH THE CUSTOMER, AND WATCH HOW THE CUSTOMER DRIVES, AS THAT MIGHT GIVE YOU CLUES.	OK.
11 DOUBLE CHECK TO SEE IF THE CUSTOMER IS A TWO FOOTED DRIVER - CHECK FOR WEAR ON LEFT SIDE OF THE BRAKE PEDAL.	OK.
12 ALSO, FIND OUT AS MUCH AS YOU CAN ABOUT WHEN IT HAPPENS. WHERE IS THE CUSTOMER? HOW LONG HAVE THEY BEEN DRIVING? IS THEIR FOOT ON THE BRAKE OR THE THROTTLE OR NEITHER? BECAUSE RIGHT NOW WE DON'T HAVE ENOUGH INFORMATION TO WORK WITH.	OK. I'LL LET YOU KNOW WHAT I FIND OUT.
13 OK. THANKS.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3244877	SHAWNW	01/17/2012	ROBERTH	2

	Code	Original Complaint
P	4230	LACK OF POWER TCS OPERATION
	2575	NOISE, VIB @T/CONVERTER LCKUP

Probable Cause/Solution
T/C; REPL THE T/C

Resln Source: None **Date:**
Status: N/A **Mileage:** 41,638
Remarks / Requestor: **FE Status:**

Dealer #:	206861	**TZ:**	CST
Dlr Cont:	STEVE	**Training %:**	
Serv Ph:	(913) 782-3636	**Extn:**	
Serv Mgr:	SHAWN WAKEMAN		
Parts Mgr:	JOSEPH BOX		
Dlr Name:	FRANK ANCONA HONDA 1000 NORTH ROGERS ROAD OLATHE KS 66062		
Phone:	(913) 782-3636	**Fax #:**	9138299031
DPSM:	MIKE WEHMEIR	**Zone/Dist:**	08H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64032208	**Trans #:**	P36A6101161
Em Type:	KA		
RO #:	454189		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/17/2012 1:55:31 PM SHAWNW	
1 2ORIGINAL COMPLAINT	CUST STATES CAR IS DRAGGING EXCESSIVELY AROUN 40 MPH AND RELEASING THROTTLE
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	SAS, ALT
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 IS IT A BRAKE DRAG?	DOESN'T FEEL LIKE THAT, FEELS LIKE POWER IS JUST CUT OFF
7 LIKE TRACTION CONTROL?	YES
8 CODES	IN THE PAST IT HAD A SAS CODE BUT WE REPLACED IT AND CODE HASN'T COME BACK
9 MONITOR STR-Z 0.8V WHELL CENTERED, 3.8V OFF CENTER	OK
10 IF GOOD GET A SNAP OF THE VSA SYSTEM, FROM A STOP IN A STRAIGHT LINE	OK
2/3/2012 9:59:56 AM ROBERTH	
11	MARK (NEW TECH)
12	THIS TRANS DOWNSHIFTS HARD COMING TO A STOP ALSO HAS A VIBRATION COMING TO A STOP
13 FLUID?	CHANGED FLUID HELPED
14 IS THAT WHAT THE CUST COMPLAINT IS?	YES
15 REPL THE T/C	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3098752	JAMESH	12/28/2010	JAMESH	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LT, SLAMED ON BRAKES 1X	TRY TO DUPLICATE, GET MORE INFO

Resln Source: None **Date:**
Status: N/A **Mileage:** 25,953
Remarks / Requestor: **FE Status:**

Dealer #:	208299	**TZ:**	EST
Dlr Cont:	JIVAN JUTERAM	**Training %:**	
Serv Ph:	954-742-5227	**Extn:**	
Serv Mgr:	MARK WARSHEFSKI		
Parts Mgr:	ROBERT BUTTON		
Dlr Name:	RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		
Phone:	(954) 742-5227	**Fax #:**	(954) 364-3297
DPSM:	ERIN BAILEY	**Zone/Dist:**	07M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38278B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64032751	**Trans #:**	P36A6102150
Em Type:	KA		
RO #:	602787		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/28/2010 7:26:18 AM JAMESH

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 WAS IT THE WARNING OR ACTIVATION LIGHT THAT CAME ON?
7 WHAT WERE THE WEATHER CONDITIONS?
8 WHAT WERE THE ROAD CONDITIONS?
9 TRY TO DUPLICATE, QUESTION CUSTOMER ABOUT CONDITIONS.

Information from Dealer

CUSTOMER STATES WHEN DRIVING YESTERDAY AT 30 MPH, VEHICLE FEELS LIKE IT SLAMS ON BRAKES BY ITSELF, AND THE VSA LIGHT TURNED ON, NOW VEHICLE DRIVING NORMAL AND THE LIGHT IN NOT ON (TEST DROVE CAR 5 TIMES, UNABLE TO VERIFY CONCERN,NO CODES STORED)

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]

NO, WENT ON 6 TEST DRIVES
NONE
NOT SURE
NOT SURE

WINDY, BUT NO RAIN
NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3066841	TERRYP	10/08/2010	TERRYP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM ??	VSA ISSUE?;CLEARING DTCS,TRYING TO DUP

Resln Source: None **Date:**

Status: N/A **Mileage:** 13,895

Remarks / Requestor: **FE Status:**

Dealer #: 206822 **TZ:** EST

Dlr Cont: CHRIS CARROLL **Training %:**

Serv Ph: (478) 788-4514 **Extn:**

Serv Mgr: JACK WOODS

Parts Mgr: HUGO SAVAGE

Dlr Name: WALSH HONDA
2056 EISENHOWER PARKWY
MACON GA 31206

Phone: (478) 788-4514 **Fax #:** (478) 781-2445

DPSM: GEORGE OPPEL **Zone/Dist:** 07F

Previous Dealer/Contact **Date**

VIN: 5FNRL38688B[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-L

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74050630 **Trans #:** P36A6102439

Em Type: KA

RO #: 13895

Case Type: Technical

W.O. #:

Tech Line Suggests

10/8/2010 8:07:32 AM TERRYP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 LOCKED UP?

5 DUP?

6 DTCS?

7 DO ANY OF THEM RECODE?

8 WRITE THEM DOWN & CLEAR ALL DTCS.T/D & SEE IF ANY RECODE.T/S ANY THAT DO.ALSO CK CONNS & PIN FITS @ GAUGE ASSY CONN.IF STILL NEED HELP C/B WITH DTCS

Information from Dealer

CUSTOMER SAYS THE THE VAN SUDDENLY LOCKED UP WHILEDRIVING.

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: TRANS/DRIVELINE][KEYWORD:]

ITS NOT LOCKED UP BUT THE CUST SAID SHE WAS DRIVING @ 40 MPH,THE TIRES SKIDDED & AFTER IT CAME TO A STOP SHE DROVE HOME BUT IT FELT LIKE THE BRAKES WERE DRAGGING

NO

HAS A SAS DTC & SEVERAL LOSS OF COMM WITH GAUGE ASSY DTCS

HAVENT CLEARED THEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3067014	CHRISR	10/08/2010	CHRISR	1

	Code	Original Complaint
P	4230	VSA 26-1, 83-1

Probable Cause/Solution
VSA?; NEED MORE INFO, TRY TO DUP

Resln Source: None **Date:**
Status: N/A **Mileage:** 15,250
Remarks / Requestor: **FE Status:**

Dealer #: 206735 **TZ:** EST
Dlr Cont: STEVE PEREZ **Training %:**
Serv Ph: (757) 490-1111 **Extn:**
Serv Mgr: FREDERICK KEARNS
Parts Mgr: DWAYNE ALBEE
Dlr Name: CHECKERED FLAG HONDA
6541 VIRGINIA BEACH BL
NORFOLK VA 23502

Phone: (757) 490-1111 **Fax #:** (757) 687-3455
DPSM: JENNIFER KRUGER **Zone/Dist:** 06G
Previous Dealer/Contact **Date**

VIN: 5FNRL38778B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LR&N
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74051994 **Trans #:** P36A6105002
Em Type: KA
RO #: 504646
Case Type: Technical
W.O. #:

Tech Line Suggests

10/8/2010 11:37:56 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 NO PCM CODES

6 NO KNOWN ISSUE REGARDING ACCEL ISSUE, LOOKS LIKE VSA RESPONDED TO A MISINTERPRETED INPUT, IT CAN CUT POWER AND APPLY BRAKES TO STOP CAR, THE ABILITY TO ACCELERATE CAR, NO. NEED TO GET MORE INFO ON OCCURANCE AND IF POSSIBLE, SEE IF YOU CAN DRIVE WITH CUST AND HAVE HER SHOW YOU WHAT HAPPENED

Information from Dealer

WHEN DRIVING VEHICLE FELT AS IF SHE HAD NO CONTROL AND THE VEHICLE GUNNED FORWARD. THEN A FEW MOMENTS LATER THE VEHICLE FELT AS IF IT LOST POWER... CAR WOULD NOT ACCELERATE... IT FINALLY RE-ENGAGED

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: LATERAL]

I HAD A 26-1 83-1

NONE

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3035339	DAVIDK	07/23/2010	TERRYP	9

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 27-1 5X	SAS MOUNTING/ORIENTATION?;CKG SAS MOUNTING,S/S

Resln Source: None **Date:**

Status: N/A **Mileage:** 10,748

Remarks / Requestor: **FE Status:**

Dealer #:	208288	**TZ:**	EST
Dlr Cont:	JEFF ZIMMERMAN	**Training %:**	
Serv Ph:	(330) 633-6060	**Extn:**	
Serv Mgr:			
Parts Mgr:	JOHN HOPKINS		
Dlr Name:	MIKE PRUITT HONDA 43 PRUITT BLVD. AKRON OH 44310		
Phone:	(330) 633-6060	**Fax #:**	3306302631
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74052373	**Trans #:**	P36A6105103
Em Type:	KA		
RO #:	55074		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
7/23/2010 7:09:06 AM	DAVIDK	
1 ORIGINAL COMPLAINT		VEHICLE HAS BEEN IN MULTIPLE TIMES PRIOR WITH SAMECONCERN. TEST DROVE CAR DRIVING SLOWLY IN PARKING LOT WHILE TURNING, DID NOT ACT UP. ONLY AFTER PUL LING IN TO A PARKING SPOT TO A FULL STOP, SHIFT TOREVERSE THEN PROCEEDED TO TRAVEL IN A STRAIGHT LI NE DOWN AN INCLINE THAT THE VSA, ABS ACTED UP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4		lost call
7/23/2010 7:26:24 AM	DAVIDK	
5		CODE 27 SAS SENSOR. CAR HAS BEEN IN MULT X
6		NO CODES IN OTHER SYSTEM
7 RE CODE		YES GOING STRIGHT.
8 DIAG PER S/M		NO MNGR TOLD ME TO CALL YOU
9 HIGH SNAP SHOT WHEN IT CODES		
7/23/2010 1:07:38 PM	DAVIDK	
10		GOT A SNAP SHOT. GOING STRIGHT
11		YAW AND C/U REPLACED LAST YEAR. SAS REPLACED AFTER THAT. ALL FOR SAME 27-1 CODE. CAN NOT SEND SNAP SHOT SINCE USING LAP TOP
12 SEE HSN AUG 08		
7/23/2010 2:55:32 PM	DAVIDK	
13		RECIVED UNKNOWN SNAP SHOT. UNKNOWN FORMAT. WILL NOT OPEN. E MAIL BACK TO TRY AGAIN
7/26/2010 6:58:36 AM	DAVIDK	
14		RECIVED GOOD SNAP SHOT. FOWARD TO RAY D FOR REVIEW
7/26/2010 11:21:41 AM	RAYD	
15 HAVE YOU EVER HAD THE COVER OFF OF THE BACK OF THE MODULATOR CONNECTOR?		ITS OFF NOW
16 WITH THE HDS CONNECTED, LOOK AT THE DATA LIST, WATCH STR-Z AND YAW, WIGGLE WIRES AT MODULATOR CONNECTOR, IF THE VOLTAGE CHANGES THE CONNECTOR IS NO GOOD AND THE HARNESS WILL NEED TO BE REPLACED		
7/27/2010 1:29:24 PM	STEVEN	
17		IS RAY THERE
18 HE IS CURRENTLY ON THE PHONE BUT I CAN HAVE HIM CALL YOU RIGHT BACK		SURE
19 CELL PHONE?		330-417-1404
7/27/2010 1:38:20 PM	RAYD	
20		I CANT DUPLICATE THE PROBLEM NOW , WIGGLEED WIRES EVERYWHERE I COULD
21 REMOVE THE S/WHEEL, TURN THE SAS BY HAND AND MONITOR VIA HDS. LOOKING FOR A GLITCH.		*NO GLITCH
7/28/2010 11:03:57 AM	TERRYP	
22		*SEE ABOVE
23 ARROW ON SAS POINTING UP WHEN INSTALLED?		YES
24 MAKE SURE THE PINS FIT CORRECTLY INTO THE STEERING WHL HOLES.CK THE TIE ROD ENDS TO MAKE SURE THE AMOUNT OF THREADS SHOWING ARE ABOUT EVEN BTW THEM.IF ALL GOOD,GET A 30 SEC CENTER TRIG HIGH SPD S/S		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3131045	ROBS	03/21/2011	ROBS	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM; BRAKES APPLY	UNKNOWN

Resln Source: None **Date:**

Status: N/A **Mileage:** 34,374

Remarks / Requestor: **FE Status:**

Dealer #:	208008	**TZ:**	EST
Dlr Cont:	ROGER	**Training %:**	
Serv Ph:	(813) 664-1234	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	BRANDON HONDA 9209 ADAMO DRIVE EAST TAMPA FL 33619		
Phone:	(813) 664-1234	**Fax #:**	(813) 626-8853
DPSM:	DONALD LOGAN	**Zone/Dist:**	07K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74052719	**Trans #:**	P36A6105842
Em Type:	KA		
RO #:	24247		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/21/2011 12:45:54 PM ROBS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 ANY VSA DTC(s)?

8 CALL WAS DROPPED. C/B DEALER, COULD NOT GET TECH BACKTO PHONE AFTER 10 MIN.

Information from Dealer

CUST SAYS BRAKES WILL LOCK UP BETWEEN 30-40 MPH WITHOUT TUCHING THE BRAKE PEDAL AND THE VSA TRIANGLE LIGHT COMES ON

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]

NO

NO

NO

CUST SAYS IT HAPPENED TO HIM 3 TIMES WHILE DRIVING TO DLR.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3131075	LARRYL	03/21/2011	SHAWNW	2

	Code	Original Complaint	Probable Cause/Solution
P	4170	BRAKE LOCKING UP	CANT DUPL;CHECK FOR 2 FOOT DRIVING

Resln Source: None **Date:**
Status: N/A **Mileage:** 34,374
Remarks / Requestor: **FE Status:**

Dealer #:	208008	**TZ:**	EST
Dlr Cont:	ROGER	**Training %:**	
Serv Ph:	(813) 664-1234	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	BRANDON HONDA 9209 ADAMO DRIVE EAST TAMPA FL 33619		
Phone:	(813) 664-1234	**Fax #:**	8136268853
DPSM:	DONALD LOGAN	**Zone/Dist:**	07K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74052719	**Trans #:**	P36A6105842
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
3/21/2011 1:01:21 PM LARRYL	
1	CUST COMPLAINT OF BRAKES LOCKING UP WHILE DRIVING,
2 DID HE DRIVE VEH TO DLR	YES,
3 CAN YOU DUPL	NO
3/21/2011 1:05:15 PM SHAWNW	
4	BETWEEN 30- 40 MPH VSA LIGHT COMES ON AND VSA IS ACTIVATING CAUSEING CAR TO STOP, CANNOT DUPLICATE THIS
5 CODES?	NO CODES
6 NEED TO VERIFY ISSUE, ROAD TEST WITH CUST, LOOK FOR 2 FOOT DRIVING	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2972634	RUDYG	02/23/2010	TOMP	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATED BY SELF PER	WAR: REPLACED YAW SENSOR

Resln Source: Warranty **Date:** 03/29/2010
Status: N/A **Mileage:** 23,733
Remarks / Requestor: **FE Status:**

Dealer #:	207215	**TZ:**	AHST
Dlr Cont:	FRED AGUSTIN	**Training %:**	
Serv Ph:	(808) 680-7120	**Extn:**	
Serv Mgr:	KURTIS TSUHA		
Parts Mgr:	SOLOMON II		
Dlr Name:	TONY HONDA 94-1299 KA UKA BLVD. WAIPAHU HI 96797		
Phone:	(808) 680-7120	**Fax #:**	8084869375
DPSM:	WYNNE WYCOFF	**Zone/Dist:**	02D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38408E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64033895	**Trans #:**	P36A6105973
Em Type:	KA		
RO #:	690559		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
2/23/2010 9:52:58 AM RUDYG	
1 ORIGINAL COMPLAINT	CUSTOMER STATES WHILE DRIVING BRAKES ENGAGE WHILE ACCLERATING AND VSA LIGHT CAME ON 4 TIMES . ROAD TEST VAN COULD NOT VERIFY CUSTOMERS CONCERN DO YOU HAVE ANY CASES LIKE THIS ? CHECK FOR BRAKE DRAG OK AND MASTER CYLINDER FLUID DOES NOT LOOK CONTAMINATED.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4 STOCK TIRES AND WHLS	YES
5 ANY ACCIDENT DAMAGE ON THIS CAR?	NO
6 AFTERMARKET ACCESSORIES	PARKING SENSORS
7 USE HDS AND CK FOR YAW AND LAT AT 2.48-2.52V	OK
8 DO THIS ON FLAT GROUND. IF OUTSIDE THIS RANGE, REPL SENSOR CLUSTER	OK
9 IF OK, USE HDS AND CK STR Z WITH WHL STRAIGHT. SHOULD READ .8V, MONITOR THIS AND WIGGLE HARN NEAR MODULATOR CONNECTOR, C401 AND G302. IF STR Z CHANGES FIX CONNECTION.	OK
10 CALL BACK IF YOU NEED MORE HELP	OK
2/23/2010 10:18:14 AM RUDYG	
11 02/23/2010 10:18:20 AM RUDYG	(FRED) MY STRZ IS .8V AND MY LAT IS 2.50, YAW IS 2.57
12 VEH IS ON FLAT GROUND?	YES
13 FINISH THE REST OF THE TESTS I GAVE YOU BUT IF YOU CAN'T GET STR Z TO CHANGE WITH WIGGLE TEST. I WOULD REPL SENSOR CLUSTER. 2.57V IS TOO HIGH	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3064545	DAVEM	10/04/2010	DAVEM	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA LITE FLASHES, DTC 27-1	FBF: YAW SNSR; [SHOWED 3" NOT MOVING]

Resln Source: Feedback forms **Date:** 10/13/2010
Status: N/A **Mileage:** 20,813
Remarks / Requestor: **FE Status:**

Dealer #:	207307	**TZ:**	EST
Dlr Cont:	TED DOUGLAS	**Training %:**	
Serv Ph:	(734) 761-3200	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	HOWARD COOPER HONDA 2575 SOUTH STATE ST. ANN ARBOR MI 48104		
Phone:	(734) 761-3200	**Fax #:**	7347619464
DPSM:	JEFF GRAPENGATER	**Zone/Dist:**	04A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74053124	**Trans #:**	P36A6106291
Em Type:	KA		
RO #:	45984		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/4/2010 8:15:11 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 MON STR-Z ON LINE GRAPH AND WGGL TEST THE HRNSS BTTWN THE SAS AND CU. IF YOU SEE IT CHANGE ABOVE .8V YOU FOUND THE PROB. ALSO CHK THE VSA CU GND. IF ALL OK, SWAP THE SAS. IF ALL OK, POSS YAW SNSR

10/13/2010 7:03:26 AM DAVEM

6 FBF

7 REPLACED YAW SNSR. SHOWED 3" STRAGHT AHEAD. NOW SHOWS 0"

Information from Dealer

TCS LIGHT FLASHS; VEHICLE SLOWS DOWN FROM HWY SPEED. HAPPENED 2X. TECH OR ADVISORS UNABLE TO DUPLICATE

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: BRAKES][KEYWORD: 27-1]

CAR IN FOR THE 2ND TIME FOR THE COMPLAINT OF TCS [VSA] LITE FLASHING AND WE FOUND NOTHING WRONG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2692116	RUDYG	09/22/2008	RAYD	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 27, VSA ACTIVATED	SENSOR CLUSTER?; CK ORIENTATION OF SENSR CLUSTER

Resln Source: None **Date:**
Status: N/A **Mileage:** 2,801
Remarks / Requestor: **FE Status:**

Dealer #:	207219	**TZ:**	EST
Dlr Cont:	JAMES	**Training %:**	
Serv Ph:	(954) 427-4744	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	POMPANO HONDA 5381 NO. FEDERAL HWY POMPANO BEACH FL 33064		
Phone:	(954) 427-4744	**Fax #:**	9544199183
DPSM:	ERIN BAILEY	**Zone/Dist:**	07M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74053722	**Trans #:**	P36A6107322
Em Type:	KA		
RO #:	000485		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/22/2008 2:38:57 PM RUDYG	
1 ORIGINAL COMPLAINT	CUSTOMER STATES IT FELT LIKE SOMEONE WAS HOLDING THE BRAKE WHILE DRIVING. SHE NOTICED THE WARNING LIGHT ON (TRIANGULAR) SHE TURNED OFF THE VSA AND THE VEHICLE DROVE NORMALLY. NO CHECK ENGINE LIGHT CAME ON.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 ANY CODES?	YES, CODE 27, BUT THAT CLEARED OUT.
4 DID CUST NOTICE THE VSA LIGHT FLASHING?	NO, JUST WHEN IT CAME ON SOLID
5 SO PROBLEM HAD ALREADY HAPPENED AT THAT TIME?	YES
6 MOST LIKELY SAS IS OK, SUSPECT IT CODED BECAUSE OF LOGIC. THAT IS, YAW AND LATERAL READINGS WERE NOT IN LINE WITH SAS READING.	OK
7 SEE ETM PHOTO 143 AND MAKE SURE SENSOR CLUSTER IS ORIENTED CORRECTLY AS IN PHOTO	OK
8 WE HAVE SEEN SOME THAT ARE NOT MOUNTED CORRECTLY	OK
11/17/2008 4:35:58 PM RAYD	
9 SENT FEEDBACK FAX	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2878844	CHRISV	08/10/2009	CHRISV	1

	Code	Original Complaint
P	4230	VSA 26-1 27-1

Probable Cause/Solution
TEST DRIVE AND RECK

Resln Source: None **Date:**
Status: N/A **Mileage:** 10,678
Remarks / Requestor: **FE Status:**

Dealer #: 208408 **TZ:** EST
Dlr Cont: ROBERT MAUCK **Training %:**
Serv Ph: (703) 749-6600 **Extn:**
Serv Mgr: RYAN PARTON
Parts Mgr: JUAN HIDALGO
Dlr Name: HONDA OF TYSONS CORNER
1580 SPRING HILL RD.
VIENNA VA 22182

Phone: (703) 749-6600 **Fax #:** 7038214229
DPSM: TOM ZUIDEMA **Zone/Dist:** 06C
Previous Dealer/Contact **Date**

VIN: 5FNRL38808B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** TOUR P
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74053931 **Trans #:** P36A6107562
Em Type: KA
RO #: 150308
Case Type: Technical
W.O. #:

Tech Line Suggests

8/10/2009 7:31:58 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 DO THEY CLEAR
4 TEST DRIVE AND RECK

Information from Dealer

C/S CAR HESITATES AND ALMOST CUT OFF HAPPEND TWICE... NO DTC FOR PGM FI JUST TWO CODES STORED FOR VSA CODE 26-1 LATERAL ACCEL SENSOR & 27-1 STEERINGANGLE SENSOR

NO
YES BUT I HAVE NOT TEST DRIVEN IT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3260327	CHRISR	02/27/2012	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	C/S BRAKES APPLIED @ 40 MPH	VSA?; VFY SENSOR DATA, CK CONN/VOLTS

Resln Source: None **Date:**

Status: N/A **Mileage:** 49,884

Remarks / Requestor: **FE Status:**

Dealer #:	208280	**TZ:**	EST
Dlr Cont:	DWANE BELL	**Training %:**	
Serv Ph:	(717) 848-2600	**Extn:**	
Serv Mgr:	GARY NOLL		
Parts Mgr:	PAUL BEAUDUY		
Dlr Name:	APPLE HONDA 1212 LOUCKS ROAD YORK PA 17404		
Phone:	(717) 848-2600	**Fax #:**	7178456505
DPSM:	WALTER	**Zone/Dist:**	05L
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38818B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR P
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR PAX 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74053916	**Trans #:**	P36A6107579
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/27/2012 6:43:49 AM CHRISR

1	CUST SAID CAR APPLIED @ 40 MPH AD THEN RELEASED THEM, ALSO FELT A LOW PEDAL. DTC'S WERE 26-1, 27-1, 61-1
2 DID YOU DUP	NO
3 WAS VSA LIGHT ON?	NO
4 TRY TO DUP, TAKE SNAP, MON YAW,LAT SENSORS STRAIGHT AHEAD. SHOULD BE 2.48-2.52	OK
5 INSP/CYC VSA CONN	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3340804	TROYS	10/08/2012	PAULI	21

	Code	Original Complaint	Probable Cause/Solution
P	4100	BRAKES APPLY THEM SELF	VSA?;

Resln Source: None **Date:**

Status: P HMA **Mileage:** 57,559

Remarks / Requestor: **FE Status:**

Dealer #:	206733	**TZ:**	EST
Dlr Cont:	SETH GROSS	**Training %:**	
Serv Ph:	(260) 484-0551	**Extn:**	
Serv Mgr:	DOUGLAS SETTLE		
Parts Mgr:	ROBERT BRASELTON		
Dlr Name:	DON AYRES HONDA 4740 LIMA ROAD FORT WAYNE IN 46808		
Phone:	(260) 484-0551	**Fax #:**	2603732686
DPSM:	KATHY DUERR	**Zone/Dist:**	04C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38848B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR P
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR PAX 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74053940	**Trans #:**	P36A6107557
Em Type:	KA		
RO #:	382740		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/8/2012 8:32:23 AM TROYS	
1 ORIGINAL COMPLAINT	CUSTOMER REPORTS BRAKES LOCKING UP RANDOMLY. TESTDROVE CANNOT DUPLICATE. DROVE 50 MILES AND NOTHIN G HAS HAPPENED. VAN HAS A SALVAGED TITLE. NO CODESSTORED. SERVICE MANAGER REQUEST FOR TECHLINE HELP
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: BRAKES][KEYWORD: LOCKING UP]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO THEY SAY IT HAPPENS 6 TIMES IN A MILE
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 BRAKES WORK FINE	YES 50 MILES NO ISSUES
7 CAR A WAITER	NO WAS A TOW IN ON SATURDAY
8 WILL GET WITH ENGINEERING AND GET BACK TO YOU	
10/11/2012 8:42:00 AM GARYG	
9 10/11/2012 09:35:28 AM GARYG; Requested information about the salvage title, reason was an engine replacement, engine had bent rods probably caused by water ingestion. requested dealer to look for other signs of water damage, response was connectors and vehicle look OK. HMA still wants the parts. Notified DPSM Kathy Duerr of parts request. Warranty claim will require some special handling due to salvage title. Confirmed with AH warranty administration that it can be done.	
10 Sent parts list to Service Manager Doug Settle.	
10/11/2012 11:08:18 AM GARYG	
11 01469-SHJ-A00 POWER SET, MASTER	
12 46101-SHJ-305 MASTER CYLINDER SET	
10/11/2012 11:08:18 AM GARYG	
13 57110-SHJ-A61 VSA MODULATOR	
14 35251-SHJ-A61 SENSOR ASSY., STEERING & BODY SWITCH	
10/11/2012 11:08:18 AM GARYG	
15 39960-SHJ-A01 SENSOR ASSY., CLUSTER	
16 36750-SMA-003 SWITCH ASSY., STOP & CRUISE	
10/11/2012 11:08:18 AM GARYG	
17 57450-SHJ-A02 SENSOR ASSY., R. FR. (see note)	
18 57455-SHJ-A02 SENSOR ASSY., L. FR. (see note)	
10/11/2012 11:08:18 AM GARYG	
19 57470-SHJ-A05 SENSOR ASSY., R. RR. (see note)	
20 57475-SHJ-A05 SENSOR ASSY., L. RR. (see note)	
10/11/2012 11:08:18 AM GARYG	
21 NOTE; The wheel sensors are optional. If they can easily be removed then replace them. If the wheel sensors are corroded in the hub and will be destroyed when removed do not replace them. Dealer tech decision.	
22 Parts will be shipped to HMA, attention Josh Defoor. Please contact the parts manager Rob Braselton with the shipping information.	
10/11/2012 12:03:25 PM PAULI	
23 (sas)	
24 WILL ARRANGE PRTS>HMA, JOSH DEFOOR	
25 FAXED SHIP REQ.	
10/11/2012 11:08:18 AM GARYG	
26 Thanks Paul, talked with DPSM and we are good to go.	
10/16/2012 10:36:35 AM PAULI	
27	DOUG, S/A
28 STATUS?	DONE
29 THANKS.	TOM, PRTS

30	STATUS?	HAVE REQ, GETTING PARTS & WILL SEND & ADVISE
31	THANKS	
10/18/2012 9:52:29 AM	PAULI	
32	206733 RO Date: 2012-10-06 Claim Number: 827406	R&R
33		57450-SHJ-A02 SENSOR ASSY., R. FR.
34		57455-SHJ-A02 SENSOR ASSY., L. FR.
35	206733 RO Date: 2012-10-06 Claim Number: 827401	R&R
36		01469-SHJ-A00 POWER SET (10.5")
37	206733 RO Date: 2012-10-06 Claim Number: 827403	R&R
38		39960-SHJ-A01 SENSOR, CLUSTER
39	206733 RO Date: 2012-10-06 Claim Number: 827407	R&R
40		57470-SHJ-A05 SENSOR ASSY., R. RR.
41		57475-SHJ-A05 SENSOR ASSY., L. RR.
42	206733 RO Date: 2012-10-06 Claim Number: 827402	R&R
43		57110-SHJ-A61 MODULATR ASSY.,VSA
44	206733 RO Date: 2012-10-06 Claim Number: 827405	R&R
45		36750-SMA-003 SW, STOP & CRUISE
46	206733 RO Date: 2012-10-06 Claim Number: 382740	R&R
47		46101-SHJ-305 MASTER CYLINDER SET
48	206733 RO Date: 2012-10-06 Claim Number: 827408	R&R
49		35251-SHJ-A61 SENSOR ASSY.
50		TOM,PRTS
51		SENDING TODAY, WILL ADVISE
52	THANKS	
10/19/2012 2:45:55 PM	PAULI	
53		E/M FROM STEPHANIE, PRTS
54		Tracking number: [redacted]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3109083	TOMP	01/21/2011	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 27

Probable Cause/Solution
DEALER CAN'T DUPLICATE; FAULTY SAS

Resln Source: None **Date:**
Status: N/A **Mileage:** 43,704
Remarks / Requestor: **FE Status:**

Dealer #:	206925	**TZ:**	CST
Dlr Cont:	JON	**Training %:**	
Serv Ph:	(931) 647-3353	**Extn:**	
Serv Mgr:	LOREN RICHARDS		
Parts Mgr:	SHERYL RICHARDSON		
Dlr Name:	JENKINS AND WYNNE HONDA 311 COLLEGE STREET CLARKSVILLE TN 37040		
Phone:	(931) 647-3353	**Fax #:**	9316482685
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74054283	**Trans #:**	P36A6108072
Em Type:	KA		
RO #:	173823		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

1/21/2011 10:22:02 AM TOMP

1	ORIGINAL COMPLAINT	CUST STATES BRAKES LOCK UP AND HAS TO PULL OVER.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO REPAIRS DONE FOR THIS COMPLAINT EITHER
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NA
6		JON
7		VSA DTC 27
8	CLEAR DTC; DOES IT RESET?	NOT SO FAR.
9		WHILE WATCHING SAS INPUT IT GOT STUCK ON 6 DEGS.
10	STILL STUCK?	DON'T KNOW
11	WHEN DID PROBLEM START?	UNKNOWN
12	CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES, OTHER ELECTRICAL REPAIRS?	NONE
13	REVIEW "CASES" AND "KBs"	
14	TEST DRIVE TO SEE IF DTC 27 RESETS; FAULTY SAS?	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2661017	RUDYG	07/31/2008	PAULI	10

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES, CODE 104, 27,25	8/5: REPL'D VSA MODULATOR

Resln Source: Spoke w/ Dealer **Date:** 08/05/2008
Status: P RCVD **Mileage:** 1,276
Remarks / Requestor: **FE Status:**

Dealer #:	208247	**TZ:**	CST
Dlr Cont:	JOSEPH	**Training %:**	
Serv Ph:	(832) 601-4030	**Extn:**	
Serv Mgr:	MACY ROBERTS		
Parts Mgr:	SAL SERNA		
Dlr Name:	Honda of Spring 17350 NORTH FREEWAY HOUSTON TX 77090		
Phone:	(832) 601-4030	**Fax #:**	2814431932
DPSM:	VERNON SAGE	**Zone/Dist:**	03C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38958B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74055172	**Trans #:**	P36A6109305
Em Type:	KA		
RO #:	383240		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
7/31/2008 10:26:00 AM	RUDYG	
1	ORIGINAL COMPLAINT	ABS UNIT ACTIVATES DRIVING DOWN THE ROAD AND CODE 104-1 COMES UP BOTH THE SENSOR CLUSTER AND THE STEERING ANGLE SENSOR HAVE BEEN REPLACED
2	PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3	PREVIOUS REPAIR DESCRIPTION	WHEN THE CAR FIRST CAME IN IT WAS MISSING FUSE 20 REPLACED FUSE CLEARED THE CODES SYSTEM TEST OK 457 MI, AT 707 MI IT CAME BACK WITH CODE CODE 27-1 REPLACED THE STEERING ANGLE SENSOR NOW IT HAS CODE 104-1 REPLACED THE SENSOR CLUSTER AND CODE STILL RESETS AFTER DRIVING MULTIPLE TIMES
4	TIRES ALL SAME SIZE?	YES
5	SO ACTIVATION LIGHT COMES ON?	YES, I REPLACED SAS FOR CODE 27-1 AND THAT CLEARED BUT WHEN I DROVE IT AROUND A CORNER IT CODED FOR THE YAW SENSOR.
6	CK SENSOR CLUSTER MOUNTING AND COMPARE TO PHOTO 143 IN ETM	MINE IS JUST LIKE THAT
7	CK DATA LIST FOR YAW, LATERAL, SAS, AND WHL SPEEDS. COMPARE TO K/G AND LET ME KNOW WHAT READS DIFF ON THIS CAR. OR IF YOU WANT, YOU CAN SEND ME 2 SNAPSHOTS. ONE WITH ACCEL AND DECEL IN STRAIGHT LINE, 2ND WHEN CODING AROUND A CORNER	OK
7/31/2008 1:52:38 PM	LANCEK	
8		JOSEPH
9		IS RUDY THERE?
10	HE IS ON THE PHONE	I SENT THE SNAP SHOT IN
11	HOW LONG AGO DID YOU SEND IT?	10 MIN
12	IT TAKES SOME TIME FOR IT TO GET HERE, I WILL PEND THIS TO RUDY AND HAVE HIM CALL YOU BACK	PLEASE CALL 281 782-2180
13	PEND TO RUDYG	
7/31/2008 2:55:35 PM	RUDYG	
14	07/31/2008 03:21:09 PM RUDYG(CALLED DLR)	(JOSEPH)
15	I HAVE REVIEWED YOUR SNAPSHOT. WHAT WERE YOU DOING IN DIFF SNAPSHOTS? TWO OF THEM SHOW VSA LIGHT ON ALL THE TIME, 3RD ONE SHOWS ACTIVATION LIGHT COMING ON BUT ALL WHEEL SPEEDS ARE THE SAME. SAS READINGS ARE CHANGING BUT YAW IS STEADY. WERE YOU JUST DRIVING IN A STRAIGHT LINE AND VSA ACTIVATED?	YES, THE LIGHT CAME ON WHILE DRIVING STRAIGHT. IT DID NOT ACTIVATE BUT LIGHT CAME ON
16	YOUR SAS Z PHASE READING IS ERRATIC. SHOULD NORMALLY BE .8V WHEN WHEEL IS AT 12:00 O'CLOCK AND ABOUT 4V ANYWHERE ELSE. YOURS IS READING AROUND 1 V AT TIMES. CK CONNECTIONS AT CONNECTOR C401. PAY CLOSE ATTENTION TO PIN 17 AND 18	OK
17	(ATTACHED SNAPSHOT OF K/G AND THIS CAR)	
8/1/2008 9:56:11 AM	RUDYG	
18	08/1/2008 09:56:45 AM RUDYG(CALLED TECH)	(JOSEPH)
19	CALLING FOR UPDATE ON REPAIRS	I SENT SOME MORE SNAPSHOTS, DID YOU GET THEM?
20	HAVE NOT LOOKED.	I KEEP GETTING CODE 104 AND IT WON'T CLEAR
21	NEED TO FOCUS ON SAS READING AND GET THAT CORRECT. DO V CHECKS ON SAS REF V AT PIN 5, STR-Z AT PIN 3 AND GROUND AT PIN 1	OK
8/1/2008 3:12:51 PM	RUDYG	
22	08/1/2008 03:13:09 PM RUDYG(CALLED DLR)	(MIKE S/A)
23	CALLING FOR UPDATE ON REPAIRS	JOE IS GONE FOR THE DAY, WE HAVE A MODULATOR COMING TOMORROW.
24	HOW DID HE COME TO THE CONCLUSION IT NEEDED A MODULATOR?	DON'T KNOW

25	WE WILL HAVE TO SEE IF THAT FIXES IT. I WILL FOLLOW UP WITH HIM ON MONDAY	CAN HE CALL YOU TOMORROW?
26	I WON'T BE BACK TILL MONDAY.	OK
8/5/2008 9:15:03 AM	RUDYG	
27	08/5/2008 09:15:59 AM RUDYG(CALLED DLR)	(MIKE S/A)
28	CALLING FOR UPDATE ON REPAIRS	WE INSTALLED A NEW MODULATOR LAST SATURDAY AND THAT TOOK CARE OF THE PROBLEM.
29	THANKS FOR INFO	
30	(PEND TO PAUL FOR PARTS)	
8/5/2008 9:24:20 AM	PAULI	
31	WILL P/U	
8/5/2008 10:39:18 AM	RUDYG	
32	08/5/2008 10:41:59 AM RUDYG(CALLED DLR)	(JOSEPH)
33	CALLING TO SEE HOW YOU CAME TO CONCLUSION TO REPL MODULATOR	I WAS LOSING MY 5V REF ON YEL/BLK WIRE. I CHECKED THE CONNECTIONS ON THAT WIRE BUT IT SEEMED THAT MODULATOR WOULD STOP SENDING OUT V.
34	THANKS FOR INFO	OK
8/5/2008 2:19:39 PM	PAULI	
35	FAXED SHIP REQUEST	
8/7/2008 4:32:08 PM	PAULI	
36	VSA MOD RCVD--FRWD>RUDY	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3106267	TOMM	01/14/2011	RUDYG	12

	Code	Original Complaint
P	4230	VSA PROBLEM 26,27,83
	7200	CIRCUIT GENERAL (BCAN CODES)
	4170	BRAKES CAME ON UNEXPECTEDLY

Probable Cause/Solution
UNKNOWN?; DUP

Resln Source: None **Date:**
Status: N/A **Mileage:** 23,081
Remarks / Requestor: **FE Status:**

Dealer #:	206534	**TZ:**	PST
Dlr Cont:	TOM EDWARDS	**Training %:**	
Serv Ph:	(310) 371-3521	**Extn:**	
Serv Mgr:			
Parts Mgr:	MARTIN LUNA		
Dlr Name:	SCOTT ROBINSON HONDA 20340 HAWTHORNE BLVD. TORRANCE CA 90503		
Phone:	(310) 371-3521	**Fax #:**	3103706591
DPSM:	MARCEL VILLEGAS	**Zone/Dist:**	01C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38968B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74055224	**Trans #:**	P36A6109591
Em Type:	KA		
RO #:	944923		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/14/2011 11:26:43 AM TOMM	
1 ORIGINAL COMPLAINT	CUSTOMER STATES "THAT WHILE DRIVING,AN ABNORMAL BRAKING OCCURRED BY ITSELF TWICE ON SMOOTH RAOD ABOUT 45MPH." WE ARE UNABLE TO DUPLICATE THE CONCERN.CHECKED AND FOUND 22 BODY CODES FOR COMMUNICATION LOSS.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: BRAKES][KEYWORD: ABS]
3 CAN YOU VERIFY THE CUSTOMER'S OMPLAINT?	NOT ABS ISSUE, BUT VEHICLE HAS MULTIPLE B-CAN CODES SET (B-1005, B-1006, B-1007, B-1012, B-1808, B-2007, B-2017, B-2060)
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 REFER TO SB 08-078. CHECK FOR WATER ENTRY INTO c701 @ LEFT REAR.	OK, WILL CHECK (IT HAS BEEN RAINING HERE LATELY).
1/17/2011 10:21:35 AM DAVEM	
7	NO WATER LEAKS AND EVERYTHING AND CONNECTOR IS DRY
8 DO THESE CODES COME BACK	NO
9 DUP SINCE YOU'VE HAD IT?	NO
10 CHK THE CONNECTIONS TO THE VSA AND YAW SNSR. IF THE PROBLEMS COMES BACK AND THESE BODY CODES DO NOT, POSS YAW SNSR	
1/18/2011 1:04:56 PM EDB	
11 SENT COPY OF CONTACT TO DPSM JONAH ROHDE	
1/18/2011 3:58:00 PM CHRISR	
12	26-1, LAT SNSR 27-1 SAS, 83-1 WERE MORE DTC'S I FOUND
13 MONITOR SENSORS WITH HDS, TAKE SNAP OF OPERATION	OK
14 SENSOR CLUSTER AROUND 2.5 VOLTS @ 1G	OK
15 Z-PHASE .8 V STRAIGHT AND 3.9 TURNING	OK
1/18/2011 4:39:19 PM RAYD	
16	I SENT A SNAPSHOT
17 I DONT HAVE IT YET, I WILL PEND THE CONTACT TO MY SELF, DID YOU CLEAR THE DTC'S?	YES, NONE CAME BACK
18 I WILL LOOK FOR THE SNAPSHOT, NOT SURE IF WE WILL SEE ANYTHING IF ITS NOT ACTING UP NOW.	
1/19/2011 10:16:44 AM STEVEN	
19	I SENT THE SNAP SHOTS
20 WE STILL DONT HAVE THEM FROM YOU YET, WHEN DID YOU SEND THEM?	LAST NIGHT
21 WEIRD. DID YOU NOTICE ANYTHING WITH THE Z-PHASE OR LAT SENSOR INPUT?	I WASNT PAYING ATTENTION
22 LOOKING AT OTHER CONTACT'S I SEE A FEW CONTACTS WITH THE SAME COMPLAINT OF A 83-1, 26-2 OR 27-2 AND THE BRAKE APPLYING THEMSEVES	OH REALLY?
23 ONE WAS REPAIRED BY FINDING A LOOSE G302, THE OTHER BY REPLACING THE STEERING ABGLE SENSOR, LOOKS LIKE THE Z-PHASE WAS OUT. NOW THAT DOESNT MEAN WE SHOULD PUT PART SON THIS CAR, BUT LETS CHECK THE GROUND, MAKE SURE THERE IS NO ACCIDENT DAMAGE	
24 IF YOU DONT SEE ANYTHING OBVIOUS, TRY AND SEND THAT SNAPSHOT TO US AGAIN. ALTHOUGH A SNAP-SHOT WHEN ITS NOT ACTING UP MAY NOT TELL US MUCH	
1/19/2011 12:41:57 PM HANKS	
25	SENT SNAP SHOT CAN YOU CHECK
26 YES IT IS HERE	I NOTICED NO STEERING ANGLE SENSOR CHANGE
27 I CONFIRM - LET ME GET YOU A CALL BACK ON THIS	CELL - 310-345-3664 AM AT LUNCH FOR NEXT HOUR

1/19/2011 2:30:56 PM	SHAWNW	
28	REVIEWED SNAP AND SAS NEVER CHANGED FROM 0	CORRECT AND I DID A UTURN AT THE END OF THE SNAP
29	VERIFY REF VOLTAGE TO SENSOR AND GND IF GOOD REPLACE SENSOR	OK
1/20/2011 11:34:59 AM	DAVIDK	
30		Z PHASE CHANGES. SAS DOES NOT. REPALCED THE SAS SENSOR. NO CHANGE.
32	ANY CODES RETURNING	NO
33	ANY ACTIVATION	NO
34	TEST DRIVE W HDS ON SNAP SHOT. IF YOU GET A ACTIVATION SNAP IT. SINCE IT IS NOT CODEING I EXPECT THE DATA TO BE GOOD. DID YOU CLEAN THE VSA GROUND	YES. CLEANED THE CONTACT.
35	THAT MAY HAVE FIXED THE PROBELM	
31	SAS WILL READ 0 UNTILL THE CAR IS DRIVEN. IN SNAP SHOT I SEE YOU BARLY GOT ABOVE 15.[THIS MODEL WILL NOT SHOW STEERING ANGLE ° CHANGE AFTER KEY ON UNTIL VEHICLE IS DRIVEN ABOVE 20 MPH. WILL ALWAYS SHOW 0° UNTIL THEN]	OK
1/21/2011 8:06:13 AM	RUDYG	
36	01/21/2011 08:14:59 AM RUDYG(ADDED COMMENT TO LINE 31)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3034651	CHRISR	07/21/2010	RUDYG	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA APPLIED BRAKES DTC 27	SENSOR?; MONITOR SENSOR CLUSTR DATA

Resln Source: None **Date:**
Status: N/A **Mileage:** 11,701
Remarks / Requestor: **FE Status:**

Dealer #:	206600	**TZ:**	EST
Dlr Cont:	SAOKITH KHUON	**Training %:**	
Serv Ph:	(904) 389-8614	**Extn:**	
Serv Mgr:			
Parts Mgr:	STEVEN DENBY		
Dlr Name:	DUVAL HONDA 1325 CASSAT AVENUE JACKSONVILLE FL 32205		
Phone:	(904) 389-8614	**Fax #:**	9043893767
DPSM:	DAVID CATHCART	**Zone/Dist:**	07H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38908E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74055709	**Trans #:**	P36A6110537
Em Type:	KA		
RO #:	99930		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/21/2010 2:06:29 PM CHRISR	
1 ORIGINAL COMPLAINT	- CUSTOMER STATE WHILE MOVING APPROX 40MPH VEHICLE WILL APPLY BRAKES BY THEMSELVES - CUSTOMER STATES VSA LIGHT CAME ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSASYSTEM (INCLUDES ABS, TCS)][KEYWORD: STEERING ANGLE SENSOR]
4 DTC?	VSA DTC 27
5 MONITOR SENSOR CLUSTER DATA, IF VSA SAW AN INCREASE IN YAW MOVEMENT WITHOUT STEERING CHANGE IT MAY THINK THE SAS IS BAS	OK
6 SO WE NEED TO SEE IF YAW OR LATITUDE SENSOR VALUES BOUNCED AROUND. 2.48-2.52 IS NOMINAL	OK
7 MONITOR USING SNAPSHOT AND IF VALUE FLUX OCCURS, CAPTURE IT SO YOU CAN ANALYZE	OK
7/21/2010 3:19:56 PM RUDYG	
8 07/21/2010 03:20:21 PM RUDYG	(SAOKITH) I CAN'T FIND A WAY TO MAKE SAS READ 0.8V
9 NOT STR ANGLE, Z PHASE	OK
10 SHOULD BE .8V /- 6 DEG OF CENTER	OK
11 I WOULD PUT STR WHL STRAIGHT, THE USE HDS TO MONITOR Z PHASE, YAW AND LAT READINGS AND THEN WIGGLE TEST C401, C601 AND MODULATOR CONNECTOR TO SEE IF WE CAN INDUCE CHANGE IN VOLTAGE	OK
12 IF NO, START WITH REPL STR ANGLE SENSOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3426100	DAVEM	04/29/2013	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4170	BRAKES APLLIYING SELF, DTC 27	UNKNOWN?; REFRESH ALL CONNECTIONS IN VAS> DPSM

Resln Source: None **Date:**
Status: N/A **Mileage:** 40,363
Remarks / Requestor: **FE Status:**

Dealer #:	206903	**TZ:**	EST
Dlr Cont:	RONALD	**Training %:**	
Serv Ph:	(706) 228-7000	**Extn:**	
Serv Mgr:	KEVIN MASKEY		
Parts Mgr:	TOMMY DUNN		
Dlr Name:	GERALD JONES HONDA 4022 WASHINGTON ROAD MARTINEZ GA 30907		
Phone:	(706) 228-7000	**Fax #:**	706-228-7031
DPSM:	JOHN KERRIGAN	**Zone/Dist:**	06M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74055883	**Trans #:**	P36A6110021
Em Type:	KA		
RO #:	050646		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

4/29/2013 12:15:52 PM DAVEM

1	ORIGINAL COMPLAINT	BRAKES APLLIYING WHILE DRIVING AND FOOT NOT ON BRAKE PEDAL
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6		WE CANNOT DUP. CUST STATES IT DID IT 4X ON A LONG ROAD TRIP 800 MILES AGO, THERE IS A DTC 27 IN THE VSA, BUT IT CLEARED W/ NO RECODES. JUST FISHING
7	NO HIST. REFRESH ALL CONNECTIONS IN VSA AND CALL DPSM TO MAKE THEM AWARE OF THIS CAR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3002271	TOMP	05/03/2010	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26 & 83-1	UNKNOWN; CAR NOT AT DEALER

Resln Source: None **Date:**

Status: N/A **Mileage:** 29,003

Remarks / Requestor: **FE Status:**

Dealer #:	207823	**TZ:**	EST
Dlr Cont:	BRUCE	**Training %:**	
Serv Ph:	(606) 678-0160	**Extn:**	
Serv Mgr:	BRIAN COOKE		
Parts Mgr:	WILLIAM TALBOTT		
Dlr Name:	ALTON BLAKLEY HONDA 2490 SOUTH HIGHWAY 27 SOMERSET KY 42501		
Phone:	(606) 678-0160	**Fax #:**	6066771808
DPSM:	WILLIAM KIRK	**Zone/Dist:**	04K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74056223	**Trans #:**	P36A6110893
Em Type:	KA		
RO #:	028421		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/3/2010 1:53:40 PM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 CAN YOU DUPLICATE THE COMPLAINT?

6 WHAT DO YOU EXPERIENCE?

7 WHEN DID PROBLEM START?

8 DTCs?

9 CLEAR DTCs DO THEY RESET?

10 PROBLEM CHANGED SINCE NOTICED?

11 CHECK SENSOR CLUSTER INSTALLATION?

12 DO SENSOR MEMORIZATION

13 CHECK VSA POWER/GROUND SYSTEMS, CONNECTIONS, PINFITS AND TERMINATIONS.

Information from Dealer

BRAKES HAVE ABNORMAL FEEL WHEN BRAKING AROUND TURNS AT SLOW SPEEDS

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSASYSTEM (INCLUDES ABS, TCS)][KEYWORD:]

BRUCE:

YES

FEELS LIKE THE ABS ACTIVATES; BUT I TURNED THE VSA OFF AND IT STILL DID IT.

SAYS SINCE NEW.

VSA 26-1 & 83-1

NOT SO FAR.

NO

CAR NOT HERE NOW.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3338464	CHRISR	10/02/2012	PAULI	12

Code	Original Complaint	Probable Cause/Solution
P 4170	CAR APPLIED BRAKES BY SELF	VSA MOD?; GET MORE INFO, INPUTS, REPL

Resln Source: None **Date:**

Status: P HMA **Mileage:** 49,384

Remarks / Requestor: **FE Status:**

Dealer #:	206747	**TZ:**	EST
Dlr Cont:	JAMES PIERCE	**Training %:**	
Serv Ph:	(614) 882-1535	**Extn:**	
Serv Mgr:			
Parts Mgr:	CHRIS NORZ		
Dlr Name:	ROUSH HONDA 100 WEST SCHROCK ROAD WESTERVILLE OH 43081		
Phone:	(614) 882-1535	**Fax #:**	6148955737
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64036808	**Trans #:**	P36A6115172
Em Type:	KA		
RO #:	214542		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/2/2012 6:51:56 AM CHRISR	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THE BRAKES WILL APPLY ON THEIR OWN AND WILL MAKE THE VEHICLE COME TO A SCREACHING STOP, THEY THEY WILL RELEASE AGAIN. HAS HAPPENED THREE TIMES IN THE LAST 8 MONTHS. CUSTOMER HAS FOUND SIMILAR OCCURANCES ON THE INTERNET.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 VSA CAN APPLY BRAKES FOR STABILIZATION BUT IF CAR STOPPED IT SELF	IT DID PER CUST, ALL THE WAY TO A STOP THEN RELEASED BRAKES
7 IF NOT CUST THEN VSA IS IT, NO ACTIVATION LIGHTS?	NOT REPORTED
8 POSS NOT ASKED, FIND OUT, POSSIBLE MODULATOR OR INPUT THOUGH BRAKES STOPPING ALL THE WAY TO STOP IS NOT A USUAL RESPONSE	OK
10/2/2012 11:01:07 AM GARYG	
9 10/2/2012 02:44:30 PM GARYG; HMA is requesting to visit this vehicle. Please contact the dealer to make sure the vehicle is available and the customer is taken care of. If the vehicle is available and the customer is OK let me know and I will notify HMA. Also please notify the DPSM of the activity.	
10/2/2012 3:03:10 PM TROYS	
10 CB DEALER SPOKE TO JOSH SMILE HE WILL HOLD CAR AND WAIT FOR FURTHER INSTUCTIONS.	
10/3/2012 1:06:53 PM TROYS	
11 CB DEALER PLEASE CHECK FOR ANY CODES	PRETTY SURE WE DID BUT WILL DOUBLE CHECK
12 THANKS	DO WE KNOW WHEN THEY WILL BE HERE
13 NOT YET WHEN I KNOW YOULL KNOW	
10/4/2012 8:18:37 AM TROYS	
14 CB DEALER JOSH IN	DOES NOT COME IN UNTIL 2:30
15 SM PLEASE	THIS IS KENT WILLIAMS
16 THE FACTORY IS COMING TO LOOK AT THIS CAR AND I NEED A CONTACT PERSON	I WILL BE ON VACATION SO HAVE THEM SPEAK TO CHAD PORTER
17 OK THEY WILL BE IN AROUND 8 AM IN THE MORNING	CHAD IS AWARE OF WHAT IS GOING ON AND WILL ASSIST WITH ANYTHING THEY NEED
10/10/2012 2:52:31 PM PAULI	
18 NO CLM?	
19 (sas)	
10/10/2012 4:17:46 PM PAULI	
20	PER E/M FROM GARY G
21	This is what the parts list should be;
22 01469-SHJ-A00 POWER SET, MASTER	
23 46101-SHJ-305 MASTER CYLINDER SET	
24 57110-SHJ-A61 VSA MODULATOR	
25 35251-SHJ-A61 SENSOR ASSY., STEERING & BODY SWITCH	
26 39960-SHJ-A01 SENSOR ASSY., CLUSTER ., STOP & CRUISE	
27 57450-SHJ-A02 SENSOR ASSY., R. FR.	
28 57455-SHJ-A02 SENSOR ASSY., L. FR.	
29 57470-SHJ-A05 SENSOR ASSY., R. RR.	
30 57475-SHJ-A05 SENSOR ASSY., L. RR.	
31 36750-SMA-003 SWITCH ASSY	
32 FAXED SHIP REQ.(PRTS>HMA, JOSH DEFOOR	
10/11/2012 9:51:07 AM GARYG	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2672798	CHRISR	08/19/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	NO THROTTLE RESPONSE VSA ON	UNKNOWN?; TRY TO DUP,TAKESNAP, CK G SNSR

Resln Source: None **Date:**

Status: N/A **Mileage:** 2,076

Remarks / Requestor: **FE Status:**

Dealer #:	207626	**TZ:**	CST
Dlr Cont:	ARCHIE	**Training %:**	
Serv Ph:	(615) 791-1101	**Extn:**	
Serv Mgr:	ARCHIE BECQUET		
Parts Mgr:	MARK TAYLOR		
Dlr Name:	DARRELL WALTRIP HONDA 1430 MURFREESBORO RD FRANKLIN TN 37067		
Phone:	(615) 791-1101	**Fax #:**	6155996297
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38798B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74059666	**Trans #:**	P36A6115954
Em Type:	KA		
RO #:	473509		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/19/2008 3:02:37 PM CHRISR	
1 ORIGINAL COMPLAINT	VEHICLE LOSES ALL THROTTLE RESPONSE. VSA LIGHT COMES ON AND VEHICLE WILL NOT RESPOND UNTIL IGNITION SWITCH IS CYCLED OFF THEN ON. HAS HAPPENED 3 TIMES.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WHEN DRIVING ON CRUISE CAR WILL LOOSE POWER AND DECEL BY SELF
4 IS VSA INDICATOR ON	YES , VSA,VSA ACTIVATION, AND CK ENG LIGHT. BUT THESE ARE CUST REPORTED, NOT VERIFIED
5 CK G SENSOR VALUES AND DO NEUT POS INTIAL	OK
6 TRY TO DUP AND GET SNAP	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3322673	JASONR	08/21/2012	PHILM	5

	Code	Original Complaint	Probable Cause/Solution
P	4230	FEELS LIKE BRAKES ARE DRAGING	CAN'T DUPL; TRY TO DUPLICATE GET MORE INFO

Resln Source: None **Date:**

Status: N/A **Mileage:** 40,604

Remarks / Requestor: **FE Status:**

Dealer #:	207767	**TZ:**	PST
Dlr Cont:	TUAN (KEVIN)	**Training %:**	
Serv Ph:	(714) 890-8900	**Extn:**	
Serv Mgr:	RANDY HICKERSON		
Parts Mgr:	MARK KOZEL		
Dlr Name:	HONDA WORLD 13600 BEACH BLVD. WESTMINSTER CA 92683		
Phone:	(714) 890-8900	**Fax #:**	7148908979
DPSM:	KEN ILLMAN	**Zone/Dist:**	01E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38968E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74060917	**Trans #:**	P36A6117762
Em Type:	KA		
RO #:	686895		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
8/21/2012 4:30:55 PM	JASONR	
1 ORIGINAL COMPLAINT		CUSTOMER STATES WAS DRIVING AT CITY STREET SPEED,WHEN ALL OF THE SUDDEN VEHICL FELT AS THOUGH IT WASBEING HELD BACK AS IF BRAKE WAS BEING APPLIED OR E-BRAKE WAS ON,WHICH WAS NOT THE CASE ,A FEW MONTHS AGO FELT LIKE TRANS STARTED SLIPPING.PLEASE ADVISE THX
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: LOOSE POWER]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 HOW OFTEN DOES IT HAPPEN?		
7 ANY CODES?		NO
8 CHK BRAKE SW ADJ		*OK
9 CHK FOR SIGNS OF OVERHEATING ON ROTORS		*NO SIGN OF OVERHEATING
10 CALIPER PINS, PARKING BRAKE ADJ		*ALL OK
11 CHK FOR BRAKE FLUID CONTAMINATION		*NO CONTAMINATION,ITS CLEAR AND CLEAN
13 PEND TO TROYS FOR POSSIBLE A RANK		
12 ASK CUST IF VSA LIGHT WAS FLASHING WHEN IT HAPPENED		*HAVENT ASKED THEM YET
8/22/2012 12:54:01 PM	ROSSL	
14		*SEE ABOVE,NEW TECH ROGER,DID ALL DTC CHECK AND NO DTC'S.
15 TD WITH CUST,WATCH THEIR FEET		
16 WILL TRANSFER TO GENERAL FOR ANY OTHER IDEAS		
8/22/2012 1:01:10 PM	PHILM	
17 UNABLE TO DUP?		CORRECT.
18 NOT SURE HOW WE CAN REALLY PROVIDE GUIDANCE. IN ANY OF THE DTC'S THAT YOU HAD BEFORE WERE ANY OF THEM RELATED TO THE VSA?		NO
19 TRY TO DUP		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3059729	RUDYG	09/21/2010	RUDYG	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 27 W/ACTIVATION	Z PHASE?; CK FOR BAD CONN AT C401

Resln Source: None **Date:**

Status: N/A **Mileage:** 30,180

Remarks / Requestor: **FE Status:**

Dealer #:	208439	**TZ:**	CST
Dlr Cont:	LEE WARD	**Training %:**	
Serv Ph:	218-444-4663	**Extn:**	
Serv Mgr:	ALBERT GIESBRECHT		
Parts Mgr:	TIM GULLICKSON		
Dlr Name:	HONDA OF BEMIDJI 755 PAUL BUNYAN DRIVE BEMIDJI MN 56619		
Phone:	(218) 444-4663	**Fax #:**	2187518901
DPSM:	KELLY LYNN	**Zone/Dist:**	08A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL382X8E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64037605	**Trans #:**	P36A6118738
Em Type:	KA		
RO #:	611642		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/21/2010 11:40:47 AM RUDYG	
1 ORIGINAL COMPLAINT	BRAKES APPLIED AT 40 TO 45 MPH,TRIED TO ACCELL VAN JERKED BACK AND FORTH TRIANGLE ON DASH CAME. SECOND TIME THIS HAS HAPPENED, IN MAY DID SAME THING AT SAME SPEED.HAVE TO PULL OVER AND STOP,WORKS OK AGAIN AFTER STOPPING.CODES 27 AND 83 WERE STORED. CLEARED CODES ,ROAD TEST,NO PROBLEM FOUND
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: STEERING ANGLE]
4 DID YOU DO ALL DTC CK?	NO
5 DO THAT, CODE 83 USUALLY REFERS TO CODE IN PGM FI	OK
6 FOR CODE 27 PUT STR WHL STRAIGHT AHEAD AND MONITOR Z PHASE WITH HDS, SHOULD BE 0.8V WITH WHL STRAIGHT. IF YES, WIGGLE TEST MOD CONNECTOR, C401 AND STR ANGLE SENSOR CONNECTIONS	OK
7 IF NO PROBLEM FOUND, CK G302 GROUND. IF ALL OK, REPL SAS AS NEXT STEP	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3276259	TROYS	04/11/2012	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 27-1	SAS?;REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 56,835

Remarks / Requestor: **FE Status:**

Dealer #:	206576	**TZ:**	PST
Dlr Cont:	DONALD EASON	**Training %:**	
Serv Ph:	(360) 754-3399	**Extn:**	
Serv Mgr:	DALE COOPER		
Parts Mgr:	JARED SCHERIEBLE		
Dlr Name:	CAPITOL CITY HONDA 2370 CARRIAGE LOOP SW OLYMPIA WA 98502		
Phone:	(360) 754-3399	**Fax #:**	3605283648
DPSM:	PETER HOLT	**Zone/Dist:**	02A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74061861	**Trans #:**	P36A6119313
Em Type:	KA		
RO #:	243498		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/11/2012 3:53:18 PM TROYS	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON AT TIMES AND VEHICLE FEELS LIKE BRAKES APPLY THEMSELVES 5 TIMES IN A ROW. FOUND CODE 27-1. TIRES AND ALIGNMENT=OK. COULD NOT REPRODUCE SYMPTOMS. HAPPENS ONCE EVERY 4-5 MONTHS. ALL WIRE CONNECTIONS TEST OK. DIAGNOSTIC'S LEAD TO ANGLE SENSOR REPLACEMENT. HAVE YOU HAD PROBLEMS WITH OTHER SAME VEHICLES ?
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 CHECK THE YAW RATE SENSOR SAS AND C401	
4/12/2012 9:47:51 AM SHAWNW	
7	C401 LOOKS GOOD
8 HOW OFTEN DOES IT HAPPEN?	ONCE EVERY 3 MONTHS
9	ZPAHSE IS .8 STRAIGHT 3.9 EVERYWHERE ELSE
10 HOW ARE THE TIRES?	ALL GOOD 10/32 ALL AROUND
11 VERIFY PINFIT AT THE MOD IF GOOD REPLACE SAS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2989583	JOHNB	04/02/2010	STEVEN	4

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES ON HIWAY RAMP	TRY KG WHEELS AND TIRES;MONITOR DATALIST;SNAP SHOT

Resln Source: None **Date:**

Status: N/A **Mileage:** 32,075

Remarks / Requestor: **FE Status:**

Dealer #:	208348	**TZ:**	EST
Dlr Cont:	MICHAEL MALLOY	**Training %:**	
Serv Ph:	(813) 872-4841	**Extn:**	
Serv Mgr:	KEVIN LOUBIER		
Parts Mgr:	DAVID NICELY		
Dlr Name:	KUHN HONDA 3934 W. KENNEDY BLVD. TAMPA FL 33609		
Phone:	(813) 872-4841	**Fax #:**	8138646844
DPSM:	DONALD LOGAN	**Zone/Dist:**	07K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74061958	**Trans #:**	P36A6119382
Em Type:	KA		
RO #:	507979		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
4/2/2010 6:25:53 AM	JOHNB	
1 ORIGINAL COMPLAINT		VSA ACTIVATES ON HIGHWAY RAMP 35-40 MPH AFTER TIREREPLACEMENT. ALREADY PERFORMED SENSOR NEUTRAL SE TTING. VERIFIED AL TIRES CORRECT SIZE AND INFLATION. OK ALL OTHER TIMES - NO DTC
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4		CUSTOMER CLAIMS EVER SINCE THEY INSTALLED NEW TIRES,THE VSA WILL ACTIVATE AROUND A CERTAIN HIGHWAY ON RAMP;TRIED THAT RAMP WHICH IS A LONG AMOST COMPLETE CIRCLE TYPE ON RAMP AND IT DOES ACTIVATE AT SOME POINT AROUND THE TURN
5 ANY CODES		NONE
6 HOW AGGRESSIVE ARE YOU DRIVING THE VEHICLE		NORMALLY
7 WHAT TYPE OF TIRES WERE INSTALLED		YOKOHAMAS
8 TRY KG WHEELS AND TIRES;IF SAME,MONITOR WHEEL SPEEDS,YAW/LAT SENSOR;TAKE SNAP SHOT		
4/5/2010 6:12:49 AM	JOHNB	
11 RECEIVED FEEDBACK FAX: 2989583 5FNRL38628B087227 04/03/2010 ODYSSEY 2008 208348 JOHN_BURNSIDE COMMENTS: REPLACED VSA CONTROL MODULE AFTER CHECKING CONNECTORS, AND POWER & GRND. TEST DROVE AND CONFIRMED OK		
4/2/2010 10:09:48 AM	STEVEN	
9		SENT SNAP SHOT
10 LOOKING AT THE SNAPSHOT, ALL YOUR WHEEL SPEEDS ARE OK, WHAT I DO SEE IS THE MOTOR IS STAYIN ON THE ENTIRE TIME. CHECK YOUR POWER AND GROUND TO THE MODULATOR, ALSO CYCLE THE CONNECTOR, IF IT STILL DOES IT REPLACE THE MODULATOR.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2657723	STEVEN	07/25/2008	RUDYG	4

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES ON IT OWN, 91	WARR: REPL'D SAS AND SENSOR CLUSTER

Resln Source: Warranty **Date:** 03/18/2010
Status: N/A **Mileage:** 139
Remarks / Requestor: **FE Status:**

Dealer #: 206641 **TZ:** EST
Dlr Cont: TONY BOBOLI **Training %:**
Serv Ph: (540) 366-1999 **Extn:**
Serv Mgr: ROBERT MEADOR
Parts Mgr: TOM OMER
Dlr Name: WOODSON HONDA
3311 PETERS CREEK ROAD
ROANOKE VA 24019

Phone: (540) 366-1999 **Fax #:** 5407773708
DPSM: MONROE NUTE **Zone/Dist:** 06F
Previous Dealer/Contact **Date**

VIN: 5FNRL38738B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74063165 **Trans #:** P36A6120816
Em Type: KA
RO #: 257561
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
7/25/2008 2:30:36 PM STEVEN	
1 ORIGINAL COMPLAINT	VSA LIGHT IS ON. VSA ENGAGES WHILE DRIVING AROUND35-55 MPH
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED VSA UNIT
4 ANY CODES?	91
5 DOES IT CLEAR?	NO BUT AS SOON AS YOU DRIVE IT, THE CODE COMES BACK
6 CLEAN UP THE GROUND FOR THE MODULATOR, IF THE PROBLEM STILL OCCURS, WIGGLE THE BACK OF THE CONNECTOR AND SEE FI YOU CAN PRODUCE THE CODE. IF NOT GET US A SNAP SHOT OF THE 4 WHEEL SPEED SENSORS AND THE 4 OUTLET SOL	OK
8/12/2008 1:10:52 PM GARYR	
7	REPLD MOD AND STILL CODE 91
8 DID YOU DO THE SAS MEM	YES
9 DON'T SEE ANTHING ON THE SNAP WE HAVE OTHER CARS THAT THEU REPL THE YAW SENSOR CLUTOR OR SAS SNAPSHOT A K/G CAR AND COMPARE SAS AND YAW. PEND TO RUDY	
3/18/2010 7:55:28 AM RUDYG	
10 03/18/2010 07:57:22 AM RUDYG(REVIEWED WARR CLAIMS)	FROM CLAIM; REPL'D SAS AND SENSOR CLUSTER
11 FROM CLAIMS: Labor: 2191A6 (YAW SENSOR - REPLACE.) Contention: 03214 (CUSTOMER STATES VSA LIGHT ON) Failed Part: 39960-SHJ-A01 (SENSOR, CLUSTER) Labor: 5101A1 (WIPER AND LIGHT SWITCH CENTER HOLDER/BODY ASSEMBLY -) Contention: 03214 (CUSTOMER STATES VSA LIGHT ON) Failed Part: 35251-SHJ-A61 (SENSOR ASSY.) [STR ANGLE SENSOR]	
12 [NO MORE VSA CLAIMS TO DATE AFTER 7/14/08]	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2941360	DAVEM	12/15/2009	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 4230	BRAKES APPLY & VSA MIL ON INTR	CAN'T DUPLICATE?;REPL YAW SENSOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 10,763
Remarks / Requestor: **FE Status:**

Dealer #:	207074	**TZ:**	CST
Dlr Cont:	GLENN SMITH	**Training %:**	
Serv Ph:	(601) 693-4651	**Extn:**	
Serv Mgr:	GLENN SMITH		
Parts Mgr:	ROBERT MORRIS		
Dlr Name:	RICK JUSTICE HONDA 503 FRONT STREET EXTEN MERIDIAN MS 39301		
Phone:	(601) 693-4651	**Fax #:**	6016930659
DPSM:	NICHOLAS WALKER	**Zone/Dist:**	03H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74064156	**Trans #:**	P36A6122287
Em Type:	KA		
RO #:	69724		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/15/2009 7:49:56 AM DAVEM	
1 ORIGINAL COMPLAINT	CUSTOMER STATES WHILE DRIVING DOWN ROAD FRONT BRAKES APPLLY WITH OUT PRESSING BRAKE PEDAL VSA LIGHT COMES ON DOES THIS AGIAN AND IT MAY NOT DO IT AGAIN FOR SEVERAL WEEKS.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4 VRFY?	NO, BUT WE REPLACED THE VSA MOD @ 8K MILES, BUT THE CUST STATES IT DID IT AGAIN. CUST STATES WHEN IT DOES IT, IT WILL DO IT 2X, BUT NEVER CODES. CUST WANTS CAR BOUGHT BACK IF WE CANNOT VRFY AND REPLACE THE CORRECT PART
5 MON BASE V FOR SNSR CLUSTER @ 2.48 ~ 2.52V. IF IN RANGE, DPSM EVAL. IF OUT OF RANGE AND G302 IS TIGHT, FOR NEXT STEP	
12/15/2009 2:16:26 PM RUDYG	
6 12/15/2009 02:17:05 PM RUDYG	(GLENN) MY YAW ON PROBLEM CAR IS 3 DEG, K/G IS ZERO. OK
7 REPLACE YAW SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3169141	SHAWNW	07/07/2011	CHRISR	2

	Code	Original Complaint
P	4230	VSA PROBLEM 27-1

Probable Cause/Solution
SAS?;CHACK BATT/PREFORM NEUT MEM

Resln Source: None **Date:**
Status: N/A **Mileage:** 63,775
Remarks / Requestor: **FE Status:**

Dealer #:	208221	**TZ:**	EST
Dlr Cont:	TRAVIS HINES	**Training %:**	
Serv Ph:	(239) 433-8383	**Extn:**	
Serv Mgr:	ERIK MESTRE		
Parts Mgr:	JEFF BURKE		
Dlr Name:	HONDA OF FT. MYERS 14020 S. TAMIAMI TRAIL FORT MYERS FL 33912		
Phone:	(239) 433-8383	**Fax #:**	2394338392
DPSM:	LEE BRADLEY	**Zone/Dist:**	07J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74066216	**Trans #:**	P36A6125366
Em Type:	KA		
RO #:	187656		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/7/2011 1:33:56 PM SHAWNW	
1 ORIGINAL COMPLAINT	CUSTOMER STATES VEHICLE BOGGS DOWN ON ACCELERATIONAS IF BRAKE ARE BEING APPLIED
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: NVH]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	SAS REPLACED 9 MONTHS AGO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 TIRES?	ABOUT 1/2 WORN BUT STILL OK
7 OEM SIZE?	Y
8 CHECK BATT?	N
9 DO THAT HAVE A FEW CONTACTS WHERE STATE OF CHARGE WAS AN ISSUE, ALSO REDO NEUTRAL MEM	OK
12/7/2011 12:31:31 PM CHRISR	
10 AT NEW DEALER NOW # 207316, CLIFF D426904	WE HAVE CAR NOW
11 CAN YOU DUP ACTIVATION	NO, JUST 27-1 STORED
12 GET INFO ON CONDITIONS AND DRIVE IN SAME, TAKE SNAP AND REVIEW FOR HINT TO DATA	OK
13 VFY TIRES SAME SIZE	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3280973	TOMP	04/25/2012	SHAWNW	2

	Code	Original Complaint	Probable Cause/Solution
P	4170	BRAKES LOCKED UP @ 45MPH?	SAS?;CHECK Z PHASE

Resln Source: None **Date:**

Status: N/A **Mileage:** 53,563

Remarks / Requestor: **FE Status:**

Dealer #:	207034	**TZ:**	EST
Dlr Cont:	ZACHARY	**Training %:**	
Serv Ph:	(614) 864-5250	**Extn:**	
Serv Mgr:	JOE PISTOLE		
Parts Mgr:	RICK PISTOLE		
Dlr Name:	LINDSAY HONDA 5805 SCARBOROUGH BLVD. COLUMBUS OH 43232		
Phone:	(614) 864-5250	**Fax #:**	6148641490
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38208B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64040279	**Trans #:**	P36A6126043
Em Type:	KA		
RO #:	502903		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/25/2012 2:05:21 PM TOMP	
1 ORIGINAL COMPLAINT	BRAKES ARE LOCKING UP AT FREEWAY SPEEDS, CUSTOMER AFRAID TO DRIVE VEHICLE.
2 ISIS SEARCH CRITERIA	[MODEL: CIVIC][YEAR: 2008][PUBID: 0][SUBJECT:][KEYWORD: VISOR]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	ZACHARY:
7 WHEN DID PROBLEM START?	CAR TOWED IN YESTERDAY.
8 HOW MANY TIMES HAPPENED?	UNKNOWN
9 DID CUSTOMER SAY HOW FAST THEY WERE GOING WHEN BRAKES ALLEGEDLY LOCKED UP?	45~50 MPH?
10 DO YOU KNOW IF THE BRAKES WERE BEING USED WHEN THEY ALLEGDELY LOCKED UP?	UNKNOWN
11 INSPECT TIRES FOR FLAT SPOTS?	NO
12 WEATHER CONDITIONS?	DRY AND COOLER
13 ROAD TEST CAR YOUR SELF?	YES; NO PROBLEMS FOUND.
14 BRAKE FLUID LEVEL AND CONDITION?	OK; LOOKS OK
15 CAR STOP OK WHEN YOU DROVE?	YES
16 ALLEGED BRAKE FAILURE (POLICY)FAXED KB 3764	614 328 2859
4/25/2012 2:47:13 PM SHAWNW	
17	I GOT MORE INFO FROM THE CUSTOMER AND THE BRAKES DIDNT LOCK UP THEY SAY THEY FELT THE PEDAL VIBRATE AND THE CAR SLOWED DOWN
18 SOUNDS LIKE VSA ACTIVATION	THATS WHAT I THINK
19 TIRE CONDITION?	LOOK GOOD
20 STEERING WHEEL CENTERED?	YES
21 CHECK STEERING Z IN DATA LIST, .8V CENTERED /-6 DEGREES, 3.9V OFF CENTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3257934	RUDYG	02/20/2012	TROYS	7

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA ACTIVATES, CODE 27	SAS?; REPL AS FIRST STEP, CAN'T DUPL SYMPTOM

Resln Source: None **Date:**

Status: N/A **Mileage:** 48,278

Remarks / Requestor: **FE Status:**

Dealer #:	206527	**TZ:**	PST
Dlr Cont:	JOSE MORENO	**Training %:**	
Serv Ph:	(916) 226-7000	**Extn:**	
Serv Mgr:	MICHAEL SILVA		
Parts Mgr:	RUBEN VALLEJO		
Dlr Name:	ELK GROVE HONDA 8550 LAGUNA GROVE DR. ELK GROVE CA 95758		
Phone:	(916) 226-7000	**Fax #:**	9164782319
DPSM:	BARRY CHANDLER	**Zone/Dist:**	12B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64040752	**Trans #:**	P36A6126985
Em Type:	KA		
RO #:	723935		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
2/20/2012 10:57:12 AM	RUDYG	
1 ORIGINAL COMPLAINT		I HAVE A CUSTOMER THAT STATES TCS LIGHT COMES "ON"AND BRAKES GET STUCK.CAR WAS TOW IN .....CHECK TCS CODES AND FOUND 27-1 61-1 83-1 ALSO INSPECT FRONT AND REAR PADS AND THEY ARE IN GOOD SHAPE,THERE NO SIGNS OF HEAT ON ROTORS OF OVER HEATED....
2 ISIS SEARCH CRITERIA		[MODEL: CR-V][YEAR: 2002][PUBID: 0][SUBJECT:][KEYWORD: P1166]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		HAVE NOT DUPLICATED
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		INSPECTED BRAKES
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		ALL STOCK
6 ANY TIRES RECENTLY REPLACED		NO
7 USE HDS AND CK FOR ANY PGM FI CODES. CODE 83 MEANS CODE IN PGM FI SYSTEM		OK
8 USE HDS TO TAKE SNAPSHOT AND SEE IF YOU CAN GET IT TO DO IT. SUSPECT ISSUE WITH Z PHASE. SHOULD BE 0.8V WHEN STR WHEEL IS STRAIGHT /- 6 DEG. 3.9V EVERYWHERE ELSE		OK
2/20/2012 2:16:23 PM	TAIS	
9		SENT 2 SNAPS
10 I SEE 2 SNAPS, TRANSFER TO GENERAL		
2/20/2012 2:17:54 PM	CHRISR	
11 Rudy; two snaps in, can you look and determine. I think tech is inducing this activity. He said he was turning wheel quickly from 12 to 10 to 12:00		
2/21/2012 8:19:44 AM	SHAWNW	
20		RUDY PLEASE?
21 TRANSFER		
2/21/2012 8:20:43 AM	RUDYG	
12 02/21/2012 08:20:59 AM RUDYG		(JOSE) HAVE YOU LOOKED AT SNAPS
13 NOT REALLY SINCE THE WAY YOU ARE DRIVING MAY BE INDUCING VSA ACTIVITY. DID YOU CK Z PHASE?		NOT REALLY
14 LOOKS OK ON SNAPSHOT. WHAT IS CUST DECRIPTION OF WHAT HAPPEND		2X HE CLAIMS HE WAS DRIVING STRAIGHT AND BRAKES ACTIVATED AND LOST POWER. I CAN'T DUPLICATE THIS HOWEVER
15 DO THIS, FIRST BACKPROBE PIN 18 AT C401 BLU/BLK WIRE. MONITOR V HERE FOR .2V OR LESS AT ALL TIMES		OK
16 NEXT SET UP HDS FOR HI SPEED SNAP, SELECT THESE 8 ITEMS SAS Z PHASE ALL 4 WHL SPEEDS YAW LAT		OK
17 SET TO MAN TRIGGER AND DRIVE VEH STRAIGHT LINE UP TO 10 MPH, THEN STOP WITH WHLS STRAIGHT. HIT RECORD AND ACCEL HARD TO 30-40 MPH THEN BRAKE AND STOP. TRY TO AVOID TURNING STEERING WHEEL		OK
18 WE WILL BE LOOKING AT WHL SPEEDS, NO LAT CHANGE W/ACCEL IN STRAIGHT LINE AND Z PHASE .8V WITH STR STRAIGHT /- 6 DEG.		OK
19 (GAVE DIRECT NUMBER) CALL ME WHEN DONE W/THESE TESTS		OK
2/21/2012 10:24:47 AM	RUDYG	
22 02/21/2012 10:24:53 AM RUDYG		(JOSE) I CHECKED C401 PIN 18 AND HAVE .1V. I THEN DID SNAPSHOT AND SENT IT IN. I SENT 3 OF THEM
23 DID IT ACTIVATE WHEN DOING THESE TESTS		NO
24 VOLTAGE ON C401 NEVER CHANGED		RIGHT
25 LET ME LOOK AT SNAPS..THEY LOOK OK. DON'T SEE ANY ISSUE HERE		OK

26	USE HDS AND MONITOR PIN 18, C401 WHILE DOING SOL TEST	OK, WENT UP TO .025V. LET ME TRY AGAIN...029V
27	TIRES LOOK OK?	YES
28	SINCE YOU CANNOT DUPLICATE ANYTHING AND SNAPSHOTS LOOK OK, REC REPL SAS AND EDUCATE CUST RE VSA OFF BUTTON. IF ACTIVATES BY SELF, PUSH BUTTON TO TURN IT OFF	OK
29	IF RE OCCURS AFTER SAS REPLACED WE WILL REPL MODULATOR NEXT	OK
1/24/2013 11:53:47 AM	TROYS	
30		IT HAS RECODED
31	DO THE MOD	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3317733	JERRYA	08/08/2012	BENA	2

Code	Original Complaint	Probable Cause/Solution
P 4170	BRAKE PRFRMC, DRAG	? DLR CND, NEED TO DUPE,GET MORE INFO

ResIn Source: None **Date:**
Status: N/A **Mileage:** 48,068
Remarks / Requestor: **FE Status:**

Dealer #:	207814	**TZ:**	EST
Dlr Cont:	HUGO PENA	**Training %:**	
Serv Ph:	(305) 816-5678	**Extn:**	
Serv Mgr:	JOHN KONAPELSKI		
Parts Mgr:	ROBERT GEAIR		
Dlr Name:	AUTONATION HONDA MIAMI LAKES 5925 N.W. 167TH STREET MIAMI FL 33015		
Phone:	(305) 816-5678	**Fax #:**	3058165662
DPSM:	KEVIN MCCLUNG	**Zone/Dist:**	07N
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74068726	**Trans #:**	P36A6128893
Em Type:	KA		
RO #:	542434		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/8/2012 1:28:55 PM JERRYA	
1 ORIGINAL COMPLAINT	CUSTOMER STATES VEH. HESITATED WHILE DRRIVING BETWEEN 30-35 MPH AND THE WHEELS JUST LOCKED UP AND VEHICLE WONT MOVE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: HESITATION LOCKED UP]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 08/08/12 16:29:15 JERRYA: (CALL FROM DEALER)	HUGO;TECH
7 ANY DISCOLORATION OF THE ROTORS, PADS	NO
8 ANY UNEVER WEAR OF THE FRICTION MATERIAL	NO
9 ANY SIGNS OF FLATSPOTTING OF THE TIRES	NO
10 ANY CONTAMINATION OR THE M/C SUCH AS SWELLING TO THE CAP SEAL	NO
11 OPERATIONAL NOISE	NONE
12 SUGGEST YOU HAVE THE CUSTOMER DEMONSTRATE THE CONDITION	HE WONT DO THAT
13 THATS BEWEEN YOU AND HIM, TILL WE CAN DUPLICATE MAY NOT BE A BRAKE ISSUE AT ALL WE'RE ASSUMING ITS BRAKES. NEED TO FIND OUT FROM TE CUSTOMER WHAT WAS DONE TO GET THE VEHIICLE MOVING AGAIN?	OK
8/14/2012 11:42:32 AM BENA	
14	SENT SNAP BUT WASN'T ABLE TO DUPLCIATE
15 IF YOU WEREN'T ABLE TO DUPLICATE, WHAT AM I LOOKING FOR ON THE SNAP	I DON' T KNOW, CUSTOMER TOLD US TO TRY ALL OPTIONS.
16 REFER TO DPSM, DUPLICATE THE PROBLEM AND GET SNAP.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3285558	CHRISR	05/09/2012	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 27	INPUT?; GET MORE INFO TAKE SNAP

Resln Source: None **Date:**
Status: N/A **Mileage:** 50,746
Remarks / Requestor: **FE Status:**

Dealer #:	207337	**TZ:**	CST
Dlr Cont:	JAMES SCOTT	**Training %:**	
Serv Ph:	(337) 235-9086	**Extn:**	
Serv Mgr:	BRIAN MOCK		
Parts Mgr:	DANIEL WOOLFOLK		
Dlr Name:	MOSS HONDA 1407 SURREY STREET LAFAYETTE LA 70501		
Phone:	(337) 235-9086	**Fax #:**	(337) 262-0697
DPSM:	DANIEL FYFFE	**Zone/Dist:**	03D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38488B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64041013	**Trans #:**	P36A6128185
Em Type:	KA		
RO #:	596845		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/9/2012 12:35:01 PM CHRISR

		Information from Dealer
1	ORIGINAL COMPLAINT	CUSTOMER STATES THAT VSA LIGHT IS ON AND FEELS LIKE VAN IS APPLYING BRAKES BY ITSELF. VSA DTC 27-1 AND 83-1
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	FIND OUT WHEN IT DID IT, STRAIGHT OR TURNING AND AT WHAT SPEED	OK
7	CK ALL DTCS, THEN CLEAR, TRY TO DUP UNDER SAME AS CUST	OK
8	TAKE A SNAP DURING SAME CONDITIONS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3316198	JERRYA	08/04/2012	JERRYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4100	APPLY THEMSELVES ?	?; CK FOR CODES,CONTAMINATION, R/T

Resln Source: None **Date:**

Status: N/A **Mileage:** 48,049

Remarks / Requestor: **FE Status:**

Dealer #:	208299	**TZ:**	EST
Dlr Cont:	MILTON SOLIS	**Training %:**	
Serv Ph:	954-742-5227	**Extn:**	
Serv Mgr:	MARK WARSHEFSKI		
Parts Mgr:	ROBERT BUTTON		
Dlr Name:	RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		
Phone:	(954) 742-5227	**Fax #:**	(954) 364-3297
DPSM:	ERIN BAILEY	**Zone/Dist:**	07M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74068726	**Trans #:**	P36A6128893
Em Type:	KA		
RO #:	705708		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

8/4/2012 12:40:25 PM JERRYA

1	ORIGINAL COMPLAINT	CUST STATES WHILE DRIVING BRAKES JUST LOCK UP, N BRAKE PEDAL FEELS VERY LOW.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	08/04/12 15:40:33 JERRYA: (CALL FROM DEALER)	MILTON;TECH
7	EXPLAIN LOCKS UP	HAPPEN LIKE BRAKE WAS BEING APPLIED
8	DRIVING HOW LONG?	30-40 MIN
9	HOPW MANY TIME HAS THE OCCURES	ONCE PER THE CUSTOMER
10	CALIPERS,ROTOES PADS BLUE OR DISCOLORED FROM HEAT	NO. I CHECKED THE WHEEL FOR DRAG AND NO DO
11	CODES ?	HAVENT CHECKED
12	NEED TO CK FOR CODE, SYSTEM CONTAMINATION AND SEE IF YOU CAN DUPLICATE	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3136234	DEAND	04/05/2011	DAVEM	12

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CUTS THROTT, CODE 27	LOOSE NEG BATT CABLE CONNECTION; TIGHEN & MION
	1820	STALLS GENERAL	

ResIn Source: None **Date:**

Status: N/A **Mileage:** 37,443

Remarks / Requestor: **FE Status:**

Dealer #:	207059	**TZ:**	EST
Dlr Cont:	ANDREW	**Training %:**	
Serv Ph:	(336) 841-6400	**Extn:**	
Serv Mgr:	JIMMY CHESTER		
Parts Mgr:	CAROLYN VETTER		
Dlr Name:	VANN YORK HONDA 422 EASTCHESTER DRIVE HIGH POINT NC 27262		
Phone:	(336) 841-6400	**Fax #:**	3368840256
DPSM:	DANIEL MAY	**Zone/Dist:**	06K
Previous Dealer/Contact		**Date**	
208202 DAVE MELCHIONNE		04/05/2011	

VIN:	5FNRL38988B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74068769	**Trans #:**	P36A6129407
Em Type:	KA		
RO #:	142024		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/5/2011 6:02:59 AM DEAND	
1 ORIGINAL COMPLAINT	CUSTOMER REPORTED THAT THE ENGINE HAS CUT OFF ON SEVERAL OCCASIONS. ALSO NOTED THAT VSA LIGHT HAS COME ON. FOUND VSA DTC 27-1 AND BODY DTCS B1007, B1062, B1063, B1957, B1958, B1155, B1156, B1779, B1805, B1808. WE HAVE NOT DUPLICATED THE STALLING AND ONCE CLEARED THE DTCS DO NOT COME BACK UNTIL CUSTOMER HAS THE CAR FOR AWHILE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: TCS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 SO THE CODES ARE CLEARED NOW?	YES
7 SO THIS IS A STALLING PROBLEM?	YES
8 TRANS TO PT	
4/5/2011 6:07:13 AM KENTO	
9 ????? LOOKING AT ALL YOUR B CODES THEY SEEM TO BE MOSTLY RELATED TO COMBO SWCH C/U AND HFL, REFER TO PAGE 50 OF ETM AND CK ALL PWR AND GRNDS TO MICU AND LOOK FOR SOFTSET CONNECTIONS THAT MAY ACCOUNT FOR THE B CODES	
10 IF ALL CK OK THEN SET OBS TO STALL AND TRY TO DUP STALL	
4/7/2011 10:13:33 AM RUDYG	
11 04/7/2011 10:13:55 AM RUDYG(CALLED DLR)	(DAVE)
12 CALLING FOR UPDATE ON ODY WITH B CODES AND POSS STALLING ISSUE	CAN'T DUPLICATE ANY PROBLEM. I PULLED MICU AND ALL CONNECTIONS LOOK OK
13 SO NO CODES AND NO STALLING	RIGHT,
14 ANY CORRELATION BETWEEN RAIN AND PROBLEM OCCURING?	NO, ONE OF OUR ADVISORS HAD IT DURING A RAINSTRORM AND NO PROBLEM THAT TIME
15 HAS IT HAD THOSE SAME CODES MORE THAN ONCE?	DON'T KNOW
16 NO ACCIDENT DAMAGE OR HANDICAPPED ACCESSIBLE MODS?	NO
17 THIS VSA CODE 27 HAS THAT COME ON MORE THAN ONCE?	YES, I HAD SEEN THIS BEFORE AND I REPLACE THE SAS ABOUT A MONTH AGO
18 HAS IT CODED AGAIN SINCE SAS WAS REPLACED?	YES, CODED 27 AGAIN. HAD IT IN MEM WHEN IT CAME IN
19 AS FAR AS STALLING DID CUST SAY IT STALLED WHILE AT CRUSING SPEED OR AT A STOP?	CUST NOT VERY CO OPERATIVE, CAN'T GET MUCH INFO FROM HER. SHE DID SAY THAT WHEN PROB WAS OCCURING IT FELT LIKE BRAKES WERE BEING APPLIED AND NO THROTTLE RESPONSE. SHE ALSO SAID THAT SHE TURNED OFF VSA AND PROBLEM STOPPED OCCURING
20 LETS GO AFTER THAT ISSUE. I WANT YOU TO USE HDS AND MONITOR ZPHASE IN VSA DATALIST, WHEN WHL IS STRAIGHT Z PHASE SHOULD BE 0.8V. WHEN MORE THAN 6 DEG OF TURN IT WILL GO TO 3.9V. IF GOES TO NEAR 5V THIS WOULD INDICATE LOSS OF GROUND	OK
21 IF V OK, PUT WHL STRAIGHT AND WIGGLE TEST C401 AND MODULATOR CONNECTOR AND G302 TO SEE IF YOU CAN MAKE Z PHASE CHANGE	OK. DOES HEADLIGHT CIRCUIT GO THRU C401
22 JUST ONE WIRE FOR DRL THAT I CAN SEE. IF WIGGLE TEST DOESN'T SHOW YOU ANYTHING I WOULD INSPECT CONNECTION AT C401	OK
10/17/2011 2:45:14 PM RAYD	
23	ANDREW WRIGHT;(D461503); MI; 47860; VSA LIGHT ON DTC 26-1. MULTIPLE VSA COMPONENTS REPLACED ALREADY.
24 WHAT HAVE YOU DONE SO FAR?	REPLACED THE SAS, THE LIGHT WENT OFF, WAS FIXED, NOW THE CUSTOMER BROUGHT THE CAR BACK TODAY WITH A 26-1

25	HAVE YOU CLEARED THE DTC?	NO, NOT YET
26	GET THE FREEZE DATA, CLEAR THE DTC, AND DRIVE THE VEHICLE. SEND ME THE FREEZE DATA, I WILL CALL YOU BACK TOMORROW.	
10/18/2011 9:40:50 AM	RAYD	
27	NO SNAPSHOT OR FREEZE DATA YET	
10/20/2011 10:16:11 AM	RAYD	
28	NO SNAPSHOT OR FREEZE DATA.	
10/25/2011 9:33:19 AM	EDB	
29	EMAIL FROM DPSM SCOTT MUDLIN - COPY OF CONTACT SENT TO DPSM AND ACS JULIE KIM	I have a 2008 Honda Odyssey that has had several repair attempts to try and fix a VSA light that keeps coming on. This is also a customer service case, case # N01-2011-03-2400-484 This vehicle has been to Crown Honda of Greensboro for several repair attempts and now the vehicle is at Vann York Honda. From the RO copies the customer has provided, this vehicle has had: - Steering Angle Sensor - Fuse box assy under dash - ABS/TCS/VSA modulator - Another steering
30		angle sensor. The last contact requested Vann York to get a snap shot, however, they've drove it for 200 miles and they cannot get it to act up. I'm just curious if you have any further suggestions on this one. Thanks. Scott Mudlin District Parts & Service Manager (6L)
1/6/2012 2:11:13 PM	TROYS	
31		THE 27 HAS COME BACK AND A 62-1 BATTERY V LOW
32	RECODE	NO NOT FOR ME IT TAKES ABOUT 400 FOR HER TO GET TO HAPPEN
33	BATTERY CHARGING SYSTEM	ARE OK
1/9/2012 9:43:43 AM	RAYD	
34	CALLBACK TO DEALER;	ANDREW;
35	CAN YOU DUPLICATE ANYTHING ?	NO
36	CHECK FOR FREEZE DATA, IF NONE FOUND, TAKE TWO SNAPSHOTS, ONE OF THE VEHICLE STANDING STILL ON LEVEL GROUND, ENGINE RUNNING, S/W STRAIGHT AHEAD, THEN ONE OF THE VEH DRIVING IN A STRAIGHT LINE, DO YOU HAVE A CELL?	YES, ITS 336 300 1082
37	I WILL CALL YOU BACK WHEN I GET THE SNAPSHOTS	
1/9/2012 12:55:39 PM	RAYD	
38	CALLBACK TO ANDREW; YAW SEEMS TO BE STUCK, RT FRONT WSS LAGS, SAS IN SNAPS ARE AT 0°-6° AND 11° WITHOUT MUCH CHANGE	I NOTICED WHEN I WENT TO CHECK G302 I COULD GET TO THE MODULATOR CONNECTOR, SO I STARTED WIGGLING THE CONNECTOR, THE HDS WENT TO NO COMMUNICATION, WHEN I WIGGLED IT AGAIN, THE COMM CAME B ACK
39	REPLACE HARNESS TO THE MODULATOR	
3/23/2012 3:08:46 PM	DAVIDK	
40	WILLIAM MARION 55661MILAGE TAKING OVER. TECH ON VACATION.	27-1/61-1VSA CODES-BODYELECTRICIAL-/B1005,B1006,B1007,B1012,B1060,B1062,B1063,B1956,B1957,B1958,B1356,B1357, B1357,B1235.
41		ANOTHER TECH REPLACED SAS AND DASH HARNESS. CAR RETUNRED TODAY WITH THESE CODES
42		CODE B1235 RETUNRS.
43	ENGINE BAY HARNESS REPLACED PER PREVIOUS REC	NO. ONY DASH HARNESS REPLACED
44	ANY OTHER CODES IN PGM	NO, DID A ALL DTC CHECK. ONLY OTHER CODE WAS TPMS FOR LOW RT FT TIRE.
45	CAR STILL STALLING	NOT NOTED ON RO
46	LETS REPLACE UNDER HOOD BAY HARNESS AS RECOMENDED. ALSO CK THE CONNECTOR ON RT	
3/26/2012 11:21:38 AM	DAVEM	
47		DK TOLD ME TO REPLACE THE ENG HRNSS, BUT THE RNG AND DASH HRNSS'S HAVE ALREADY BEEN RPLCD
48	what code comes back for you	B1235
49	DTC B1235 or DTC indicator K and AUTO: A Problem in the Driver's Air Mix Control Linkage, Door, or Motor	

50	CAN YOU DUP ANY OF THESE CODES OTHER THAN THAT?	NO
51	BATTERY?	LEMME CHECK.... IT'S A NEWER OPTIMA BATTERY
52	HOW ARE THE CABLES?	THEY LOOK GOOD
53	CAN YOU CHECK THE TERMINAL CONNECTION TO THE BATT	YEAH, HOLD ON..... HEY THE NEG CABLES REALLY LOOSE. I BARLY TWISTED IT AND IT CAME OFF
54	LET'S CLEAN THAT ALL UP AND TIGHTEN IT DOWN AND SEE HOW IT GOES> V-DROP THE CABLES AS WELL	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3115139	SHAWNW	02/07/2011	SHAWNW	1

	Code	Original Complaint	Probable Cause/Solution
P	4170	BRAKE LOCK UP WHILE DRIVING	TEST DRIVE WITH CUST?;TWO FOOT DRIVER

Resln Source: None **Date:**
Status: N/A **Mileage:** 15,902
Remarks / Requestor: **FE Status:**

Dealer #:	208221	**TZ:**	EST
Dlr Cont:	TIMOTHY	**Training %:**	
Serv Ph:	(239) 433-8383	**Extn:**	
Serv Mgr:	ERIK MESTRE		
Parts Mgr:	JEFF BURKE		
Dlr Name:	HONDA OF FT. MYERS 14020 S. TAMIAMI TRAIL FORT MYERS FL 33912		
Phone:	(239) 433-8383	**Fax #:**	(239) 433-8392
DPSM:	LEE BRADLEY	**Zone/Dist:**	07J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38938E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74069044	**Trans #:**	P36A6129881
Em Type:	KA		
RO #:	174285		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/7/2011 11:10:27 AM SHAWNW

1	ORIGINAL COMPLAINT	CUSTOMER STATES WHILE DRIVING AT STEADY SPEED FELTLIKE BRAKES SLAMMED ON AN VEHICLE CAME TO ALMOST STOP.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: DRIVEABILITY/PERFORMANCE][KEYWORD:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	SIGNS OF HEATING UP?	NONE
7	ACCIDENT?	DOESN'T LOOK LIKE
8	HOW MANY TIME HAS IT HAPPENED TO CUST?	JUST ONCE
9	TEST DIRVE WITH CUST, POSSIBLE 2 FOOT DRIVER	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3399791	DAVEM	02/20/2013	JEFFC	4

	Code	Original Complaint	Probable Cause/Solution
P	4170	C/S BRAKE APPLIED SELF 2X	UNKNOWN?; FAXED KB 3764> DPSM EAL

Resln Source: None **Date:**

Status: N/A **Mileage:** 69,384

Remarks / Requestor: **FE Status:**

Dealer #:	208569	**TZ:**	EST
Dlr Cont:	DENNIS QUICK	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	PAUL SENKBEIL		
Parts Mgr:	GREG PARRISH		
Dlr Name:	FLOWERS HONDA 1610 EAST JACKSON ST THOMASVILLE GA 31792		
Phone:	(229) 225-1144	**Fax #:**	
DPSM:	GEORGE OPPEL	**Zone/Dist:**	07F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74069694	**Trans #:**	P36A6130717
Em Type:	KA		
RO #:	212625		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
2/20/2013 7:17:09 AM	DAVEM	
1 ORIGINAL COMPLAINT		CUSTOMER STATES BRAKES APPLY WHILE DRIVING WITHOUTPRESSING BRAKE PEDAL.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		THE CUST STATES THAT THE BRAKES APPLIED THEMSELVES 2X WHILE DRIVING. THERE ARE NO CODES IN THE CAR AND THE BRAKES INSPECT FINE
7 VSA ACTIVATION INDICATION?		CUST DID NOT SEE
8 WHAT KIND OF DRIVE CYCLE?		JUST DRIVING ON THE HWY
9 HOW DO THEY KNOW THE BRAKES WERE COMING ON? DID THEY SEE THE BRAKE LIGHTS ON?		NO, CUST STATES AS THEY WERE DRIVING DOWN THE HWY AND THEY FELT THE CAR DECELL THEY LOOKED UNDER THE DASH AND SAW THE BRAKE PEDAL SINKING ON IT'S OWN
10 AS THEY WERE DRIVING>?		YES
11 TAKING THERE EYES OFF THE ROAD?		???
12 FAXED KB 3764> DPSM EVAL FOR NEXT STEP		OK
13 CHNAGE TO A-RANK AND FWD TO TS		
2/21/2013 6:28:33 AM	TROYS	
14 GIVEN TOT GG		
2/25/2013 8:55:17 AM	JEFFC	
15 CALLED DPSM FRIDAY EVENING 2/22/13.		THE DEALER MENTIONED THIS ONE. I ADVISED THEM TO CONTACT TECH LINE
16 CALLED DEALER THIS MORNING AND LEFT A MESSAGE REQUESTING A RETURN CALL FROM SERVICE MANAGER.		NEED TO UNDERSTAND WHERE WE ARE WITH THIS ISSUE. CR CONTACT HAS INFORMATION INDICATING THIS CUSTOMER DRIVES WITH TWO FEET.
3/6/2013 10:14:03 AM	JEFFC	
17 SPOKE TO SM LAST WEEK. SM ADVISED THEY WERE NOT ABLE TO DUPLICATE THE COMPLAINT. HE INDICATED THE CUSTOMER HAD PREVIOUSLY TAKEN THE VEHICLE TO PROCTOR HONDA. PROCTOR HONDA WAS NEVER ABLE TO DUPLICATE THE COMPLAINT. THE SM SAID THEY PERFORMED EVERYTHING TECH LINE INSTRUCTED THEM TO DO. ATTACHED RO DOCUMENTS A BRAKE FLUID FLUSH.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3274524	LINDSEYA	04/06/2012	LINDSEYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LIGHT ON	UNKNOWN; FOLLOW T/S

Resln Source: None **Date:**

Status: N/A **Mileage:** 88,406

Remarks / Requestor: **FE Status:**

Dealer #:	208390	**TZ:**	CST
Dlr Cont:	JOSE PEREZ	**Training %:**	
Serv Ph:	(630) 851-5700	**Extn:**	
Serv Mgr:	JOE NAVARRE		
Parts Mgr:	JOE JARMUSZ SR		
Dlr Name:	VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504		
Phone:	(630) 851-5700	**Fax #:**	(630) 851-0162
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74071092	**Trans #:**	P36A6132821
Em Type:	KA		
RO #:	458139		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/6/2012 10:05:21 AM LINDSEYA	
1 ORIGINAL COMPLAINT	OWNER REPORTS VSA LIGHT AND ! LIGHTS WERE ON YESTERDAY. VAN FELT LIKE STOPPING ITSELF.. RETRIEVED CODE 27-1(STEERING ANGLE SENSOR FAILURE). PERFORMED TROUBLESHOOTING FOR THE DTC, AND GOT TO STEP 17 STATING TO SUBSTITUTE A KNOWN GOOD STEERING ANGLE SENSOR.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	JOSE -
7 CAN YOU DUPLICATE?	NO.
8 STEP 17?	YES. SAYS TO SUB A KG SAS. I WANTED TO KNOW BEFORE I ORDER ONE IF THAT'S MORE THAN LIKELY WHAT IT IS?
9 LET ME LOOK... LOTS OF CASES HERE, BUT NO ONE PARTICULAR PATTERN FOR REPAIRS. LOOKS LIKE THEY ARE ALL OVER THE PLACE. CHECK C401, CHECK BATTERY CONDITION...	OK. SO I SHOULD FOLLOW THE T/S?
10 YES.	OK. THANKS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3063599	RUDYG	09/30/2010	RUDYG	6

	Code	Original Complaint	Probable Cause/Solution
P	4230	BRAKES APPLY BY SELF, 26, 83	CAN'T DUPLICATE?; REPL'D SAS

Resln Source: None **Date:**

Status: N/A **Mileage:** 17,956

Remarks / Requestor: **FE Status:**

Dealer #: 207508 **TZ:** MST

Dlr Cont: GARY MARKS **Training %:**

Serv Ph: (406) 587-0761 **Extn:**

Serv Mgr: DUANE RAHN

Parts Mgr: SHAE RITTER

Dlr Name: SIMPSON HONDA
8450 HUFFINE LANE
BOZEMAN MT 59718

Phone: (406) 587-0761 **Fax #:** 4065870042

DPSM: MARC ROESSLER **Zone/Dist:** 02E

Previous Dealer/Contact **Date**

VIN: 5FNRL38728E[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-LR&N

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0

WhtBdy: ABS, AIR BAG, TCS, USA

Engine #: J35A74071503 **Trans #:** P36A6133330

Em Type: KA

RO #: 081110

Case Type: Technical

W.O. #:

Tech Line Suggests	Information from Dealer
9/30/2010 10:54:14 AM RUDYG	
1 ORIGINAL COMPLAINT	BRAKES APPLY WITH OUT PUSHING BRAKE PEDAL.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: BRAKES][KEYWORD: ABS]
4 CODES?	26 FOR LAT AND 83. CLEARED AND DON'T COME BACK ON. VEH WAS AT ANOTHER DLR FOR THIS ISSUE. THEY DID MOD UPDATE FOR SOFT PEDAL
5 CR CONTACT SAYS IT HAPPENED AGAIN AFTER THAT	RIGHT, I CAN'T DUPLICATE IT
6 ANY MISMATCHED TIRES?	NO
7 DID YOU DO ALL DTC CK? CODE 83 INDICATE CODE IN PGM FI SYSTEM	I DID ALL DTC CK AFTER I CLEARED VSA CODES AND FOUND NO CODES
8 PROB OLD CODE THEN. DO YOU KNOW IF PREV DEALER CHECKED FOR CODES?	NO
9 OK, I WILL HAVE TO CALL THEM	OK
10 I WANT YOU TO CK LAT AND YAW WHEN CAR IS ON FLAT LEVEL GROUND. BOTH SHOULD BE 2.48-2.52 ON HDS DATA LIST	OK
11 ALSO MAKE SURE Z PHASE FOR STR ANGLE SENSOR IS .8V WITH STR WHL CENTERED /- 6 DEG	OK
12 LASTLY. TAKE A SNAPSHOT OF STRAIGHT 0-30-0 WITH HARD ACCEL. CK STR Z FOR CHANGE. SHOULD STAY AT .8V, CK LAT FOR CHANGE. IT SHOULD CHANGE VERY LITTLE ON STRAIGHT LINE ACCEL	OK
13 IF NOTHING FOUND I WILL WANT TO REPL SENSOR CLUSTER. CALL BACK WITH RESULTS	OK
9/30/2010 11:44:19 AM RUDYG	
17 09/30/2010 11:45:15 AM RUDYG(CALLED Coeur d' Alene Honda)	(AMADA)
18 CALLING FOR INFO ON VAN THAT WAS THERE RECENTLY (GAVE VIN)	OK I HAVE THAT INFO
19 CAN YOU CONNECT ME WITH THE TECH WHO WORKED ON IT?	YES, THAT WAS STEVE
20	(STEVE)
21 CALLING ABOUT ODYSSEY YOU WORKED ON	YES AMANDA FILLED ME IN ON THIS. I HAVE MY NOTES. I DROVE WITH CUST AND COULD NOT DUPLICATE
22 DID YOU CK FOR CODES WHEN YOU HAD IT?	NO
23 THAT IS ALL I NEEDED, THANKS	OK
9/30/2010 11:41:56 AM STEVEN	
14	SENT THE SNAPSHOT IN
15 HOW LONG AGO	FEW SECONDS
16 OK WE HAVE NOT RECIEVED IT YET, WAIT 15-30 MINUTES	
9/30/2010 1:14:24 PM STEVEN	
24	GET THE SNAPSHOT YET
25 YES I DID, YOU Z-PHASE LOOKS A LITTLE SUSPICIOUS	
26 CHK YOUR GROUND TO THE VSA MODULATOR, CHK YOUR CONNECTIONS AT THE MODULATOR, C401 AND SAS	
27 IF OK RELPACE THE SAS	
10/6/2010 9:35:25 AM RUDYG	
28 10/6/2010 09:36:36 AM RUDYG(CALLED DLR)	(GARY)
29 CALLING FOR UPDATE ON 08 ODY WITH VSA ACTIVATION ISSUES	STILL WAITING ON PARTS
30 OK, I WILL CK BACK WITH YOU NEXT WEEK	OK
10/11/2010 12:04:11 PM RUDYG	
31 10/11/2010 01:02:52 PM RUDYG(RECEIVED FBF)	FROM FBF: HOW DID YOU REPAIR THIS VEHICLE? REPLACED STEERING ANGLE SENSOR HOW DID YOU DIAGNOSE THE PROBLEM? SNAP SHOT SENT TO TECL LINE COMMENTS: UNABLE TO DUPLICATE PROBLEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3136470	RAYD	04/05/2011	RAYD	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 25-1 27-1 83-1	UNABLE TO DUPLICATE;CHECK CONNECTIONS

Resln Source: None **Date:**
Status: N/A **Mileage:** 35,435
Remarks / Requestor: **FE Status:**

Dealer #:	207748	**TZ:**	CST
Dlr Cont:	ROBERT G.	**Training %:**	
Serv Ph:	(225) 298-4100	**Extn:**	
Serv Mgr:	JASON BORDELON		
Parts Mgr:	RICHARD QUINN		
Dlr Name:	TEAM HONDA 6363 SIEGEN LANE BATON ROUGE	LA 70809	
Phone:	(225) 298-4100	**Fax #:**	(225) 298-3209
DPSM:	DANIEL FYFFE	**Zone/Dist:**	03D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38408B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64043286	**Trans #:**	P36A6135314
Em Type:	KA		
RO #:	307541		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/5/2011 10:53:59 AM RAYD	
1 ORIGINAL COMPLAINT	CUST. STATES CAR WOULD NOT GO OVER 40 MPH AND WAS JERKING VERY BAD. VSA LITE CAME ON AND HAD CODE 25-1 27-1 83-1. COULD NOT DUPLICATE AND DRIVES OK KNOW. CHECK CONNECTORS. OK.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 83]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 CHECK FOR DTCS IN PGMFI	OK,.....NONE
7 DRIVE STRAIGHT OVER 10 MPH THEN STOP ON LEVEL SURFACE WITH S/W STRAIGHT	OK
8 CHECK SAS?	0
9 Z PHASE?	.86
10 TURN THE S/W 1/4 TURN	3.9 VOLTS
11 VERIFY THE BATTERY, CONNECTIONS, G302, FIND OUT FROM THE CUSTOMER IF THIS HAPPENED AFTER STARTING THE ENGINE, IF SO, COULD BE BATTERY RELATED	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3440143	DAVIDK	06/06/2013	RUDYG	17

	Code	Original Complaint	Probable Cause/Solution
P	4210	BRAKE DRAGING.	CAN'T DUPLICATE?; TEST DRIVE,RETURN IF NO SYMP
	4230	ALLEDGED VSA ACTIVATION 27	

Resln Source: None **Date:**

Status: N/A **Mileage:** 67,267

Remarks / Requestor: **FE Status:**

Dealer #:	208030	**TZ:**	PST
Dlr Cont:	TU LUONG	**Training %:**	
Serv Ph:	(714) 963-1959	**Extn:**	
Serv Mgr:	TIM RAND		
Parts Mgr:	ELIAS PONCE		
Dlr Name:	NORM REEVES HONDA SPRSTR HUNTINGTON BCH 19131 BEACH BLVD. HUNTINGTON BEAC CA 92648		
Phone:	(714) 963-1959	**Fax #:**	7148430471
DPSM:	KEN ILLMAN	**Zone/Dist:**	01E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74074036	**Trans #:**	P36A6136703
Em Type:	KA		
RO #:	541006		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/6/2013 2:13:01 PM DAVIDK	
1 ORIGINAL COMPLAINT	CUSTOMER STATES: - WHEN DRIVING THE VEHICLE WHILE ACCELERATING THE BRAKES WOULD APPLY BY ITSELF REALLY HARD.. NO WARNING LIGHT IS COMING ON OR ANYTYPE OF BURNING SMELL. CHECK AND ADVISE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 ANDY	45 ON SURFACE STREETS CAR SLOWED DOWN LIKE THE BRAKES ARE DRAGGING. WE HAVE DROVE THE CAR ALL OVER TOWN. CAN NOT REPRODUCE
7 HOW DID THE BRAKES RELEASE	I THINK ONE TIME SHE CYLED THE IGN S/W. OTHER TIME SHE DROVE HOME W THEM DRAGGING.
8 IF THIS IS A ABS APPLYING THE BRAKES THEN THE SYSTEM WILL RELEASE W KEY CYCLE. IF A HYDRO BRAKE DRAG IT WILL NOT RELEASE W KEY CYCLE. IF YOU REPRODUCE SEE IF YOU CAN GET A SNAP. PULL ABS FUSE. IF STILL NOT RELEASEING PERFORM HIGH HARD PEDAL DIAG IN S/M	
6/7/2013 10:18:30 AM JEFFC	
9 CR CONTACT FORWARDED TO SME BY CR.	REVIEWED WTIH RUDY AND REQUESTED FOLLOW-UP WITH DEALER TO ASSIST WITH DIAGNOSIS AND REPAIR.
6/7/2013 2:03:38 PM RUDYG	
10 06/7/2013 02:03:43 PM RUDYG(CALLED DLR)	(DAVE SERV MGR)
11 CALLING RE ODY WITH COMPLAINT OF VSA ACTIVATION. IS CAR STILL THERE	NO, WANTED CUST TO LEAVE IT SO WE COULD DRIVE IT FURTHER BUT HE TOOK IT
12 REG CUSTOMER	NO, LAST SAW IT ON DEC 2012 FOR OIL CHANGE
13 MILEAGE	31952
14 NO VSA COMPLAINT AT THAT TIME	NO
15 CLEAN CAR	YES
16 WILL LET YOU KNOW IF WE WANT YOU TO GET CAR BACK IN	OK
17 (PEND TO JEFF C)	
6/7/2013 2:58:14 PM DAVIDK	
18 PEND TO TROY POSS A RANK	
6/11/2013 11:38:06 AM RUDYG	
19 06/11/2013 11:38:21 AM RUDYG	(DAVE) CUST HAS BROUGHT CAR BACK. CALLED CUST RELATIONS AND THEY TOLD HER TO BRING IT IN TO DO SOME CHECKS ON IT AND TO ASK FOR RUDY
20 THAT IS ME	OK
21 WE WILL NEED TO ASK SOME BASIC QUESTIONS TO START	OK
22 APPROX MILEAGE WHEN THIS FIRST OCCURED. ANY RECENT WORK DONE PRIOR TO THAT EVENT? ESPECIALLY ANYTHING WITH TRANS REMOVAL, RACK WORK OR WHEEL/TIRES	OK. I THINK IT ONLY DID IT ONCE
23 FIND OUT FOR SURE	OK
24 MAKE SURE TIRES ARE CORRECT PER DOOR JAMB STICKER	OK
25 AFTER THAT DO V DROP TEST. BACKPROBE C401 PIN 18 AND MON V THERE WHILE YOU DO VSA SOL FUNCTION TEST	OK
26 V SHOULD NOT GO OVER .2V	OK
27 AFTER THAT WE WILL NEED A COUPLE OF SNAPSHOTS. I CAN FAX INSTRUCTIONS TO YOU ON PARAMETERS WE WANT TO SEE	OK, SEND TO (714) 843-0471
28 (FAXED INSTRUCTIONS FOR HI SPEED SNAP)	OK
29 CALL BACK AFTER THIS IS DONE	OK

6/12/2013 7:43:00 AM	DAVIDK	
30		WATCHING C401 AT HAVE 0V WHEN ACTIVATING
31		WE HAVE CODE 27-1 FOR SAS SENSOR FAIL
32	SND IN SNAPSHOT	NOT YET
33	STILL UNABLE TO REPRODUCE	NO.
34	CLEAR CODE DOES IT RETURN	HAVE NOT TRYED YET
35	CUST STATT HE CAR STOPED GOING STRIGHT. CAR WAS NOT TRYING TO TURN. CUST NOT FIGHTING TO CONTROLL THE CAR	SHE DID NOT SAY IT WAS HARD TO CONTROLL OR TRYED TURNING. I CAN ASK
36	IF VSA IS ACTIVATING WE HEAR IT THE VEHICLE IS TRYING TO TURN OR HARD TO CONTROLL.	OK
37	CLEAR CODE AND SEE IF RETURNS. WORK STEERING COLUMN AND WHEEL SLOWLY TO REPRODUCE CODE.	
38	TAKE A LOOK AT THE BRAKE PEDAL SEE IF WORN ON L SIDE. CK BRAKE S/W ADJUSTMENT W PEDAL LIFTED.	
39	ON YOUR TEST DRIVE BE AGRISSIVE W YOUR BRAKING. WE WANT TO GENERATE HEAT. AS ALWAYS HAVE HDS READY FOR SNAP INCASE SOMETING HAPPENS. USE INFREAD GUN TO CK ROTOR TEMP AND WRITE DOWN ALL 4	
6/12/2013 3:49:04 PM	TROYS	
40		RUDY PLEASE
41	HE IS OFF CAN HAVE HIM CALL YOU	714-309-3602
6/13/2013 9:48:06 AM	RUDYG	
42	06/13/2013 09:49:09 AM RUDYG(CALLED TECH)	(DAVE)
43	CALLING YOU BACK	TIRES ARE CORRECT PER DOOR JAMB,
44	MILEAGE WHEN FIRST HAPPENED	ABOUT 67,285, HAPPENED THE DAY BEFORE.
45	DID V DROP ON C401?	YES, SHOWED 0V. ONLY RECENT WORK WAS FRONT BUMPER REPLACEMENT. HAD A MINOR ACCIDENT
46		WE SENT IN SNAPSHOT
47	LET ME CK...YES ITS HERE. LET ME REVIEW...AT 8.24 SEC INTO RECORDING YOU HAVE 17 DEG SAS AND Z PHASE IS AT 0.86V. NORMALLY Z PHASE IS 0.86 WITH SAS AT 0 DEG PLUS/MINUS 6 DEG. AT 17 DEG IS SHOULD READ 3.9V	OK
48	WE NEED TO CK FOR COLUMN SHAFTS OUT OF TIME, CK FOR UNEVEN TIE ROD ADJUSTMENT. MAKE SURE RACK CENTERED	OK
49	DO THAT AND CALL BACK	OK
6/13/2013 3:59:42 PM	RAYD	
50		SENT SNAPSHOT, RUDY THERE
51	DID YOU COUNT THE THREADS?	YES, I HAD ABOUT 1/8" MORE ON THE LEFT THAN THE RIGHT
52	GONE HOME; I'LL LOOK AT THE SNAPSHOT; LOOKS LIKE THE SAS IS NOT REPORTING CORRECTLY, I SEE THE Z PHASE ON AND OFF, WHILE DRIVING ABOVE 25, THE SAS RARELY CHANGES FROM 0° AND ZPHASE ERRATIC, REPLACE THE SAS, TAKE ANOTHER SNAP AFTERWARDS	
6/17/2013 11:48:09 AM	ROBS	
53		DAVE: NEED TO TALK TO RUDY ON THIS.
54	LOOKS LIKE RUDY IS AT LUNCH, CAN GET BACK TO YOU AFTER 12:30. WHAT IS YOUR DIRECT PH.?	714-309-3602.
6/17/2013 12:33:25 PM	RUDYG	
55	06/17/2013 12:34:38 PM RUDYG(CALLED TECH)	(DAVE)
56	RETURNING YOUR CALL	I HAVE REPLACED THE SAS AND HAVE SENT ANOTHER SNAPSHOT. YOU SHOULD HAVE IT
57	I SEE IT,,I STILL SEE SOME ISSUE WITH Z PHASE AND DEGREE READING. RACK IS CENTERED	YES
58	COLUMN SHAFTS IN TIME	YES
59	WHEN YOU DID ACCEL FROM A STOP TO 40 AND BACK TO ZERO DID YOU TURN WHEEL MORE THAN 6 DEG?	MY FOREMAN DROVE IT

60	IN SNAP IT SHOWS ONE SPOT WHERE HE MAY HAVE TURNED A BIT. NEED TO REDO SNAP AND MAKE SURE WE KEEP STEERING 0 PLUS/MINUS 6 DEG	OK
61	I WOULD ALSO CK ALIGNMENT IF THAT HAS NOT BEEN DONE	OK
6/18/2013 2:52:20 PM	RUDYG	
62	06/18/2013 02:52:30 PM RUDYG	(DAVE) WE TOOK A COUPLE MORE SNAPSHOTS WHILE KEEPING STEERING WHEEL STRAIGHT.
63	ALIGNMENT	DOING IT RIGHT NOW
64	LET ME REVIEW SNAPS AND CALL YOU BACK	OK
65	06/18/2013 03:27:01 PM RUDYG(CALLED DLR)	(DAVE VOICEMAIL)
66	REVIEWED SNAPS AND STILL SEE SOME ISSUE WITH ZPHASE AND DEGREE READING. WILL WAIT TO SEE RESULTS OF YOUR ALIGNMENT, CALL ME IN THE MORNING)	
6/19/2013 11:55:29 AM	RUDYG	
67	06/19/2013 11:57:39 AM RUDYG(RECEIVED VOICEMAIL FROM DAVE)	(MSG ALIGNMENT WAS OK, FRONT TOE 0 ON LEFT AND -.1 ON RIGHT, CROSS CAMBER -.01. CALL ME AT (714) 309-3602.
6/19/2013 1:46:02 PM	RUDYG	
68	06/19/2013 01:46:10 PM RUDYG(CALLED DLR)	(DAVE)
69	RETURNING YOUR CALL, I GOT YOUR MESSAGE ABOUT THE ALIGNMENT AND ITS OK FOR FRONT END	RIGHT, MADE SLIGHT ADJ FOR REAR
70	SO AT THIS POINT I HAVE TO ASSUME THAT SAS/ZPHASE READING I SEE IS GLITCH WITH HDS. MIGHT NOT BE QUICK ENOUGH TO KEEP UP WITH DATA CHANGE.	OK
71	I WILL HAVE TO CHECK THIS ON ANOTHER CAR AND SEE IF SAME. MIGHT TAKE AWHILE TO DO THAT AND DON'T WANT TO KEEP CUST CAR THERE WHILE I DO THAT	OK
72	ALSO WE WERE NEVER ABLE TO DUPLICATE SYMPTOM AND ALL OUR CHECKS SHOW OK. I WOULD JUST PUT SOME MILES ON IT TO TRY AND VERIFY BUT IF NO SYMPTOM, RETURN TO CUST	OK, WE HAVE PUT ABOUT 30 MILES ON IT SO FAR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3004860	TOMP	05/10/2010	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 27	DEALER CAN'T DUPLICATE; CHECK CONNECTIONS, G302

Resln Source: None **Date:**

Status: N/A **Mileage:** 27,462

Remarks / Requestor: **FE Status:**

Dealer #:	206746	**TZ:**	EST
Dlr Cont:	HENRY POMALES	**Training %:**	
Serv Ph:	(508) 880-5500	**Extn:**	
Serv Mgr:	ANTONIO COSTA		
Parts Mgr:	DOUGLAS MCLACHLAN		
Dlr Name:	SILKO HONDA 1580 NEW STATE HWY RAYNHAM MA 02767		
Phone:	(508) 880-5500	**Fax #:**	5088802755
DPSM:	CHERYL COTTER	**Zone/Dist:**	09G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38288E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64045279	**Trans #:**	P36A6141211
Em Type:	KA		
RO #:	230710		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
5/10/2010 7:40:44 AM TOMP	
1 ORIGINAL COMPLAINT	WHEN DRIVING THE VEHICLE JUST SUDDENLY SLOWS RIGHTDOWN FROM 50-20 MPH. VSA CODE 27-1 STEERING ANGLE SENSOR. FOLLOWED TROUBLESHOOTING LAST TIME IN FOR SAME CODE, REPLACES STEERING ANGLE SENSOR AND EVE RYTHING TESTED NORMAL. CAME BACK TODAY SAME CODE. EVERYTHING CHECKS OUT SO FAR TODAY.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 27]
4	HENRY:
5 CAN YOU DUPLICATE THE COMPLAINT?	NO
6 WERE INDICATORS ON TODAY?	NO
7 DTCs TODAY?	YES
8 DTC?	27
9 CLEAR DTC; DOES IT RESET?	HAVE NOT DONE THAT.
10 COULD YOU DUPLICATE THE PROBLEM OR DTC, DURING THE FIRST VISIT?	NO
11 DID THE DTC RESET AFTER CLEARED, DURING FIRST VISIT?`	NO
12 BUT TROUBLESHOOTING WAS DONE AND SAS REPLACED?	YES.
13 WHEN DID PROBLEM START?	LAST MONTH
14 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?	NONE; NONE
15 OTHER ELECTRICAL COMPLANTS?	NONE
16 BATTERY CONDITION/VOLTAGE?	CHECKS GOOD 12.7V
17 HOW CAN I HELP?	SEEN THIS?
18 REVIEW "CASES" AND "KBs"	
19 CHECK C401, G302, VSA MODULATOR CONNECTION.	
20 DO NOT REPLACE ANY PARTS FOR UNVERIFIED COMPLAINT, WITHOUT DSM APPROVAL.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3422189	SHAWNW	04/18/2013	RAYD	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATE ON TURNS	TIRES?;DUPLICATE;SWAP TIRES

Resln Source: None **Date:**

Status: N/A **Mileage:** 99,832

Remarks / Requestor: **FE Status:**

Dealer #:	207167	**TZ:**	EST
Dlr Cont:	FREDERICK	**Training %:**	
Serv Ph:	(973) 361-1396	**Extn:**	
Serv Mgr:	ARON COOPER		
Parts Mgr:	PAUL MASON		
Dlr Name:	JOYCE HONDA 3166 ROUTE 10 DENVILLE NJ 07834		
Phone:	(973) 361-1396	**Fax #:**	9733614457
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74079901	**Trans #:**	P36A6145612
Em Type:	KA		
RO #:	308402		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/18/2013 7:01:14 AM SHAWNW	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON WHEN MAKING SWEEPING TURNS FEELS LIKE BRAKES ARE APPLIED NO CODES SET
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 TIRES?	LOOK OK, ALL THE SAME SIZE
7 HOW ABOUT TREAD CONDITION?	I WILL DOUBLE CHECK
8 CODES	NONE
9 MONITOR THE SAS AND Z PHASE IN THE DATA LIST	OK
5/3/2013 11:50:48 AM RAYD	
10	FRED; MI; 100408; AT TIMES WHEN DRIVING AND NOT HITTING BRAKES ABS ACTIVATES
11 TIRES?	WORN TIRES, THERE IS 5/32" LEFT, I CHECKED ZPHASE, IT WAS 0.8 STRAIGHT, AND 3.9V EVERYWHERE ELSE
12 CAN YOU DUPLICATE?	NO
13 HAVE THE CUSTOMER DUPLICATE FOR YOU, THEN SWAP KNOWN GOOD TIRES/RIMS AND RETEST.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3073577	TOMP	10/26/2010	TOMP	1

	Code	Original Complaint
P	4230	VSA APPLIES?

Probable Cause/Solution
DEALER CAN'T DUPLICATE; CHECK G302

Resln Source: None **Date:**
Status: N/A **Mileage:** 43,827
Remarks / Requestor: **FE Status:**

Dealer #:	208327	**TZ:**	MST
Dlr Cont:	BRIAN KING	**Training %:**	
Serv Ph:	(801) 627-6720	**Extn:**	
Serv Mgr:	BRIAN KING		
Parts Mgr:	SCOTT MILES		
Dlr Name:	KEN GARFF HONDA RIVERDALE 950 WEST RIVERDALE RD OGDEN UT 84405		
Phone:	(801) 627-6720	**Fax #:**	8013377139
DPSM:	KELLY GOODWIN	**Zone/Dist:**	10F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38728B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74202267	**Trans #:**	P36A6019343
Em Type:	KA		
RO #:	189643		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/26/2010 7:24:10 AM TOMP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4
5 CAN YOU DUPLICATE THE COMPLAINT?
6 WHEN DID PROBLEM START?
7 CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES,?
8 OTHER ELECTRICAL REPAIRS?
9 DTCs?
10 CLEAR DTC; DO THEY RESET?
11 I WOULD REPLACE THE BATTERY AND CHECK THE VSA POWER/GROUND SYSTEMS.
12 CHECK G302

Information from Dealer

CUSTOMER STATES THAT BRAKES HAVE APPLIED THEMSELVES AND CAR STOPPED WHILE TURING IN A ROUND ABOUT, RECENTLY STARTED SINCE THE CAR IS HAVING A HARD STARTING FROM A BAD BATTERY

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
BRIAN
NO
RECENTLY? HAS FAULTY BATTERY AT THIS TIME.
YES HAS BEEN CRASHED ON FRONT END, NO AM ACCESSORIES.
JUST FAULTY BATTERY.
YES; HISTORY DTC IN ABS SYSTEM FOR BATTERY VOLTAGE, 25 LAT SENSOR, AND ECM/PCM RELATION
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2720999	TOMP	11/11/2008	TOMP	1

	Code	Original Complaint
P	4170	BRAKES SELF APPLIED

Probable Cause/Solution
LEFT FOOT BRAKING; REPAIR AS NEEDED

Resln Source: None **Date:**
Status: N/A **Mileage:** 13,896
Remarks / Requestor: **FE Status:**

Dealer #:	207549	**TZ:**	CST
Dlr Cont:	BEN SKIRTECH	**Training %:**	
Serv Ph:	(601) 957-3400	**Extn:**	
Serv Mgr:	THOMAS CRAFT		
Parts Mgr:	PATRICK MARTIN		
Dlr Name:	PATTY PECK HONDA 555 SUNNYBROOK ROAD RIDGELAND MS 39157		
Phone:	(601) 957-3400	**Fax #:**	6017070221
DPSM:	NICHOLAS WALKER	**Zone/Dist:**	03H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74203498	**Trans #:**	P36A6026508
Em Type:	KA		
RO #:	092909		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

11/11/2008 6:06:09 AM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CAN YOU DUPLICATE THE COMPLAINT?

5 HOW CAN I HELP?

6 MASTERCYLINDER BYPASS PORT NOT OPEN FOR ANY REASON. LEFT FOOT BRAKING, BRAKE SWITCH ADJUSTMENT.

7 REPAIR OVER HEATED BRAKE SYSTEM COMPONENTS; ADJUST THE BRAKE SWITCH, THEN CHECK FOR DRAG.

Information from Dealer

WOULD NOT GO OVER 40MPH AND DID NOT HAVE TO APPLY BRAKES TO STOP. ROTORS ARE BLACK AND PURPLE IN FRTAND RR.

NO

BEN:

NO

SEEN VSA MODULATOR CAUSE THIS BEFORE, IDEA OF HOW?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2713942	DAVIDK	10/29/2008	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26-1 AFT SENSOR RPL	DID NOT MEM SENOSR?; MEM SENSOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 2,925
Remarks / Requestor: **FE Status:**

Dealer #:	207280	**TZ:**	EST
Dlr Cont:	DUNG VU	**Training %:**	
Serv Ph:	(804) 672-1111	**Extn:**	
Serv Mgr:	ANN DALE		
Parts Mgr:	GARLAND BLAIR		
Dlr Name:	WEST BROAD HONDA 7014 WEST BROAD STREET RICHMOND VA 23294		
Phone:	(804) 672-1111	**Fax #:**	8046723337
DPSM:	MICHAEL RIEDEL	**Zone/Dist:**	06B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74206522	**Trans #:**	P36A6043177
Em Type:	KA		
RO #:	543623		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/29/2008 11:01:51 AM DAVIDK

1 ORIGINAL COMPLAINT	VSA LIGHT CAME ON WHEN GOING AROUND CURB ONLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACE YAW SENSOR
4	26-1
5	WILL ACTIVATE WHEN TURNING. GOING STRIGHT IT WILL FLASH THE ACTIVATION LIGHT
6 SNAP SHOT.	
7 ORIGNAL CODE	104
8 SO 26-1 HAPPEN AFTER THE SENSOR CLUSTER WAS REPLACED	YES
9 MEM SENSORS AFTER REPLACEMENT	NO
10 START WITH SENSOR LEARN. SWAP SENSOR FROM K/G CAR. GET SNAP SHOT	

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2946425	RUDYG	12/28/2009	CHRISR	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES, CODE 27	SAS?; REPLCING YAW DUE TO 2.44 FIND, MON SAS

Resln Source: None **Date:**
Status: N/A **Mileage:** 14,794
Remarks / Requestor: **FE Status:**

Dealer #:	207575	**TZ:**	CST
Dlr Cont:	CHAD WEAVER	**Training %:**	
Serv Ph:	(210) 651-5533	**Extn:**	
Serv Mgr:	BRUCE GUIN		
Parts Mgr:	KENT HABERKORN		
Dlr Name:	GILLMAN HONDA OF SAN ANTONIO 16044 I H 35 NORTH SELMA TX 78154		
Phone:	(210) 651-5533	**Fax #:**	2105643499
DPSM:	JERRY MEADE	**Zone/Dist:**	03B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74207374	**Trans #:**	P36A6047262
Em Type:	KA		
RO #:	39743		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/28/2009 10:39:04 AM RUDYG	
1 ORIGINAL COMPLAINT	VAN WAS DRIVING AROUND 40 MPH AND IT SEEMED AS IF TRANSMISSION OR BRAKES LOCKED UP AND BROUGHT VEHICLE TO A STOP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 27]
4 CODE 27?	YES
5 CAN YOU DUPLICATE?	NO
6 DOES CODE CLEAR?	DIDN'T TRY YET
7 SEE IF CLEARS. IF NO, DO S/M T/SHOOTING	OK
8 IF CODE CLEARS. CK G302 FOR GOOD GROUND	OK
9 IF OK, USE HDS AND CK STR Z SIGNAL. SHOULD BE .8V WHEN WHL STRAIGHT. IF YES, WIGGLE HARN NEAR MODULATOR AND C401. SEE IF VOLTAGE GOES HIGHT	OK
10 IF YES, CK FOR BENT PIN OR DAMAGED HARN	OK
11 IF ALL OK, CK YAW AND LAT READINGS ON FLAT GROUND. SHOULD BOTH BE 2.48-2.52V	OK
12 IF OUTSIDE THAT RANGE, SUSPECT BAD SENSOR	OK
13 LASTLY IF ALL CK'S COME OUT OK, REPL SAS AND THEN TRY TO DUPL COMPLAINT	OK
12/28/2009 1:56:28 PM CHRISR	
14	ALL CKS OK EXCEPT YAW WAS 2.44
15 THATS OFF WHEN STATIC, WAS STRZ OK	YES
16 REPLACE YAW AND GO FROM THERE	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2967550	RAYD	02/11/2010	RAYD	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATES, NO DTC'S	FBF: SAS DAMAGED BY BODY SHOP;REPLACED TO FIX

Resln Source: Feedback forms **Date:** 02/12/2010
Status: N/A **Mileage:** 11,470
Remarks / Requestor: **FE Status:**

Dealer #:	208316	**TZ:**	EST
Dlr Cont:	MICHAEL DAURIA	**Training %:**	
Serv Ph:	(914) 636-1160	**Extn:**	
Serv Mgr:			
Parts Mgr:	LEWIS SPERO		
Dlr Name:	HONDA OF NEW ROCHELLE 25 EAST MAIN STREET NEW ROCHELLE NY 10801		
Phone:	(914) 636-1160	**Fax #:**	9146322866
DPSM:	STEFANIE SENKIW	**Zone/Dist:**	05D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38608B4[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74208778	**Trans #:**	P36A6054803
Em Type:	KA		
RO #:	196132		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
2/11/2010 9:43:22 AM RAYD	
1 ORIGINAL COMPLAINT	VSA INDICATOR BLINKS AND ACTIVATES WHILE DRIVING. NO DTC'S SET.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4 CONDITIONS?	DRIVING STRAIGHT DOWN THE ROAD
5 ACC DAMAGE? A/M?	THIS CAR HAD A TREE BRANCH FALL ON THE HOOD, IT JUST CAME FROM THE BODY SHOP, THE AIR BAGS WENT OFF SO THEY REPLACED THE CABLE REEL
6 DID YOU TAKE ANY SNAPSHOTS?	YES, I HAVE A COUPLE
7 DID YOU UPLOAD?	NOT YET
8 UPLOAD, I WILL LOOK THEN CALL YOU BACK, DO YOU HAVE A DIRECT NUMBER I CAN REACH YOU AT?	YES, ITS 347 432 7025
2/11/2010 11:23:29 AM RAYD	
9 REVIEWED SNAPSHOT, SAS ISNT CHANGING VERY MUCH, Z PHASE DOESNT CHANGE AT ALL, 3.9 VOLTS IN THE STRAIGHT POSITION, REMOVE SAS, CHECK ENGAGMENT OF CANCEL CAM	
2/12/2010 7:51:21 AM RAYD	
10	COMMENTS: FOUND STEERING ANGLE SENSOR WAS DAMMAGED BY BODY SHOP. REPLACED STEERING ANGLE SENSOR. TEST DROVE CAR AND VSA NO LONGER ACTIVATES WHILE DRIVING ON DRYPAVEMENT OR HWY.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2842547	LARRYL	06/30/2009	RAYD	16

	Code	Original Complaint
P	4230	VSA PROBLEM
	1847	HESITATION INTERMIT

Probable Cause/Solution

VEHICLE RETURNED TO MEDIATION 2/15/2010

Resln Source: None **Date:**

Status: N/A **Mileage:** 6,374

Remarks / Requestor: **FE Status:**

Dealer #:	208390	**TZ:**	CST
Dlr Cont:	ANTHONY	**Training %:**	
Serv Ph:	(630) 851-5700	**Extn:**	
Serv Mgr:	JOE NAVARRE		
Parts Mgr:	JOE JARMUSZ SR		
Dlr Name:	VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504		
Phone:	(630) 851-5700	**Fax #:**	6308515925
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38488B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64201129	**Trans #:**	P36A6062328
Em Type:	KA		
RO #:	323278		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/30/2009 12:37:41 PM LARRYL	
1 ORIGINAL COMPLAINT	WHILE DRIVING AT 45MPH VEHICLE WILL SLOW DOWN TO 30MPH AND NOT ACCELERATE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED PCM & THROTTLE BODY
4	I HAVE CHKED FOR COD3S, I FOUND 83-1 27-1
5 NO PGMFI CODES	NO
6 CAN YOU DUPL COMPLAINT	NO, I HAVE DRIVEN 2X THSI VEH WAS BOUGHT BACK FROM ORIG CUST, NOW 2ND CUST IS HAVING PROBLEM WITH VEH
7/15/2009 2:09:46 PM LARRYL	
7	WE HAV DRIVEN AND CAN NOT DUPL COMPLAINT, WE ARE AT A POINT WERE WE WANT TO CONTACT A FIELD REP AND REQUEST AN FE
8 OK, THE THING TO KEEP IN MIND IS THAT IF YOU CAN NOT DUPL A COMPLAINT, NEITHER WILL FE	OK
7/16/2009 2:56:20 PM RAYD	
9 CALL BACK TO BOBS;	BOB S, FE; 847 840 0800 VOICE MESSAGE, I THINK THIS MIGHT BE SOMETHING TO DO WITH THE VSA
10 SINCE THIS VEHICLE WAS BOUGHT BACK ALREADY, I THINK THE MOST IMPORTANT KEY IS TO FIND A WAY TO DUPLICATE THE PROBLEM.	LOOK AT OTHER CONTACTS WITH THIS CODE, THEY ALL SEEM TO HAVE THIS PROBLEM BETWEEN THE SAME SPEEDS
11 I THINK IF THIS THE VEHICLE IS SLOWING DOWN (VSA) AND NO WARNING LIGHTS ARE ON, THE MODULATOR OR ITS GROUND MAY BE CAUSING THIS. LETS CHECK G302, 47P CONNECTOR, J CONNECTOR AND PIN FITS AT C401, THE SAS HAS BEEN REPLACED ALREADY.	
7/20/2009 8:44:38 AM RAYD	
12	BOBS; FE: I CONFIRMED WITH THE TECH THAT IT WAS A VSA EVENT. THE TECH SAID THE TRIANGLE WAS FLASHING. IT WAS BOUGHT BACK AND SOLD, IT TOOK 3K MILES TO HAPPEN AGAIN, EVERYONE BLEW OFF THE FACT THAT IT WAS A VSA. THE DEALER DROVE THE CAR FOR 670 MILES AND COULDNT DUPLICATE. I HAVE DRIVEN THE CAR TODAY AND I CANT DUPLICATE ANYTHING. THE BRAKE PEDAL IS LOW ON THIS VEHICLE.
13 DO YOU THINK THIS VEHICLE WILL BE BOUGHT BACK?	VERY POSSIBLE
14 REPLACE PARTS IF RETURNING TO CUSTOMER	
7/23/2009 11:05:27 AM RAYD	
15	BOBS; I AM ON VACATION, THE DEALER CALLED ME TO SAY THEY HAD AN EVENT, THERE IS FREEZE DATA THIS TIME.
16 THE FREEZE DATA IS LIKELY FROM PGMFI, I WILL LOOK AT IT BUT AT THIS POINT, UNLESS WE FIND SOMETHING CONCRETE, THIS VEHICLE CANNOT GO BACK TO THE CUSTOMER.	
7/23/2009 11:13:17 AM RICKT	
17 SPOKE TO COREY K IN MEDIATION. APPEARS THIS CAR WILL BE BOUGHT BACK. VEHICLE WILL BE SHIPPED TO AHM.	
7/27/2009 7:39:04 AM RICKT	
18 PENDED RUDYG	
8/26/2009 10:23:00 AM JAMESH	
19 Mediation request to repair buy back. Assigned to RD	
8/26/2009 1:21:30 PM RICKT	
20 VEHICLE RECEIVED FROM MEDIATION 7955 MILES. MAINTENANCE INDICATOR IS ON FOR B1 SERVICE. OIL LIFE AT 15%. 28E PLATE INSTALLED ON VEHICLE. INSURACNE PACKET AND AUTH FORM IN GLOVEBOX	
9/24/2009 1:58:43 PM RAYD	

21		BOB ENDICOTT DRIVING BACK FROM LUNCH NOTICED THE VSA LIGHT ON, I FOUND A CODE 27, I REPEATED THE DRIVE CYCLE BUT COULD NOT DUPLICATE; I NOTICED THAT THE SAS WAS OFF BY APPROXIMATELY 17 DEGREES, PERFORMED THE NEUTRAL POSITION MEMORIZATION TO CORRECT.
9/30/2009 11:30:46 AM	RAYD	
22		PER RONM; In addition to the service needed, the Odyssey has rear brake noise like it has rusty rear brake rotors and the left power sliding door creaks when entering and exiting driveways. RonM
1/28/2010 5:08:46 PM	RAYD	
23 ATTACHED COPY OF ALIGNMENT PRINTOUT PERFORMED BY DAVE K, NO ADJUSTMENTS WERE MADE AT THIS TIME, THIS IS HOW THE VEHICLE WAS RECEIVED.		
2/15/2010 8:51:37 AM	RUDYG	
24 02/15/2010 09:04:13 AM RUDYG(ATTACHED PAGES 4-9 FROM SEPT 2009 MEMORATOR SUMMARY REPORT. THIS HAS INFO REGARDING OUR FINDINGS ON STR Z)		
2/15/2010 1:53:41 PM	RAYD	
25		Due to the fact the Customer contention was never duplicated, and this vehicle was repurchased two times for the same problem. Attached a copy of the Tech Line Cronology
2/15/2010 3:20:58 PM	RAYD	
26 ATTACHED COPY OF CRONOLOGY TO CONTACT		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3375477	LINDSEYA	12/27/2012	LINDSEYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LIGHT COMES ON, ACTIVATES	UNKNOWN; TRY TO DUPLICATE

Resln Source: None **Date:**

Status: N/A **Mileage:** 128,808

Remarks / Requestor: **FE Status:**

Dealer #:	207068	**TZ:**	PST
Dlr Cont:	ISMAEL ESCOTO	**Training %:**	
Serv Ph:	(559) 435-5000	**Extn:**	
Serv Mgr:	STEVE KENT		
Parts Mgr:	JAMES PALLOTTA		
Dlr Name:	CLAWSON HONDA OF FRESNO 6346 NORTH BLACKSTONE FRESNO CA 93710		
Phone:	(559) 435-5000	**Fax #:**	(559) 435-6324
DPSM:	STEVE TULEJA	**Zone/Dist:**	12D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38488B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64201589	**Trans #:**	P36A6072853
Em Type:	KA		
RO #:	497776		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/27/2012 8:21:54 AM LINDSEYA	
1 ORIGINAL COMPLAINT	CUTS STATES AT TIMES AT 45 MILES WHILE ACCELERATING VSA LITE COMES AND CAR FILLS LIKE BRAKES ARE APPLIED
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: PARASITIC DRAW]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CAN YOU DUPLICATE?	NO.
7	I DID HAVE A CODE FOR VSA. I HAD WHEEL SPEED SENSOR CODES, FOR ALL FOUR WHEELS.
8 OK.	I ALSO HAD A GAUGE LOST COMM CODE.
9 OK. WE NEED TO SEE WHAT CODES RETURN OR DUPLICATE AND LOOK AT THE DATA.	RIGHT.
10 IT WOULDN'T HURT TO DO A V-DROP OF THE BATTERY CABLES.	OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3004867	CHRISV	05/10/2010	CHRISV	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26-1 27-1 61-1 62-1	FBF: CLEARED CODE, CAN NOT REDUP

Resln Source: Feedback forms **Date:** 05/10/2010
Status: N/A **Mileage:** 16,005
Remarks / Requestor: **FE Status:**

Dealer #: 206930 **TZ:** EST
Dlr Cont: STEPHEN BREEN **Training %:**
Serv Ph: (617) 965-8200 **Extn:**
Serv Mgr: ANTHONY SALTALAMACCHIA
Parts Mgr: RALPH VOGT
Dlr Name: HONDA VILLAGE
371 WASHINGTON STREET
NEWTONVILLE MA 02458

Phone: (617) 965-8200 **Fax #:** 6179653743
DPSM: CHERYL COTTER **Zone/Dist:** 09G
Previous Dealer/Contact **Date**

VIN: 5FNRL38678E[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-L
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74215334 **Trans #:** P36A6088408
Em Type: KA
RO #: 428643
Case Type: Technical
W.O. #:

Tech Line Suggests

Information from Dealer

5/10/2010 7:48:24 AM CHRISV

1 ORIGINAL COMPLAINT — VSA LIGHT REPORTED ON,LOSS OF POWER, STORED DTCS 26-1,27-1,61-1,62-1. CLEARED CODES,CHECK BATTERY(OK) TEST DRIVE,VSA WORKING.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA — [MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: BRAKES] [KEYWORD: 26-1,27-1]

4 FIRST TIME FOR THIS ISSUE — YES

5 INSPECT G302

5/10/2010 11:26:35 AM CHRISV

6 FBF — COMMENTS: VSA LIGHT WAS REPORTED ON AND A LOSS OF POWER.CAR HAD STORED DTCS 26-1,27-1,61-1,62-1.WE CHECKEDTHE BATTERY CHECKED OK,CLEARED DTCS TEST DRIVE CA R UNABLE TO VERIFY AND DID NOT RECODE.CALLED TECH LINE WAS TOLD TO CHECK G302,LOOKED OK BUT CLEANED AND TIGHTEN G302.TEST DRIVE AGAIN CAR IS OK AT THIS TIME,SO WE DO NOT KNOW WHAT THE DIAGNOSES IS OR IF IT IS FIXED.,BUT IT IS OK AT THIS TIME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3445466	DAVEM	06/20/2013	CHRISV	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	BRAKES LK 26-1 27-1 61-1 83-1	UNKNOWN?; CHK SAS WIRES AND YAW SNSR> RG

Resln Source: None **Date:**

Status: N/A **Mileage:** 66,432

Remarks / Requestor: **FE Status:**

Dealer #:	208595	**TZ:**	EST
Dlr Cont:	SHAWN DONLON	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	BRAD STEGEMANN		
Parts Mgr:	DAN LUDWICK		
Dlr Name:	GERMAIN HONDA OF ANN ARBOR 2575 S. STATE ST. ANN ARBOR MI 48104		
Phone:	(734) 761-3200	**Fax #:**	7347619464
DPSM:	JEFF GRAPENGATER	**Zone/Dist:**	04A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74215357	**Trans #:**	P36A6088364
Em Type:	KA		
RO #:	5777		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/20/2013 1:24:41 PM DAVEM	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT BRAKSE ARE LOCKING UP WHILE VEHICLE IS AT SPEED, WHEN DRIVING CUSTOMER WILL HERE A CLICKING/ RUMBLING SOUND COMING FROM THE FRONTOF THE VEHICLE THEN BRAKES WILL LOCK CAUSIGN THE VEHICLE TO SKID OUT OF CONTROL. DTC'S 26-1 27-1 61-1 83-1
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	THE CUST STATES 10X IN THE PAST 6MO, THE CAR WOULD NOSE DIVE ON THE ROAD. I HAVE THESE CODES, BUT NONE COE BACK
7 ANY WORK DONE RELATED TO THE STREERING LIKE RACK OR A/T SWAP OR WHL BEARINGS OR TIRES, ETC?	NONE
8 TIE ROD ENDS EVEN>	YES
9 CHK ALL CONNECTIONS AND WGGL TEST WIRES BTTWN THE SAS AND THE VSA CU	
10 CHK FOR WTR LEAKS ON TO THE YAW SNSR	
11 DUP AND SNAP	
12 CB AND SPEAK W/ RG	
7/2/2013 6:33:06 AM CHRISV	
13	BRAD, JUST WONDERING IF THERE WERE ANY UPDATES B/C THE CUST SAW ON THE NEW THAT THE NSTA WAS INVESTIGATING THIS ISSUE. CAR IS NOT HERE
14 I AM NOT AWARE OF ANY NEW INFO	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3296405	JOHNB	06/11/2012	PAULI	9

	Code	Original Complaint	Probable Cause/Solution
P	4170	CUST CLAIMS,BRAKE APPLIED	CANNOT PRODUCE;GV ALLEGED BRAKE FAILURE CHKS

Resln Source: None **Date:**

Status: P MAP **Mileage:** 62,888

Remarks / Requestor: **FE Status:**

Dealer #:	207494	**TZ:**	EST
Dlr Cont:	BRADLEE	**Training %:**	
Serv Ph:	(716) 632-3323	**Extn:**	
Serv Mgr:			
Parts Mgr:	PATRICK HAMANN		
Dlr Name:	LIA HONDA 4891 TRANSIT ROAD WILLIAMSVILLE NY 14221		
Phone:	(716) 632-3323	**Fax #:**	7166323349
DPSM:	MALCOLM HOFF	**Zone/Dist:**	09A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74215406	**Trans #:**	P36A6088091
Em Type:	KA		
RO #:	314147		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/11/2012 1:55:48 PM JOHNB	
1 ORIGINAL COMPLAINT	CUST STATES HE WAS DRIVING CAR DOWN TRANSIT RD ANDWHILE ACCELERATING IT FELT LIKE SOMEONE WAS APPLY ING THE BRAKES..CANT DUPLICATE PROBLEM
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	CUSTOMER CLAIMS WHILE DRIVING THE BRAKES APPLIED SELF AND ABOUT THREW HIS WIFE THROUGH THE WINDSHIELD;DID THIS SEVERAL TIMES,EACH TIME THE VEHICLE COMPLETELY CAME TO A STOP;CUSTOMER WAS NEVER PUSHING ON THE BRAKE;ONLY ACCELERATOR;ONCE STOPPED VEHICLE WOULD IMMEDIATELY MOVE;CUSTOMER WILL NOT TAKE VEHICLE UNTIL REPAIRED;ONLY PROBLEM IS WE CANNOT PRODUCE ANY BRAKE ISSUES OR COMPLAINT;NO CODES,NO ISSUES
7 NEED TO PRODUCE COMPLAINT;PLEASE PERFORM COMPLETE BRAKE SYSTEM INSPECTION AND GENERAL CHKS;BLEED SYSTEM AND CHK FOR ANY CONTAIMINATION OR AIR IN SYSTEM;DPSM	
8 ALLEGED BRAKE FAILURE (POLICY) Tech Line Knowledge Base Name: 3764 Issue Date: 12-Apr-1994 Source: HTL-INFO	
9 PENDED TO TROYS	
6/12/2012 4:20:29 PM GARYG	
10 HMA will contact dealer tomorrow to get more information.	
6/15/2012 7:42:21 AM GARYG	
11 HMA requested these parts be replaced. I sent the list to and spoke with service manager, David Hoffman. I also spoke to the DPSM, Malcolm Hoff to arrange the goodwill warranty. Paul can you please contact the dealer to have the parts shipped to HMA? Parts shipped to Bradley Buchanan C/O Cindy Gupton. Cindy Gupton AHM Warranty Parts Division 685 Clover Road Dock TN 01 Lincoln, AL 35096 205-355-5000 x3029	01469-SHJ-A00 POWER SET, MASTER 46101-SHJ-305 MASTER CYLINDER SET °57110-SHJ-A61 VSA MODULATOR °35251-SHJ-A61 SENSOR ASSY., STEERING & BODY SWITCH °39960-SHJ-A01 SENSOR ASSY., CLUSTER 57450-SHJ-A02 SENSOR ASSY., R. FR. 57455-SHJ-A02 SENSOR ASSY., L. FR. 57470-SHJ-A05 SENSOR ASSY., R. RR. 57475-SHJ-A05 SENSOR ASSY., L. RR.
6/15/2012 8:25:22 AM PAULI	
12 FAXED SHIP REQ	
13 (sas)	
6/18/2012 11:18:07 AM PAULI	
14	PER GARY G
15	WHL SNSRS NOT NEEDED @ FACTORY
16	(THEY WILL BE DAMAGED IF REMOVED)
6/19/2012 10:26:13 AM PAULI	
17 NO CLM?	JERRY, S/A
18	DONE
19 (MSG>P/M)	
6/19/2012 2:47:13 PM PAULI	
20	E/MF ROM PAT
21	SENT PER A/B 7985 2797 2355
22 ADVISED TROYS, ED B	
6/21/2012 2:11:45 PM PAULI	
23 207494 RO Date: 2012-06-11 Claim Number: 314147	
24 Parts: 00000.00 Labor: 19.00 Sublet: 2683.18 Total: 2702.18	

25 Contention: 03241	(CUSTOMER STATES WHILE DRIVING DOOR TRANSIT YESTERDAY VEHICLE FELT LIKE BRAKES WERE BEING APPLIED. JUST TRAVELING AT45MPH ALL OF A SUDDEN IT WOULD FEEL LIKE SOMEONE PRESSED REAL HARD ON THE BRAKE PEDAL VEHICLE WOULD SLOOW RIGHT DOWNREAL FAST. HAPPENED)

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3271425	LARRYL	03/28/2012	LARRYL	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LIGHT ON, NO DTC	CANT DUPL; TD & ACTIVATE VSA

Resln Source: None **Date:**

Status: N/A **Mileage:** 29,389

Remarks / Requestor: **FE Status:**

Dealer #:	208390	**TZ:**	CST
Dlr Cont:	MIGUEL SIXTO	**Training %:**	
Serv Ph:	(630) 851-5700	**Extn:**	
Serv Mgr:	JOE NAVARRE		
Parts Mgr:	JOE JARMUSZ SR		
Dlr Name:	VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504		
Phone:	(630) 851-5700	**Fax #:**	(630) 851-0162
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74215647	**Trans #:**	P36A6089523
Em Type:	KA		
RO #:	456282		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

3/28/2012 12:40:29 PM LARRYL

1 ORIGINAL COMPLAINT	CUSTOMER STATES VSA LIGHT COMES ON AND VEHICLE FEELS LIKE BRAKES ARE COMING ON, TEST DROVE DID NOT FEEL ANYTHING ABNORMAL.... HAS HAPPEN TWICE TO HER.. CHECKED FOR DTC'S.. NONE WERE STORED.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 MAYBE SHE IS ACTIVATED THE VSA?	I WAS QUESTIONING THAT,
7 WAS IT FLASHING OR ON SOLID	NOT SURE,
8 TRY ACTIVATION THE SYSTEM, MAKE SURE IT WORKS,	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3237457	TAIS	12/30/2011	DAVEM	2

	Code	Original Complaint	Probable Cause/Solution
P	4200	ABS, TCS, VSA, CMBS GENERAL	SAS?; WGGL CHK CONNECTOR> SWAP SAS

Resln Source: None **Date:**
Status: N/A **Mileage:** 23,149
Remarks / Requestor: **FE Status:**

Dealer #:	208208	**TZ:**	CST
Dlr Cont:	TODD MCELROY	**Training %:**	
Serv Ph:	(972) 437-4145	**Extn:**	
Serv Mgr:	TOBY CLARK		
Parts Mgr:	STEVEN KREMPP		
Dlr Name:	LUTE RILEY HONDA 1331 N. CENTRAL EXPWY. RICHARDSON TX 75080		
Phone:	(972) 437-4145	**Fax #:**	9724379769
DPSM:	OLEN CURL	**Zone/Dist:**	03A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74216929	**Trans #:**	P36A6094313
Em Type:	KA		
RO #:	923901		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
12/30/2011 9:44:23 AM	TAIS	
1	ORIGINAL COMPLAINT	CUSTOMER TOWED VEHICLE IN, STATED WHILE DRIVING AROUND 40MPH FELT LIKE VEHICLE WOULD NOT SHIFT OR ACCEL, FELT AS THOUGH WANTED TO STALL, THEN VSA LIGHT CAME ON. HAD CODES 27-1 AND 83-1 STORED. TEST DROVE 25 MILES, UNABLE TO REPRODUCE
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: HESITATES]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	TRANSFER TO GENERAL	
12/30/2011 9:49:01 AM	DAVEM	
7		SER ABVE
8	CODES FOR YOU?	NO
9	MON DATALIST WHILE WGGLING THE CNNCTR @ THE SAS AND C401. IF OK, SWAP SAS AND MON	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2905368	CHRISR	09/30/2009	RUDYG	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 27-1, 83-1 INTRT	PIN FIT?; CK STRNG Z, TAKE SNAP

Resln Source: None **Date:**

Status: N/A **Mileage:** 20,400

Remarks / Requestor: **FE Status:**

Dealer #:	207029	**TZ:**	EST
Dlr Cont:	MICHAEL PACYNA	**Training %:**	
Serv Ph:	(941) 923-3413	**Extn:**	
Serv Mgr:			
Parts Mgr:	TIMOTHY ADDISON		
Dlr Name:	WILDE HONDA 7333 S. TAMIAMI TRAIL SARASOTA FL 34231		
Phone:	(941) 923-3413	**Fax #:**	9419248569
DPSM:	LEE BRADLEY	**Zone/Dist:**	07J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74217147	**Trans #:**	P36A6095431
Em Type:	KA		
RO #:	226948		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/30/2009 12:18:32 PM CHRISR	
1 ORIGINAL COMPLAINT	WHILE DRIVING VEHICLE WITH OUT TOUCHING BRAKE PEDAL THE VSA WILL ACTIVATE FOR NO REASON.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	STEERING ANGLE SENSOR WAS REPLACE AT 12274 MILES,THEN PROBLEM DUPLICATED AT 18100,CHECKED MODULATOR CONNECTOR AND GROUND 302
4 VSA	27-1
5 CK STEERING VOLTAGE ON DATALIST, .8V STRAIGHT AND 3.9 TURNED. REF V IS 5V AND VFY GD GND	OK, CAR IS OK NOW
6 MAY SEE A HINT OF ISSUE THOUGH, TAKE A SNAP	OK
10/7/2009 10:41:16 AM DAVEM	
7	I SENT A SNAP, BUT I COULD NOT GET IT TO DO IT
8 HOW LONG AGO? IT DID NOT ARRIVE YET	NOT LONG
9 HAVE YOU EVER BEEN ABLE TO GET IT TO DO IT?	THIS IS OUR SHUTTLE VAN AND IT'S ONLT HAPPENED 3X
10 ANY A/M OR PRVS CRASH DMG?	NONE
11 WHEN IT DOES HAPPEN, DOES IT STE THE CODE?	SOME TIMES.
12 OK. I'LL HAVE MY VSA GUYS LOOK AT IT, BUT DON'T GET YOUR HOPES TO HIGH	OK
13 FWD TO RG AND RD FOR REVIEW	
10/7/2009 11:47:24 AM RUDYG	
14 10/7/2009 11:48:11 AM RUDYG((CALLED DLR)	(MICHAEL)
15 I HAVE REVIEWED YOUR SNAPSHOT AND DON'T SEE ANYTHING OUT OF THE ORDINARY ON IT.	OK
16 CK CONNECTIONS FOR STR ANGLE SENSOR. OTHERWISE WE WILL NEED TO BE ABLE TO GET A SNAP SHOT OF THIS OR BE ABLE TO RECREATE	OK
17 HAVE YOU CHECKED GROUND FOR MODULATOR?	YES, REMOVED AND CLEANED IT
18 AND THIS HAS ONLY HAPPENED 3X IN 12K MILES OR SO?	YES
19 LET US KNOW IF IT DOES ANYTHING FOR YOU	OK

PE13-024

HONDA

9/6/2013

Attachment #Q5

2008 - Field Report - VSA Light or DTC Unrelated

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2779327	KENE	02/23/2009	KEITHC	2

	Code	Original Complaint
P	4230	VSA CODE 11-1
	7840	P/SLIDING DOOR INOP

Probable Cause/Solution
VSA LIGHT ON; SEE HSN-05/10A

Resln Source: None **Date:**
Status: N/A **Mileage:** 1,678
Remarks / Requestor: **FE Status:**

Dealer #:	208149	**TZ:**	PST
Dlr Cont:	NATE LUMLEY	**Training %:**	
Serv Ph:	(858) 486-4300	**Extn:**	
Serv Mgr:	KENNETH BRADSHAW		
Parts Mgr:			
Dlr Name:	POWAY HONDA 13747 POWAY ROAD POWAY CA 92064		
Phone:	(858) 486-4300	**Fax #:**	8586792196
DPSM:	ROB CRAIG	**Zone/Dist:**	01G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74008020	**Trans #:**	P36A6014014
Em Type:	KA		
RO #:	265650		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/23/2009 11:46:01 AM KENE	
1 ORIGINAL COMPLAINT	SLIDING DOORS ARE NOT WORKING IN PARK, DOORS WERE BEEPING IN PARK (DOORS OPEN)
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 VSA LIGHT ON	YES
4 SEE HSN-05/10A	
2/23/2009 12:01:15 PM KEITHC	
5 VSA CODES	YES, 11-1, TIRE CABLE CAME OFF, TOOK OUT SENSOR, HARNESS
6 REPAIR VSA FIRST, PSD WILL BE CURED	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2660177	KENE	07/30/2008	DAVEM	2

	Code	Original Complaint
P	4230	VSA CODE 17

Probable Cause/Solution
MOD; CK FOR OPEN/SHORTED HARNESS

Resln Source: None **Date:**
Status: N/A **Mileage:** 10
Remarks / Requestor: **FE Status:**

Dealer #:	207226	**TZ:**	EST
Dlr Cont:	CLIFFORD	**Training %:**	
Serv Ph:	(270) 765-2141	**Extn:**	
Serv Mgr:	CLIFFORD LEVAN		
Parts Mgr:	KENNETH WILLYARD		
Dlr Name:	HARDIN COUNTY HONDA 5608 NO. DIXIE HIGHWAY ELIZABETHTOWN KY 42701		
Phone:	(270) 765-2141	**Fax #:**	2707657192
DPSM:	WILLIAM KIRK	**Zone/Dist:**	04K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38418E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64006641	**Trans #:**	P36A6019730
Em Type:	KA		
RO #:	108025		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/30/2008 10:05:26 AM KENE	
1 ORIGINAL COMPLAINT	CODE 17-1/CHECK PER MANUAL/REPLACED LEFT REAR WHEEL SPEED SENSOR/RESETS SAME CODE ON TEST DRIVE WITHNEW SENSOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	DAVID USING S/M DPTS #
4 CHECK AT 36 AND 67 AT MODULATOR WITH SENSOR UNPLUGGED TO EACH OTHER AND THEN JUMP SENSOR CONNECTOR AND MAKE SURE NO OPEN IN HARNESS	
8/1/2008 8:09:27 AM DAVEM	
5	DAVID, D203009
6	SWAP SNSR, SAME. TESTED WIRES, SAME
7 SWAP PINS @ MOD W/ THE RT/RR OR AT THE DRV USFB 'C' CNNCTR AND MON.	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3192908	DAVIDK	09/09/2011	TOMP	6

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 27-1	9/22: WIRE HARNESS; REPLACE PN 32120-SHJ-A42

Resln Source: Spoke w/ Dealer **Date:** 09/22/2011

Status: N/A **Mileage:** 33,790

Remarks / Requestor: **FE Status:**

Dealer #:	208014	**TZ:**	EST
Dlr Cont:	ED PREYER	**Training %:**	
Serv Ph:	(513) 528-8000	**Extn:**	
Serv Mgr:	TINA LADENBURGER		
Parts Mgr:	GARY ORME		
Dlr Name:	HONDA EAST 529 OHIO PIKE CINCINNATI OH 45255		
Phone:	(513) 528-8000	**Fax #:**	5135288060
DPSM:	MIKE DITMER	**Zone/Dist:**	04H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74014542	**Trans #:**	P36A6026573
Em Type:	KA		
RO #:	148183		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/9/2011 7:20:59 AM DAVIDK	
1 ORIGINAL COMPLAINT	HAS VSA CODE 27-1
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	CRASH, SAS, MOD, WHEEL SPEED SENSOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	LAST NIGHT WE REPLACED THE SAS. RE CODED WHEN BACKING OUT. WIRES TESTED GOOD. POSS C/U
7 CK CONNECTOR FROM SAS TO MODULATOR. HAVE SEE C401 CORRODED. MONTOR SAS AND Z PHASE. WIGGLE TEST WIRES WHEN MONITORING. MAKE SURE THE ARROW ON THE SAS IS POINTING UP. IF AVAL TRY ANOTHER SENSOR. HAVE NOT SEEN PROBELMS W MODULATORS	
9/20/2011 8:38:22 AM SHAWNW	
8	CAR BACK WITH 2 CODES
9	13-1 L/F Wheel Speed Sensor (Short to Power/Short to Body Ground/Open) 27: Steering Angle Sensor
10 CLEAR?	NO THEY RESET
11	C401 LOOKS GOOD
12 ACCIDENT?	YES ON PASS SIDE, BUT WASNT TOO BAD
13 TRY SWAPPING FRONT WSS SIDE TO SIDE	OK
14 TIRES?	GOOD
15 ALIGN?	GOOD
16 CHECK V AT PIN 5 OF STEERING ANGLE SENSOR	OK, I ALSO HAVE A SNAP SHOT
17 SEND THAT IN ALSO	OK
9/20/2011 10:07:10 AM RUDYG	
18 09/20/2011 10:07:41 AM RUDYG	(EDDIE) I HAVE SENT A SNAP. LF WHL SENSOR DOES NOT READ
19 STILL HAVE CODE 27?	YES. PIN 5 AT SAS HAS 5V. , C401 IS OK
20 WHAT IS ZPHASE	.86
21 DO YOU HAVE TO TURN WHL FOR IT TO SET CODE OR DOES IT CODE INSTANTLY	CODES INSTANTLY
22 LOOK AT DATA LIST AND CK YAW AND LAT. BOTH SHOULD BE ABOUT 2.5V OR 0 DEG PER SEC	OK
23 IF NO, DISCONNECT YAW AND SEE IF CODE 27 CLEARS	OK
24 IF YAW/LAT IS OK, CK PIN 1 OF SAS FOR GOOD GROUND. THEN CK SAS WIRES FROM SAS TO MODULATOR FOR CONT END TO END AND NO CONT TO ANY OTHER WIRE IN MOD CONNECTOR	OK
25 CB WITH RESULTS (GAVE DIRECT NUMBER)	
9/20/2011 1:11:39 PM RUDYG	
26 09/20/2011 01:15:33 PM RUDYG(REVIEWED SNAPSHOT, VEHICLE ALREADY CODED FOR 27 BUT SAS READINGS LOOK OK EXCEPT FOR SAS DEGREE READING. STAYS AT 0. THIS WOULD BE EXPECTED IF CODED. ALSO LF WHL SPEED READS 0 ALWAYS.)	
27 09/20/2011 01:17:28 PM RUDYG(CALLED DLR)	(TINA, SERVICE MGR) ED HAS GONE HOME FOR THE DAY.
28 WAS JUST FOLLOWING UP WITH HIM ON ODY WITH VSA CODE	WE THINK IT HAS A BAD HARNESS, IF WE WIGGLE THE HARNESS NEAR THE MODULATOR WE GET ALL KINDS OF CODES AND VSA DATA LIST GETS VERY ERRATIC
29 CK GROUND G302 BUT IF OK, REPL HARNESS. THIS IS THE ONE THAT GOES TO THE MODULATOR CONNECTOR?	YES, WE DON'T REALLY SEE ANY DAMAGE TO THE HARNESS
30 IF NO DAMAGE NOTED, REPL HARNESS	
9/22/2011 6:41:48 AM TOMP	
31	ED,
32	REPLACED THE WIRE HARNESS TO FIX THE PROBLEM
33 WHICH ONE?	DON'T KNOW THE NAME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2734007	KENE	12/03/2008	KENE	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LIGHT TURNED ON IN SNOW	ROTORS OVERHEATED; NORMAL, SEE O/M

Resln Source: None **Date:**
Status: N/A **Mileage:** 3,492
Remarks / Requestor: **FE Status:**

Dealer #:	207321	**TZ:**	CST
Dlr Cont:	GREGORY	**Training %:**	
Serv Ph:	(901) 377-6100	**Extn:**	
Serv Mgr:	PHILLIP ROUSS		
Parts Mgr:	KIMBERLY FIVEASH		
Dlr Name:	AUTONATION HONDA COVINGTON PIKE 1990 COVINGTON PIKE MEMPHIS, TN 38128		
Phone:	(901) 377-6100	**Fax #:**	9013723571
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74016855	**Trans #:**	P36A6031914
Em Type:	KA		
RO #:	321960		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/3/2008 9:56:12 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 IF THEY GET STUCK IN SNOW AND SPIN THE TIRES THE LIGHT WILL COME ON IF IT THINKS THE ROTORS ARE TO HOT

Information from Dealer

WHILE DRIVING ON SNOW AND ICE VSA LIGHT CAME ON.VEHICLE BECAME UNSTABLE.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3173187	SHAWNW	07/19/2011	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 61-1 26-1	BATT?;REPLACE AND MONITOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 41,264

Remarks / Requestor: **FE Status:**

Dealer #: 207697 **TZ:** PST

Dlr Cont: BRIAN HUBER **Training %:**

Serv Ph: (253) 472-2300 **Extn:**

Serv Mgr: DAN GONZALES

Parts Mgr: BERNIE GREGORY

Dlr Name: SOUTH TACOMA HONDA
7802 SOUTH TACOMA WAY
TACOMA WA 98409

Phone: (253) 472-2300 **Fax #:** (253) 472-9590

DPSM: PHIL HEINZMAN **Zone/Dist:** 02B

Previous Dealer/Contact **Date**

VIN: 5FNRL38928E[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** TOUR

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP

WhtBdy: ABS, AIR BAG, TCS, USA

Engine #: J35A74018905 **Trans #:** P36A6035993

Em Type: KA

RO #: 354016

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

7/19/2011 9:43:29 AM SHAWNW

1 ORIGINAL COMPLAINT	CUST STATES VSA LIGHT COMES ON. HAS 2 CODES 26-1 AND 61-1 CUST BATERY IS BAD
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	61: Low +B-FSR Voltage 26: Lateral Acceleration Sensor
7 CLEAR?	YES, BUT THE CAR DID HAVE A BAD BATTERY
8 ADDRESS THAT BEFORE ANYTHING ELSE	OK THATS WHAT I THOUGHT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3393442	ROBS	02/05/2013	RUDYG	12

	Code	Original Complaint	Probable Cause/Solution
P	4230	ACTIVATES ON RT TURNS	2/14: COLUMN SPLINES OUT OF PHASE

Resln Source: Spoke w/ Dealer **Date:** 02/14/2013

Status: N/A **Mileage:** 88,810

Remarks / Requestor: **FE Status:**

Dealer #: 207291 **TZ:** CST

Dlr Cont: MIKE FRYE **Training %:**

Serv Ph: (423) 245-9141 **Extn:**

Serv Mgr: ANTHONY LOPEZ

Parts Mgr: TIMOTHY ESTEP

Dlr Name: PHIL BACHMAN HONDA
2217 E. STONE DR.
KINGSPORT TN 37660

Phone: (423) 245-9141 **Fax #:** 4232451070

DPSM: ALAN CUNNINGHAM **Zone/Dist:** 07B

Previous Dealer/Contact **Date**

207881 SIMON DENNY
02/05/2013

VIN: 5FNRL38928B[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** TOUR

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP

WhtBdy: ABS, AIR BAG, TCS, USA

Engine #: J35A74020731 **Trans #:** P36A6040409

Em Type: KA

RO #: 210682

Case Type: Technical

W.O. #:

Tech Line Suggests		Information from Dealer
2/5/2013 8:09:35 AM	ROBS	
1 ORIGINAL COMPLAINT		CUSTOMER STATES TRACTION CONTROL AND VAS LIGHT WILL COME ON WHILE DRIVING. STATE THAT WHILE GOING AROUND SHARP TURNS THERE WILL BE A GRINDING NOISE (ABS MODULATOR) THAT SOUNDS LIKE METAL TO METAL.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA SENSOR]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NOT FOR VSA/ABS
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO, NO TRAILER HITCH/HARNESS
6 MUST BE TURNING? NO PROB DRIVING STRAIGHT?		MUST BE TURNING R. NO PROB TURNING L. NO PROB DRIVING STRAIGHT. AT STOP, 0 SAS, YAW AND LATERAL ARE 2.50v
7 ANY DTCs?		HAD A LAT SENSR DTC. IT CLEARED DID NOT RESET YET. DID NOT WRITE IT DOWN.
8 BAD, TECH, BAD.		I AM SEEING A DEFINITE DIFFERENCE IN YAW SENSR INPUT IN L vs. R TURN, WITH SAS AT - AND 42 deg. R TURN SHOWS YAW RATE AT 19 deg/sec. OR ABOVE.
9 GOOD, TECH, GOOD. CHK THE CONNS AT VSA MODL, C601, AND AT THE SENSOR CLUSTER. PIN-TEST. IF THEY CHK OK, REPL THE SENSR CLUSTER. I THINK YOUR WIRES ARE PROB OK, SINCE L TURN IS NOT A PROB.		OK, I WILL DEFINITELY CHK THE WIRE CONNS, FIRST.
10 PLS FDBK, USE iN		
2/6/2013 8:00:45 AM	CHRISR	
11		SENT SNAP AND NEW INFO IS THAT THE COLUMN WAS REPLACED AT ANOTHER DEALER
12 WHY?		UNCLEAR, BUT CUSTOMER SAID IT STARTED AFTER WARD, I SAW A VARIATION IN YAW SENSOR SO I REPLACED IT. THE PROBLEM REMAINS
13 UNCHANGED?		YES
14 LET ME REVIEW WITH VSA SPEC AND CALL BACK		OK, CEL # [redacted]
2/6/2013 11:17:06 AM	RUDYG	
15 02/6/2013 11:30:26 AM RUDYG(CALLED TECH)		(SIMON)
16 CALLING YOU REGARDING ODY YOU CALLED US ABOUT		OK
17 ANY RECENT TIRE WORK DONE ON IT		AROUND JAN 4TH THEY WERE REPLACED.
18 IS THAT WHEN PROBLEM STARTED		YES. THEY ALSO REPLACED THE STEERING COLUMN. THEY CLAIM SHAFT SPLINES WERE DAMAGED
19 COUPLE OF THINGS I WANT YOU TO CHECK. FIRST MAKE SURE STEERING RACK IS CENTERED		OK
20 SECOND COMPARE TIRE SIDEWALL INFO TO WHAT IS LISTED ON TIRE INFO LABEL ON DOOR JAMB. THEY MUST MATCH		OK
21 LASTLY SWAP K/G WHLS AND RECHECK FOR ACTIVATION		OK
2/6/2013 12:42:54 PM	SHAWNW	
25		SEE ABOVE*
26 TRANSFER TO RUDY		
2/6/2013 12:45:17 PM	RUDYG	
22 02/6/2013 12:45:48 PM RUDYG		(SIMON) SWAPPED WHLS AND NO CHANGE. RACK IS CENTERED AND JOINTS ON COLUMN ARE IN PHASE. THIS VEH QUALIFIED FOR HSB 11-039 AND I GOT THE OK TO DO IT. THE STEERING WAS WEAK BEFORE BUT NOW THAT PUMP OUTPUT IS OK I NOTICE THAT IT SEEMS TO BIND WHEN TURNING LOCK TO LOCK
23 CK FOR BINDING STRUT BEARING AND CK FOR BENT STEERING RACK		OK
24 ALSO CALL PREV DEALER AND TRY TO GET DETAILS OF WHY COLUMN WAS REPLACED		OK

2/7/2013 11:57:39 AM	DAVEM	
27		[redacted]
28		CAN I HAVE RUDY CALL ME BACK
29	WILL DO	OK
30	PRVS DETAILS?	I'LL TELL HIM
31	OK> FWD TO RG	
2/11/2013 1:11:44 PM	RUDYG	
32	02/11/2013 01:12:09 PM RUDYG	(SIMON) RACK STILL BINDS EVEN THOUGH TIE RODS ARE OFF. I ASSUME THIS NEEDS A RACK
33	YOU ARE SURE COLUMN JOINTS ARE IN PHASE	YES
34	RACK ADJ SCREW NOT DISTRUBED?	NO
35	AND NO TIE RODS CONNECTED BUT IT BINDS WHEN TURNING	YES
36	THEN SUSPECT RACK BUT HAVE NOT SEEN RACK CAUSE VSA ACTIVATION IF IN TIME	OK
37	IF RACK REPL AND STILL DOES IT CK MOD GROUND MY MONITOR V AT C401 PIN 18. V HERE SHOULD NEVER GO OVER .2V	OK
38	IF IT DOES EITHER BAD MOD GROUND OR BAD CONNECTION	OK
2/14/2013 6:15:01 AM	CHRISV	
39	NEW DEALER	VSA COMES ON IN RIGHT TURNS
40	WHY DO YOU HAVE THE CAR NOW	B/C WE WERE THE ORG DEALER TO REPLACE THE COLUMN AND ALIGNMENT
41	CAN YOU DUP	YES, ONLY ON RIGHT TURNS
42	THE OTHER DEALER SAID THE RACK IS BINDING	I DONT THINK SO
43	ANY CODES	NO VSA BUT 25 B-CAN CODES
44	DO THE B-CAN CODES CLEAR	DID NOT CK
45	IS THE STEERING WHEEL CENTERED	NO, ITS ABOUT 20' OFF
46	CENTER THE STEERING WHEEL, MAKE SURE THE RACK IS CENTERED. CLEAR CODES AND RECK. TAKE A HI SPEED SNAP	
2/14/2013 8:01:32 AM	CHRISV	
47		CENTERED THE STEERING WHEEL AND REINITIALIZED BUT NC
48	DID YOU SEND THE SNAP SHOT	YES
49	DID YOU DUP	YES
50	B/C THE ACTIVATION LIGHT NEVER WENT OFF	WELL IT WAS TRYING TO STOP THE CAR
51	WAS THE LIGHT GOING OFF	DID NOT NOTICE
52	PEND TO [redacted]	[redacted]
2/14/2013 9:29:24 AM	RUDYG	
53	02/14/2013 09:43:06 AM RUDYG(CALLED TECH CELL)	(MIKE FROM PHIL BACHMAN HONDA)
54	CALLING YOU REGARDING ODY WITH VSA ISSUE	I AM AT LUNCH RIGHT NOW. CAN I CALL YOU BACK
55	SURE, (GAVE DIRECT NUMBER)	
2/14/2013 10:37:19 AM	RUDYG	
56	02/14/2013 10:37:40 AM RUDYG(RECEIVED VOICEMAIL FROM TECH REQUESTING CALL BACK, CALLED TECH)	(MIKE)
57	RETURNING YOUR CALL ON ODYSSEY	OK, THIS ALL STARTED WHEN ANOTHER DLR DID TORQUE CONVERTER REPL. THEY DID NOT INSTALL U JOINT ON COLUMN TO PINON CORRRECTLY AND IT CAME OFF, DAMAGED THE SPLINES ON THE COLUMN. THIS IS WHY WE REPLACED THE COLUMN. WE ALSO DID LEFT RR WHL BEARING FOR NOISY
58	COLUMN DOES BIND WHEN TURNING	YES.
59	CK SHAFT TO COLUMN ALIGNMENT. SHOULD BE MARKS THAT LINE UP	OK
60	IF THEY ARE GET SNAPSHOT OF STRAIGHT LINE ACCEL AND ALSO OF ACTIVATION OCCURING	OK
2/14/2013 11:52:39 AM	RUDYG	
61	02/14/2013 11:52:47 AM RUDYG	(MIKE) STEERING SHAFT IS OUT OF PHASE. I RE ALIGNED IT AND NOW IT WONT DO IT ANYMORE. IT WOULD DO IT PRETTY CONSISTENT BEFORE

62 HOW FAR OFF?
63 NOT SURE HOW THIS AFFECTS VSA BUT DRIVE IT A COUPLE MORE TIMES AND MAKE SURE IT'S FIXED

LITTLE LESS THAN 1/4 TURN, MAYBE ABOUT 3 SPLINES OFF
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3198396	DAVEM	09/23/2011	DAVEM	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA DTC 15-1	FBF: REPLACED ENG WIRE HRNSS

Resln Source: Feedback forms **Date:** 09/27/2011
Status: N/A **Mileage:** 37,000
Remarks / Requestor: **FE Status:**

Dealer #:	207292	**TZ:**	EST
Dlr Cont:	TIM ROWELL	**Training %:**	
Serv Ph:	803-691-8500	**Extn:**	
Serv Mgr:	PATRICK BROOKS		
Parts Mgr:	BUDDY ROBERTS		
Dlr Name:	MIDLANDS HONDA 124 KILLIAN COMMONS PK COLUMBIA SC 29203		
Phone:	(803) 791-5660	**Fax #:**	8036918530
DPSM:	JOHN KERRIGAN	**Zone/Dist:**	06M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38728E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74025332	**Trans #:**	P36A6051331
Em Type:	KA		
RO #:	435475		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

9/23/2011 7:37:46 AM DAVEM

1	ORIGINAL COMPLAINT	VSA LIGHT 15-1
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: ETM]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	DTC 11, 13, 15, 17:	
7	Wheel Speed Sensor (Short to Power/Short to Body Ground/Open)	
8	15 (Right-rear)	I DID THE S/M T/S AND I'M LOST
9	SWAP SNSR?	YES, STILL HARD CODESS
10	TEST THE WIRES IN THE HRNSS TO EACH OTHER AND BODY GROUND AND FOR OPENS	OK

9/27/2011 8:14:16 AM DAVEM

11 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME ---- --- ---------- ---------- ---------- ------ -------- ----------
3198396 5FNRL38728E[redacted] 09/27/2011 ODYSSEY 2008 207292 DAVE_MORGAN COMMENTS: REPLACE ENGINE WIRE HARNESS AND THE ABS LIGHT AND VSA LIGHT WENT OUT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3414684	SHAWNW	03/29/2013	JOHNB	2

	Code	Original Complaint
P	4230	VSA DTC 25-1

Probable Cause/Solution

4/3: WATER LEAK ONTO SENSOR CLUSTER;CORRECTED

Resln Source: Spoke w/ Dealer **Date:** 04/03/2013

Status: N/A **Mileage:** 29,966

Remarks / Requestor: **FE Status:**

Dealer #:	208390	**TZ:**	CST
Dlr Cont:	RICHARD OLLER	**Training %:**	
Serv Ph:	(630) 851-5700	**Extn:**	
Serv Mgr:	JOE NAVARRE		
Parts Mgr:	JOE JARMUSZ SR		
Dlr Name:	VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504		
Phone:	(630) 851-5700	**Fax #:**	6308510162
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74025747	**Trans #:**	P36A6052222
Em Type:	KA		
RO #:	511922		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
3/29/2013 10:01:48 AM SHAWNW	
1 ORIGINAL COMPLAINT	VSA LIGHT ON. DTC 25-1
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 25-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	YAW SENSOR
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	25: Yaw Rate Sensor
7 CLEAR?	CAME BACK THE NEXT DAY
8 CHECK THE SAS AND THE Z PHASE IN THE DATA LIST	
4/3/2013 12:40:30 PM JOHNB	
9	WATER LEAK THAT CAUSED THIS,UNDER THE DASH AREA>PASSENGER UPPER CORNER;MISSING SEALER;GOT THE SENSOR CLUSTER CORRODED;REPLACED AND REPAIRED AS NECESSARY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3020467	JOHNB	06/17/2010	JOHNB	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 17	WILL NEED FLOOR HARNESS REPLACEMENT

Resln Source: None **Date:**
Status: N/A **Mileage:** 36,812
Remarks / Requestor: **FE Status:**

Dealer #:	207170	**TZ:**	EST
Dlr Cont:	ROBERT REIMEL	**Training %:**	
Serv Ph:	(734) 283-2603	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	MELTON HONDA 15100 EUREKA ROAD SOUTHGATE MI 48195		
Phone:	(734) 283-2603	**Fax #:**	(734) 283-0763
DPSM:	KEITH LEVINS	**Zone/Dist:**	04B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74030871	**Trans #:**	P36A6063268
Em Type:	KA		
RO #:	195674		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/17/2010 6:57:35 AM JOHNB

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4
5 YOU ARE LOOKING AT A FLOOR WIRE HARNESS REPLACEMENT;PLEASE CONTACT YOUR DPSM

Information from Dealer

ABS LIGHT ON

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSASYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
SO VSA-ABS LIGHT ON FOUND CODE 17 LEFT REAR WHEEL SENSOR CODE;CODE RESETS;I FOUND THE ISSUE,THE HARNESS WAS NICKED IN SOME FASHION THROUGH THE WIRING JACKET,AND WATER INTRUDED INTO THE WIRES,CORRODED THEM,CAUSING HIGH RESISTANCE;I SEE NO CAUSE OR CONDITION THAT WOULD SUPPORT THE CAUSE OF THIS WIRING DAMAGE;THE CORROSION IS NEAR A CONNECTOR;THERE IS NO SLACK IN HARNESS TO CUT SECTION OUT,OR CUT AND REPIN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2995108	JERRYA	04/15/2010	JERRYA	2

	Code	Original Complaint
P	4230	VSA CD 27-1,62-1,83-1,65-1

Probable Cause/Solution

FBF: LOW BATT,CHARGED, BLEED BRKS, FIXED

Resln Source: Feedback forms **Date:** 04/19/2010

Status: N/A **Mileage:** 21,175

Remarks / Requestor: **FE Status:**

Dealer #:	206753	**TZ:**	CST
Dlr Cont:	JOHN STINSON	**Training %:**	
Serv Ph:	(615) 860-0580	**Extn:**	
Serv Mgr:	TERRY BROWN		
Parts Mgr:	BARRY WISS		
Dlr Name:	TRICKETT HONDA 1821 GALLATIN ROAD NO. MADISON TN 37115		
Phone:	(615) 860-0580	**Fax #:**	6158602590
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74035507	**Trans #:**	P36A6073525
Em Type:	KA		
RO #:	328576		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/15/2010 12:17:12 PM JERRYA	
1 ORIGINAL COMPLAINT	HAS DTC'S 27-1,62-1,83-1,65-1 ARE THEY RELATED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
4 04/15/10 15:17:33 JERRYA: (CALL BACK)	JOHN;TECH
5 CODES IN ANY OTHER SYSTEMS	DIDNT CK
6 CLEAR AND SEE IF RESET	NO STILL IN THERE
7 REVIEW THE F/F DATA FOR THE CODES AND SEE IF THE SYSTEM VOLTAGE IN DISPLAYED. BECAUSE THE HI-VOLTAGE CODE MAKES ME SUSPECT OF THE OTHER CODES	I FOUNUD THESE BECAUSE ITS IN FOR THE RECALL
8 SO THERE'S NO CUSTOMER COMPLAINT FOR THE LIGHT OR A SYSTEM PERFORMANCE ISSUE.	NO
9 VERIFY BATTERY AND CHG SYSTEM, CLEAR AND SEE IF RESETS	OK
4/19/2010 9:16:45 AM JERRYA	
10 04/19/10 12:18:24 JERRYA: (E-MAIL UPDATE FROM DLR)	
11 FOUND OUT VEHICLE WAS IN LOCAL BODY SHOP FOR 60 DAY. HAD EXTENSIVE L/F DAMAGE AND L/F BRAKE LINE WAS LOOSE. TIGHTENED LOOSE BRAKE LINE, BLEED BRAKES, CHARGES BATTERY, CLEARED CODES. VEHICLE IS FIXED, THANKS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3193096	DAVEM	09/09/2011	DAVEM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	CAN'T TURN VSA OFF(MIL ON)	9/9: CAN'T TURN OFF VSA W/ TPMS INDICATOR ON;CLRD,

Resln Source: Spoke w/ Dealer **Date:** 09/09/2011
Status: N/A **Mileage:** 45,239
Remarks / Requestor: **FE Status:**

Dealer #:	208390	**TZ:**	CST
Dlr Cont:	HECTOR FLORES	**Training %:**	
Serv Ph:	(630) 851-5700	**Extn:**	
Serv Mgr:	JOE NAVARRE		
Parts Mgr:	JOE JARMUSZ SR		
Dlr Name:	VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504		
Phone:	(630) 851-5700	**Fax #:**	(630) 851-0162
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74035689	**Trans #:**	P36A6074310
Em Type:	KA		
RO #:	427287		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/9/2011 11:45:17 AM DAVEM	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON AT START UP AS A BULB CHECK BUTWILL NOT TURN ON WITH VSA SWITSH HAD CODE 83-1 EC M PCM RELATION FAILURE FOLLOWED PROCEDURE IN BOOK STILL NO VSA LIGHT WITH SWITCH
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 83]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	CUST WAS TESTING THE VSA SW AND FOUND THAT THE VSA CAN'T BE TURNED OFF WHN YOU PRESS AND HOLD THE SW.
7 CODES?	HAD A CODE 83-1, BUT I SET THAT CODE BY DSCNNCTING THE MAP SNSR
8 CAN YOU COMM W/ VSA?	YES
9 VSA MIL SEFL CHECKS?	YES
10 ANY OTHER INDICATORS ON?	YES THE TPMS LIGHT WAS ON DURE TO A FLATE TIRE
11 DID YOU DRIVE THE CAR YET TO CLEAR THE TPMS INDICATOR?	NO, LEMME DRIVE NOW..... OK IT'S OUT
12 NOW TRY THE VSA SW	.... HEY IT WORKS NOW!!!`
13 OK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3395903	JOHNB	02/11/2013	DAVIDK	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 61-1,17-1 @ AM START	POSS LOW BATT;GV GEN CHKS

Resln Source: None **Date:**

Status: N/A **Mileage:** 42,096

Remarks / Requestor: **FE Status:**

Dealer #:	207504	**TZ:**	EST
Dlr Cont:	CHARLTON	**Training %:**	
Serv Ph:	(703) 823-8085	**Extn:**	
Serv Mgr:	LARRY SHIFFLETT		
Parts Mgr:	MICHAEL CELICH		
Dlr Name:	ROSENTHAL LANDMARK HONDA 5125 DUKE STREET ALEXANDRIA VA 22304		
Phone:	(703) 823-8085	**Fax #:**	7038238037
DPSM:	RAFIK ABDULLAHI	**Zone/Dist:**	06A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38258B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64024784	**Trans #:**	P36A6073746
Em Type:	KA		
RO #:	694008		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
2/11/2013 9:51:41 AM	JOHNB	
1 ORIGINAL COMPLAINT		ABS LIGHT IS ON ALSO VSA LIGHT STAY ON WHEN VEHICLE IS STARTED IN AM SAME AS LAST TIME VEHICLE WASHERE. NOTE VSA/ABS CODE STORE 17-1 AND 61-1
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NONE
6		CUSTOMER STATES STARTED CAR IN COLD MORNING,AM START AND VSA LIGHT CAME ON IMMEDIATELY WITH CODE 61-2,17-1;CODES WOULD NOT RESET
7 SO POSSIBLY LOW VOLTAGE AT TIME OF COLD WEATHER START;WOULD TEST BATTERY,CHK FOR ABNORMAL DRAW;VOLTAGE DROP BATTERY CABLES;CHK CONNECTIONS;TEST CHARGING SYSTEM;QUESTION CUSTOMER ON DRIVING HABITS AND USE PATTERNS;SEE IF CAN REPRODUCE		
2/12/2013 7:50:03 AM	DAVIDK	
8		TODAY WE GET 17-1 AFTER COLD OVERNIGHT START UP. CAME ON AFTER STARTING. DID NOT NEED TO DRIVE. CODE CLEARS AFTER SETTING. WILL NOT RECODE TILL CAR SITS OVERNIGHT IN THE COLD
9 SLOW START OR LOW CHARGE BATTERY		BATTERY TESTED GOOD.
10 ON THE HOIST. HAVE A BUDDY SPIN THE WHEEL. WACH DATA LIST. SLOWLY WIGGLE THE HARNESS AND CONNECTORS FROM SENSOR TO C/U. LOOK FOR SIGNAL DROP.		
11 IF YOU CAN GET THE CAR OVERNIGHT USE MIN/MAX ON DVOM TO MONITOR THE SYSTEM V WHEN STARTING. DO NOT WANT TO SEE THE V GO BELOW 9V WHEN CRANKING.		DO NOT HAVE THIS ON MY DVOM
12 SEE IF OTHERS IN YOUR SHOP HAVE A DVOM W MIN/MAX.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2712540	KEITHC	10/27/2008	RUDYG	5

	Code	Original Complaint
P	4230	VSA CODE 25, 27, 104

Probable Cause/Solution

SOFTSET CONNECTOR?; OK AFTER C401 CYCLED

Resln Source: None **Date:**

Status: N/A **Mileage:** 928

Remarks / Requestor: **FE Status:**

Dealer #:	206805	**TZ:**	CST
Dlr Cont:	THI CAO	**Training %:**	
Serv Ph:	(763) 561-8111	**Extn:**	
Serv Mgr:	JAY HANF		
Parts Mgr:			
Dlr Name:	LUTHER BROOKDALE HONDA 6800 BROOKLYN BLVD. MINNEAPOLIS MN 55429		
Phone:	(763) 561-8111	**Fax #:**	7635696118
DPSM:	RICHARD SARGENT	**Zone/Dist:**	08B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74035811	**Trans #:**	P36A6074390
Em Type:	KA		
RO #:	277798		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/27/2008 2:05:58 PM KEITHC	
1 ORIGINAL COMPLAINT	VSA LIGHT IS ON WHEN DRIVING CODE 25,27,104
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	CHECK TIRES ,ALIGNMENT 4 WHEELS,CONECTOR CLEAR COCE TEST DROVE COME BACK ON AFTER 2MILES.CHECK CODE 104 ONLY.REPLACE SENSOR CLUSTER,DID VSA SENSOR NEUTRAL POSITION MEMORIZATION BUT HDS SAID SENSOR NEUTRAL POSITION MEMORIZATION SUCCESSFUL EVEN IF I DONT DO NOTHING
4	REPLACED SENSOR CLUSTER, N/C
5 PIN FIT	ALL OK
6 CK PHOTO IN ETM, PHOTO 143	
7 SEND SNAP SHOT	
10/27/2008 2:54:14 PM RUDYG	
8 10/27/2008 03:07:42 PM RUDYG(RECEIVED AND REVIEWED SNAPSHOT. SUSPECT LOSS OF GROUND TO STEERING ANGLE SENSOR. SEE ATTACHED SNAPSHOT, HAVE TECH CHECK BLU/BLK FROM SAS PIN 1 TO MODULATOR PIN 5 THRU C401. ALSO CK MODULATOR GROUND AT G302)	
10/27/2008 3:42:09 PM RUDYG	
9 10/27/2008 03:42:23 PM RUDYG(CORRECTED PROB CAUSE/SOLUTION)	
10/28/2008 9:25:12 AM RUDYG	
10 10/28/2008 09:27:14 AM RUDYG(CALLED DLR)	(THI)
11 HAVE REVIEWED SNAPSHOT, I THINK YOU ARE LOSING GROUND CONNECTION TO SAS. CK BLU/BLK WIRE BETWEEN SAS PIN 1 AND VSA MOD PIN 5	OK
12 MAKE SURE PIN FIT OK AT PIN 18 C401	OK
13 (LANGUAGE BARRIER. NOT SURE TECH IS UNDERSTANDING INSTRUCTIONS.)	
11/3/2008 1:15:50 PM RUDYG	
14 11/3/2008 01:17:26 PM RUDYG	(THI)
15 CALLING FOR UPDATE ON REPAIRS	I CHECKED CONNECTION AT C401 AND AFTER PUTTING IT BACK TOGETHER I HAD NO MORE PROBLEM
16 DID YOU FIND LOOSE PIN AT #18?	I CHECKED WHAT YOU TOLD ME AND CAR GOOD AFTER THAT
17 YES, BUT WHAT DID YOU DO?	CK CONNECTION AND CK CONTINUITY FROM PIN 1 AT SAS TO PIN 5 AT MODULATOR. I PUT BACK TOGETHER AND GOOD
18 SO NO MORE RECODE?	RIGHT
19 (LANGUAGE BARRIER, I THINK HE MIGHT HAVE HAD A SOFTSET CONNECTOR AT C401, AS BEST I COULD TELL, HIS ISSUE DISAPPEARED AFTER HE DISCONNECTED AND RECONNECTED C401)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3195202	DAVEM	09/15/2011	RUDYG	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	ACTIVATES @ LOW SPDS, DTC 27	ENG HARNESS?; FAILS WIGGLE TEST, REPL

Resln Source: None **Date:**
Status: N/A **Mileage:** 48,754
Remarks / Requestor: **FE Status:**

Dealer #:	208216	**TZ:**	MST
Dlr Cont:	FILIP SLOTA	**Training %:**	
Serv Ph:	(480) 893-7900	**Extn:**	
Serv Mgr:	DAVID CLARK		
Parts Mgr:	JASON DODGE		
Dlr Name:	TEMPE HONDA 8030 S. AUTOPLEX LOOP TEMPE AZ 85284		
Phone:	(480) 893-7900	**Fax #:**	4804214865
DPSM:	RICHARD REBORI	**Zone/Dist:**	10D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74037252	**Trans #:**	P36A6077345
Em Type:	KA		
RO #:	374462		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/15/2011 10:20:33 AM DAVEM	
1 ORIGINAL COMPLAINT	VSA ACTIVATION LIGHT COMES AND AND SOUNDS LIKE LEFT FRONT WHEEL ABS ACTIVATES, ALREADY REPLACED THE STEERING WHEEL ANGLE SENSOR.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: ABS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	SWS FOR CODE27
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	DID S/M T/S FOR SWS AND RPLCD IT, DID NUET MEM, BUT STILL CODES 27
7 MON STEERING Z FOR 0.8V STRAGHT AHEAD	
8 MON SNSR CLUSTER. ALL SHOULD BE 2.5V NOT MOVING	
9/15/2011 2:19:21 PM DAVIDK	
9	REPALCED SAS SENSOR. CODE RETURNES. LOOKS LIKE THE L ROTOR IS HEATING UP. INSPECTED THE
10	C401 PIN 16 HAS .8V STRIGHT AHEAD. 3.8 EVERYWEHRE ELESE.
11 CODE RETURN	YES TAKES AWHILE
12 SEE IF YOU CAN GET A SNAP SHOT OF THIS HAPPENING. NEED TO DO SLOW SPEEDS	THAT IS WHEN IT HAPPEN
9/16/2011 10:47:23 AM RUDYG	
13 09/16/2011 10:47:39 AM RUDYG	(FILIP) I DID SEND A SNP SHOT AND I FOUND THAT WHEN I PULLED WIRES NEAR ABS MODULATOR AND THAT WOULD INDUCE CODE. NO ACCIDENT DAMAGE
14 WILL NEED TO REPL HARNESS	I KNOW, WHAT OP CODE WOULD I USE?
15 DON'T KNOW, REFER TO WARR DEPT	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3301256	SHAWNW	06/25/2012	SHAWNW	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 15-1	FBF: REPAIRED OPEN WIRE NEAR H1 UDFB

Resln Source: Feedback forms **Date:** 06/26/2012
Status: N/A **Mileage:** 45,102
Remarks / Requestor: **FE Status:**

Dealer #:	207871	**TZ:**	EST
Dlr Cont:	IVAN CORRALES	**Training %:**	
Serv Ph:	(973) 705-9200	**Extn:**	
Serv Mgr:	RALPH BENCIVENGA		
Parts Mgr:	ZANDRO FERNANDEZ		
Dlr Name:	ROUTE 22 HONDA 75 ROUTE 22 WEST HILLSIDE NJ 07205		
Phone:	(973) 705-9200	**Fax #:**	9737058899
DPSM:	DAN OUTTEN	**Zone/Dist:**	05B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74040875	**Trans #:**	P36A6085254
Em Type:	KA		
RO #:	489349		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/25/2012 12:41:32 PM SHAWNW	
1 ORIGINAL COMPLAINT	CODE FOR 15-1 REAR WHL SPEEDS SENSORS ON AT ALL TIMES.. (WONT CLEAR)
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 15-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	SWAPPED THE LEFT AND RIGHT REAR WSS AND N/C
7	DTC15 R/R: Wheel Speed Sensor (Short to Power/Short to Body Ground/Open)
8 WITH MOD AND R/R WSS D/C CHECK PIN 42 TO TO PIN 1 AND PIN 43 TO PIN 2 FOR OPEN OR SHORT TO POWER, GROUND OR ANOTHER WIRE	DID THAT AND ALL GOOD
9 CHECK G302	OK
6/26/2012 6:40:58 AM CHRISV	
10	I HAVE V AT C10 AND H1 BUT WHEN I GO TO PIN 2 OF THE SENSOR I HAVE NO V. I HAVE A BREAK BETWEEN H1 AND PIN 2
11 REPAIR OR REPLACE THE HARNESS	
6/26/2012 9:28:16 AM SHAWNW	
12 HOW DID YOU REPAIR THIS VEHICLE?	REPAIRED BROKEN WIRE TO SPEED SENSOR AFTER CONNECTOR H1 IN THE FUSE BOX
13 HOW DID YOU DIAGNOSE THE PROBLEM?	VERIFIED 12V ON C1 AND H1 BUT NO VOLTAGE AT SENSOR
14 COMMENTS	THANKS TO SHAWN WAGNER OVER AT TECHLINE HIS INPUTS WERE HELPFUL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2742928	DAVIDK	12/17/2008	DAVIDK	2

	Code	Original Complaint
P	4230	VSA 68-1

Probable Cause/Solution

12/18: A/M LED TAIL LIGHTS

Resln Source: Feedback forms **Date:** 12/18/2008

Status: N/A **Mileage:** 1,939

Remarks / Requestor: **FE Status:**

Dealer #:	207902	**TZ:**	MST
Dlr Cont:	DARON DAVIS	**Training %:**	
Serv Ph:	(505) 325-4000	**Extn:**	
Serv Mgr:	JERRY JENNINGS		
Parts Mgr:			
Dlr Name:	HANSON HONDA 5301 EAST MAIN STREET FARMINGTON NM 87402		
Phone:	(505) 325-4000	**Fax #:**	5053270389
DPSM:	CHRISTIAN CRUZ	**Zone/Dist:**	10E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38908B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74043402	**Trans #:**	P36A6090570
Em Type:	KA		
RO #:	157902		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/17/2008 2:54:07 PM DAVIDK

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4 CK FOR 2 FOOT DRIVING. A/M TAIL LIGHTS. SYNCHRO THE BRAKE PSI TO S/W

Information from Dealer

12/17/2008 2:54:07 PM DAVIDK

VSA LIGHT ON RETRIEVED VSA CODE 68-1
YES
INSTALLED BRAKE SWITCH

12/18/2008 7:46:17 AM DAVIDK

5

COMMENTS: DID FURTHER INSPECTION AND FOUND REAR TAILIGHTS HAD LED BULBS INSTALLED, REMOVED AND REPLACED WITH BULB TYPE AND VSA AND CRUISE ARE WORKING FINE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2910119	JERRYA	10/09/2009	CHRISR	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26-1	MSG: REINSTALLED SENSOR CLUSTER IN PROPER DIRECTIO

Resln Source: Message center **Date:** 10/12/2009
Status: N/A **Mileage:** 24,306
Remarks / Requestor: **FE Status:**

Dealer #:	206559	**TZ:**	PST
Dlr Cont:	ROBERT	**Training %:**	
Serv Ph:	(714) 533-6200	**Extn:**	
Serv Mgr:	JASON LEWIS		
Parts Mgr:	RICHARD ALVARADO		
Dlr Name:	HARDIN HONDA 1381 S. AUTO CENTER DR ANAHEIM CA 92806		
Phone:	(714) 533-6200	**Fax #:**	7144000201
DPSM:	KEN ILLMAN	**Zone/Dist:**	01E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74043468	**Trans #:**	P36A6090818
Em Type:	KA		
RO #:	145224		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/9/2009 11:41:33 AM JERRYA	
3 PREVIOUS REPAIR DESCRIPTION	SENSOR CLUSTER REPLACED
1 ORIGINAL COMPLAINT	VSA LIGHT ON CODE 26-1
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
4 10/09/09 14:41:46 JERRYA: (CALL FROM DEALER)	ROBERT;TECH SETS THE CODE WHEN TURNING RT AND LEFT WHILE DRIVING
5 SENSOR CLUSTER IN BACKWARDS?	LET ME LOOK AT THIS IN THE ETM, I DONT SEE HOW ..... WE'LL SON -OF-A- BI#*H, IT IS IN BACKWARDS, GIVE ME A NUMBER AND I'LL LET YOU KNOW
6 OK, THIS IS OUR SECRET.	IM NOT TELLIN, THANKS (LOL)
10/12/2009 6:46:09 AM CHRISR	
7	MSG: REINSTALLED SENSOR CLUSTER IN PROPER DIRECTION

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3188658	JOHNB	08/29/2011	AMYB	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 27,CORRODED C401	FBF: REMOVED CORROSION FROM C401;NOW OK

Resln Source: Feedback forms **Date:** 08/29/2011
Status: N/A **Mileage:** 37,686
Remarks / Requestor: **FE Status:**

Dealer #:	208064	**TZ:**	EST
Dlr Cont:	SANDRO MAMMI	**Training %:**	
Serv Ph:	(302) 452-2709	**Extn:**	
Serv Mgr:	ANDREW PRIVETT		
Parts Mgr:	JOE ST JOHN		
Dlr Name:	MARTIN HONDA 298 EAST CLEVELAND AVE NEWARK DE 19711		
Phone:	(302) 452-2709	**Fax #:**	3028941264
DPSM:	ANDREW MCGOWAN	**Zone/Dist:**	05H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74044113	**Trans #:**	P36A6092353
Em Type:	KA		
RO #:	535882		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/29/2011 8:40:19 AM JOHNB	
1 ORIGINAL COMPLAINT	VSA DTC 27-1. FOUND C401 CORRODED
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	VSA INTERMITTENT CODE 27;FOUND C401 WITH CORROSION THROUGHOUT CONNECTOR AND TERMINALS SO WE ARE SURE THE CORROSION IS CAUSE
7 THEN LIKELY THE ISSUE;ALSO NEED TO LOCATE WATER LEAK THAT CAUSED IT,IF NOT ADDRESSED PRIOR	
8 LIKELY,CHK FOR CONTINUITY BETWEN EACH WIRE;CHK FOR HIGH RESISTANCE OR OPEN ON EACH CIRCUIT THROUGH C401	
8/29/2011 11:41:39 AM JOHNB	
9 (1ST METHOD-iN EMAIL) / RECEIVED FEEDBACK FAX: 3188658 5FNRL38688B063501 08/29/2011 ODYSSEY 2008 208064 JOHN_BURNSIDE COMMENTS: FOUND CORROSION IN C401. CLEANED THROUGHLY. VEHICLE IS OK.	
9/1/2011 1:37:06 PM AMYB	
10 SURVEY	SANDRO MAMMI 54 LAWSON AVE CLAYMONT, DE 19703

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2681385	TOMP	09/04/2008	PETERB	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 26	MSG: REINSTALLED SENSOR CLUSTER, WAS IN BACKWARD

Resln Source: Message center **Date:** 09/08/2008
Status: N/A **Mileage:** 346
Remarks / Requestor: **FE Status:**

Dealer #:	207357	**TZ:**	EST
Dlr Cont:	GREGORY	**Training %:**	
Serv Ph:	(937) 426-9564	**Extn:**	
Serv Mgr:	WILLIAM HANSON		
Parts Mgr:	MARY BRACE		
Dlr Name:	HIDY HONDA 2300 HELLER DRIVE BEAVERCREEK OH 45434		
Phone:	(937) 426-9564	**Fax #:**	9374276067
DPSM:	MARK KELLEY	**Zone/Dist:**	04D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74053213	**Trans #:**	P36A6106378
Em Type:	KA		
RO #:	264290		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/4/2008 6:01:48 AM TOMP	
1 ORIGINAL COMPLAINT	VSA LIGHT IS ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	GREGORY
4 CAN YOU DUPLICATE THE COMPLAINT?	YES
5 DTCs?	26-1
6 CLEAR DTC; DOES IT RECODE?	YES
7 DO S/M TROUBLESHOOTING?	DID T/S AND REPLACED THE SENSOR CLUSTER AND VSA MODULATOR.
8	STILL HAVE THE DTC.
9 REFER TO ETM PHOTO 143; IS THE SENSOR CLUSTER INSTALLED AS IN THE PHOTO?	NO, CONNECTOR IS NEAR THE WHITE CONNECTOR.
10 SENSOR CLUSTER IS ORIENTATED WRONG	THAT'S HOW THE CAR CAME.
11 UNDERSTAND, ROTATE THE SENSOR TO MATCH THE PHOTO; DO 2008 ODYSSEY - VSA Sensor Neutral Position Memorization (page 19-99)	
9/8/2008 10:33:21 AM PETERB	
12	MSG: REINSTALLED SENSOR CLUSTER, WAS IN BACKWARD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3224987	RUDYG	11/30/2011	RUDYG	9

	Code	Original Complaint
P	4230	VSA 84-1

Probable Cause/Solution

FBF: GROUNDED BLU/BLK @ C401, THEN DID MEMORIZAT

Resln Source: Feedback forms **Date:** 12/14/2011

Status: N/A **Mileage:** 13,895

Remarks / Requestor: **FE Status:**

Dealer #: 207089 **TZ:** CST

Dlr Cont: ALEX MATTHEWS **Training %:**

Serv Ph: (309) 663-9591 **Extn:**

Serv Mgr: JULIE SPAULDING

Parts Mgr: RICHARD RUSSELL

Dlr Name: BRAD BARKER HONDA
1602 GENERAL ELECTRIC
BLOOMINGTON IL 61704

Phone: (309) 663-9591 **Fax #:** 3096629398

DPSM: DAVID JACKSON **Zone/Dist:** 08J

Previous Dealer/Contact **Date**

VIN: 5FNRL38768B[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-LRES

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74054778 **Trans #:** P36A6108609

Em Type: KA

RO #: 306498

Case Type: Technical

W.O. #:

Tech Line Suggests		Information from Dealer
11/30/2011 11:43:39 AM	RUDYG	
1 ORIGINAL COMPLAINT		VSA LIGHT ON AND CODE 84-1,MODULATOR ASSEMBLY HAS BEEN REPLACED.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 84-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		MODULATOR REPLACED FOR CODE 64-1. THAT CODE IS GONE NOW
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		NO
6 DONE ALL DTC CK?		YES HAS U0122 CODE BUT IT CLEARED. MAY HAVE BEEN CAUSED BY US
7 NEED TO LOOK AT BRAKE PRESSURE IN DATA LIST, SHOULD BE .5V, Z PHASE SHOULD BE .8V WITH WHL STRAIGHT AND YAW, LAT, LONG ALL ABOUT 2.5V		OK
8 IF OK, SUSPECT BAD MODULATOR		OK
11/30/2011 12:15:40 PM	CHRISV	
9		THE NUMBERS WERE GOOD
10 REPLACE THE VSA MOD		
12/6/2011 8:07:06 AM	TROYS	
11		THE CODE IS THE SAME
12 GET A SNAPSHOT OF THE DATA		
12/6/2011 10:44:49 AM	RUDYG	
13 12/6/2011 10:45:16 AM RUDYG		(ALEX) I REPLACED MODULATOR AND NO CHANGE
14 ABLE TO DO NEUTRAL MEM?		NO, SAYS NO CAN DO CAUSE OF CODE
15 ANY PGM FI DTC'S?		NO, I SENT A SNAPSHOT
16 DON'T HAVE IT YET. LOOK AT DATA LIST AND CK COMM STATUS VALUES		OK.
17 MAKE SURE ALL GREEN		OK
18 IF OK CK YAW, LAT FOR ABOUT 0 DEG PER SEC OR 2.5V		OK
19 IF OK, CK FOR BRAKE PRESSURE .5V OR LESS OR 0MPA		I HAD 0 MPA
20 AT THAT POINT IF ALL OK, TAKE HDS TO K/G 06-10 ODY AND DO VSA MEMORIZATION ON IT TO MAKE SURE HDS IS NOT A PROBLEM		OK
12/6/2011 11:12:00 AM	LINDSEYA	
21		ALEX - THE LATERAL READING IS 2.5V.
22 EXACTLY?		YES, MA'AM. AND THE YAW IS 0 AND THE Z-PHASE 0.84 AND THE BRAKE PRESSURE 0.535.
23 TAKE HDS TO ANOTHER CAR??		I USED ANOTHER HDS AND HAD THE SAME SYMPTOM. NO CHANGE.
24 OK... WHAT I NEED YOU TO DO IS TAKE ONE OF THOSE HDS'S AND TRY TO COMMUNICATE WITH ANOTHER 06-10 ODYSSEY. THE CONCERN IS THAT THERE MIGHT BE A SETTINGS ISSUE WITH THE COMPUTER, AND WE NEED TO ELIMIATE THAT AS A CAUSE.		OK, OK. I'LL CALL BACK.
25 THANKS.		
12/6/2011 12:03:12 PM	ROBS	
26		TOOK MY HDS TO ANOTHER KG AND IT DOES THE NEUTRAL POS MEM. OK CAN'T DO THIS ONE BECAUSE DTC WON'T CLEAR.
27 BUT HDS COM IS OK WITH VSA?		YES. AND THIS IS THE 2ND ABS MODULATOR C/U IN THIS VAN.
28 ALWAYS CHK YOUR FEMALE PIN-FIT AT VSA CONN. RE-CHK G302. EVEN ALIGATOR CLIP A JUMPER WIRE FROM G302 BOLT/TERM TO -BATT. I LOOKED AT YOUR SNAPSHOT. THOSE ARE GOOD YAW, LAT, AND Z-PHASE NUMBERS. WHAT IS SAS READING?		HOLD I'LL GO CHK. IT IS ZERO UNTIL I START TO TURN THE WHEEL L OR R.

29	TRY THIS: BACKPROBE C401 P18 BLU/BLK, CONNECT IT TO GROUND. SEE IF THAT ALLOWS DTC ERASE. IF IT DOES, PROVES YOU HAVE A VSA C/U GROUND PROB. RE-CHK VSA P16,P47 CONNS TO G302. IF NOT, MY NEED TO TRY YET ANOTHER VSA C/U. BUT THEN DO A KOBCR FOR 15 MINS. SEE IF THAT CHANGES SITUATION.	DO THAT FIRST?
30	NO, DO THE C401 P18 GRND BACKPROBE FIRST. HELPS TO KNOW IF THAT ALLOWS DTC ERASE.	OK.
12/6/2011 1:05:49 PM	RAYD	
31	RIPPLE IN Z PHASE; SOME OTHERS I LOOKED AT DID NOT HAVE A RIPPLE, AND SOME DID, THESE ARE SNAPSHOTS FROM PROBLEM VEHICLES THOUGH, IF THE SUPPLIED GROUND MAKES NO DIFFERENCE, TAKE THE SAME SNAP OF THE K/G VEHICLE HE WAS ABLE TO COMPLETE THE LEARNING ON, SEE IF THE ZPHASE RIPPLES.	
12/14/2011 7:22:32 AM	RUDYG	
32	12/14/2011 07:23:08 AM RUDYG(RECEIVED FBF)	FROM FBF: HOW DID YOU REPAIR THIS VEHICLE? 2008-2010 ETM PAGE 36-3, CONNECTOR C401, PHOTO 78. GROUNDED BLU/BLK WIRE, TRYED DTC CLEAR AND NEUTRAL POSITION MEMORIZATION FINALLY WORKED. TEST DROVE RECHECKED OK HOW DID YOU DIAGNOSE THE PROBLEM? THRU CALLS FROM TECH LINE COMMENTS: THANKS FOR ALL THE SUPPORT, ALEX P.S. ROB THANKS
33	12/14/2011 07:29:03 AM RUDYG(CALLED DLR)	(ALEX)
34	CALLING REGARDING FEEDBACK ON 2008 ODY WITH VSA ISSUES. WHEN YOU SAY YOU BACKPROBE PIN 18 AT C401 AND THAT FIXED IT, THIS INDICATES A BAD CONNECTION ON MODULATOR GROUND CIRCUIT	I CHECKED ALL THOSE AND DROVE IT 5 MORE TIMES, NEVER RECODED
35	IF IT COMES BACK WE WILL NEED TO DO PIN FIT CHECK AT SAS CONNECTIONS AND THEN SUPPLY 12V JUMPER WITH 10A FUSE TO SAS PIN 1 TO SEE IF IT WILL POP FUSE.	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3379050	CHRISV	01/04/2013	ROSSL	3

	Code	Original Complaint
P	4230	VSA MODS ON RT TURNS
	P0746	CPC SOLE A STUCK OFF
	2511	HARSH A/T SHIFTING 1-2

Probable Cause/Solution
TRANS; REFER TO REMAN

Resln Source: None **Date:**
Status: N/A **Mileage:** 54,074
Remarks / Requestor: **FE Status:**

Dealer #:	206623	**TZ:**	EST
Dlr Cont:	DAVID	**Training %:**	
Serv Ph:	(502) 499-5040	**Extn:**	
Serv Mgr:	LARRY BLANSETT		
Parts Mgr:	RUSSELL GRAVES		
Dlr Name:	SAM SWOPE HONDA WORLD #1 SWOPE AUTO CENTER LOUISVILLE KY 40299		
Phone:	(502) 499-5040	**Fax #:**	5024935664
DPSM:	WILLIAM KIRK	**Zone/Dist:**	04K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38928E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74055618	**Trans #:**	P36A6110467
Em Type:	KA		
RO #:	198566		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/4/2013 1:45:56 PM CHRISV	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON AND VSA STARTS CYCLING ON SLIGHT RIGHT TURNS, 25-1,26-1,61-1,83-1,86-1, 91-1 WERE STORED CLEARED BUT DID NOT COME BACK. VSA STILL CYCLES AT SLIGHT RIGHT TURNS.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 TAKE HI SPEED SNAP SHOT AND SEND IT IN	OK
1/25/2013 7:01:59 AM KENTO	
7	VSA NOT ACTING UP ANY LONGER BUT NOW TRANS IS CLUNKING ON 1-2 SHIFT, SENT S/S
8 THE ONE 1-2 SHIFT IN THE S/S LOOKS MAYBE A LITTLE HARSH BUT NOT ENOUGH I WOULD REFER YOU TO REMAN, FLUID CONDITION?	SEEMS FINE
9 73 DEG'S DOES IT ONLY DO IT COLD	SEEMS TO AFTER IT WARMS UP IT FINE
10 DO YOU HAVE SERVICE HISTORY? HAS FLUID BEEN CHANGED?	? NO IDEA, SOLD AS USED AT OUR SUBARU STORE
11 CK MOUNTS TO BE SURE MOUNTS ARE OK AND IF OK THEN DO TRANS FLUSH AND RECK	
1/28/2013 9:46:25 AM ROSSL	
12	TD AFTER ATF CHANGE AND SEEMS WORSE,SET CODE P0746
13 REFER TO REMAN	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3241161	SHAWNW	01/09/2012	SHAWNW	1

	Code	Original Complaint
P	4230	VSA PROBLEM 26-1

Probable Cause/Solution
OPEN?;CONFIRM W/ JUMPER WIRES

Resln Source: None **Date:**
Status: N/A **Mileage:** 13,956
Remarks / Requestor: **FE Status:**

Dealer #:	206962	**TZ:**	EST
Dlr Cont:	MIKE TEJEDA	**Training %:**	
Serv Ph:	(718) 904-0380	**Extn:**	
Serv Mgr:	JOHN ROSS		
Parts Mgr:	DONALD CLARK		
Dlr Name:	BRONX HONDA 2541 E. TREMONT AVENUE BRONX NY 10461		
Phone:	(718) 904-0380	**Fax #:**	(718) 904-1261
DPSM:	STEFANIE SENKIW	**Zone/Dist:**	05D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74062351	**Trans #:**	P36A6119811
Em Type:	KA		
RO #:	131101		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests / Information from Dealer

1/9/2012 11:22:45 AM SHAWNW

	Tech Line Suggests	Information from Dealer
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	n
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	n
6		26: Lateral Acceleration Sensor
7	CLEAR?	NO
8		I DID THE T/S AND I HAVE 2 OPEN WIRES
9	WHERE?	BETWEEN THE SENSOR AND C601 IT IS PIN 1 AND 3 AT THE SENSOR
10	ACCIDENT?	NO
1	ORIGINAL COMPLAINT	C/S THAT THE VSA LIGHT IN ON
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
11	RUN JUMPER WIRES BETWEEN THE SENSOR AND C601 IF THE CODE CLEARS REPLACE THE HARNESS	OK
12	IF NOT CB	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2798290	JOHNB	03/31/2009	RUDYG	2

	Code	Original Complaint
P	4230	VSA 26

Probable Cause/Solution

MSG: SENSOR CLUSTER INSTALLED BACKWARDS

Resln Source: Message center **Date:** 03/31/2009

Status: N/A **Mileage:** 3,507

Remarks / Requestor: **FE Status:**

Dealer #:	207994	**TZ:**	EST
Dlr Cont:	JEFFREY BECK	**Training %:**	
Serv Ph:	(203) 730-5600	**Extn:**	
Serv Mgr:	JAMES WHITLOCK		
Parts Mgr:	JOHN MEYER		
Dlr Name:	HONDA OF DANBURY 102D-102A-104 FEDERAL DANBURY CT 06810		
Phone:	(203) 730-5701	**Fax #:**	2037305706
DPSM:	RENA BAEZA	**Zone/Dist:**	05E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74065126	**Trans #:**	P36A6123931
Em Type:	KA		
RO #:	146661		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
3/31/2009 10:12:44 AM JOHNB	
1 ORIGINAL COMPLAINT	CODES 25-1 YAW SENSOR,26-1 LATERAL SENSOR AND CODE62-1 HIGH B FSR VOLTAGE, CLEARED CODES AND TEST D ROVE AND AFTER 5 MILES VSA LIGHT COMES ON WITH 26-1 AND 25-1 CHECKED FOR SHORTS AND OPEN WIRES FROM VSA AND SENSOR CLUSTER ALL CHECKED OUT OK. REPLACED SENSOR CLUSTER AND TEST DROVE AND ONLY 26-1 COMES ON AFTER 5 MILES.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	SO REPLACED THE SENSOR CLUSTER AND NOW KEEP GETTING THE CODE 26
4 IS THE VSA TRIANGLE WARNING ON	NO
5 CHK THE SENSOR CLUSTER INSTALLATION ORIENTATION;IF MOUNTED BACKWARDS IT WILL CAUSE THIS CODE	OK,WILL CHK
6 IF NOT THE CAUSE,THEN DRIVE VEHICLE UP TO 10 MPH AND THEN COME TO A LEVEL STOP;THEN TAKE A SNAP SHOT;NOTE LATERIAL SENSOR READING,SHOULD BE 2.5 VOLTS LEVEL GROUND	
3/31/2009 12:56:34 PM RUDYG	
7 03/31/2009 12:56:40 PM RUDYG(MSG)	(JEFF) I REPLACED THE SENSOR CLUSTER BUT IT WAS DOING THE SAME THING. WHEN I REFERENCED THIS BACK TO THE BOOK I FOUND THAT IT WAS IN BACKWARDS. I HAD INSTALLED IT JUST THE WAY IT CAME OUT, WHEN I CORRECTED THIS THE CAR IS NOW OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3117267	ROBS	02/11/2011	ROBS	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM, 26-1 LAT SENS.	FBF: SENSOR CLUSTER?; CK INSTALLATION

Resln Source: Feedback forms **Date:** 02/18/2011
Status: N/A **Mileage:** 22,132
Remarks / Requestor: **FE Status:**

Dealer #: 208316 **TZ:** EST
Dlr Cont: JR. FRANK A. **Training %:**
Serv Ph: (914) 636-1160 **Extn:**
Serv Mgr:
Parts Mgr: LEWIS SPERO
Dlr Name: HONDA OF NEW ROCHELLE
25 EAST MAIN STREET
NEW ROCHELLE NY 10801

Phone: (914) 636-1160 **Fax #:** 9146322866
DPSM: STEFANIE SENKIW **Zone/Dist:** 05D
Previous Dealer/Contact **Date**

VIN: 5FNRL38778B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74065755 **Trans #:** P36A6124886
Em Type: KA
RO #: 228780
Case Type: Technical
W.O. #:

Tech Line Suggests		Information from Dealer
2/11/2011 10:30:39 AM	ROBS	
1	ORIGINAL COMPLAINT	C/S VSA LIGHT COMES ON AFTER A RIGHT TURN.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	REPL. VSA MODULATOR ASSY. AND SENSOR CLUSTER
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	VSA DTCs?	ORIGINALLY 33-1 AND 26-1. 33-1 HAS NOT REPEATED SINCE VSA MODULATOR REPL'D. 26-1 REPEATS FOR LAT ACCEL SENS.
7	SWAPPED SENS. CLUSTER?	NO, REPL'D NEW PART.
8	PIN TEST WIRE CONNS AT C601, R LWR KICK PANEL. IF OK THERE PIN TEST 6, 25, 29, 31 AT VSA C/U. ANY CAN COMM. DTCs	NO. CHECK CONNS AT THE SENS CLUSTER?
9	SURE I FIGURE THAT WOULD HAVE BEEN DONE ALREADY. WHAT IS LAT G V ON HDS DATA LIST WITH KEY-ON.	2.47V
10	CLOSE ENOUGH TO 2.50V TO BE GOOD. I AM STILL THINKING A LOOSE CONN IN WIRES, ESP AT VSA C/U.	I'LL RE CHK.
11	PLS FDBK TO T/L VIA iN, SERVICE, T/L	
2/15/2011 8:39:51 AM	RUDYG	
12	02/15/2011 08:40:20 AM RUDYG	(FRANK) I FOUND THAT SENSOR CLUSTER TERM 1 AND 3 ARE MIXED UP
13	I HAVE A PHOTO OF THIS I CAN SEND YOU	OK. SEND TO [redacted]
14	I WILL SEND PHOTO, ALSO CK PHOTO 143 IN ETM TO SEE IF SENSOR INSTALLED INCORRECTLY	OK
15	(EMAILED YAW SENSOR CONNECTOR PHOTO AND ATTACHED TO CONTACT)	
2/18/2011 6:27:42 AM	ROBS	
16		THE SENSOR CLUSTER WAS INSTALLED INCORRECTLY FROM THE FACTORY.THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2878854	DAVEM	08/10/2009	RUDYG	5

	Code	Original Complaint	Probable Cause/Solution
P	4230	CAN'T MEMORIZE NEUTRAL POSITI	TECH ERROR?; CLEARED BODY CODES THEN REDID MEMORIZ

Resln Source: None **Date:**

Status: N/A **Mileage:** 25,944

Remarks / Requestor: **FE Status:**

Dealer #:	207789	**TZ:**	EST
Dlr Cont:	WILLIAM RUMPLE	**Training %:**	
Serv Ph:	(919) 467-4747	**Extn:**	
Serv Mgr:	KIMBERLY WATTERS		
Parts Mgr:	JAMES PURYEAR		
Dlr Name:	AUTO PARK HONDA 2100 AUTO PARK BLVD. CARY NC 27511		
Phone:	(919) 467-4747	**Fax #:**	9194601886
DPSM:	DANIEL MAY	**Zone/Dist:**	06K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74065849	**Trans #:**	P36A6125085
Em Type:	KA		
RO #:	506633		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/10/2009 7:41:41 AM DAVEM	
1 ORIGINAL COMPLAINT	CAME IN WITH MULTIPLE VSA CODES AND COMPLAINTS. 26-01,27-01 SOFT PDDAL COMPLAINT. REPLADED VSA MODUAL. TEST DRIVE SET CODE 27-01 STEERING ANGLE SENSOR. REPLACED, CAME BACK ALONG WITH 25-01 104-01 YAW RATE AND CLUSTER
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	REPLACED THE SAS, SAME
4 MON DATA AND MAKE SURE THE ANGLE CHNAGES AND THE CLUSTER Vs ARE AROUND 2.5V, NOT MOVING	OK
8/11/2009 1:11:52 PM DAVEM	
5	RPLC THE YAW SNSR AND THE CODES STILL WON;T CLR.... HOLD ON, THEY CLR'D, BUT I STILL CAN'T DO THE SAS NUET MEM
6 DATALIST, WHAT OD YOU HAVE FOR THE YAW AND SAS?	LONG/LAT/YAW ALL ARE @ 2.5V; SAS IS ZERO ANGLE AND DOES NOT CHNAGE WHEN I TURN THE S/WHL
7 DRIVE CAR YET?	NO
8 DRIVE THE CAR AND SEE IF THE SAS START TO REGISTER	OK
8/11/2009 1:54:47 PM MARKP	
9 WHAT HAVE WE DONE	INSTALL CLUSTER UNDER THE SEAT AND STEERING ANGLE SENSOR.STILL WON'T CLEAR THE CODES TO DO THE TEST.TD AND CHECKED WITH HDS IT IS GETTING STEERING ANGLE SEN READING.THE LAST VSA MOD THE BOX IT CAME IN LOOK LIKE IT WAS DROPPED DOWN A FLIGHT OF STAIRS THOUGH.
10 HAVE YOU CHECKED THE HARNESS FOR DAMAGE	NO
11 CHECK FROM VSA MOD PIN 6,25,29,31 FOR V TO GRND.SAME FOR CONT TO GRND IF NO V.IF NO CONT TO GRN CHECK 6 TO PIN 1 AT CLUSTER 25-3 29-2 31-5.IF ALL GOOD KG VSA MOD	OK THANKS
8/11/2009 2:37:59 PM RUDYG	
12 08/11/2009 02:38:15 PM RUDYG	(WILLIAM) SAS DOES CHANGE WHEN I TURN THE WHEEL.
13 DO CODES COME BACK IMMEDIATELY	YES
14 WHAT IS YAW AND LAT AT A STOP?	BOTH 2.5V
15 STR Z SHOWS .8 WHEN STRAIGHT	YES
16 TURN WHL SLIGHTLY, DOES IT CHANGE TO 3.9V?	YES
17 DID IT HAVE THESE CODES BEFORE YOU REPLACED THE MODULATOR?	NO, I DIDN'T HAVE THESE CODES UNTIL I REPLACED THE SENSOR CLUSTER
18 LETS DO ALL DTC CHECK?	OK, LET ME GET A HDS UNIT.....OK I HAVE ONE. IT DOESN'T WANT TO WORK
19 I CANNOT HOLD ON ANY LONGER, I WANT YOU TO DO ALL DTC CK FOR U CODES, THEN IF NONE CK GROUND G302. THEN CK BRAKE PRESSURE READING IN HDS. SHOULD BE ABOUT .48V. IF HIGHER, REMOVE BRAKE SWITCH AND RECHECK MEMORIZATION	OK
9/4/2009 9:56:30 AM RUDYG	
20 09/4/2009 09:57:42 AM RUDYG(CALLED DLR)	(WILIAM)
21 CALLING FOR UPDATE ON REPAIRS	TURNED OUT IT HAD SOME BODY ELECTRICAL CODES IN IT. IT WOULD NOT DO IT'S MEMORIZATION UNTIL THESE WERE CLEARED OUT
22 DO YOU REMEMBER WHICH CODES?	NO
23 DID YOU HAVE TO REPL ANY PARTS TO FIX THOSE BODY CODES?	NO, I REPLACED STR ANGLE SENSOR, SENSOR CLUSTER AND MODULATOR. BUT THE PROBLEM WAS HAPPENING AFTER THAT.
24 OK, THANKS FOR INFO (TECH ERROR?)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3174902	CHRISV	07/22/2011	CHRISV	1

	Code	Original Complaint
P	4230	VSA 104

Probable Cause/Solution
OPEN; ISOLATE

Resln Source: None **Date:**
Status: N/A **Mileage:** 36,791
Remarks / Requestor: **FE Status:**

Dealer #:	207946	**TZ:**	EST
Dlr Cont:	KENNETH	**Training %:**	
Serv Ph:	(910) 395-1116	**Extn:**	
Serv Mgr:	KENNETH SMITH		
Parts Mgr:	CHRISTOPHER JACKSON		
Dlr Name:	STEVENSON HONDA 821 SOUTH COLLEGE ROAD WILMINGTON NC 28403		
Phone:	(910) 395-1116	**Fax #:**	(910) 392-8513
DPSM:	STEPHANIE BARKER	**Zone/Dist:**	06L
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38478B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64041280	**Trans #:**	P36A6129113
Em Type:	KA		
RO #:	444789		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/22/2011 12:54:06 PM CHRISV	
1 ORIGINAL COMPLAINT	VSA LIGHT ON
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 104]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	FOUND A OPEN WHT/RED WIRE PIN 6 TO PIN 1 OF THE SENSOR CLUSTER
7 HISTORY OF ACCIDENT	NO
8 ISOLATE IF ITS BEFORE C601 OR AFTER	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2777118	KEITHC	02/18/2009	RUDYG	3

	Code	Original Complaint
P	4230	VSA CODES 11-1, 12-1, 61-1
	7840	P/SLIDING DOOR INOP, VSA

Probable Cause/Solution

MSG: REPLACED RF WHEEL SPEED SNSR

Resln Source: Message center **Date:** 02/24/2009

Status: N/A **Mileage:** 2,913

Remarks / Requestor: **FE Status:**

Dealer #:	207123	**TZ:**	CST
Dlr Cont:	JIM THORELL	**Training %:**	
Serv Ph:	(715) 341-2440	**Extn:**	
Serv Mgr:	CASSIE OWENS		
Parts Mgr:	PETER KIEFER		
Dlr Name:	STEVENS POINT HONDA 301 N. GREEN AVENUE STEVENS POINT WI 54481		
Phone:	(715) 341-2440	**Fax #:**	7153415424
DPSM:	KELLY LYNN	**Zone/Dist:**	08A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74069212	**Trans #:**	P36A6130075
Em Type:	KA		
RO #:	5750		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
2/18/2009 12:12:29 PM KEITHC	
1 ORIGINAL COMPLAINT	CUST STATES POWER SLIDING DOORS WILL NOT OPERATE FROM DASH CONTROLS, WHEN VEH IS RUNNING AND SHIFTER IS IN PARK.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 VSA CODES	11-1 12-1, 61-1
4 REPAIR VSA, THAT WILL TAKE CAR OF THE DOOR PROBLEM	
2/19/2009 7:12:59 AM KENE	
5	REPLACED MODULATOR AND RT FRONT SENSOR
6 CHECK WIRING AND IF OK, SENSOR	
2/24/2009 2:10:19 PM RUDYG	
7 02/24/2009 02:10:33 PM RUDYG(MSG)	WIRING WAS OK, I REPLACED RIGHT FRONT WHL SENSOR TO FIX

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2687461	DAVIDK	09/15/2008	CHRISV	2

	Code	Original Complaint
P	4200	14-1

Probable Cause/Solution
WHEEL BEARING; REPLACE THE BEARING

Resln Source: None **Date:**
Status: N/A **Mileage:** 465
Remarks / Requestor: **FE Status:**

Dealer #:	207200	**TZ:**	EST
Dlr Cont:	ERIC LEEDS	**Training %:**	
Serv Ph:	(201) 368-0190	**Extn:**	
Serv Mgr:	CHRISTOPHER PARK		
Parts Mgr:	EDWARD BOGERT		
Dlr Name:	DCH PARAMUS HONDA WEST 120, ROUTE 4 PARAMUS NJ 07652		
Phone:	(201) 368-0190	**Fax #:**	2013680234
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64046614	**Trans #:**	P36A6145829
Em Type:	KA		
RO #:	592709		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/15/2008 7:20:19 AM DAVIDK	
1 ORIGINAL COMPLAINT	ABS CAME ON WHILE DRIVING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	14-1
4	REPLACED THE REAR SENSOR. RECODED ON A TEST DRIVE WHEN I HIT A BUMP
5 CK CONNECTIONS ON MODULATOR. WHEN TURNING THE WHEEL WIGGLE TEST THE HARNESS, SEE IF WHEEL SPEED DROPS. CK WHEEL BEARING FOR METAL. TRY BEARING THEN KNUCKLE	
9/15/2008 9:12:52 AM CHRISV	
6	WIGGLE TESTED THE HARNESS AND COULD NOT DUP
7 REPLACE THE BEARING	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2802425	KEITHC	04/08/2009	ROBERTH	3

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA code 104-1, @ ACCIDENT	MSG: FOUND C601 SOFTSET

Resln Source: Message center **Date:** 04/09/2009
Status: N/A **Mileage:** 7,885
Remarks / Requestor: **FE Status:**

Dealer #:	206862	**TZ:**	CST
Dlr Cont:	NOEL ARBUCKLE	**Training %:**	
Serv Ph:	(608) 273-3344	**Extn:**	
Serv Mgr:			
Parts Mgr:	DAVID DUNAHEE		
Dlr Name:	ZIMBRICK HONDA 1601 WEST BELTLINE HWY MADISON WI 53713		
Phone:	(608) 273-3344	**Fax #:**	6082713506
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74082895	**Trans #:**	P36A6150466
Em Type:	KA		
RO #:	440973		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
4/8/2009 9:17:54 AM	KEITHC	
1 ORIGINAL COMPLAINT		HAS CODE P104-1 FOR SENSOR CLUSTER FAILURE. HAD SAME CODE AT 7119 MILES. COULDN'T GET IT TO CODE BACK AT 3/23/09
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES
3 PREVIOUS REPAIR DESCRIPTION		CODE 104-1
4 CK G302		
5 CK CONNECTION AT SENSOR CLUSTER		
6 CK G302		
4/8/2009 10:39:27 AM	TOMP	
7		NOEL:
8		SERVICED G302; GOT THE LIGHT TO CLEAR BUT I WONDER IF SENSOR CLUSTER IS FAULTY.
9 CHECK C601, MAKE SURE THE SENSOR CLUSTER IS INSTALLED WITH CONNECTOR FACING FORWARD. SEE PHOTO 143		
4/9/2009 6:44:53 AM	ROBERTH	
10 MSG		FOUND C601 SOFTSET

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3110752	HANKS	01/26/2011	HANKS	1

	Code	Original Complaint
P	4230	VSA CODE 104-1

Probable Cause/Solution
PWR ON WIRES?; CK C601, HARNESS

Resln Source: None **Date:**
Status: N/A **Mileage:** 35,975
Remarks / Requestor: **FE Status:**

Dealer #:	207522	**TZ:**	EST
Dlr Cont:	JEFF TILLERY	**Training %:**	
Serv Ph:	(412) 262-4755	**Extn:**	
Serv Mgr:	ROSS LOBELLO		
Parts Mgr:	STEVE MARTIN		
Dlr Name:	MOON TOWNSHIP HONDA 5802 UNIVERSITY BLVD MOON TOWNSHIP PA 15108		
Phone:	(412) 262-4755	**Fax #:**	4122642395
DPSM:	BRUCE WILSON	**Zone/Dist:**	05K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74083140	**Trans #:**	P36A6151102
Em Type:	KA		
RO #:	373108		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
1/26/2011 7:01:26 AM HANKS	
1 ORIGINAL COMPLAINT	VSA LIGHT ON CHECKED FOR CODES 104-1 SENSOR CLUSTER FAILURE MEASURED FOR VOLTAGE IN PINS 6 25 29 31HAS OVER 0.1 VOLTS
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 WHERE ARE WE AT	PER T/S - REPLEACED SENSOR CLUSTER - NO CHANGE. WENT BACK TO T/S FOUND I AVE ABOUT 7 VOLTS ON ONE PIN, 6 VOLTS ON ANOTH
7 THIS IS WITH VSA MODUALTOR AND CLUSTER UNPLUGGED	YES
8 WOULD CHECK C601, IF NOT, HARNESS PROBLEM	OKAY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3011296	CHRISV	05/25/2010	CHRISV	1

	Code	Original Complaint
P	4230	VSA 27 13 15 104 86 AFT HSB

Probable Cause/Solution
G302?; INSPECT

Resln Source: None **Date:**
Status: N/A **Mileage:** 25,959
Remarks / Requestor: **FE Status:**

Dealer #:	208364	**TZ:**	MST
Dlr Cont:	ANTHONY	**Training %:**	
Serv Ph:	(406) 727-1991	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	HONDA OF GREAT FALLS 4900 10TH AVE. SOUTH GREAT FALLS MT 59405		
Phone:	(406) 727-1991	**Fax #:**	(406) 791-8779
DPSM:	MARC ROESSLER	**Zone/Dist:**	02E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74205368	**Trans #:**	P36A6037552
Em Type:	KA		
RO #:	46036		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/25/2010 1:12:21 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DID YOU HAVE CODES BEFORE

5 DO THEY CLEAR

6 INSPECT G302, INSPECT PINS FOR GLUE

Information from Dealer

PERFORMED SAFETY RECALL FOR THE SOFT BRAKE PEDAL. WHEN COMPLETED THE VSA LIGHT AND ABS LIGHT WERE ON. THE D LIGHT IS FLASHING AS WELL. PULLED ABS VSA CODES FOUND CODE 27-1 SAS FAILURE, 13-1 LF WHEEL SPEED SENSOR OPEN OR SHORT, 15-1 RR WHEEL SPEED SENSOR OPEN OR SHORT, 104-1 SENSOR CLUSTER FAILURE, 86-1 CAN RELATION FAILURE TRANSMISSION CODE U0122 FCAN MALFUNCTION (ECM-VSA MODULATOR)

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: BRAKE]

NO

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3153030	TOMP	05/23/2011	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTCs 27, 83, 84, 104	REF WIRE SHORT TO GROUND; REPAIR AS NEEDED

Resln Source: None **Date:**

Status: N/A **Mileage:** 73,056

Remarks / Requestor: **FE Status:**

Dealer #:	206917	**TZ:**	CST
Dlr Cont:	TROY PEARCE	**Training %:**	
Serv Ph:	(414) 328-3500	**Extn:**	
Serv Mgr:			
Parts Mgr:	CRAIG MANKA		
Dlr Name:	SCHLOSSMANN'S HONDA CITY 3450 SO. 108TH STREET MILWAUKEE WI 53227		
Phone:	(414) 328-3500	**Fax #:**	(414) 328-3531
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38448E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64200989	**Trans #:**	P36A6060794
Em Type:	KA		
RO #:	441455		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/23/2011 12:54:18 PM TOMP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6
7 OIRGINAL PROBLEM?
8
9
10
11 SO THERE ARE THREE MORE DTCs?
12 CLEAR THE DTCs; DO THEY RESET?
13 HOW CAN I HELP YOU?

14 THE WIRE COULD BE SHORTED TO GROUND... OR VSA MODULATOR FAULTY OR NO POWER/GROUND.
15 CHECK POWER/GROUND SYSTEMS FOR VSA MODULATOR.
16 CHECK G302
17 CHECK THE SAS CIRCUITS FOR SHORT TO GROUND OR ANOTHER WIRE.

Information from Dealer

CODES 27-1 83-1 84-1 104-1 AFTER STEERING ANGLE SENSOR REPLACEMENT
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: TCS]
VSA AND ACTIVATION INDICATORS STAY ON.
INSTALLED 2 NEW SAS

TROY:
DTC 27
THE OTHER TECH DIAGNOSED AND ORDERED THE SAS.
I WAS TASKED WITH INSTALLING THE SAS.
NOW THERE ARE VSA DTCs 27, 83, 84, 104
YES
YES
I WAS DOING SOME TESTING AND DO NOT HAVE A REF/VOLTAGE ON THE SAS STR-VCC LINE. BUT THE WIRE HAS CONTINUITY END TO END.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2866031	KENE	07/15/2009	KENE	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA LIGHT ON NO CODE	CUST INDUCED; MONITOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 7,723

Remarks / Requestor: **FE Status:**

Dealer #: 207704 **TZ:** CST

Dlr Cont: CHRISTOPHER **Training %:**

Serv Ph: (319) 337-6100 **Extn:**

Serv Mgr:

Parts Mgr:

Dlr Name: CHEZIK-BELL HONDA
2641 MORMON TREK BLVD.
IOWA CITY IA 52240

Phone: (319) 337-6100 **Fax #:** 3193397484

DPSM: JOSHUA WHITNEY **Zone/Dist:** 08L

Previous Dealer/Contact **Date**

VIN: 5FNRL38608B[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-L

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74211738 **Trans #:** P36A6070205

Em Type: KA

RO #: 83794

Case Type: Technical

W.O. #:

Tech Line Suggests

7/15/2009 9:25:54 AM KENE

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 CODE
4 POSSIBLE CUST HIT VSA SWITCH

Information from Dealer

VSA LIGHT ON FOR TWO HOURS NOW OFF
NO
NO CODES FOR VSA

PE13-024

HONDA

9/6/2013

Attachment #Q5

2008 - Field Report - VSA Light or DTC

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3319019	TROYS	08/13/2012	TROYS	1

	Code	Original Complaint
P	4230	VSA PROBLEM

Probable Cause/Solution
MOD; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 67,154
Remarks / Requestor: **FE Status:**

Dealer #:	206549	**TZ:**	PST
Dlr Cont:	PAUL	**Training %:**	
Serv Ph:	(415) 441-2000	**Extn:**	
Serv Mgr:	AARON WONG		
Parts Mgr:	WAI CHIU		
Dlr Name:	SAN FRANCISCO HONDA 10 S. VAN NESS AVENUE SAN FRANCISCO		CA 94103
Phone:	(415) 441-2000	**Fax #:**	4159135180
DPSM:	ROBERT GIBBONS	**Zone/Dist:**	12E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64000230	**Trans #:**	P36A6000421
Em Type:	KA		
RO #:	838729		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/13/2012 8:16:50 AM TROYS

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 REPLACE THE MOD

Information from Dealer

DTC 66 STORED
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD:]
YES
W HDS THE PRESSURE DOES NOT CHANGE
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2661884	STEVEN	08/01/2008	STEVEN	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE: 27	C401?; CHK C401, CHK PWR/GRNDS>SWAP KG VSA MOD

Resln Source: None **Date:**
Status: N/A **Mileage:** 9,336
Remarks / Requestor: **FE Status:**

Dealer #:	207411	**TZ:**	CST
Dlr Cont:	WILLIAM	**Training %:**	
Serv Ph:	(715) 842-2131	**Extn:**	
Serv Mgr:	ERIK STE. MARIE		
Parts Mgr:	LARRY MILBOW		
Dlr Name:	O'MALLEY HONDA 3505 WEST STEWART AVE. WAUSAU WI 54401		
Phone:	(715) 842-2131	**Fax #:**	7158456820
DPSM:	KELLY LYNN	**Zone/Dist:**	08A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74000796	**Trans #:**	P36A6001255
Em Type:	KA		
RO #:	129088		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/1/2008 11:18:01 AM STEVEN

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 DID YOU PERFORM THE T-SHOOTING FOR THE 27?
4 CHK POWER REF VOLTAGE TO THE SAS AND GRND, ALSO CHK C401, IF OK CHK PWR/GRND TO THE VSA MOD AND SWAP A KG ONE

Information from Dealer

VSA CODE 27 DASH LIGHTS WENT OUT WHILE DRIVING
NO
YES AND I REPLACED THE SAS, MADE NO DIFFERENCE
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2575368	CHRISV	03/14/2008	DAVEM	3

	Code	Original Complaint
P	4230	VSA 26-1

Probable Cause/Solution

WARR: RPLCD SNSR FOR FIX

Resln Source: Warranty **Date:** 07/23/2008

Status: N/A **Mileage:** 1,706

Remarks / Requestor: **FE Status:**

Dealer #:	206665	**TZ:**	EST
Dlr Cont:	DAVID RUTECKI	**Training %:**	
Serv Ph:	(215) 657-7050	**Extn:**	
Serv Mgr:	CHRIS OYER		
Parts Mgr:	DONNY WATKINS		
Dlr Name:	MARTY SUSSMAN HONDA 1543 EASTON ROAD ROSLYN PA 19001		
Phone:	(215) 657-7050	**Fax #:**	2158308799
DPSM:	JOSEPH(TURK)	**Zone/Dist:**	05G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74000954	**Trans #:**	P36A6001350
Em Type:	KA		
RO #:	452076		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

3/14/2008 12:41:29 PM CHRISV

1 ORIGINAL COMPLAINT — VSA LIGHT ON CODE 26-1 LATERAL ACCELERATION SENSORFAILURE EVERTHING CHECKS OUT NORMAL IMTERMITANT V SA LIGHT

2 PREVIOUS REPAIRS OR PARTS REPLACED? — NO

3 INSPECT THE SENSOR FOR CORRECT INSTALL, IF OK REPLACE

5/29/2008 7:30:37 AM DAVEM

4 SENT FBF

7/23/2008 2:11:44 PM DAVEM

5 UPDATED W/ WARR HIST

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3349402	JERRYA	10/26/2012	JERRYA	1

	Code	Original Complaint
P	4230	VSA CD 26-1

Probable Cause/Solution
SENSOR?; K/G AND RECHECK

Resln Source: None **Date:**
Status: N/A **Mileage:** 104,332
Remarks / Requestor: **FE Status:**

Dealer #:	208173	**TZ:**	CST
Dlr Cont:	REY RENDON	**Training %:**	
Serv Ph:	(972) 790-2000	**Extn:**	
Serv Mgr:	WILLIAM MAYS		
Parts Mgr:	DAN ZIEBER		
Dlr Name:	DAVID MCDAVID HONDA OF IRVING 3700 W.AIRPORT FREEWAY IRVING TX 75062		
Phone:	(972) 790-2000	**Fax #:**	(972) 313-6210
DPSM:	OLEN CURL	**Zone/Dist:**	03A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38448B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64000627	**Trans #:**	P36A6001607
Em Type:	KA		
RO #:	287742		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/26/2012 11:30:51 AM JERRYA	
1 ORIGINAL COMPLAINT	VSA LIGHT ON. FOUND 26-1 LATERAL ACCELEARATION SENSOR FAILURE. FOLLOWED TROUBLESHOOTING STEPS AND FOUND SENSOR CLUSTER FAILED. CODE WONT CLEAR WITH HDS.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 10/26/12 14:31:01 JERRYA: (CALL FROM DEALER)	REY;TECH I CNAT CLEAR THE CODE
7 MAD AY REPAIRS	NO
8 THE WE GOT A HARD FAULT	OK
9 T/S INDICATES WHAT?	K/G SENSOR CLUSTER
10 LET DO THAT AND SEE IF THE CODE CLEARS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2972848	RUDYG	02/23/2010	CHRISR	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 27-1, 84-1, 104-1	SENSOR CLUSTER?; CK DATA LIST READINGS

Resln Source: None **Date:**

Status: N/A **Mileage:** 38,579

Remarks / Requestor: **FE Status:**

Dealer #:	207367	**TZ:**	EST
Dlr Cont:	PATRICK GOMEZ	**Training %:**	
Serv Ph:	(305) 266-9900	**Extn:**	
Serv Mgr:	ALEX VIZOSO		
Parts Mgr:	CARLOS ALVAREZ		
Dlr Name:	BRAMAN HONDA 7000 CORAL WAY MIAMI FL 33155		
Phone:	(305) 266-9900	**Fax #:**	3052611096
DPSM:	KEVIN MCCLUNG	**Zone/Dist:**	07N
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74001248	**Trans #:**	P36A6001971
Em Type:	KA		
RO #:	840067		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/23/2010 12:49:09 PM RUDYG

1	ORIGINAL COMPLAINT	VEHICLE HAS CODES 27-1, 84-1, AND 104-1. CODES WILL NOT RESET WITH HDS.
2	PREVIOUS REPAIRS OR PARTS REPLACED?	
3	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4	HARD CODES?	YES
5	DTC 84: VSA Sensor Neutral Position	
6	DTC 104: Sensor Cluster , DONE ALL DTC CK	NO, JUST CHECKED PGM FI
7	CHECKED G302?	YES, IT'S GOOD
8	ACCIDENT DAMAGE?	NO, CAR CAME IN FOR SERVICE. LIGHT AND CODES CAME ON ALL OF A SUDDEN.
9	DO NOTHING IN VSA WAS REPLACED?	NO
10	USE HDS AND CK DATALIST FOR YAW.LAT.LONG. ALL SHOULD BE 2.48-2.52V WHEN VEH ON FLAT LEVEL GROUND. IF NO, REPL SENSOR CLUSTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2703320	RUDYG	10/10/2008	RAYD	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM CODE 26-1	FBF: SAYS REPL PCM;THINK HE MEANT MODULATOR?

Resln Source: None **Date:**
Status: N/A **Mileage:** 6,696
Remarks / Requestor: **FE Status:**

Dealer #:	206805	**TZ:**	CST
Dlr Cont:	BRADLEY CHASE	**Training %:**	
Serv Ph:	(763) 561-8111	**Extn:**	
Serv Mgr:	JAY HANF		
Parts Mgr:			
Dlr Name:	LUTHER BROOKDALE HONDA 6800 BROOKLYN BLVD. MINNEAPOLIS MN 55429		
Phone:	(763) 561-8111	**Fax #:**	7635696118
DPSM:	RICHARD SARGENT	**Zone/Dist:**	08B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38918B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74002587	**Trans #:**	P36A6004096
Em Type:	KA		
RO #:	276365		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/10/2008 11:41:26 AM RUDYG	
1 ORIGINAL COMPLAINT	CODE 26-1 LATERAL SENSOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	BOTH SENSOR AND ABS UNIT REPLACED
4 ANY COMPLAINTS OF ACTIVATION WHEN IT SHOULD NOT?	NO
5	IT WAS FIXED FOR ABOUT 6 MONTHS
6 MONITOR YAW, LATERAL, LONG AND SAS WITH HDS	OK
7 YAW, LATERAL SHOULD READ ABOUT 2.5V WHEN SITTING FLAT	OK
8 SAS SHOULD BE 0 WHEN STRAIGHT. LATERAL SHOULD NOT CHANGE ON STRAIGHT LINE ACCEL	OK
9 IF NOTHING FOUND, CK VSA GROUND AT G302 AND REPL SENSOR CLUSTER	OK
11/17/2008 11:17:28 AM RAYD	
10 SENT FEEDBACK FAX	
11/19/2008 7:55:49 AM RAYD	
11	FBF:SAYS HE REPLACED THE PCM? IF TRUE IT WOULD BE THE FIRST, I THINK HE MEANT THE MODULATOR CONTROL UNIT?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3399556	CHRISR	02/19/2013	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66	MOD?; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 35,057

Remarks / Requestor: **FE Status:**

Dealer #:	208151	**TZ:**	EST
Dlr Cont:	FRANCIS	**Training %:**	
Serv Ph:	(704) 637-9090	**Extn:**	
Serv Mgr:	LISA MERRITT		
Parts Mgr:	DAVID HARRINGTON		
Dlr Name:	GERRY WOOD HONDA 414JAKE ALEXANDER BL.S SALISBURY NC 28147		
Phone:	(704) 637-9090	**Fax #:**	(704) 637-1170
DPSM:	MARK SIMPSON	**Zone/Dist:**	06J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74002656	**Trans #:**	P36A6004077
Em Type:	KA		
RO #:	337547		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/19/2013 12:56:46 PM CHRISR

1	ORIGINAL COMPLAINT	2 CODES (66-1 BRAKE PRESSURE SENSOR FAILURE) AND (84-1 SENSOR LOF=GIC FAILURE) MY ISSUE IS WITH THE TROUBLESHOOTING PROCESS. ANSWERS TO THE QUESTIONS ARE NOT CONFIRMING TO MY RESULTS
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6		I HAVE 21 MPA
7	ALWAYS	YES
8	IF A PRESS SENSOR IS FIXED WHEN PRESSING BRAKE, THEN RELACE THE MOD, IT CONTAINS THE SENSOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3099420	STEVEN	12/29/2010	STEVEN	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE: 26-1	CHK SENSOR INSTALL

Resln Source: None **Date:**
Status: N/A **Mileage:** 20,153
Remarks / Requestor: **FE Status:**

Dealer #:	207717	**TZ:**	CST
Dlr Cont:	ZACHARY	**Training %:**	
Serv Ph:	(414) 586-5400	**Extn:**	
Serv Mgr:	GREGORY LECHER		
Parts Mgr:	JOHN JADRO		
Dlr Name:	RUSS DARROW HONDA 9301 W. BROWN DEER RD. MILWAUKEE WI 53224		
Phone:	(414) 586-5400	**Fax #:**	(414) 586-5431
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74003457	**Trans #:**	P36A6005312
Em Type:	KA		
RO #:	247147		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

12/29/2010 9:14:37 AM STEVEN

1	ORIGINAL COMPLAINT	CUSTOMER STATES VSA IGHT WILL COME ON WHILE DRIVING THEN TURN OFF. VSA LIGHT IS OFF NOW, FOUND CODE 26-1 STORED IN VSA SYSTEM. CLEARED CODE, CODE DOSENOT COME BACK UNTILL VAN IS DRIVEN. WAS UNABLE TO REPRODUCE VSA LIGHT COMING ON WHILE DRIVING, HOWE VER WAS ABLE TO REPRODUCE RECODING OF CODE 26-1
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	DID YOU FOLLOW THE S/M T-SHOOTING?	NO, IT ONLY HAPPENS WHEN YOU DRIVE SO I DIDNT THINK THE T-SHOOTING WOULD HELP
7	???? CHK THE SENSOR. IT WAS REPLACED SO THERE IS A CHANCE IT WAS INSTALLED BACKWARDS	
8	IF OK REPLACE THE SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2987915	TOMP	03/30/2010	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 26-1

Probable Cause/Solution

DEALER CAN'T DUPLICATE; SENSOR CLUSTER?

Resln Source: None **Date:**

Status: N/A **Mileage:** 38,684

Remarks / Requestor: **FE Status:**

Dealer #:	207161	**TZ:**	EST
Dlr Cont:	RICHARD	**Training %:**	
Serv Ph:	(812) 232-5376	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	THOMPSON'S HONDA 101 SOUTH 1ST STREET TERRE HAUTE IN 47807		
Phone:	(812) 232-5376	**Fax #:**	8122321111
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38998B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74005837	**Trans #:**	P36A6009098
Em Type:	KA		
RO #:	217658		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/30/2010 6:17:55 AM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 CAN YOU DUPLICATE THE COMPLAINT?

6 IS THE VSA INDICATOR ON TODAY?

7 DTC TODAY?

8 CLEAR DTC; DOES IT RESET?

9 WHEN DID PROBLEM START?

10 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?

11 REVIEW "CASES" AND "KBs"; MANY CASES REPORT THIS DTC, REPORT REPLACEMENT OF SENSOR CLUSTER OR CORRECTING A MISINSTALLED SENSOR CLUSTER.

12 ALWAYS MAKE SURE THE BATTERY IS GOOD AND FULLY CHARGED AND ALL CONNECTIONS, PINFITS, AND TERMINATIONS ARE SECURE.

13 ALSO CHECK POWER AND GROUND SYSTEMS FOR VSA MODULATOR.

14 CHECK G302, CHECK ALL VSA COMPONENT CONNECTIONS

15 IF NTF; THE SENSOR CLUSTER IS PROBABLY FUALTY.

Information from Dealer

CUSTOMER STATES THE VSA LIGHT IS ON. CODE 26-1. THE FIRST TIME IT WAS INTERMITTENT FAILER

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]

RICHARD:

NO

NO

YES; 26-1

NO

DID NOT SAY

NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2727568	CHRISV	11/20/2008	CHRISV	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1 2X	SENSOR CLUSTER; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 15,389

Remarks / Requestor: **FE Status:**

Dealer #:	207975	**TZ:**	EST
Dlr Cont:	ARAM	**Training %:**	
Serv Ph:	(508) 336-7100	**Extn:**	
Serv Mgr:			
Parts Mgr:	TROY ESPINOLA		
Dlr Name:	HERB CHAMBERS HONDA OF SEEKONK 185 TAUNTON AVENUE SEEKONK MA 02771		
Phone:	(508) 336-7100	**Fax #:**	5083367286
DPSM:	BARRY ZOLL	**Zone/Dist:**	09E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38938B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74007618	**Trans #:**	P36A6012969
Em Type:	KA		
RO #:	425025		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

11/20/2008 1:21:48 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DOES THE CODE CLEAR

4 REPLACE THE SENSOR CLUSTER

Information from Dealer

VSA LIGHT COMES ON DTC 26-1 STORED LATERAL ACCELERATION SENSOR FAILURE, DATASTREAM VOLTAGE 2.52V ACTUAL WITHIN OPERATING SPEC.HAS HAPPENED TWICE IN 8 MONTHS,TIRE PRESS. GOOD.

NO

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2719506	STEVEN	11/07/2008	STEVEN	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	CUST SATES VSA LIGHT COMES	MSG: CUST NEVER RETURNED

Resln Source: Message center **Date:** 03/31/2009
Status: N/A **Mileage:** 10,161
Remarks / Requestor: **FE Status:**

Dealer #:	207828	**TZ:**	EST
Dlr Cont:	DAN PARLETTE	**Training %:**	
Serv Ph:	(317) 887-0800	**Extn:**	
Serv Mgr:	TRAVIS KETRING		
Parts Mgr:	TIM WOODALL		
Dlr Name:	INDY HONDA 8455 U.S. 31 SOUTH INDIANAPOLIS IN 46227		
Phone:	(317) 887-0800	**Fax #:**	3178855714
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74008690	**Trans #:**	P36A6015067
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
11/7/2008 10:44:21 AM	STEVEN	
1		CUSTOMER STATES VSA LIGHT COMES ON
2	VERIFY THE COMPLAINT?	NO
3	ANY DTC'S?	NO
4	HOW OFTEN DOES TI HAPPEN FOR THE CUSTOMER?	HE SAYS ALL THE TIME, EVERY TIME HE DRIVES IT
5	HAVE HIM DUPLICATE IT FOR YOU	OK
11/17/2008 9:59:49 AM	RAYD	
6	SENT FEEDBACK FAX	
3/31/2009 2:10:43 PM	STEVEN	
7		CUSTOMER NEVER RETURNED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3321974	CHRISV	08/20/2012	CHRISV	1

	Code	Original Complaint
P	4230	VSA 61-1

Probable Cause/Solution
BATTERY CABLES?; V DROP

Resln Source: None **Date:**
Status: N/A **Mileage:** 91,252
Remarks / Requestor: **FE Status:**

Dealer #:	208222	**TZ:**	CST
Dlr Cont:	DARRIN	**Training %:**	
Serv Ph:	(309) 692-3200	**Extn:**	
Serv Mgr:	BRIAN LANGLEY		
Parts Mgr:	MICHAEL TOLLE		
Dlr Name:	BOB LINDSAY HONDA 900 W. PIONEER PKWY. PEORIA IL 61615		
Phone:	(309) 692-3200	**Fax #:**	(309) 692-0159
DPSM:	DAVID JACKSON	**Zone/Dist:**	08J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74010145	**Trans #:**	P36A6018065
Em Type:	KA		
RO #:	064396		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

8/20/2012 1:09:37 PM CHRISV

1	ORIGINAL COMPLAINT	MULTPLE CODES
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 61-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	
6		HAD A BUNCH OF CODES BUT THE S/A CLEARED THEM BEFORE I COULD READ THEM. ONE CODE WAS A 61-1 VSA. BEEN IN BEFORE FOR THIS ISSUES
7	WHATS THE CUST COMPLAINT	WARNING LIGHTS COMING ON WHILE DRIVING
8	ANY ISSUES NOW	NO
9	V DROP BATTERY CABLES	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3387569	TROYS	01/22/2013	TROYS	1

	Code	Original Complaint
P	4230	VSA 66-1

Probable Cause/Solution
MOD; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 27,910
Remarks / Requestor: **FE Status:**

Dealer #:	206549	**TZ:**	PST
Dlr Cont:	BLAIR LOMIBAO	**Training %:**	
Serv Ph:	(415) 441-2000	**Extn:**	
Serv Mgr:	AARON WONG		
Parts Mgr:	WAI CHIU		
Dlr Name:	SAN FRANCISCO HONDA 10 S. VAN NESS AVENUE SAN FRANCISCO		CA 94103
Phone:	(415) 441-2000	**Fax #:**	4159135180
DPSM:	ROBERT GIBBONS	**Zone/Dist:**	12E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74010233	**Trans #:**	P36A6018461
Em Type:	KA		
RO #:	852153		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

1/22/2013 3:06:24 PM TROYS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 REPLACE THE MOD

Information from Dealer

VAN CAME IN FOR DTC 66-1 BRAKE PRESSURE SENSOR FAILURE,FOLLOWED TROUBLE SHOOT ON ISIS,CLEARED DTC&CAME BACK ON W/SAME CODE WHEN BRAKE SWITCH IS ON,BRAKE PRESSURE STILL @ 19.1MPA INSTEAD OF ZERO,CHECKED BRAKE SWITCH FUNCTION/NORMAL!VAN HAS BEEN MODIFIED FOR HANDICAPPED,UNDER CHASSIS HAS BEEN ALTERED SINCE BOUGHT FROM DEALER!

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 66-1]

YES

NO THE PRESSURE NEVER CHANGES

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3307880	TROYS	07/13/2012	RAYD	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODES 26-1 AND 66-1	MOD;REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 9,730
Remarks / Requestor: **FE Status:**

Dealer #:	208597	**TZ:**	EST
Dlr Cont:	JOHN DECKER	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	JAMES GARNER		
Parts Mgr:	DAVID SMITH		
Dlr Name:	PARK HONDA 951 INTERSTATE PARKWAY AKRON OH 44312		
Phone:	(330) 644-3322	**Fax #:**	3306444520
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	
207128 JOHN DECKER		07/13/2012	

VIN:	5FNRL38958B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74011188	**Trans #:**	P36A6019872
Em Type:	KA		
RO #:	385550		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/13/2012 1:38:53 PM TROYS	
1 ORIGINAL COMPLAINT	CODE 26-1 (LATERAL ACCELERATION SENSOR FAILURE) AND 66-1 (BRAKE PRESSURE SENSOR FAILURE) ARE STORED.WHEN CLEARING CODE 66-1 COMES BACK ON. BRAKE PRES SURE IS AT -2.0 MPA. IS SENSOR LOCATED INSIDE MODULATOR?
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 DOES PRESSURE CHANGE	NO
7 REPLCE THE MOD	
1/29/2013 1:13:21 PM RAYD	
8	P001994; RYAN DAVIS; MI; 10747; DTC 26-1 ANY KNOWN PROBLEMS
9 NO KNOWN PROBLEMS, DID YOU CLEAR THE DTC?	NO
10 DID YOU DRIVE THE CAR?	NO, WE REPLACED THE MODULATOR
11 I DONT SEE A WARRANTY CLAIM, CAN YOU FIND OUT WHAT THE OTHER TECH DID AND CALL BACK?	YES
12 THIS VEHICLE IS 5YEARS OLD, ONLY 10,000 MILES, VERY SHORT TRIP DRIVER	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3034760	DAVEM	07/22/2010	DAVEM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CDE 26-1	YAW SNSR?; SWAP AND MON

Resln Source: None **Date:**

Status: N/A **Mileage:** 44,261

Remarks / Requestor: **FE Status:**

Dealer #:	206623	**TZ:**	EST
Dlr Cont:	JOHNNY	**Training %:**	
Serv Ph:	(502) 499-5040	**Extn:**	
Serv Mgr:	LARRY BLANSETT		
Parts Mgr:	RUSSELL GRAVES		
Dlr Name:	SAM SWOPE HONDA WORLD #1 SWOPE AUTO CENTER LOUISVILLE KY 40299		
Phone:	(502) 499-5040	**Fax #:**	5024993755
DPSM:	WILLIAM KIRK	**Zone/Dist:**	04K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74011228	**Trans #:**	P36A6019822
Em Type:	KA		
RO #:	407245		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/22/2010 6:49:09 AM DAVEM	
1 ORIGINAL COMPLAINT	26-1 LATERAL ACCELERATION SENSOR FAILURE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSACONTROL UNIT][KEYWORD:]
4	ONE WEEK AGO WE CLEARED THE CODE AND IT DID NOT COME BACK AND WE ROLLED CAR. NOW BACK FOR THE SAME CODE
5 CLR AND RECODE TODAY?	DOES NOT RECODE
6 A/M?	NONE
7 BATT CONDITION	GOOD
8 ONLY CODED 2X?	YES
9 ANY PRVS REPAIRS OR CRASH DMG?	NONE
10 SO THE YAW SNSR HAS NOT BEEN TOUCHED IN THIS CAR?	CORRECT
11 CHK THE POSITION OF THE SNSR> RPLC THE SNSR CLUSTER AND MON	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2672522	KENE	08/19/2008	TOMP	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26-1 BRAKE PEDAL LOW	MODULATOR; TRY SUPER BLEED

Resln Source: None **Date:**

Status: N/A **Mileage:** 2,094

Remarks / Requestor: **FE Status:**

Dealer #:	206752	**TZ:**	CST
Dlr Cont:	BUTCH	**Training %:**	
Serv Ph:	(785) 233-2892	**Extn:**	
Serv Mgr:	GREG RUSSELL		
Parts Mgr:	JUSTIN COOK		
Dlr Name:	SHARP HONDA 1818 SOUTH TOPEKA BLVD TOPEKA KS 66612		
Phone:	(785) 233-2892	**Fax #:**	7852333150
DPSM:	MIKE WEHMEIR	**Zone/Dist:**	08H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74011431	**Trans #:**	P36A6020452
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

8/19/2008 12:09:43 PM	KENE	
1		HAD A CODE OF 26-1 WE CLEARED THE CODE AND DID NOT RECODE, THE PEDAL S LOW, HOW TO SUPER BLEED
2	FAXED INFO FOR SUPER BLEED	
11/19/2008 7:19:39 AM	TOMP	
3	ORIGINAL COMPLAINT	VSA LIGHT ON INTERMITTENT.
4	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5		BUTCH
6	CAN YOU DUPLICATE THE COMPLAINT?	NO
7	DTCs	26-1 IN CURRENT DTC
8	DTC 26: Lateral Acceleration Sensor	
9	MAKE SURE THE Lateral Acceleration Sensor IS LOCATED CORRECTLY (CONNECTOR TO FRONT OF CAR)	
10	REFER TO S/M TROUBLESHOOTING FOR DTC 26: Lateral Acceleration Sensor. CHECK ALL CONNECTIONS RELATED TO THAT DTC. REFER TO ETM PG. 36 CHECK POWER/GROUND SYSTEMS FOR VSA MODULATOR.	
11	IF NTF, REPLACE THE Lateral Acceleration Sensor	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3047932	DAVIDK	08/23/2010	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66-1	BRAKE S/W ADJ?; INSPECT

Resln Source: None **Date:**

Status: N/A **Mileage:** 11,516

Remarks / Requestor: **FE Status:**

Dealer #:	208471	**TZ:**	EST
Dlr Cont:	ERIC SMILIE	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	RYAN CAMMARATA		
Parts Mgr:	KEVIN LAVALLEE		
Dlr Name:	PRIME HONDA-SACO 754 PORTLAND ROAD SACO ME 04072		
Phone:	(207) 282-0900	**Fax #:**	2072822719
DPSM:	JOE ROSE	**Zone/Dist:**	09J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38948B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74011949	**Trans #:**	P36A6021340
Em Type:	KA		
RO #:	43181		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/23/2010 11:13:38 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA

4
5 TEST DRIVE AND WATCH DATA LIST. BRAKE PRESURE SHOUD BE .49 W BRAKE RELEASED. CK FOR S/W AND PRESURE CHANGE CLOSE TO SAME TIME

Information from Dealer

VDA DTC 66-1 SEEING LARGE NUMBER OF VSA MODULATOR FAILURES IN MY AREA

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: 66]
CODE CLEARS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3115298	TOMP	02/07/2011	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 83-1	BATTER,CONNECTION OR GROUND;REPAIR AS NEEDED

Resln Source: None **Date:**

Status: N/A **Mileage:** 48,633

Remarks / Requestor: **FE Status:**

Dealer #:	206856	**TZ:**	CST
Dlr Cont:	CODY SOMERS	**Training %:**	
Serv Ph:	(901) 795-5900	**Extn:**	
Serv Mgr:	JERRY FULKERSON JR		
Parts Mgr:	DAVID PAIRMORE		
Dlr Name:	AUTONATION HONDA MENDENHALL 2785 SO. MENDENHALL RD MEMPHIS TN 38115		
Phone:	(901) 795-5900	**Fax #:**	9013674979
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74011982	**Trans #:**	P36A6021490
Em Type:	KA		
RO #:	408668		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/7/2011 1:28:52 PM TOMP

1	ORIGINAL COMPLAINT	VSA LIGHT COMES ON AT TIMES. CUST CAN TURN ODYSSEYOFF AND RESTART AND LIGHT WILL GO OFF. DTC WAS 26 -1. CURRENT CODE THAT WILL NOT CLEAR IS 83-01.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	
6		DOYLE; CODY IS WORKING ON CAR.
7	DTC?	83-1
8	CLEAR DTC; DOES IT RESET?	YES
9	WHEN DID PROBLEM START?	UNKNOWN.
10	CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES, OTHER ELECTRICAL REPAIRS?	NONE
11	MAKE SURE THE BATTERY IS GOOD, FULLY CHARGED AND ALL CONNECTIONS ARE CLEAN AND SECURE.	
12	VOLT DROP TEST THE BATTERY CABLES.	
13	CHECK VSA POWER AND GROUND SYSTEMS.	
14	CHECK G302	
15	DO S/M TROUBLESHOOTING FOR DTC 83: PCM Communication	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3197319	TOMP	09/21/2011	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 66-1

Probable Cause/Solution

VSA MODULATOR FAULTY; REPLACEMENT

Resln Source: None **Date:**

Status: N/A **Mileage:** 26,886

Remarks / Requestor: **FE Status:**

Dealer #:	207787	**TZ:**	EST
Dlr Cont:	JOHN LEWIS	**Training %:**	
Serv Ph:	(770) 534-0086	**Extn:**	
Serv Mgr:	CURT SLOYER		
Parts Mgr:	ROBERT THOMAS		
Dlr Name:	MILTON MARTIN HONDA 2420 BROWNS BRIDGE RD. GAINESVILLE GA 30504		
Phone:	(770) 534-0086	**Fax #:**	7705352312
DPSM:	CORY ROMONOSKY	**Zone/Dist:**	07E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38498B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64007593	**Trans #:**	P36A6022324
Em Type:	KA		
RO #:	239009		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/21/2011 7:16:08 AM TOMP	
1 ORIGINAL COMPLAINT	VSA ON DTC 66-1, HARD FAILURE
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	BRAKE SW
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NA
6	JOHN
7 DOES PRESSURE CHANGE ON VSA DATA LIST?	NO, ALWAYS AT .21
8 DISCONNECT BRAKE LINES FROM MASTER CYLINDER TO VSA MODULATOR; DOES PRESSURE CHANGE? YES: FAULTY MASTER CYLINDER NO: FAULTY VSA MODULATOR.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2930087	CHRISR	11/19/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 26-1 INTRMT	SENSR CLUSTR?; CK POSITION, SOFTSET>REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 42,873
Remarks / Requestor: **FE Status:**

Dealer #: 207266 **TZ:** CST
Dlr Cont: KEVIN COX **Training %:**
Serv Ph: (865) 218-5410 **Extn:**
Serv Mgr: RANDY JONES
Parts Mgr: DAVID ROSS
Dlr Name: AUTONATION HONDA WEST KNOXVILLE
10117 PARKSIDE DRIVE
KNOXVILLE TN 37922
Phone: (865) 218-5410 **Fax #:** 8652185424
DPSM: ALAN CUNNINGHAM **Zone/Dist:** 07B
Previous Dealer/Contact **Date**

VIN: 5FNRL38748B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LR&N
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74013700 **Trans #:** P36A6024840
Em Type: KA
RO #: 370965
Case Type: Technical
W.O. #:

Tech Line Suggests

11/19/2009 12:50:51 PM CHRISR

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4
5 SOME SENSORS WERE IN BACKWARDS, AND SOME REPLACED
6 VFY NO SOFTSET BTWN MOD AND SENSOR

Information from Dealer

VSA LIGHT ON. BATTERY VOLTAGE CODE AND LATERAL SENSOR CODE.CLEARED AND NEUTRALIZED SENSORS.TAKES APPROX.1 WEEK TO RECODE. UNABLE TO VERIFY.

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSA CONTROL UNIT][KEYWORD: 26]
HAVE SEEN ANYTHING
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2789970	KEITHC	03/16/2009	TOMP	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 84-1, WON'T CLEAR	WAR: REPLACE MODULATOR

Resln Source: Warranty **Date:** 08/17/2010
Status: N/A **Mileage:** 11,062
Remarks / Requestor: **FE Status:**

Dealer #:	207312	**TZ:**	CST
Dlr Cont:	KENNETH	**Training %:**	
Serv Ph:	(918) 622-3636	**Extn:**	
Serv Mgr:	KRISTI CATES		
Parts Mgr:	TOM HAYNIE		
Dlr Name:	DON CARLTON HONDA 4141 S. MEMORIAL DRIVE TULSA OK 74145		
Phone:	(918) 622-3636	**Fax #:**	9186228859
DPSM:	ROBERT DOYLE	**Zone/Dist:**	10B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74014207	**Trans #:**	
Em Type:	KA		
RO #:	203549		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/16/2009 6:03:41 AM KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 REPLACE MODULATOR

Information from Dealer

REPLACED ABS MODULATOR PER SERVICE BULLITEN # 07-045 NOW HAS CODE 84-1 SENSOR LOGIC FAILURE, CODE WILL NOT CLEAR, NO INFO FOUND FOR CODE 84-1 ON INTERACTIVE NETWORK

NO

HDS WON'T DO NEUTRAL MEM, CAN'T CLEAR CODE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3268298	SHAWNW	03/20/2012	SHAWNW	1

	Code	Original Complaint
P	4230	VSA PROBLEM 66-1

Probable Cause/Solution
MOD?;REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 7,887
Remarks / Requestor: **FE Status:**

Dealer #:	240010	**TZ:**	EST
Dlr Cont:	JOSEPH	**Training %:**	
Serv Ph:	(410) 823-9000	**Extn:**	
Serv Mgr:	JOHN DONOVAN		
Parts Mgr:	NOAH WESTERVELT		
Dlr Name:	HERITAGE HONDA SERVICE CENTER 725 YORK ROAD TOWSON MD 21204		
Phone:	(410) 823-9000	**Fax #:**	(410) 337-3825
DPSM:	ROBERT BORZILLERI	**Zone/Dist:**	06D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL384X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64008926	**Trans #:**	P36A6026229
Em Type:	KA		
RO #:	348349		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/20/2012 8:34:15 AM SHAWNW

1	ORIGINAL COMPLAINT	VSA LIGHT ON 66-1
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6		66: VSA Pressure Sensor (Inside of VSA Modulator-control Unit)
7	BRAKE PSI?	4.9V
8	BACK OFF BRAKE SW AND SEE IF PSI CHANGES, IF NOT REPLACE MOD	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3026382	JOHNB	07/01/2010	JOHNB	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA ACTIVATION LIGHT ON@TMS	PRODUCE COMPLAINT TO VERIFY,DIAG

Resln Source: None **Date:**
Status: N/A **Mileage:** 59,212
Remarks / Requestor: **FE Status:**

Dealer #:	207904	**TZ:**	EST
Dlr Cont:	GARY	**Training %:**	
Serv Ph:	(704) 552-2639	**Extn:**	
Serv Mgr:	PENNY CHANDLER		
Parts Mgr:	ROBERT THOMAS		
Dlr Name:	HENDRICK HONDA 8901 SOUTH BOULEVARD CHARLOTTE NC 28273		
Phone:	(704) 552-2639	**Fax #:**	(704) 553-6861
DPSM:	MARK SIMPSON	**Zone/Dist:**	06J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38798B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74015735	**Trans #:**	P36A6029234
Em Type:	KA		
RO #:	781696		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/1/2010 10:28:35 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 ALL DTC CHK

6 CANNOT PRODUCE THAT LIGHT TO COME ABNORMALLY

7 PRODUCE COMPLAINT TO VERIFY AND DIAGNOSE;IF ONLY VSA ACTIVATION LIGHT COMES ON AND NOT FROM NORMAL ACTIVATION;PERFORM A GAUGE MODULE SELF TEST TO VERIFY THE INDICATOR FUNCTION AND CONTROL;CHK BATTERY VOLTAGE AND CHARGING SYSTEM;MAKE SURE VSA OFF SW NOT APPLIED

Information from Dealer

CUSTOMER SAYS THAT THE VSA LIGHT WILL COME ON RANDOMLY AND MAY STAY ON FOR A WHILE, EVEN AFTER TURNING OFF VEHICLE AND RESTARTING IT. WE HAVE LOOKED AT VEHICLE SEVERAL TIMES BUT HAS NOT HAD ANY CODES STORED (EXCEPT FOR A USUAL 83-1 AFTER A PCM SOFTWARE UPDATE) OR BEEN ABLE TO DUPLICATE. HAS HAD VSA CONTROL UNIT/MODULATOR REPLACED.

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]

WE CANNOT PRODUCE;CUSTOMER CLAIMS THE VSA ACTIVATION LIGHT COMES ON FOR HOURS

NO CODES

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3400496	CHRISR	02/21/2013	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 12, 14, 15, 16, 18	MOD?; VFY CRCTS OK, CONN OK, POSS MOD

Resln Source: None **Date:**

Status: N/A **Mileage:** 67,556

Remarks / Requestor: **FE Status:**

Dealer #:	207992	**TZ:**	EST
Dlr Cont:	THOMAS MOORE	**Training %:**	
Serv Ph:	(410) 461-5000	**Extn:**	
Serv Mgr:	JERRY FURR		
Parts Mgr:	BOB SHORTT		
Dlr Name:	O'DONNELL HONDA 8620 BALTIMORE NATL PK ELLICOTT CITY MD 21043		
Phone:	(410) 461-5000	**Fax #:**	(410) 869-1206
DPSM:	BILL	**Zone/Dist:**	06E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74015721	**Trans #:**	P36A6029259
Em Type:	KA		
RO #:	208175		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/21/2013 10:21:28 AM CHRISR

1	ORIGINAL COMPLAINT	INTERMITTENT VSA CODES15 12 14 16 AND 18 WHILE DRIVING AND SOMETIMES AFTER START SENSOR OR CONTROL UNIT ???????? HAS NEW BATTERY
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD:]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	NO KNOWN ISSUES	OK
7	NO DAMAGE	OK
8	I SEE MOD WAS UPDATED PER 10-017	OK
9	INSPECT CONNECTOR	YES DRY AND CLEAN
10	POSS MOD	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3298100	RAYD	06/15/2012	RAYD	1

	Code	Original Complaint
P	4230	VSA 66-1 2X

Probable Cause/Solution

UNABLE TO DUP;CHECK A/M BRK PARTS;GET MORE INFO

Resln Source: None **Date:**

Status: N/A **Mileage:** 70,210

Remarks / Requestor: **FE Status:**

Dealer #:	207577	**TZ:**	EST
Dlr Cont:	DARWIN VAUGHN	**Training %:**	
Serv Ph:	(678) 957-5000	**Extn:**	
Serv Mgr:	KAM CHEUNG		
Parts Mgr:			
Dlr Name:	GWINNETT PLACE HONDA 3325 SATELLITE BLVD. DULUTH GA 30096		
Phone:	(678) 957-5000	**Fax #:**	(678) 957-5085
DPSM:	CORY ROMONOSKY	**Zone/Dist:**	07E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74015748	**Trans #:**	P36A6029548
Em Type:	KA		
RO #:	322482		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/15/2012 9:48:48 AM RAYD	
1 ORIGINAL COMPLAINT	VSA LIGHT ON
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	MODULATOR, BRAKE SWITCH
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE THAT I SEE
6	I FOLLOWED THE T/S FOR THIS DTC, I CHECKED THE PIN FITS, THEY ARE GOOD
7 CAN YOU DUP THE DTC?	NO, IT CAME BACK ABOUT 10K LATER AFTER REPLACING THE SWITCH AND MODULATOR
8 WHAT DID YOU USE TO CHECK THE PIN FIT?	THE NEW PCM TOOLS
9 CHECK BRAKE SWITCH ADJUSTMENT, (EXPLAINED), VERIFY G302 IS GOOD, CLEAN AND HAS THE CORRECT BOLT, DO YOU KNOW IF THIS CAR HAS ANY A/M BRAKE PARTS ON?	I DIDNT LOOK
10 CHECK, PADS/ROTORS COULD CAUSE MORE EFFORT TO STOP THE VEHICLE	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2962627	MARKP	02/01/2010	MARKP	1

	Code	Original Complaint
P	4230	VSA PROBLEM 26-1

Probable Cause/Solution

INSPECT INSTALLATION OF SEN CLUSTER

Resln Source: None **Date:**

Status: N/A **Mileage:** 31,582

Remarks / Requestor: **FE Status:**

Dealer #:	207478	**TZ:**	EST
Dlr Cont:	CRISTIANO LEAL	**Training %:**	
Serv Ph:	(508) 651-3033	**Extn:**	
Serv Mgr:	ADAM SHAPIRO		
Parts Mgr:	ERIK RICHARDS		
Dlr Name:	BERNARDI HONDA 960 WORCESTER ROAD NATICK MA 01760		
Phone:	(508) 651-3033	**Fax #:**	5086511220
DPSM:	DAN ENDERLE	**Zone/Dist:**	09F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38908E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74016100	**Trans #:**	P36A6029560
Em Type:	KA		
RO #:	687588		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
2/1/2010 11:37:26 AM MARKP	
1 ORIGINAL COMPLAINT	VSA LIGTH CAME ON ABOUT ONE THOUSEND MILES AGO AND IT HAS SINCE GONE OFF. CHECKED CODE 26-1, CLEARED CODE , ROAD TESTED AND NO CODES AFTER THAT. SYSTEM IS OK AT THIS TIME...
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4 NEED TO MAKE SURE THE SEN CLUSTER ISN'T INSTALLED BACKWARDS	OK
5 IF OK THEN FOLLOW THE NORMAL TS FOR THIS	THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2748360	STEVEN	12/30/2008	STEVEN	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE; 26-1	UNKOWN?; TECH UNABLE TO DUPLICATE CODE

Resln Source: None **Date:**

Status: N/A **Mileage:** 14,678

Remarks / Requestor: **FE Status:**

Dealer #:	208457	**TZ:**	EST
Dlr Cont:	ERNEST EARLEY	**Training %:**	
Serv Ph:	757-366-5000	**Extn:**	
Serv Mgr:	JIM ROSE		
Parts Mgr:	JONATHAN WILLIAMS		
Dlr Name:	PRIORITY HONDA 621 N. BATTLEFIELD BL. CHESAPEAKE VA 23320		
Phone:	(757) 366-5000	**Fax #:**	7572135064
DPSM:	JENNIFER KRUGER	**Zone/Dist:**	06G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74017305	**Trans #:**	P36A6032907
Em Type:	KA		
RO #:	130161		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/30/2008 12:19:56 PM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 SO YOU ARE UNABEL TO DUPLICATE?

4 FIRST TIME IN FOR THIS ISSUE?

5 CHK SENSOR CONNECTOR AND MAKE SURE THE SENSOR IS INSTALLED CORRECTLY. IF OK NEED TO DUPLICATE

Information from Dealer

HAS CODE 26-1 FOR LATERAL ACCERLRATION SENSOR FAILURE ,CLEARED CODES PERFOMED A TEST DRIVE , AND ALSO NEUTRAL POSITION MEMORIZATION ,CODES DID NOT RESET.

NO

RIGHT

YES

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2918952	DAVIDK	10/28/2009	DAVIDK	1

	Code	Original Complaint
P	4230	VSA PROBLEM 26-1

Probable Cause/Solution
YAW SENSOR?; CONNECTIONS, REPLACE

ResIn Source: None **Date:**
Status: N/A **Mileage:** 26,234
Remarks / Requestor: **FE Status:**

Dealer #:	206607	**TZ:**	CST
Dlr Cont:	MITCH JOHNSON	**Training %:**	
Serv Ph:	(316) 688-6400	**Extn:**	
Serv Mgr:	STEVEN CARMER		
Parts Mgr:	DOUGLAS WELICKY		
Dlr Name:	SCHOLFIELD HONDA 7017 EAST KELLOGG WICHITA KS 67207		
Phone:	(316) 688-6400	**Fax #:**	3166886418
DPSM:	RON CRISS	**Zone/Dist:**	10A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38998B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74017454	**Trans #:**	P36A6032752
Em Type:	KA		
RO #:	326547		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/28/2009 9:26:49 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 DONE

5 DIAG FROM S/M. BE CARFULE NOT TO INSTALL BACKWARDS.

Information from Dealer

CODE 26-1 SENSOR CLUSTER REPLACED STILL CODES WHEN MAKING A U-TURN. TOUBLESHOOTING CALLS FOR NEW C.U . VAN HAS A/M WHEELS COULD THEY CAUSE CODE?

NO

ABS VSA

STARTED DIAG. WANTED TO CALL YOU FIRST

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3043171	CHRISV	08/11/2010	RUDYG	3

	Code	Original Complaint
P	4230	VSA 26

Probable Cause/Solution

FBF: REPLACED SENSOR CLUSTER

Resln Source: Feedback forms **Date:** 08/13/2010

Status: N/A **Mileage:** 33,216

Remarks / Requestor: **FE Status:**

Dealer #:	208059	**TZ:**	PST
Dlr Cont:	VINCENT	**Training %:**	
Serv Ph:	(650) 856-6000	**Extn:**	
Serv Mgr:	JEANETTE BALDWIN		
Parts Mgr:	WILLIAM CLIFTON		
Dlr Name:	ANDERSON HONDA 1766 EMBARCADERO ROAD PALO ALTO CA 94303		
Phone:	(650) 856-6000	**Fax #:**	6508431934
DPSM:	ROBERT GIBBONS	**Zone/Dist:**	12E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38908E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74017713	**Trans #:**	P36A6033656
Em Type:	KA		
RO #:	416283		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/11/2010 10:04:44 AM CHRISV	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4 WHAT CODE	26
5 DOES IT CLEAR	YES, WENT TO DO THE MEM BUT IT GIVES ME A MESSAGE SAYING THERE IS A 84 STORED BUT WHEN I CK CODES THERE ARE NO CODES
6 DO YOU HAVE KG THERE	YES
7 MAKE SURE ITS NOT A SOFTWARE ISSUE, IF IT WORKS THEN REPLACE THE VSA MOD	
8/13/2010 8:04:42 AM CHRISV	
8 FBF	COMMENTS: CHECKED KNOWN GOOD CARS ALL HAD THE MESSAGE THAT 84 IS STORED. REPLACE SENSER CLUSTER AND RAN NEUTRAL TEST RETURNED CAR TO CUSTOMER.THANKS
9 PEND TO RUDY	
8/13/2010 8:06:52 AM RUDYG	
10 08/13/2010 08:08:58 AM RUDYG[DTC 84: VSA Sensor Neutral Position IS SET WHEN NEUTRAL POSITION IS NOT LEARNED, USUALLY WHEN THIS HAPPENS THE VSA LIGHT STAYS ON AND WON'T GO OUT TILL NEUTRAL MEM IS DONE. IF TECH CLAIMS OTHER CARS HAD CODE 84 IN THERE THEY SHOULD ALSO HAVE VSA LIGHT ON)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2903665	CHRISV	09/28/2009	CHRISV	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26-1	SENSOR CLUSTER?; INSPECT G302

Resln Source: None **Date:**

Status: N/A **Mileage:** 24,217

Remarks / Requestor: **FE Status:**

Dealer #:	206648	**TZ:**	EST
Dlr Cont:	KENNY KIGER	**Training %:**	
Serv Ph:	(317) 574-9600	**Extn:**	274
Serv Mgr:	JEFFERY BELL		
Parts Mgr:	BOB COOK		
Dlr Name:	PENSKE HONDA 4140 E. 96TH STREET INDIANAPOLIS IN 46240		
Phone:	(317) 574-9600	**Fax #:**	3178170298
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74017886	**Trans #:**	P36A6033870
Em Type:	KA		
RO #:	333411		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

9/28/2009 9:03:25 AM CHRISV

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 DOES THE CODE CLEAR
5 FIRST TIME ITS CODED
6 INSPECT G302, IF OK AND IT RECODES THEN REPLACE THE SENSOR CLUSTER

Information from Dealer

VSA LIGHT COMES ON
NO
26-1
YES
YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3337552	CHRISV	09/28/2012	CHRISV	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 66-1	VSA MOD; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 47,589
Remarks / Requestor: **FE Status:**

Dealer #:	207880	**TZ:**	EST
Dlr Cont:	STEVEN LEWIS	**Training %:**	
Serv Ph:	(304) 485-5451	**Extn:**	
Serv Mgr:	JOSEPH SCOWDEN		
Parts Mgr:	RICK MORTON		
Dlr Name:	LARRY SIMMONS HONDA 1710 14TH STREET PARKERSBURG		WV 26101
Phone:	(304) 485-5451	**Fax #:**	(304) 485-0543
DPSM:	DAVID STELTER	**Zone/Dist:**	04J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74018570	**Trans #:**	P36A6035286
Em Type:	KA		
RO #:	178370		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

9/28/2012 12:42:10 PM CHRISV

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6
7 REPLACE THE VSA MOD

Information from Dealer

CUST STATES ABS LIGHT ON
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: VSA 66-1]
YES
NO
NO
CODE 66-1 THAT WONT CLEAR. BRAKE LIGHTS WORK FINE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2725254	TOMP	11/18/2008	STEVEN	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA/ABS/BRK INDICATORS ON	VSA FAULT OR?; DO S/M TROUBLESHOOTING

Resln Source: None **Date:**

Status: N/A **Mileage:** 7,361

Remarks / Requestor: **FE Status:**

Dealer #:	207139	**TZ:**	EST
Dlr Cont:	DAVID PLEWA	**Training %:**	
Serv Ph:	(732) 370-9710	**Extn:**	
Serv Mgr:	CHRISTOPHER STRACCIA		
Parts Mgr:	WALTER RACHINSKY		
Dlr Name:	HONDA UNIVERSE 1085 ROUTE 88 LAKEWOOD NJ 08701		
Phone:	(732) 370-9710	**Fax #:**	7329423190
DPSM:	TIM SOUDER	**Zone/Dist:**	05J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38418E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64013067	**Trans #:**	P36A6038137
Em Type:	KA		
RO #:	32979		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
11/18/2008 6:11:46 AM TOMP	
1 ORIGINAL COMPLAINT	"D" LIGHT FLASHING, BRAKE LIGHT, VSA LIGHT AND ABSLIGHT ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	DAVE
4 DTCs?	MIL 126-4 AT 107-4 TPMS DTCs B-CAN B1163 B1164 B1170 B2059
5 ANY VSA DTCs?	JUST DID ALL SYSTEMS SCAN
6 CHECK FOR VSA DTC NOW/	HDS DOES NOT COMMUNICATE WITH VSA
7 CLEAR DTCs; DO THEY RESET?	YES
8 WHICH ONE?	ALL
9 DONE BCAN TEST MODE A?	YES
10 WHERE DID IT LEAD?	T/S GAGE MODULE
11	JUST FINISHED GAGE TEST AND IT SAYS REPLACE GAGE CONTROL MODULE.
12 BATTERY CONDITION/CHARGE?	
13 ; DO S/M TROUBLESHOOTING FOR 2008 ODYSSEY - Symptom Troubleshooting: ABS indicator, brake system indicator, and VSA indicator do not go off (page 19-95)	
11/18/2008 7:23:08 AM STEVEN	
14	THESE T-SHOOTINGS ARE LEADING ME IN CIRCLES
15 YEAH THEY WILL DO THAT SOMETIMES. SO YOU CAN TALK TO THE CAR WHICH MEANS F-CAN IS OK AND YOU CAN TALK TO THE MICU WHICH MEANS K-LINE IS OK, DID YOU CHK POWER AND GROUND TO THE VSA MODULATOR?	YES
16 CHK YOUR PIN FIT AT THE CONNECTOR AND MAKE SURE YOUR CONNECTION IS GOOD, IF OK SWAP OUT THE VSA MOD	THESE CODES LEAD ME TO THE GAUGE THOUGH
17 THESE ARE MESSAGE CODES, WE DON'T KNOW FOR SURE WHY THEY ARE SET. COULD BE CAUSED FROM NO COM TO THE VSA HOWEVER THE INFORMATION REQUESTED HAS TO COME THROUGH THE GAUGE, SO THE GAUGE GETS THE BLAME. ALL YOU NEED TO COM TO THE VSA IN POWER/GROUND AND K-LINE. YOU HAVE ALL THAT SO I SUSPECT BAD VSA UNIT	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2913371	JOHNB	10/16/2009	JOHNB	1

	Code	Original Complaint
P	4230	VSA CODE 27-1

Probable Cause/Solution

SEE IF CODE RESETS;MONITOR SAS,CK GRNDS,VOLT,CONNS

Resln Source: None **Date:**

Status: N/A **Mileage:** 12,875

Remarks / Requestor: **FE Status:**

Dealer #:	208248	**TZ:**	CST
Dlr Cont:	GILBERT CANTU	**Training %:**	
Serv Ph:	(713) 464-7482	**Extn:**	
Serv Mgr:	TIMOTHY SWAFFORD		
Parts Mgr:	PEDRO BELTRAN		
Dlr Name:	Spring Branch Honda 10250 OLD KATY ROAD HOUSTON TX 77043		
Phone:	(713) 464-7482	**Fax #:**	(713) 464-2549
DPSM:	VERNON SAGE	**Zone/Dist:**	03C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74019747	**Trans #:**	P36A6038035
Em Type:	KA		
RO #:	505912		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/16/2009 10:32:56 AM JOHNB

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4
5 DOES CODE RESET FOR YOU NOW
6 PLEASE SEE IF CODE RESETS;ROAD TEST VEHICLE AND GET IT THROUGH SELF TEST,THEN MONITOR THE STEERING ANGLE SENSOR (EXPLAINED);CHECK IT ALSO AFTER DRIVING STRAIGHT AND COMING TO A STOP;SEE IF IT SHOWS ON CENTER;TAKE SNAP SHOT;CHK ALL CONNECTIONS,VOLTAGES,GROUNDS TO MODULATOR,STEERING ANGLE SENSOR

Information from Dealer

VSA LIGHT ON
YES
REPLACED VSA MODULATOR
CAR BACK 27-1
DID NOT CHECK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2695171	KENE	09/26/2008	RAYD	4

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 27-1 AND 86-1	FBF:REPLACED YAW AND MODULATOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 6,635
Remarks / Requestor: **FE Status:**

Dealer #:	207537	**TZ:**	EST
Dlr Cont:	TONY FELICI	**Training %:**	
Serv Ph:	(610) 789-9420	**Extn:**	
Serv Mgr:	TONY FELICI		
Parts Mgr:	JOHN BULLOCK		
Dlr Name:	PIAZZA HONDA OF DREXEL HILL TOWNSHIP LINE/BURMONT DREXEL HILL PA 19026		
Phone:	(610) 789-9420	**Fax #:**	6107892194
DPSM:	JOSEPH(TURK)	**Zone/Dist:**	05G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74021044	**Trans #:**	P36A6041297
Em Type:	KA		
RO #:	337327		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/26/2008 1:25:28 PM KENE	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THE BRAKE LIGHT IS ON HARD TO STOPVAN AT TIMES AND BRAKE PEDAL WENT TO FLOOR. ALS O TCS LIGHT IS ON ALSO THE PRINDLE INDICATES PARKWHERN THE SHIFTER IS IN DRIVE..
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	27-1 AND 86-1 WITH REPLACE THE SAS AND MEMORIZED AND SAME
4 HOW LONG TO RECODE	RIGHT AWAY
5 CHECK MODULATOR CONNECTOR, C401M WIRES END TO END, AND G302, IF OK, REPLACE MODULATOR	
9/27/2008 7:31:59 AM TERRYP	
6	CKD WIRES & CIRCUITS FROM END TO END,CK GOOD.
7 REPLACE THE MODULATOR.	OK
11/17/2008 4:28:12 PM RAYD	
8 SENT FEEDBACK FAX	
11/19/2008 7:52:52 AM RAYD	
9 CUSTOMER STATES BRAKE LIGHT IS ON BRAKE PEDAL GOES TO FLOOR AND HARD TO STOP	
10 VAN. REPLACED YAW SENSOR AND VSA MODULATOR.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3010527	DAVIDK	05/24/2010	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1 83-1	PCM?; NEED MORE INFO OF SYMPTOM

Resln Source: None **Date:**

Status: N/A **Mileage:** 61,120

Remarks / Requestor: **FE Status:**

Dealer #:	208149	**TZ:**	PST
Dlr Cont:	NICK NUNEZ	**Training %:**	
Serv Ph:	(858) 486-4300	**Extn:**	
Serv Mgr:	KENNETH BRADSHAW		
Parts Mgr:			
Dlr Name:	POWAY HONDA 13747 POWAY ROAD POWAY CA 92064		
Phone:	(858) 486-4300	**Fax #:**	8586792196
DPSM:	ROB CRAIG	**Zone/Dist:**	01G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74021554	**Trans #:**	
Em Type:	KA		
RO #:	294549		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/24/2010 10:37:43 AM DAVIDK

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA

4 PCM CODES

5 ASK CUST IF CK ENGINE OR VSA ACTIVATION LIGHT. POSS THEY FELT IT ACTIVATING DUE TO SENSOR. CK VSA GROUND

Information from Dealer

FOUND CODES 26-1 AND 83-1 VSA

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
NONE. ALL DTC CHECK. CUST DID SAY THE CAR RAN POOR IDLE POOR. CK ENGINE LIGHT CAME ON . NO POWER.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2595294	JAMESH	04/15/2008	DAVEM	3

	Code	Original Complaint
P	4230	VSA DTC 26-1

Probable Cause/Solution

WARR: RPLCD SNSR AND VSA MOD

Resln Source: Warranty **Date:** 07/23/2008

Status: N/A **Mileage:** 116

Remarks / Requestor: **FE Status:**

Dealer #:	207442	**TZ:**	PST
Dlr Cont:	MIKE KARRER	**Training %:**	
Serv Ph:	(925) 934-0530	**Extn:**	
Serv Mgr:	TOM QUINLAN		
Parts Mgr:	TOM ERVIN		
Dlr Name:	WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		
Phone:	(925) 934-0530	**Fax #:**	9254764248
DPSM:	STEVE ROSTOMILY	**Zone/Dist:**	12C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38938B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74021840	**Trans #:**	P36A6042952
Em Type:	KA		
RO #:	95253		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/15/2008 11:32:59 AM JAMESH	
1 ORIGINAL COMPLAINT	VSA LIGHT ON CODE 26-1
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CHECK ORIENTATION	CONNECTER FROM THE FT OF VEHICLE
4 DOES IT RECODE RIGHT AWAY OR WITH TEST DRIVE?	AFTER TEST DRIVE
5 TEST AND REPLACE THE CLUSTER SENSOR	
5/29/2008 7:30:22 AM DAVEM	
6 SENT FBF	
7/23/2008 2:10:55 PM DAVEM	
7 UPDATED W/ WARR HIST	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158428	ROBS	06/07/2011	ROBS	1

	Code	Original Complaint
P	4230	VSA PROBLEM

Probable Cause/Solution

VSA CONNS, WIRES; CHK SNSR CLUSTER WIRES, CONNS

Resln Source: None **Date:**

Status: N/A **Mileage:** 54,638

Remarks / Requestor: **FE Status:**

Dealer #:	207392	**TZ:**	MST
Dlr Cont:	PETER SETH	**Training %:**	
Serv Ph:	(480) 778-2440	**Extn:**	
Serv Mgr:	RAYMOND KERBY		
Parts Mgr:	DAVID VANCE		
Dlr Name:	RIGHT HONDA 7875E.FRNK.LLOYDWRIGHT SCOTTSDALE AZ 85260		
Phone:	(480) 778-2440	**Fax #:**	(480) 948-7982
DPSM:	RICHARD REBORI	**Zone/Dist:**	10D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38918B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74022395	**Trans #:**	P36A6044821
Em Type:	KA		
RO #:	023119		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/7/2011 2:34:28 PM ROBS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 AFTER CLEARING, DO BOTH DTCs 25 AND 104 RESET

7 I THINK IT'S TELLING YOU YOU HAVE A WIRING OR CONNECTOR PROBLEM. FIRST, PIN-TEST THE F-CAN AND OTHER 2 SENSOR CLUSTER WIRES AT VSA C/U BIG CONN. LOOK IN PGM-Fi, SRS, BODY (GAUGES) SEE IF THERE ARE ANY F-CAN DTCs. IF NO, FOCUS ON THE 2 SENSOR CLUSTER WIRES WHT/RED, WHT/BLU, CHK C610

8 BE ABSOLUITELY SURE OF THE 4 SNSR CLUSTER WIRES AND THEIR CONNS BEFORE CONSIDERING ANY VSA MODULATOR REPL. PLS FDBK VIA iN->SRVC->T/L

Information from Dealer

TCS/VSA LIGHTS ARE INTERMITTENLY COMES ON. VSA CODE 25-1: YAWRATE SENSOR FAILURE, AND CODE 104-1: SENSOR CLUSTER FAILURE. HAS NEW SENSOR CLUSTER. LIGHTS STILL CAME ON INTERMITTENLY.

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 104-1]

YES, IT CAME BACK AFTER SENSOR CLUSTER REPL.

NEW VSA SENSOR CLUSTER

NO

YES AFTER DRIVING

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2787292	KEITHC	03/10/2009	KEITHC	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26-1	REPLACE SENSOR CLUSTER

Resln Source: None **Date:**
Status: N/A **Mileage:** 12,985
Remarks / Requestor: **FE Status:**

Dealer #:	240001	**TZ:**	CST
Dlr Cont:	MARK	**Training %:**	
Serv Ph:	(608) 829-1118	**Extn:**	
Serv Mgr:	CHARLIE CUPP		
Parts Mgr:	MICHAEL NACHTIGAL		
Dlr Name:	ZIMBRICK HONDA SERVICE CENTER 430 GRAND CANYON DRIVE MADISON WI 53719		
Phone:	(608) 829-1118	**Fax #:**	6088292088
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74022667	**Trans #:**	P36A6045212
Em Type:	KA		
RO #:	434075		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/10/2009 9:18:11 AM KEITHC

1
2 REPLACE SENSOR CLUSTER

Information from Dealer

VSA CODE 26-1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3054942	RUDYG	09/09/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 25-1 AND 26-1	YAW SENSOR?; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 37,982

Remarks / Requestor: **FE Status:**

Dealer #:	207267	**TZ:**	CST
Dlr Cont:	KORDELL	**Training %:**	
Serv Ph:	(605) 225-3078	**Extn:**	
Serv Mgr:	BECKY GREY		
Parts Mgr:	DAVID ZIMMERMAN		
Dlr Name:	HARR HONDA 4255 6TH AVE. SE ABERDEEN SD 57401		
Phone:	(605) 225-3078	**Fax #:**	6052258015
DPSM:	RYAN WEIDAUER	**Zone/Dist:**	02F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74023069	**Trans #:**	P36A6046092
Em Type:	KA		
RO #:	234558		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

9/9/2010 9:52:19 AM RUDYG

1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON AND OFF HAS CODES 25-1 26-1 STEERING ANGLE ONLY READS 0 AND YAW RATE DOESN'T CHANGE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
4 WHAT DOES YAW READ	-5 DEG ALL THE TIME
5 REPL YAW SENSOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2684400	JOHNB	09/09/2008	LANCEK	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 25,27,104,86,U0122	PERFORM U0122 TROUBLESHOOTING,CHK G302,CAN LINES

Resln Source: None **Date:**
Status: N/A **Mileage:** 7,864
Remarks / Requestor: **FE Status:**

Dealer #: 207617 **TZ:** PST
Dlr Cont: MARK/DON **Training %:**
Serv Ph: (206) 382-8800 **Extn:**
Serv Mgr:
Parts Mgr: JOHN SWANSTROM
Dlr Name: HONDA OF SEATTLE
1015 OLIVE WAY
SEATTLE WA 98101
Phone: (206) 382-8800 **Fax #:** 2066259744
DPSM: PETER HOLT **Zone/Dist:** 02A
Previous Dealer/Contact **Date**

VIN: 5FNRL38708B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LR&N
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L R&N 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74023488 **Trans #:** P36A6046910
Em Type: KA
RO #: 15546
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
9/9/2008 10:19:51 AM JOHNB	
1 ORIGINAL COMPLAINT	VSA LIGHT ON WITH CODES 25-1 YAW RATE SENSOR FAILURE, 27-1 STEERING ANGLE SENSOR FAILURE, 104-1 SENSOR CLUSTER FAILURE, 86-1 CAN RELATION FAILURE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	VSA CODES 25,27,104,86;CODES WILL NOT RESET
4 DID YOU HAVE ANY ENGINE CODES	YES,U0122
5 DOES THAT CODE RESET	NO
6 THEN NEED TO CHK AND TROUBLESHOOT U0122;LIKELY CAN NETWORK PROBLEM CHECK G302	
7 CHECK CAN LINE PINFITS	
8 CHECK VSA POWER/GROUND SYSTEMS	
9/15/2008 9:59:01 AM LANCEK	
9	DON HARRIS
10	VSA LIGHT IS COMING ON INTERMITTANTLY. THERE IS A CODE 86-1 CAN RELATION FAILURE STORED. THERE IS A PCM CODE U0122 F CAN MALFUNCTION PCM-VSA STORED. THERE IS A GAUGE CODE STORED B1170 GAUGE CONTROL MODULE LOST COMMUNICATION WITH THE VSA MODULATOR CONTROL UNIT.
11 CHECK CONN & P/FIT PWR & GND TO VSA CU, CHECK G302. PERF SM T/S FOR U0122	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3322889	JOHNB	08/22/2012	JOHNB	1

	Code	Original Complaint
P	4230	VSA 66,68

Probable Cause/Solution

APPEARS MODULATOR/PRESS SENSOR;REPLCE MODULATOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 17,944

Remarks / Requestor: **FE Status:**

Dealer #:	207145	**TZ:**	EST
Dlr Cont:	JEREMY JIMENEZ	**Training %:**	
Serv Ph:	(732) 985-8444	**Extn:**	
Serv Mgr:	NEIL WOOD		
Parts Mgr:			
Dlr Name:	OPEN ROAD HONDA 50 ROUTE 1 EDISON NJ 08817		
Phone:	(732) 985-8444	**Fax #:**	(732) 839-4713
DPSM:	BILL HALLSWORTH	**Zone/Dist:**	05F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74023673	**Trans #:**	P36A6047224
Em Type:	KA		
RO #:	503238		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

8/22/2012 10:16:46 AM JOHNB

1	ORIGINAL COMPLAINT	ABS/VSA DTCS 66-1 & 68-1. FOLLOWED DIAG FOR 66. BRAKE PRESSURE @ 19.8 MPA W/ FOOT OFF BRAKE PEDAL. BRAKE SWITCH TURNED ON, BRAKE PRESSURE STAYS @ 19.8MPA EVEN W/ NEW BRAKE POSITION SWITCH. PERFORMED NEUTRAL POSITION MEMORIZATION BUT BOTH DTCS REMAIN. SUBSTITUTE VSA MODULATOR-CONTROL UNIT NEXT STEP?
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6		VSA CODES 66 AND 68;I HAVE PROPER BRAKE SW DETECTION/OPERATION IN THE VSA DATALIST,BUT THE VSA PRESSURE SENSOR READS CONSTANTLY 19.8 kpa,NEVER CHANGES
7	THEN THE PRESSURE SENSOR INSIDE THE MODULATOR HAS AN ISSUE;WILL NEED REPLACEMENT	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3169581	CHRISR	07/08/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 66-1 (SALVAGED)	MOD?; REPLACE. (SALVAGED)

Resln Source: None **Date:**
Status: N/A **Mileage:** 19,217
Remarks / Requestor: **FE Status:**

Dealer #:	206523	**TZ:**	PST
Dlr Cont:	DON BENSON	**Training %:**	
Serv Ph:	866-986-3706	**Extn:**	
Serv Mgr:	JOHN GERACI		
Parts Mgr:	KEITH GEORGE		
Dlr Name:	RON TONKIN HONDA 300 S.E. 122ND AVENUE PORTLAND OR 97233		
Phone:	(503) 255-8345	**Fax #:**	(503) 408-4392
DPSM:	JASON RUST	**Zone/Dist:**	02C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64016514	**Trans #:**	P36A6048065
Em Type:	KA		
RO #:	193083		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/8/2011 12:19:28 PM CHRISR	
1 ORIGINAL COMPLAINT	I HAVE A RECONSTRUCTED TITLE ODYSSEY. I HAVE A HARD 66-1 CODE. I AM DOING THE TROUBLESHOOTING PROCEDURE. THE BRAKE PRESSURE IS NOT CHANGING WHEN I PUSH ON THE BRAKE SWITCH. I NEED SOME HELP WITH DIAGNOSIS.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 PRESSURE DOESNT CHANGE WITH PEDAL APP	NO
7 REPLACE MODULATOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3308492	RAYD	07/16/2012	DAVIDK	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 15-1 16-1	POOR CONN?; REMOVE ALARM WIRES

Resln Source: None **Date:**

Status: N/A **Mileage:** 80,108

Remarks / Requestor: **FE Status:**

Dealer #:	207562	**TZ:**	CST
Dlr Cont:	ADAM	**Training %:**	
Serv Ph:	(847) 884-6632	**Extn:**	
Serv Mgr:	KEN WAHL		
Parts Mgr:	KEVIN KELLEY		
Dlr Name:	SCHAUMBURG HONDA AUTOMOBILES 750 EAST GOLF ROAD SCHAUMBURG IL 60173		
Phone:	(847) 884-6632	**Fax #:**	8478438733
DPSM:	MIKE CLARK	**Zone/Dist:**	08E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38998E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74023987	**Trans #:**	P36A6048765
Em Type:	KA		
RO #:	960627		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
7/16/2012 2:09:26 PM	RAYD	
1	ORIGINAL COMPLAINT	CODES 15-1, 16-1 STORED. WHEEL SPEED SENSOR REPLACED ABOUT A MONTH AGO. PROBLEM INTERMITTENT. FOLLOWED TROUBLESHOOTING PROCEDURE FOR CODE 15-1. POWER/GROUND/CONTINUITY CHECK OUT OK.
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 15-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO, CLEAR THE DTC AND IT DOESNT COME BACK
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	A/M ALARM
6	DOES THE DTC CLEAR?	YES, KEEPS COMING BACK
7		CAR HAS AN A/M ALARM, THE WIRING HAS BEEN CUT BUT IS STILL INTHERE
8	FIND OUT WHAT THOSE WIRES ARE ATTACHED TO, THEN REMOVE THEM, ALSO CHECK FOR LOOSE FEMALE TERMINALS TO THAT PARTICULAR CIRCUIT AT THE MODULATOR CONNECTOR, USE THE 0.64MM PCM TOOL	
7/16/2012 4:07:37 PM	LINDSEYA	
9		RAY TOLD ME TO CHECK PIN FIT, AND IT'S OK. THERE IS ALSO NOTHING AFTERMARKET.
10	HAVE YOU REMOVED ALL THE WIRING FROM THE ALARM?	YES.
11	DID YOU PUSH AND PULL AT THE WIRES, WIGGLE TEST?	NO, I DIDN'T DO THAT.
12	CODES INDICATE WIRING. NEED TO TRY TO INDUCE.	OK.
7/17/2012 11:01:11 AM	DAVIDK	
13		NOT THAT I SEE.
14	RECODE	INTERMIT PROBLEM. TAKES A MONTH TO RECODE.
15	WHEN DOES IT CODE. WHENDRIVING OR AFTERSTART UP	UNKNOWN
16	IF AFTER START UP POSS BATTERY OR CABLES CAUSING LOW V AND SET A FAULSE CODE. IF IT CODES DRIVING POSS HANRESS OR CONNECTIONS. SINCE THE CODE DOES NOT RESET WE CAN NOT DIAG OR PINPOINT. UP TO CUST IF WE GUESS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3118535	HANKS	02/15/2011	HANKS	1

	Code	Original Complaint
P	4230	VSA PROBLEM 15

Probable Cause/Solution
SHORTED WIRE?; REPAIR AS NESSC

Resln Source: None **Date:**
Status: N/A **Mileage:** 42,258
Remarks / Requestor: **FE Status:**

Dealer #:	207847	**TZ:**	PST
Dlr Cont:	KEVIN ELLIOTT	**Training %:**	
Serv Ph:	(541) 485-6111	**Extn:**	
Serv Mgr:	DUANE THOMPSON		
Parts Mgr:	HANS BURT		
Dlr Name:	KENDALL HONDA 846 GOODPASTURE ISL.RD EUGENE OR 97401		
Phone:	(541) 485-6111	**Fax #:**	(541) 335-6394
DPSM:	PERRY MORRIS	**Zone/Dist:**	02G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74024994	**Trans #:**	P36A6050624
Em Type:	KA		
RO #:	533681		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/15/2011 12:58:42 PM HANKS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 HOW CAN I HELP

7 OKAY

8 YES - UNPLUG MODUALTOR, AND SPPED SENSOR - CK BLU / YEL AND GRN / YEL FOR SHORT TO OPEN, SHORT TO GD, SHORT TO EACH OTHER. CK DUDFB FOR WATER

Information from Dealer

CODE 15 RR SPEED SENSOR. SENSOR GOOD, QUESTION ABOUT VOLTAGE TEST AT VSA MODULE
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
Y
Y - REPLACED R/RR SPEED SENSOR
N
CHECKING VOLTAGE AT THE MODULATOR AT STEP #8, IT SAYS MORE THAN 0.1 VOLT.
I GET 5 VOLT FOR THE R/R AND 4.7 FOR THE L/RR IS THAT OKAY
THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2735809	KENE	12/05/2008	KENE	1

	Code	Original Complaint
P	4230	VSA CODE 26-1

Probable Cause/Solution
PIN FITS; QUIZ CUST AND MONITOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 13,410
Remarks / Requestor: **FE Status:**

Dealer #:	207704	**TZ:**	CST
Dlr Cont:	CHRISTOPHER	**Training %:**	
Serv Ph:	(319) 337-6100	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	CHEZIK-BELL HONDA 2641 MORMON TREK BLVD. IOWA CITY IA 52240		
Phone:	(319) 337-6100	**Fax #:**	3193397484
DPSM:	JOSHUA WHITNEY	**Zone/Dist:**	08L
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74026552	**Trans #:**	P36A6052779
Em Type:	KA		
RO #:	74580		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/5/2008 11:22:09 AM KENE

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 HOW OFTEN
5 TEST DRIVE AND MONITOR, POSSIBLE PIN FITS, QUIZ CUST ABOUT TYPE OF DRIVING

Information from Dealer

VSA LIGHT ON, BUT WHEN VAN WAS SHUT OFF THE LIGHT DID NOT RETURN
NO
26-1
1 TIME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3099512	CHRISR	12/29/2010	CHRISR	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 26	FBF: REPLACED YAW SENSOR

Resln Source: Feedback forms **Date:** 01/04/2011
Status: N/A **Mileage:** 29,757
Remarks / Requestor: **FE Status:**

Dealer #: 208012 **TZ:** CST
Dlr Cont: OWEN HANSON **Training %:**
Serv Ph: (815) 937-7900 **Extn:**
Serv Mgr: TERRY BALDA
Parts Mgr: TERRY BALDA
Dlr Name: BILL KAY HONDA
1360 LOCKE DRIVE
BRADLEY IL 60915
Phone: (815) 937-7900 **Fax #:** 8159379651
DPSM: TIA BATTLE **Zone/Dist:** 08G
Previous Dealer/Contact **Date**

VIN: 5FNRL38428B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L
WhtBdy: POWER STEERING, ABS, SRS AIRBAG,
Engine #: J35A64018943 **Trans #:** P36A6054664
Em Type: KA
RO #: 171669
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
12/29/2010 10:39:44 AM CHRISR	
1 ORIGINAL COMPLAINT	VSA MESSAGE ON YESTERDAY NOW OUT
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	Y- A/M RES
6	DTC 26
7 DTC HARD	NO, DATALIST LOOKS GOOD, 2.50 VOLTS AND MOVES WHEN CAR MOVES
8 INSPECT A/M DVD FOR ANY ISSUE UNDER DRV SEAT	OK
1/4/2011 7:51:08 AM CHRISR	
9	COMMENTS: REPLACED LATERAL SENSOR UNDER DRIVERS SEAT WORKING OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3139879	SHAWNW	04/14/2011	SHAWNW	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26-1 12-1 14-1 16-1 18-1	CONNECTIONS?;CHECK AT MOD AND SENSOR CLUSTER

Resln Source: None **Date:**

Status: N/A **Mileage:** 65,075

Remarks / Requestor: **FE Status:**

Dealer #:	206604	**TZ:**	CST
Dlr Cont:	JERRY MOTTA	**Training %:**	
Serv Ph:	(636) 336-5000	**Extn:**	
Serv Mgr:	JEFFREY LIND		
Parts Mgr:	WILLIAM NIEDERWIMMER		
Dlr Name:	FRANK LETA HONDA 500 AUTO MALL DRIVE O'FALLON MO 63368		
Phone:	(636) 336-5000	**Fax #:**	(636) 329-1738
DPSM:	JOHN LENON	**Zone/Dist:**	08K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74030697	**Trans #:**	P36A6062956
Em Type:	KA		
RO #:	91584		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/14/2011 10:58:39 AM SHAWNW	
1 ORIGINAL COMPLAINT	CODES 26-1, 12-1,14-1,16-1,18-1N ARE STORED.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CODES?	12, 14, 16, 18: Wheel Speed Sensor (Electrical Noise/Intermittent Interruption) 26: Lateral Acceleration Sensor
7 CLEAR?	Y
8 TIRES SIZE AND CONDITION?	GOOD CONDITION OEM SIZE
9 CHECK CONNECTIONS AT MOD AND VERIFY SENSOR CLUSTER IS INSTALLED CORRECTLY	OK
10 NEED TO VERIFY DO CONTINUE DIAG	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2656101	DAVEM	07/23/2008	DAVEM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26	SNSR CLUSTER?; CHK G302> RPLC SNSR

Resln Source: None **Date:**
Status: N/A **Mileage:** 4,501
Remarks / Requestor: **FE Status:**

Dealer #:	207174	**TZ:**	EST
Dlr Cont:	GARY	**Training %:**	
Serv Ph:	(770) 993-2805	**Extn:**	
Serv Mgr:	ALAN WATSON		
Parts Mgr:	DON JONES		
Dlr Name:	HONDA CARLAND 11085 ALPHARETTA HWY ROSWELL GA 30076		
Phone:	(770) 993-2805	**Fax #:**	7709984880
DPSM:	CORY ROMONOSKY	**Zone/Dist:**	07E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74030914	**Trans #:**	P36A6063219
Em Type:	KA		
RO #:	439535		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

7/23/2008 2:07:04 PM DAVEM

1	ORIGINAL COMPLAINT	VSA CODE 26. RAN COMPLETE TEST FOR VOLTAGE, SHORT TO GROUND AND CONTINUITY BETWEEN CONNECTORS. HOW COMMON IS CLUSTER FAILURE THE CAUSE?
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3		HIST? TS LEADS ME TO RPLC THE SNSR CLUSTER
4	PER F11, MOST CURED W/ SNSR.	OK
5	CHK G203> RPLC SNSR CLUSTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3406614	DAVEM	03/08/2013	DAVEM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 68-1 INTERM	TWO FOOTED DRIVER?;

Resln Source: None **Date:**

Status: N/A **Mileage:** 66,988

Remarks / Requestor: **FE Status:**

Dealer #:	208496	**TZ:**	EST
Dlr Cont:	BRANDON	**Training %:**	
Serv Ph:	863-508-2400	**Extn:**	
Serv Mgr:	PAUL LA VIGNE		
Parts Mgr:	ROBERTO BLOWE		
Dlr Name:	WINTER HAVEN HONDA 6395CYPRESS GARDENS BL WINTER HAVEN FL 33884		
Phone:	(863) 508-2400	**Fax #:**	(863) 508-2430
DPSM:	LEE BRADLEY	**Zone/Dist:**	07J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38488B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64021512	**Trans #:**	P36A6063494
Em Type:	KA		
RO #:	55700		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/8/2013 10:11:54 AM DAVEM

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 DTC 68: Brake Pedal Position Switch
7 TWO FOOTED DRIVER?
8 NEED TO RUL OUT NEXT

Information from Dealer

68-1 COMES BACK AFTER A WEEK OF DRIVING
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: 68-1]
Y
RPLCD THE BRAKE SW LAST TIME
N
ONLY THE CUST CAN PRODUCE THIS CODE. WE RPLCD THE BRAKE SW LAST TIME NO OTHER CODES IN CAR
UMMMMMM???

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3278783	SHAWNW	04/19/2012	SHAWNW	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1	SENSOR CLUSTER?;REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 37,383

Remarks / Requestor: **FE Status:**

Dealer #:	206709	**TZ:**	EST
Dlr Cont:	ERIC SWANSON	**Training %:**	
Serv Ph:	(215) 368-1840	**Extn:**	
Serv Mgr:	MATTHEW BEATTY		
Parts Mgr:			
Dlr Name:	J. L. FREED HONDA 685 BETHLEHEM PIKE, RO MONTGOMERYVILLE PA 18936		
Phone:	(215) 368-1840	**Fax #:**	2673282394
DPSM:	JOSEPH(TURK)	**Zone/Dist:**	05G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74030946	**Trans #:**	P36A6063725
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

4/19/2012 10:06:44 AM SHAWNW

1
2 VERIFY?
3 REPAIRS?
4 A/M?
5
6 CLEAR?
7 ACCIDENT?
8 ANY DRIVABILITY ISSUES WHEN PROBLEM HAPPENS?
9 CHECK C601 IF GOOD PINFIT/CONNECTION, REPLACE SENSOR CLUSTOR

Information from Dealer

VSA LIGHT ON DTC 26-1 STORED
Y
N
N
26: Lateral Acceleration Sensor
YES BUT IT WILL COME BACK AFTER A FEW WEEKS
NO
NO LIGHT JUST COME BACK ON
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2881900	JIMV	08/14/2009	JIMV	1

	Code	Original Complaint
P	4200	ABS, VSA 84-1 26-1

Probable Cause/Solution
REPLACE MODULATOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 10,386
Remarks / Requestor: **FE Status:**

Dealer #:	240009	**TZ:**	EST
Dlr Cont:	JOHN	**Training %:**	
Serv Ph:	(678) 624-0050	**Extn:**	
Serv Mgr:	KEITH WILLIAMSON		
Parts Mgr:	RAYMOND COX		
Dlr Name:	HONDA CARLAND SERVICE CENTER 11300 STATE BRIDGE RD. ALPHARETTA GA 30022		
Phone:	(678) 624-0050	**Fax #:**	(678) 624-0854
DPSM:	CORY ROMONOSKY	**Zone/Dist:**	07E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74032023	**Trans #:**	P36A6065831
Em Type:	KA		
RO #:	170035		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/14/2009 10:49:02 AM JIMV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 BRAKE PEDAL SOFT?

4 REPLACE THE MODULATOR ASSY

Information from Dealer

VSA/TCS LIGHT IS ON,,,PULLED CODES 84-1 AND 26-1, THE BRAKE PEDAL IS SOFT. PERFORMED TESTS AND NOW ITS IND,TO REPL WITH KNOWN GOOD PARTS.

NO

YES ITS SOFT AND LOW, WITH THESE CODES

OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2740762	CHRISR	12/15/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM DTC 104-1	SNSR CLUSTER?; CK CLUSTER, RELATED CRCT

Resln Source: None **Date:**

Status: N/A **Mileage:** 430

Remarks / Requestor: **FE Status:**

Dealer #:	207945	**TZ:**	CST
Dlr Cont:	PETER	**Training %:**	
Serv Ph:	(214) 348-7500	**Extn:**	
Serv Mgr:	DAVID JONES		
Parts Mgr:	DARRYL DOTSY		
Dlr Name:	RUSTY WALLIS HONDA 12277 SHILOH ROAD DALLAS TX 75228		
Phone:	(214) 348-7500	**Fax #:**	2143209851
DPSM:	OLEN CURL	**Zone/Dist:**	03A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38448B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64022565	**Trans #:**	P36A6067046
Em Type:	KA		
RO #:	403911		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/15/2008 9:21:38 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ONLY CODE?

4 BOTH F-CAN AND SENSOR IS F-CAN

5 CK SENSOR AND CONNS UP TO C508

Information from Dealer

MIL IS ON. ABS DTC 104-1=SENSOR CLUSTER FAILURE. DTC WILL NOT CLEAR.

NO

NO, TPMS 85, SRS 56

THE 104 WONT CLEAR

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2754957	DAVEM	01/12/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA MIL ON INTERM, DTC 27-1	UNKNOWN?; REFRESH CONNECTIONS> MON

Resln Source: None **Date:**
Status: N/A **Mileage:** 12,163
Remarks / Requestor: **FE Status:**

Dealer #: 207128 **TZ:** EST
Dlr Cont: SAM MIRTO **Training %:**
Serv Ph: (330) 644-3322 **Extn:**
Serv Mgr:
Parts Mgr:
Dlr Name: PARK HONDA
951 INTERSTATE PARKWAY
AKRON OH 44312

Phone: (330) 644-3322 **Fax #:** 3306444520
DPSM: RONALD HOPKIN **Zone/Dist:** 04G
Previous Dealer/Contact **Date**

VIN: 5FNRL38438B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L
WhtBdy: POWER STEERING, ABS, SRS AIRBAG,
Engine #: J35A64022859 **Trans #:** P36A6068051
Em Type: KA
RO #: 319064
Case Type: Technical
W.O. #:

Tech Line Suggests

1/12/2009 7:41:01 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DTC

4 NO HIST HERE EITHER. REFRESH CONNECTIONS AND MON

Information from Dealer

CUSTOMER STATES THE VSA LIGHT WOULD NOT GO OFF.. IT IS OFF NOW, PLEASE CHECK AND ADVISE.

NO

27-1 STORED, BUT MIL NOT SET.. CLRDD AND NO RECODE AND NO HIST OF THIS

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158740	DAVIDK	06/08/2011	DAVIDK	1

	Code	Original Complaint
P	4230	VSA PROBLEM 11-1

Probable Cause/Solution
HARNESS?; DIAG PER S/M

Resln Source: None **Date:**
Status: N/A **Mileage:** 47,058
Remarks / Requestor: **FE Status:**

Dealer #:	207328	**TZ:**	CST
Dlr Cont:	JOHN HALL	**Training %:**	
Serv Ph:	(816) 942-2200	**Extn:**	
Serv Mgr:	TRENT GRONBERG		
Parts Mgr:	RICHARD JACKSON		
Dlr Name:	JAY WOLFE HONDA 220 WEST 103RD STREET KANSAS CITY MO 64114		
Phone:	(816) 942-2200	**Fax #:**	(816) 942-6712
DPSM:	MIKE WEHMEIR	**Zone/Dist:**	08H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74034656	**Trans #:**	P36A6071640
Em Type:	KA		
RO #:	582416		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/8/2011 10:38:28 AM DAVIDK

1 ORIGINAL COMPLAINT	DOORS INTERMITTENTLY DO NOT OPEN WHEN IN PARK WITHVEHICLE RUNNING, HAS ABS DTC 11-1 FOR RF SPEED SENSOR OPEN. HAS BEEN IN AT 6700 MILES AND 21,000 MILES FOR SAME CONCERN. RF SENSOR REPLACED AT 6700, LF REPLACED AT 21,000.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y RECODES AFTER CLEARING
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	VSA CODEING 11-1
7 DONE	NOTHING CALLED YOU
8 START W DIAG FROM S/M FIRST. CK FOR CRASH DAMAGE. CK WIRES AND CONNECTIONS	

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2741397	KENE	12/16/2008	KENE	1

	Code	Original Complaint
P	4230	VSA CODE 26-1

Probable Cause/Solution
UNKNOWN; FIX CHECK ENGINE LIGHT 1ST

Resln Source: None **Date:**
Status: N/A **Mileage:** 16,712
Remarks / Requestor: **FE Status:**

Dealer #:	208457	**TZ:**	EST
Dlr Cont:	ERNEST EARLEY	**Training %:**	
Serv Ph:	757-366-5000	**Extn:**	
Serv Mgr:	JIM ROSE		
Parts Mgr:	JONATHAN WILLIAMS		
Dlr Name:	PRIORITY HONDA 621 N. BATTLEFIELD BL. CHESAPEAKE VA 23320		
Phone:	(757) 366-5000	**Fax #:**	7572135064
DPSM:	JENNIFER KRUGER	**Zone/Dist:**	06G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74037278	**Trans #:**	P36A6077424
Em Type:	KA		
RO #:	129183		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/16/2008 6:40:56 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 WHAT WAS TE CHECK ENGINE LIGHT
4 FIX THAT 1ST

Information from Dealer

CHECK ENG LITE ON CODE 26-1 CLEARED CODES TEST DROVE VAN IN A NUMBER OF TURNS NO CODES RETURNED ,NEEDED TO KNOW IF YOU HAD ANY OTHER COMPLAINTS FOR THIS CODE?

NO
DONT KNOW

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2990716	CHRISV	04/06/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 23 12 16 18	TAKE A SNAP SHOT

Resln Source: None **Date:**

Status: N/A **Mileage:** 34,859

Remarks / Requestor: **FE Status:**

Dealer #:	207195	**TZ:**	EST
Dlr Cont:	ERIC DALKA	**Training %:**	
Serv Ph:	(860) 651-3351	**Extn:**	
Serv Mgr:	DWIGHT DERY		
Parts Mgr:	JIM LAFOND		
Dlr Name:	HOFFMAN HONDA 40 ALBANY TURNPIKE WEST SIMSBURY CT 06092		
Phone:	(860) 651-3351	**Fax #:**	(860) 658-4630
DPSM:	SUZI HENRY	**Zone/Dist:**	09D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74037833	**Trans #:**	P36A6078748
Em Type:	KA		
RO #:	290474		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

4/6/2010 7:55:26 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DO THE CODES CLEAR

5 TRY TO DUP AND TAKE A SNAP SHOT, CK VSA CONN

Information from Dealer

FOUR CODES FOUND FOR VSA 26 LATERAL ACCELERATION SENSOR AND 3 WHEEL SPEED SENSOR CODES 12, 16, 18

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 26 - 1]

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2834204	TERRYP	06/13/2009	TERRYP	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA DTC 26-1	SNSR CLSTR?;CKG PIN FIT,IF NTF REPLACING SNSR CLST

Resln Source: None **Date:**

Status: N/A **Mileage:** 21,091

Remarks / Requestor: **FE Status:**

Dealer #:	208376	**TZ:**	EST
Dlr Cont:	STEVE ROHR	**Training %:**	
Serv Ph:	(678) 318-3150	**Extn:**	
Serv Mgr:	THOMAS HOUSER		
Parts Mgr:	THOMAS DUNLAP		
Dlr Name:	HONDA MALL OF GEORGIA 3699 GEORGIA HWY. #20 BUFORD GA 30519		
Phone:	(678) 318-3150	**Fax #:**	6783183109
DPSM:	CORY ROMONOSKY	**Zone/Dist:**	07E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38978B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74038355	**Trans #:**	P36A6079470
Em Type:	KA		
RO #:	307994		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/13/2009 6:25:43 AM TERRYP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4 CK PIN FITS & FOLLOW S/M T/SHOOTING.IF NTF,REPLACE THE SNSR CLUSTER.

Information from Dealer

RETRIEVED DTC 26-01 LATERIAL SENSOR FAILURE.
YES
FIRST TECH HAD CHECKED OUT VEHICLE, DETERMINED INTERMITTENT FAILURE. CLEARED DTC.
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3042047	CHRISR	08/09/2010	TOMP	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM DTC 84 25 104	WAR: REPLACED MODULATOR

Resln Source: Warranty **Date:** 08/17/2010
Status: N/A **Mileage:** 32,693
Remarks / Requestor: **FE Status:**

Dealer #:	208210	**TZ:**	EST
Dlr Cont:	DANIEL MILLER	**Training %:**	
Serv Ph:	(410) 882-3000	**Extn:**	
Serv Mgr:	STEVE BERMAN		
Parts Mgr:	MICHAEL BALASUS		
Dlr Name:	HERITAGE HONDA 3001 EAST AVENUE BALTIMORE MD 21234		
Phone:	(410) 882-3000	**Fax #:**	4106637186
DPSM:	ROBERT BORZILLERI	**Zone/Dist:**	06D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64027119	**Trans #:**	P36A6081726
Em Type:	KA		
RO #:	381166		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/9/2010 10:58:01 AM CHRISR	
1 ORIGINAL COMPLAINT	VSA LIGHT ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 84]
4	DTC 84, 25, 104
5 CLEARS?	NO AND COMM GOES IN AND OUT
6 POSS MOD, CK DATALIST	OK WHERE
7 LATERAL, YAW	2.50, 0°
8 OPEN DRIVER DOOR AND ROCK CAR	OK.....NOTHING....NC
9 CK STEERING°	0°
10 Z PHASE	.8V
11 TURN WHEL	3.9V
12 °?	NC
13 SO STRNG°, YAW° AND LAT V ARE STILL	YES
14 REPLACE MOD	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3180376	JERRYA	08/06/2011	JERRYA	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 66-1	MOD; REPLACE AND RECHECK

Resln Source: None **Date:**
Status: N/A **Mileage:** 5,594
Remarks / Requestor: **FE Status:**

Dealer #: 208440 **TZ:** CST
Dlr Cont: ADAM **Training %:**
Serv Ph: (773) 889-9090 **Extn:**
Serv Mgr: ROBERT JASKOLSKI
Parts Mgr: ROY HAGEN
Dlr Name: MC GRATH CITY HONDA
6720 WEST GRAND AVENUE
CHICAGO IL 60707

Phone: (773) 889-9090 **Fax #:** (773) 836-4777
DPSM: GEORGE MARIS **Zone/Dist:** 08F
Previous Dealer/Contact **Date**

VIN: 5FNRL38658B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-L
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74040293 **Trans #:** P36A6083916
Em Type: KA
RO #: 45195
Case Type: Technical
W.O. #:

Tech Line Suggests

8/6/2011 7:52:54 AM JERRYA

1	ORIGINAL COMPLAINT	DTC'S 61-1 62-1 83-1 66-1 AFTER CLEARING DTC'S ONLY 66-1 COMES BACK
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	08/06/11 10:53:04 JERRYA: (CALL FROM DEALER)	ADAM;TECH
7	PRESSURE DISPLAYED NO BRAKE APPLIED	YES
8	CHG BRK SW D/C	NO
9	REPLACE THE MODULATOR	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3119409	RAYD	02/17/2011	RAYD	1

	Code	Original Complaint
P	4230	VSA DTC 61
	7921	NAVI REBOOTS

Probable Cause/Solution

CORRODED POS BATT CABLE; REPAIR FIRST

Resln Source: None **Date:**

Status: N/A **Mileage:** 43,269

Remarks / Requestor: **FE Status:**

Dealer #:	208217	**TZ:**	PST
Dlr Cont:	KURT	**Training %:**	
Serv Ph:	(702) 367-1919	**Extn:**	
Serv Mgr:	WAYNE KORTLANG		
Parts Mgr:	TRENT TOLTZMAN		
Dlr Name:	HONDA WEST 7615 W. SAHARA AVE LAS VEGAS NV 89117		
Phone:	(702) 367-1919	**Fax #:**	(702) 367-8470
DPSM:	PAT THOMAS	**Zone/Dist:**	10H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38768B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74042101	**Trans #:**	P36A6088177
Em Type:	KA		
RO #:	285355		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/17/2011 10:01:04 AM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 IF THE VEHICLE IS STARTED WITH A LOW BATTERY, YOU CAN SET LOW BATTERY VOLTAGE DTC
7 THAT COULD CAUSE THE NAVI TO REBOOT, AND THE CHARGING SYSTEM COULD CAUSE THE LIGHTS TO FLICKER, LETS FIX TEH CABLE FIRST

Information from Dealer

NAV WILL RE BOOT RADIO LIGHT WILL FLICKER W/TACK AND SPEEDO

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: NAVI]

NO

NONE

NOT THAT I CAN SEE

I JUST NOTICED THE POSITIVE BATTERY CABLE IS PRETTY CORRODED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3048992	RUDYG	08/25/2010	STEVEN	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 25	YAW SENSOR?; CK READINGS IN HDS DATA LIST

Resln Source: None **Date:**

Status: N/A **Mileage:** 17,525

Remarks / Requestor: **FE Status:**

Dealer #:	208473	**TZ:**	EST
Dlr Cont:	NGUYEN MEJIA	**Training %:**	
Serv Ph:	973-808-9100	**Extn:**	
Serv Mgr:			
Parts Mgr:	JOSEPH PRING		
Dlr Name:	PAUL MILLER HONDA OF WEST CALDWELL 1170 BLOOMFIELD AVENUE WEST CALDWELL NJ 07006		
Phone:	(973) 808-9100	**Fax #:**	9738081052
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74042754	**Trans #:**	P36A6089395
Em Type:	KA		
RO #:	253033		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/25/2010 8:19:36 AM RUDYG	
1 ORIGINAL COMPLAINT	CUSTOMER STATES VSA LIGHT IS ON. ! IN TRIANGLE ALSO LIT ON DASH.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NOTHING YET
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
4 CODES?	25
5 DOES IT CLEAR?	NO
6 ACCIDENT DAMAGE?	NO
7 DOES IT CODE WITH KEY ON OR DRIVE IT	YOU HAVE TO DRIVE IT
8 CK YAW AND LAT SENSOR READING IN HDS WITH VEH STOPPED. SHOULD BE 2.48-2.5V	OK
9 IF NO, SUSPECT BAD SENSOR	OK
10 IF YES, MONITOR LAT READING WHILE ACCEL FROM A STOP IN A STRAIGHT LINE. LAT SHOULD NOT CHANGE. IF IT DOES THEN CK SENSOR INSTALLATION, IT MAY BE IN BACKWARDS. SEE ETM PHOTO FOR REFERENCE	OK
8/25/2010 1:05:19 PM CHRISR	
11	THE SENSOR IS READING 2.48
12 YAW?	-5 THEN GOES TO -10,-15 WITH LEFT TURNS AND INTO RANGE ON RIGHT
13 YAW SHOULD BE 0° WHEN STILL	OK
14 COMPARE TO KG CAR, REPLACE SENSOR	OK
8/25/2010 1:54:36 PM STEVEN	
15	KG SENSOR READS 0 DEGREES, THIS SENSOR READ -3 TO -5
16 REPLACE THE YAW SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3193626	TROYS	09/12/2011	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA LIGHT LOW PEDAL	AIR; BLEED SYSTEM

Resln Source: None **Date:**

Status: N/A **Mileage:** 21,052

Remarks / Requestor: **FE Status:**

Dealer #:	208310	**TZ:**	CST
Dlr Cont:	LUIS RODRIGUEZ	**Training %:**	
Serv Ph:	(312) 628-4400	**Extn:**	
Serv Mgr:	KATIE SUNKEL		
Parts Mgr:	KEITH SUDIE		
Dlr Name:	FLETCHER JONES HONDA 1100 NORTH CLARK ST. CHICAGO IL 60610		
Phone:	(312) 628-4400	**Fax #:**	3129440149
DPSM:	GEORGE MARIS	**Zone/Dist:**	08F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74043739	**Trans #:**	P36A6091176
Em Type:	KA		
RO #:	350604		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/12/2011 11:17:17 AM TROYS	
1 ORIGINAL COMPLAINT	CUSTOMER STATES BRAKES ARE NOT WORKING AND VSA LIGHT IS ON. TEST DROVE VEHICLE AND BRAKES ARE WORKING PROPERLY, NO VSA LIGHT AND NO STORED CODES. PREVIOUS WORK DONE WAS BULLETIN 10-017
2 ISIS SEARCH CRITERIA	[MODEL:][YEAR:][PUBID: 0][SUBJECT:][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO WE CAN NOT NO CODE OR LIGHTS ON HAS HAPPENED ONE TIME
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	DID THE SOFT PEDAL CAMPAIN
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 TRY TO REPRODUCE BLEED SYSTEM OF AIR	
9/12/2011 1:24:11 PM LINDSEYA	
7	CALLING BACK TO VERIFY... I WAS TOLD TO BLEED THE BRAKES. NOW THAT I HAVE DONE THAT, THE LIGHT HAS COME ON, CODE 27-1 FOR STEERING ANGLE SENSOR FAILURE.
8 HVE YOU MADE ANY REPAIRS?	NO, NOT YET.
9 OK. RECOMMEND FOLLOWING NORMAL T/S PROCEDURES.	OK.
10 DO HAVE ONE NOTE HERE TO CHECK FOR CORROSION AT C401.	WHERE?
11 UNDER LEFT SIDE OF DASH. DON'T KNOW IF YOU'LL FIND ANYTHING, BUT WE HAD ONE CASE OF THAT.	OK.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2657625	CHRISR	07/25/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 27-1	SAS?; DO T/S PER S/M, NEUTRALIZE

Resln Source: None **Date:**
Status: N/A **Mileage:** 1,459
Remarks / Requestor: **FE Status:**

Dealer #:	208140	**TZ:**	EST
Dlr Cont:	RAMON ROSIUS	**Training %:**	
Serv Ph:	(201) 868-9500	**Extn:**	
Serv Mgr:	MARK LANGSTON		
Parts Mgr:	ANTHONY PERRONE		
Dlr Name:	HUDSON HONDA 6608 KENNEDY BLVD. WEST NEW YORK NJ 07093		
Phone:	(201) 868-9500	**Fax #:**	2012953531
DPSM:	DAN OUTTEN	**Zone/Dist:**	05B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74044515	**Trans #:**	P36A6092582
Em Type:	KA		
RO #:	175040		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/25/2008 1:25:56 PM CHRISR

1 ORIGINAL COMPLAINT	IM RECEIVING FOUR SEPERATE DTC'S 27-1 STEERING ANGLE SENSOR FAILURE 11-1 RIGHTFRONT WHEEL SPEED SENSOR OPEN SHORT 17-1 LEFT RER WHEEL SPEED SENSOR OPEN SHORT 104-1 SENSOR CLUSTER FAILURE DIAG LEADS TO REPLACING VSA SYSTEM STEERING ANGLE SENSOR WOULD LIKE TO CHECK WITH TECH-LINE BEFORE PROCEDING.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 WILL CODES CLEAR?	YES, ONLY 27-1 RETURNS DURING TEST DRIVE
4 CLEAR AND DO NEUTRALIZATION AND IF RETURNS FOLLO T/S	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2665926	TOMP	08/08/2008	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 25	HEALED AFTER CONNECTION REFRESH; REFER TO DSM?

Resln Source: None **Date:**

Status: N/A **Mileage:** 101

Remarks / Requestor: **FE Status:**

Dealer #:	206806	**TZ:**	CST
Dlr Cont:	JOHN MADSEN	**Training %:**	
Serv Ph:	(651) 484-0231	**Extn:**	
Serv Mgr:	JIM BONNEY		
Parts Mgr:	TOM HUGHES		
Dlr Name:	BUERKLE HONDA 3360 N. HIGHWAY 61 SAINT PAUL MN 55110		
Phone:	(651) 484-0231	**Fax #:**	6514841970
DPSM:	RICHARD SARGENT	**Zone/Dist:**	08B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38428B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64030454	**Trans #:**	P36A6094491
Em Type:	KA		
RO #:	278737		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/8/2008 6:03:33 AM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4

5 SO YOU CYCLED THE CONNECTION AT THE SENSOR CLUSTER AND NOW CANNOT REPRODUCE THE DTC?

6 HOW CAN I HELP?

7 REVIEW "CASES" AND "KBs"; I HAVE NO PRECIDENT TO INDICATE A PROBLEM WITH THAT PART.

8 SO I CANNOT RECOMMEND PART REPLACEMENT UNLESS THE FAILURE CAN BE DUPLICATED SINCE THE LAST REPAIR, OR THE DSM AUTHORIZES

Information from Dealer

DTC 25 RETURNED-WOULD NOT CLEAR,DID CLEAR AFTER CLUSTER ASSEMBLE WAS DISCONNECTED FOR DIAGS.NOW NO FURTHER FAILURE.ANY INFO.???

YES

CLEARED DTC & DID NEUTRAL P OSITION MEMORIZATION-TEST DROVE NO FURTHER FAIL-THIS WAS DONE AT 8 MILES.NOW HAS 101 MILES.

JOHN:

CORRECT.

SHOULD I REPLACE THE YAW SENSOR?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3419650	RUDYG	04/11/2013	DAVEM	6

	Code	Original Complaint	Probable Cause/Solution
P	4230	INTERMITTENT VSA CODE 27-1	YAW SNSR SPIKED [SEE SNAP] RPLC

Resln Source: None **Date:**

Status: N/A **Mileage:** 53,412

Remarks / Requestor: **FE Status:**

Dealer #: 208337 **TZ:** EST

Dlr Cont: WILLIAM VOJIK **Training %:**

Serv Ph: 631-665-0005 **Extn:**

Serv Mgr:

Parts Mgr: DALE GUY

Dlr Name: ATLANTIC HONDA
1391 SUNRISE HIGHWAY
BAY SHORE NY 11706

Phone: (631) 665-0005 **Fax #:** 6316650182

DPSM: RUSSELL BERSE **Zone/Dist:** 05A

Previous Dealer/Contact **Date**

VIN: 5FNRL38898E[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** TOUR P

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0

WhtBdy: ABS, AIR BAG, TCS, USA

Engine #: J35A74047146 **Trans #:** P36A6097624

Em Type: KA

RO #: 288006

Case Type: Technical

W.O. #:

Tech Line Suggests		Information from Dealer
4/11/2013 9:51:05 AM	RUDYG	
1 ORIGINAL COMPLAINT		REPETATIVE CODE 27-1. HAPPENS INFREQUENTLY ABOUT EVERY 2000 MILES. STEERING ANGLE SENSOR(COMBO SWITCH HOUSING) ALREADY REPLACED.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		YES, CODE CLEARS.
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		HAS BEEN IN 5-6 TIMES FOR THIS
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		AFTERMARKET REMOTE START
6 RECENTLY ADDED		THIINK IT WAS INSTALLED WHEN NEW
7 FIRST OCCURANCE OF CODE		NOT SURE, MAYBE LAST 10K MILES FIRST TIME
8 CODE COMES ON WHILE DRIVING		ACCORDING TO CUST YES, HAPPENS WHILE DRIVING
9 ANY VSA ACTIVATION OR VSA LIGHT FLASHING		NO
10 GO TO VSA DATALIST AND CK Z PHASE FOR 0.8V WITH STR WHEEL STRAIGHT PLUS/MINUS 6 DEG		OK
11 WIGGLE TEST C401 AND MOVE STR COLUMN AND WIGGLE TEST MOD CONNECTOR TO SEE IF YOU CAN CHANGE THIS READING		OK
12 IF NO, BACKPROBE C401 PIN 18 BLU/BLK WIRE, THEN DO MOD SOL FUNCTION TEST WHILE MONITORING VOLTAGE		OK
13 SHOULD ONLY BE ABOUT .2V THERE		OK
14 IF NO, CK G302 GROUND		OK
4/11/2013 10:50:24 AM	LINDSEYA	
15		WILLIAM - RUDY ASKED ME IF THE WHEELS AND TIRES HAD BEEN CHANGED AND IF THEY WERE A/M. THEY ARE STOCK, BUT THEY ARE ACCESSORY TIRES.
16 SO YOU HAVE A CAR WITH NON-PAX TIRES THAT SHOULD		235-60-18 TIRES ARE ON IT.
17 OK. WE'LL MAKE A NOTE OF IT HERE, BUT LET'S HAVE YOU GO AHEAD AND CONTINUE WITH THE T/S.		OK.
4/11/2013 12:30:16 PM	SHAWNW	
18		ALL RUDYS CHECKS WERE GOOD
19 REPLACED?		SAS
20		I SENT SOME NEW SNAP FOR RUDY
21 HE IS ON LUNCH		HE CAN JUST CALL ME BACK
22 ILL LET HIME KNOW		
4/11/2013 1:20:26 PM	RUDYG	
23 04/11/2013 01:38:02 PM RUDYG(CALLED DLR)		(ALEXIS) WILLIAM IS NOT ANSWERING HIS PAGE
24 OK. LET HIM KNOW T/L CALLED BACK		OK
4/12/2013 10:15:02 AM	SHAWNW	
25 LOST CALL		
4/12/2013 10:19:24 AM	DAVEM	
26		SENT SNAP
27 AT ZERO POINT IN SNAP, YAW SPIKES @ -3V.. HOW LONG WAS CAR SITTING WHEN THIS HAPPNED?		HOURS
28 RPLC THE YAW SNSR		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2863479	DAVIDK	07/09/2009	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 25-1 26-1 61-1 86-1 27-1	BAD GROUND?; CLEAN G302

Resln Source: None **Date:**
Status: N/A **Mileage:** 8,249
Remarks / Requestor: **FE Status:**

Dealer #:	208486	**TZ:**	CST
Dlr Cont:	RUSSELL BUSH	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	MICHAEL HALL		
Parts Mgr:	ROBERT MARTINEZ		
Dlr Name:	HONDA OF LAKE JACKSON 215 W. HWY. 332 LAKE JACKSON TX 77566		
Phone:	(979) 237-0400	**Fax #:**	
DPSM:	ERIC PIZZECK	**Zone/Dist:**	03G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38688B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74047884	**Trans #:**	P36A6098574
Em Type:	KA		
RO #:	89787		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/9/2009 3:31:27 PM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4
5
6

7 FIX VSA AND DOORS WILL WORK. HSN 05-10
8 CLEAN GROUND G302

Information from Dealer

VSA, ABS, BRAKE LIGHT AND THE "D" LIGHTS ALL COME ON, AND THE SLIDING DOORS WILL NOT WORK WHEN THEYARE ON.
NO
VSA CODE 17-1 25-1 26-1 27-1 61-1 86-1 104-1
BODY CODES B1222 B1170
PGM U0122
WHEN DRIVING THE HDS WILL LOSE COME AND WALKING SPEEDS. COMES AND GOES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2712924	KENE	10/28/2008	RAYD	3

Code	Original Complaint
P 4230	VSA CODE 27 AND 104

Probable Cause/Solution
FBF: REPLACED SENSOR CLUSTER

Resln Source: None **Date:**
Status: N/A **Mileage:** 3,464
Remarks / Requestor: **FE Status:**

Dealer #:	208061	**TZ:**	EST
Dlr Cont:	GIRJANAND	**Training %:**	
Serv Ph:	(440) 366-5501	**Extn:**	
Serv Mgr:	CURT FRATE		
Parts Mgr:	DEBBIE VENTURELLA		
Dlr Name:	JACK MATIA HONDA 823 LEONA STREET ELYRIA OH 44035		
Phone:	(440) 366-5501	**Fax #:**	4403245279
DPSM:	RONALD HOPKIN	**Zone/Dist:**	04G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74048125	**Trans #:**	P36A6099526
Em Type:	KA		
RO #:	163733		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/28/2008 9:23:34 AM KENE	
1 ORIGINAL COMPLAINT	VSA AND TCS LAMP CAME ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACE ANGLE SENSOR
4 CODE	104-1 AND 27
5 CHEC G302 AND IF OK REPLACE SENSOR CLUSTER, IF RECODES AND PIN FITS OK, MODULATOR	
11/17/2008 10:23:55 AM RAYD	
6 SENT FEEDBACK FAX	
11/24/2008 8:23:28 AM RAYD	
7	FAX: REPLACED SENSOR CLUSTER

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3165516	SHAWNW	06/27/2011	CHRISV	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 27	YAW?;CHANGE TO V MON ZPHASE ALSO

Resln Source: None **Date:**
Status: N/A **Mileage:** 52,954
Remarks / Requestor: **FE Status:**

Dealer #:	206696	**TZ:**	EST
Dlr Cont:	BRIAN	**Training %:**	
Serv Ph:	(614) 922-1111	**Extn:**	
Serv Mgr:	MATT BAKER		
Parts Mgr:	KENNY RUFF		
Dlr Name:	HUGH WHITE HONDA 1360 AUTO MALL DR. COLUMBUS OH 43228		
Phone:	(614) 922-1111	**Fax #:**	6148705774
DPSM:	BRIAN SOLENTHALER	**Zone/Dist:**	04F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74048756	**Trans #:**	P36A6099883
Em Type:	KA		
RO #:	267447		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/27/2011 2:56:15 PM SHAWNW	
1 ORIGINAL COMPLAINT	VSA HAD STORED CODE 27 CLEARED AND TEST DROVE LIGHT DID NOT COME BACK ON AND NO CODE STORED CUST SAYS VAN SHAKES VIOLENTLY WHEN TUIRNING AT TIMES
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	27: Steering Angle Sensor
7 CLEAR?	Y, IT WONT RESET
8	I NOTICED THAT YAW READS 3 DEGREES
9 CHANGE TO V AND MONITOR	OK
10 ALSO NOTE ZPHASE V	
6/28/2011 7:09:48 AM CHRISV	
11	2.44V STRAIGHT, Z PHASE .86V STRAIGHT
12 IS IT CODING RIGHT NOW	NO
13 HOW OFTEN DOES IT ACT UP FOR THE CUST	NOT SURE
14 WHAT TYPE OF DRIVING IS THE CUST DOING WHEN IT ACTS UP	CUST SAYS ITS DIFF EACH TIME
15 GOING TO NEED A SNAP SHOT WHEN IT ACTS UP. SEE IF YOU CAN PULL THE ORG FREEZE DATA AND SEND IT IN	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3206212	MARKP	10/13/2011	MARKP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 66	R&R VSA MOD

Resln Source: None **Date:**

Status: N/A **Mileage:** 30,489

Remarks / Requestor: **FE Status:**

Dealer #:	207002	**TZ:**	EST
Dlr Cont:	RUDY GARBELY	**Training %:**	
Serv Ph:	(973) 831-9500	**Extn:**	
Serv Mgr:	JEREMY LENT		
Parts Mgr:	MICHAEL WILSON		
Dlr Name:	ROUTE 23 HONDA 700 ROUTE 23 POMPTON PLAINS	NJ 07444	
Phone:	(973) 831-9500	**Fax #:**	(973) 831-0507
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38298B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64032338	**Trans #:**	P36A6101234
Em Type:	KA		
RO #:	167917		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/13/2011 12:25:07 PM MARKP

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 BRK SW ADJ OK
7 PRESS'S ON THE DATA LIST
8 REPLACE VSA MOD

Information from Dealer

VSA LIGHT IS ON. CODE 66 STORED
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: VSA]
Y
N
N
YES
BRK PRESS .19 ALL THE TIME AND NEVER CHANGES
OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3019343	CHRISV	06/15/2010	CHRISV	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 104 25	SENSOR CLUSTER; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 25,047
Remarks / Requestor: **FE Status:**

Dealer #: 207814 **TZ:** EST
Dlr Cont: PIERCE **Training %:**
Serv Ph: (305) 816-5678 **Extn:**
Serv Mgr: JOHN KONAPELSKI
Parts Mgr: ROBERT GEAIR
Dlr Name: AUTONATION HONDA MIAMI LAKES
5925 N.W. 167TH STREET
MIAMI FL 33015

Phone: (305) 816-5678 **Fax #:** (305) 816-5662
DPSM: KEVIN MCCLUNG **Zone/Dist:** 07N
Previous Dealer/Contact **Date**

VIN: 5FNRL38898B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** TOUR P
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0
WhtBdy: ABS, AIR BAG, TCS, USA
Engine #: J35A74050120 **Trans #:** P36A6102499
Em Type: KA
RO #: 457020
Case Type: Technical
W.O. #:

Tech Line Suggests

6/15/2010 8:50:27 AM CHRISV

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4
5 DOES THE CODES CLEAR
6 FOLLOW T-SHOOT

Information from Dealer

VSA LIGHT ON

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: 104]
VSA 104 25, DID T-SHOOT AND SAYS TO REPLACE SENSOR CLUSTER
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3005053	MARKP	05/10/2010	MARKP	1

	Code	Original Complaint
P	4230	VSA PROBLEM 27-1

Probable Cause/Solution
CHCK BATT CONDITION

Resln Source: None **Date:**
Status: N/A **Mileage:** 31,958
Remarks / Requestor: **FE Status:**

Dealer #:	208426	**TZ:**	CST
Dlr Cont:	ANTHONY HUEY	**Training %:**	
Serv Ph:	(281) 839-3511	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	BAYTOWN HONDA 4141 I-10 EAST BAYTOWN TX 77521		
Phone:	(281) 839-3511	**Fax #:**	2818393535
DPSM:	NICHOLAS WALKER	**Zone/Dist:**	03H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38758B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74050509	**Trans #:**	P36A6102360
Em Type:	KA		
RO #:	4149		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/10/2010 10:47:24 AM MARKP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 WHATS THE CONDITION OF THE BATT

5 START WITH THAT FIRST

Information from Dealer

HAS DTC 27-1STEERINGANGLE SENSOR MALFUNCTION AND 61-1 BATTERY VOLTAGE FAILURE RESET VSA ABS SYSTEM CODES DID NOT RETURN

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSASYSTEM (INCLUDES ABS, TCS)][KEYWORD:]

I DON'T KNOW

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3375889	CHRISV	12/27/2012	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 66-1	VSA MOD; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 58,000

Remarks / Requestor: **FE Status:**

Dealer #:	206748	**TZ:**	EST
Dlr Cont:	PETER	**Training %:**	
Serv Ph:	(401) 762-1800	**Extn:**	
Serv Mgr:	MARK HAMPSHIRE		
Parts Mgr:			
Dlr Name:	MAJESTIC HONDA 1300 EDDIE DOWLING HWY LINCOLN RI 02865		
Phone:	(401) 762-1800	**Fax #:**	(401) 762-5547
DPSM:	BARRY ZOLL	**Zone/Dist:**	09E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38238B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64035203	**Trans #:**	P36A6110171
Em Type:	KA		
RO #:	767897		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/27/2012 2:32:43 PM CHRISV

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 CK BRAKE SW ADJUSTMENT
7 REPLACE THE VSA MOD

Information from Dealer

CODE 66-1BRAKE PRESSURE FAILURE CANT CLEAR CODE [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: ALL SUBJECTS][KEYWORD: VSA]

ITS GOOD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3134007	TOMP	03/29/2011	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 26	DEALER CAN'T DUPLICATE; CHECK G302 & C601

Resln Source: None **Date:**
Status: N/A **Mileage:** 44,490
Remarks / Requestor: **FE Status:**

Dealer #:	207565	**TZ:**	EST
Dlr Cont:	STEVEN RIVERA	**Training %:**	
Serv Ph:	(973) 822-1602	**Extn:**	
Serv Mgr:	DANIEL BERNSTEIN		
Parts Mgr:	MICHAEL SCHUMER		
Dlr Name:	MADISON HONDA 280 MAIN STREET MADISON NJ 07940		
Phone:	(973) 822-1602	**Fax #:**	(973) 822-2003
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38668B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74056119	**Trans #:**	P36A6110786
Em Type:	KA		
RO #:	155656		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

3/29/2011 12:17:15 PM TOMP

1	ORIGINAL COMPLAINT	VSA LIGHT COMES ON, STAYS ON FOR A PERIOD OF TIME,THEN GOES OFF DTC 26 STORED IN VSA COMPUTER
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	A/M REMOTE START SYSTEM
6		STEVEN
7	WAS VSA INDICATOR ON TODAY?	NO
8	WHEN DID PROBLEM START?	NOT SURE A FEW WEEKS AGO?
9	CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES, OTHER ELECTRICAL REPAIRS?	REMOTE START CUSTOMER REPORTS IRRATIC IDLE SPEED.
10	CAN YOU DUPLICATE THE COMPLAINT?	NO
11	CLEAR DTC; DOES IT RESET FOR YOU?	NO, TOOK OVER 400 MILES TO RESET THIS TIME.
12	HAVE YOU DONE AN ALL SYSTEM SCAN?	NO, CHECKED PGM NO DTCs FOUND
13	HOW CAN I HELP YOU?	SEEN THIS BEFORE?
14	REVIEW "CASES" AND "KBs", YES CASES REPORT G302, SENSOR CLUSTER OR VSA MODULATOR.	
15	REFER TO ETM PG. 36, AND CHECK THE FOLLOWING: POWER & GROUND SYSTEMS FOR VSA MODULATOR AND SENSOR CLUSTER CONNECTIONS (C601), PINFITS AND TERMINATIONS FOR MODULATOR AND SENSOR CLUSTERG302	
16	IF NTF RETURN CAR TO CUSTOMER; IF PROBLEM REOCCURS; SENSOR CLUSTER OR VSA MODULATOR FAULTY.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3289050	STEVET	05/21/2012	STEVET	2

	Code	Original Complaint
P	4230	VSA PROBLEM 66-1

Probable Cause/Solution
VSA C/U?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 38,187
Remarks / Requestor: **FE Status:**

Dealer #:	208172	**TZ:**	CST
Dlr Cont:	ROBERT BUDDY	**Training %:**	
Serv Ph:	(713) 948-1900	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	MCDAVID HONDA 11200 GULF FREEWAY HOUSTON TX 77034		
Phone:	(713) 948-1900	**Fax #:**	7139481949
DPSM:	VERNON SAGE	**Zone/Dist:**	03C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38668B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74056948	**Trans #:**	P36A6111994
Em Type:	KA		
RO #:	536313		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/21/2012 9:03:02 AM STEVET

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 SO T/S ON PAGE 19-90

7 OK, DO PRESSURES CHANGE IN DATA LIST
8 OK, SWAP VSA MOD

9 FEEDBACK PLEASE

Information from Dealer

WE HAVE A CODE 66-1 NOW (ALSO HAD A 61-1 BUT IT CLEARED AND BATTERY TEST GOOD WITH THE GR8)THE 66-1COMES BACK AND THE FLOW CHART HAS US COMPARE "BR AKE PRESS" WITH AND WITHOUT THE BRAKE PEDAL PUSHED. THE PRESSURE ON THE HDS IS MEASURED IN (MPA) ANDIT IS A CONSTANT 21.4 MPA WITHOUT PUSHING THE BRA KE PEDAL OR NOT. THE BRAKE PEDAL POSITION SWITCH WAS REPLACED AS PER FLOW CHART AND NOTHING CHANGED. THANKS IN ADVANCE !!!

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]

YES
BRAKE SWITCH
NO
WELL I FOLLOWED THE FLOW CHART, DIDN'T LEAD ME TO MUCH
NO
OK, THATS WHAT I THOUGHT, JUST WANTED TO MAKE SURE
WILL DO, THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2791525	KEITHC	03/18/2009	KEITHC	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 61-1	CK CONNECTION AT MODULATOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 6,901
Remarks / Requestor: **FE Status:**

Dealer #: 207946 **TZ:** EST
Dlr Cont: JOHN MARCHESE **Training %:**
Serv Ph: (910) 395-1116 **Extn:**
Serv Mgr: KENNETH SMITH
Parts Mgr: CHRISTOPHER JACKSON
Dlr Name: STEVENSON HONDA
821 SOUTH COLLEGE ROAD
WILMINGTON NC 28403

Phone: (910) 395-1116 **Fax #:** 9103928513
DPSM: STEPHANIE BARKER **Zone/Dist:** 06L
Previous Dealer/Contact **Date**

VIN: 5FNRL38778B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74057224 **Trans #:** P36A6112437
Em Type: KA
RO #: 357134
Case Type: Technical
W.O. #:

Tech Line Suggests

3/18/2009 7:25:44 AM KEITHC

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4 WHAT SYSTEM
5 CK CONNECTION AT MODULATOR

Information from Dealer

CODE 61-1
YES
REPLACED BATTERY
VSA

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2621811	DAVEM	05/29/2008	DAVEM	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 26-1	WARR: RPLC SNSR CLUSTER

Resln Source: Warranty **Date:** 07/23/2008
Status: N/A **Mileage:** 7
Remarks / Requestor: **FE Status:**

Dealer #:	208066	**TZ:**	EST
Dlr Cont:	THOMAS CARR	**Training %:**	
Serv Ph:	(732) 974-2211	**Extn:**	
Serv Mgr:			
Parts Mgr:	JOSEPH FERRARA		
Dlr Name:	COAST HONDA 2110 HWY 35 SEA GIRT NJ 08750		
Phone:	(732) 974-2211	**Fax #:**	7329742104
DPSM:	TIM SOUDER	**Zone/Dist:**	05J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38278B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64035950	**Trans #:**	
Em Type:	KA		
RO #:	68818		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
5/29/2008 7:27:30 AM DAVEM	
1 ORIGINAL COMPLAINT	VSA AND TCS LITES ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WILL CODE IN ABOUT A MILE WHN I MAKE A TURN
4 DTC'S	26-1
5 S/M T/S?	NOT YET. CALLING FOR HIST
6 4 CASES AND 1 WAS FIXED W/ THE SNSR. CHK G302 AND ALL THE RELATED CONNECTORS BTTWN THE CU AND SNSR. IF OK, DO S/M T/S> SWAP SNSR	OK
7/23/2008 2:10:28 PM DAVEM	
7 UPDATED W/ WARR HIST	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3187439	STEVEN	08/24/2011	STEVEN	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE: 66	REPLACE THE VSA MODULATOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 32,200
Remarks / Requestor: **FE Status:**

Dealer #:	206733	**TZ:**	EST
Dlr Cont:	DAVID	**Training %:**	
Serv Ph:	(260) 484-0551	**Extn:**	
Serv Mgr:	DOUGLAS SETTLE		
Parts Mgr:	ROBERT BRASELTON		
Dlr Name:	DON AYRES HONDA 4740 LIMA ROAD FORT WAYNE IN 46808		
Phone:	(260) 484-0551	**Fax #:**	2603732686
DPSM:	KATHY DUERR	**Zone/Dist:**	04C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38248B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64036202	**Trans #:**	P36A6112969
Em Type:	KA		
RO #:	329505		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/24/2011 1:53:32 PM STEVEN

1	ORIGINAL COMPLAINT	VSA CODE 66, WILL NOT CLEAR, TEST TO BRAKE SWITCH REPLACEMENT. IS THERE ACTUALLY A PRESSURE SWITCH IN THE VSA. ALWAYS READS 5V OR 21.4 MPA
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NOPE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	CAN YOU SEE ATLEAST 1 MM OF THE BRAKE SWITCH PLUNGER?	YES
7	BACK OUT THE BRAKE SWITCH DOES THE PRESSURE CHANGE AND CODE CLEAR?	.....NO
8	REPLACE THE VSA MOUDLATOR	

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2729315	RUDYG	11/24/2008	RUDYG	1

	Code	Original Complaint
P	4230	VSA PROBLEM 25-1

Probable Cause/Solution
SAS?;CK STR ANGLE SENSOR READINGS W/HDS

Resln Source: None **Date:**
Status: N/A **Mileage:** 5,426
Remarks / Requestor: **FE Status:**

Dealer #:	208299	**TZ:**	EST
Dlr Cont:	MARVIN	**Training %:**	
Serv Ph:	954-742-5227	**Extn:**	
Serv Mgr:	MARK WARSHEFSKI		
Parts Mgr:	ROBERT BUTTON		
Dlr Name:	RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		
Phone:	(954) 742-5227	**Fax #:**	9543643297
DPSM:	ERIN BAILEY	**Zone/Dist:**	07M
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74058668	**Trans #:**	P36A6114777
Em Type:	KA		
RO #:	271770		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

11/24/2008 1:36:29 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 YAW SENSOR BEEN REPLACED?

4 IN HDS DATA LIST WHAT READINGS DO YOU HAVE FOR YAW, LATERAL AND LONG?

5 SO DO YOU HAVE A CODE RIGHT NOW?

6 CK GROUND G302, CK WHL SPEEDS IN DATA LIST. ALL SHOULD BE ZERO, CK FOR ANY U CODES

7 IF ALL OK, CK SAS READING AND STRZ READING. C/B WITH RESULTS

Information from Dealer

VSA LIGHT ON FOR 25-1 YAW RATE SENSOR FAILURE. CANNOT FIND ANY DIAGNOSTICS FOR CODE. CLEAR CODE AND TEST DRIVE VEH CAN NOT DUPLICATE CODE.

NO

THAT WAS SUBSTITUED WITH K/G AND IT CODED 25-1

DON'T KNOW

YES, WON'T CLEAR

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2655928	KENE	07/23/2008	KENE	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM CODE 12	MODULATOR; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 3,419

Remarks / Requestor: **FE Status:**

Dealer #:	207713	**TZ:**	CST
Dlr Cont:	JAMES RAIL	**Training %:**	
Serv Ph:	(501) 327-2777	**Extn:**	
Serv Mgr:	LANCE SMITH		
Parts Mgr:	MARC SWANN		
Dlr Name:	HONDA WORLD 450 E. DAVE WARD DRIVE CONWAY AR 72032		
Phone:	(501) 327-2777	**Fax #:**	5013295689
DPSM:	AMY CLAWSON	**Zone/Dist:**	03F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74060102	**Trans #:**	P36A6116143
Em Type:	KA		
RO #:	194973		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/23/2008 12:20:28 PM KENE

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3

4 REPLACE THE MODULATOR

Information from Dealer

VAN HAS LOSS OF POWER AND VSA, ABS LIGHT ARE ON
NO
REPLACED THE WHEEL SENSOR AND BEARING, NOW HAS CODE 21-1 WHEEL SPEED READS HIGHER THAN OTHERS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3375089	LINDSEYA	12/26/2012	LINDSEYA	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA WHEEL SENSOR FAILURES	UNKNOWN; TRY TO DUPLICATE

Resln Source: None **Date:**
Status: N/A **Mileage:** 62,432
Remarks / Requestor: **FE Status:**

Dealer #:	207227	**TZ:**	EST
Dlr Cont:	TOM SHELDON	**Training %:**	
Serv Ph:	(978) 664-3118	**Extn:**	
Serv Mgr:	WALTER SAZO		
Parts Mgr:	DENNIS FLANAGAN		
Dlr Name:	HONDA GALLERY 88-98 WALKERS BROOK DR READING MA 01867		
Phone:	(978) 664-3118	**Fax #:**	(978) 664-6948
DPSM:	JOHN SYTULEK	**Zone/Dist:**	09H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74060489	**Trans #:**	P36A6116747
Em Type:	KA		
RO #:	142388		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/26/2012 11:12:42 AM LINDSEYA	
1 ORIGINAL COMPLAINT	I HAVE 2008 HONDA ODYSSEY C/S THAT THE POWER SLIDING DOORS DON'T WORK I FOUND THAT THE VSA LIGHT WASON SO I PULLED THE CODES. THE CODES THAT CAME UP WERE 61-1 BATTERY VOLTAGE FAIL 15-1 RR WHEEL SPEED SENSOR OPEN OR SHORT 17-1 LR WHEEL SPEED SENSOR OPEN OR SHORT 16-1 RR WHEEL SPEED SENSOR FAIL 18-1LR SPEED SENSOR FAIL. THE CUSTOMER SAID THAT IT O NLY HAPPENDS WHEN ITS REALLY COLD AND THE REST OF THE TIME ITS FINE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	WHEN I PULLED CODES, THERE WERE BATTERY CODES, WHEEL SPEED CODES, ETC. I ERASED ALL, DROVE, IT DIDN'T RECODE. I CHECKED ON ISIS, SAW A BULLETIN, 08-078 AND CHECKED THAT, IT HAD BEEN DONE. SPEED SENSORS WERE REPLACED. I'M AT A LOSS RIGHT NOW.
7 IF YOU DON'T HAVE A SYMPTOM OR A CODE, NOT A LOT WE CAN DO, EITHER.	I WAS AFRAID YOU WOULD SAY THAT.
8 YOU CHECKED THE BATTERY?	YES, ALL CHECKS GOOD.
9 DEPENDING ON HOW COLD "REALLY COLD" IS, IT MIGHT BE RELATED TO BATTER SOC.	OK.
10 BUT NEED TO DUPLICATE EITHER A CODE OR A SYMTPOM.	OK. THANKS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3233985	STEVET	12/21/2011	STEVET	2

	Code	Original Complaint	Probable Cause/Solution
P	4200	ABS, TCS, VSA, CMBS GENERAL	F-CAN?; SWAP GAUGE MOD, TRACE WIRES

Resln Source: None **Date:**

Status: N/A **Mileage:** 37,888

Remarks / Requestor: **FE Status:**

Dealer #:	208325	**TZ:**	EST
Dlr Cont:	VIOREL	**Training %:**	
Serv Ph:	(954) 764-1100	**Extn:**	
Serv Mgr:	PETER SAXON		
Parts Mgr:	ROBERT GUIDO		
Dlr Name:	HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304		
Phone:	(954) 764-1100	**Fax #:**	9543352234
DPSM:	KEVIN MCCLUNG	**Zone/Dist:**	07N
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38918B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74061757	**Trans #:**	P36A6118038
Em Type:	KA		
RO #:	169793		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/21/2011 6:58:02 AM STEVET

1	ORIGINAL COMPLAINT	OWNER STATES THAT VSA ENGINE LIGHT SRS TPMS ON
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2009][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	SO DO YOU HAVE COMM TO THE HDS?	NO
7	WHAT IS YOUR V AT THE DLC PIN 6 AND PIN 14?	.4-.6 V
8	OK, SO YOUR F-CAN IS DOWN, DO YOU HAVE COMPONENTS UNPLUGGED?	YES
9	AS PER PAGE 50-3 OF ETM?	YES
10	OK ,TRY SWAPPING THE GAUGE MOD, IF NO CHANGE, TRACE YOUR HIGH AND LOW WIRES USING ETM	OK, WILL LET YOU KNOW
11	FEEDBACK PLEASE	

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3188790	RAYD	08/29/2011	RAYD	8

	Code	Original Complaint
P	4230	VSA PROBLEM 27-1

Probable Cause/Solution
NO KNOWN PROBLEMS; TAKE TWO SNAPS

Resln Source: None **Date:**
Status: N/A **Mileage:** 25,416
Remarks / Requestor: **FE Status:**

Dealer #: 208473 **TZ:** EST
Dlr Cont: LUIS SANABRIA **Training %:**
Serv Ph: 973-808-9100 **Extn:**
Serv Mgr:
Parts Mgr: JOSEPH PRING
Dlr Name: PAUL MILLER HONDA OF WEST CALDWELL
1170 BLOOMFIELD AVENUE
WEST CALDWELL NJ 07006

Phone: (973) 808-9100 **Fax #:** 9738081052
DPSM: STEVEN LUCCESE **Zone/Dist:** 05C
Previous Dealer/Contact **Date**

VIN: 5FNRL38668B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-L
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74062687 **Trans #:** P36A6120595
Em Type: KA
RO #: 275090
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
8/29/2011 10:44:37 AM RAYD	
1 ORIGINAL COMPLAINT	CUSTOMER STATES ABS LIGHT ON GOES ON AND OFF
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 27-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	MODULATOR, SAS
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	NO COMMUNICATION SO WE REPLACED THE MODULATOR, NOW I HAVE A DTC 27-1
7 DOES IT CLEAR?	YES, YOU DRIVE A WHILE AND IT COMES BACK ON, I REPLACED THE SAS, BUT THE LIGHT STILL COMES ON
8 TAKE TWO SNAPSHOTS, ONE WITH THE VEHICLE STANDING STILL WITH THE FRONT WHEELS/ S/WHEEL STRAIGHT, LEVEL, (AFTER SELF TEST) THE OTHER TRIGGER WITH DTC	
8/29/2011 11:24:45 AM RAYD	
9 NO SNAPSHOT YET	
8/29/2011 11:59:32 AM RAYD	
10 NO SNAPSHOT YET	
8/29/2011 3:56:44 PM RAYD	
11 NO SNAPSHOT;	
8/31/2011 1:08:51 PM JERRYA	
12 08/31/11 16:09:13 JERRYA: (CALL FROM DEALER)	LUIS;TECH RESENT S/S
13 LET ME CHECK ..... JUST SOME OLD OBS S/S, SENT HOW LONG AGO?GIVE IT ABOUT 20 MIN AND C/B	AHHH MAYBE AN HR?
14 GIVE IT ABOUT 20-30 MIN AND C/B	OK
9/1/2011 10:01:49 AM STEVEN	
18	IS RAY THERE
19 TRANSFER TO RAY	
9/1/2011 10:02:55 AM RAYD	
15 1. LOOKING AT SOL VOLTAGE, DROPPING FROM 9.9 VOLTS TO 0.0 VOLTS QUICKLY THEN RECOVERING. 2. THE BATTERY VOLTAGE STARTS AT 14 THEN EVENTUALLY DROPS TO A LITTLE OVER 12.0V, DID YOU REPLACE THE MODULATOR?	NO, SOMEONE ELSE HERE
16 DO YOU KNOW WHERE THE MODULATOR CAME FROM? ?	FROM PARTS, NOT SURE IF IT IS A REMAN OR NOT
17 IF ALL CONNECTIONS ARE GOOD, AND YOU ARE NOT LOOSING VOLTAGE TO THE MODULATOR, MUST BE THE MODULATOR, VERIFY POWER AND GROUND, TAKE THE COVER OFF OF THE CONNECTOR, WIGGLE WIRES (POWER AND GROUND) SEE IF YOU CAN STOP THE SOL VOLTAGE FROM DIPPING	
9/1/2011 1:25:29 PM RAYD	
20 IS THE DTC HAPPENING NOW?	YES
21 WILL IT CLEAR?	YES
22 HOW LONG TO CODE?	YOU HAVE TO DRIVE IT FOR AWHILE
23 SET THE SNAPSHOT TO TRIGGER WITH DTC, DRIVE THE CAR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3190633	TROYS	09/01/2011	TROYS	1

	Code	Original Complaint
P	4200	VSA 26-1

Probable Cause/Solution
SENSOR; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 33,191
Remarks / Requestor: **FE Status:**

Dealer #: 207034 **TZ:** EST
Dlr Cont: HENRY WU **Training %:**
Serv Ph: (614) 864-5250 **Extn:**
Serv Mgr: JOE PISTOLE
Parts Mgr: RICK PISTOLE
Dlr Name: LINDSAY HONDA
5805 SCARBOROUGH BLVD.
COLUMBUS OH 43232

Phone: (614) 864-5250 **Fax #:** (614) 864-1490
DPSM: BRIAN SOLENTHALER **Zone/Dist:** 04F
Previous Dealer/Contact **Date**

VIN: 5FNRL38748B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74062804 **Trans #:** P36A6120171
Em Type: KA
RO #: 484569
Case Type: Technical
W.O. #:

Tech Line Suggests

9/1/2011 3:25:07 PM TROYS

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

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

Information from Dealer

VEHICLE HAS BEEN IN 3 TIMES FOR COMPLAINT. 1ST VSAMODULATOR REPLACEMENT. 2ND 26-1 LATERAL ACCELERAT ION SENSOR. PERFORMED VSA SENSOR NEUTRAL POSITION MEMORIZATION. 3RD 26-1 CODE. PERFORMED TROUBLESHOOTING. TEST RESULT PASS TO STEP 14, REPLACE KNOWN GOOD SENSOR.
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26-1]
YES
FOLLOW TS TO REPLACE SENSOR
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3407787	RAYD	03/12/2013	RAYD	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66 84-1	MODULATOR; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 29,176

Remarks / Requestor: **FE Status:**

Dealer #:	208044	**TZ:**	EST
Dlr Cont:	STEVE LLOYD	**Training %:**	
Serv Ph:	(704) 824-8844	**Extn:**	
Serv Mgr:	GARY HOLDER		
Parts Mgr:	BRIAN COSTNER		
Dlr Name:	MCKENNEY-SALINAS HONDA 4295 WILKINSON BLVD. GASTONIA NC 28056		
Phone:	(704) 824-8844	**Fax #:**	(704) 823-1819
DPSM:	PER BOLLNER	**Zone/Dist:**	06H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64038401	**Trans #:**	P36A6119785
Em Type:	KA		
RO #:	328324		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/12/2013 8:49:26 AM RAYD

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 DATA LIST?
7 DID YOU CHECK POWER AND GROUND?

8 IT IS CORRECT, REPLACE THE MODULATOR

Information from Dealer

66-1; 84-1
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: 66-1]

NO
VOLTAGE IS AT 4.9V
YES, THEY ARE GOOD, BOOK SAYS THE MODULATOR IS NO GOOD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2750092	KENE	01/05/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 86	VSA MODULATOR; WIGGLE CONECTORS

Resln Source: None **Date:**

Status: N/A **Mileage:** 5,088

Remarks / Requestor: **FE Status:**

Dealer #:	206707	**TZ:**	EST
Dlr Cont:	MICHAEL BURNS	**Training %:**	
Serv Ph:	(716) 824-6300	**Extn:**	
Serv Mgr:	JASON KOELEMEYER		
Parts Mgr:	ERIC KUZNICKI		
Dlr Name:	RAY LAKS HONDA 100 ORCHARD PARK ROAD WEST SENECA NY 14224		
Phone:	(716) 824-6300	**Fax #:**	7168247852
DPSM:	MALCOLM HOFF	**Zone/Dist:**	09A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38258B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64038454	**Trans #:**	P36A6120423
Em Type:	KA		
RO #:	27267		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

1/5/2009 7:11:08 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 A/M ACCESSORIES

4 WIGGLE HARNESS AND IF OK, POSSIBLE VSA MOD

Information from Dealer

LAST WEEK ENTIRE METER ASSEMBLY WAS DARK INOP ONLYLIGHTS LIT WERE ABS, VSA, AND BRAKE LIGHT. TODAY THE VEHICLE IS NORMAL BUT THERE ARE SEVERAL LOSS OF COMMUNICATION CODES STORED UNDER BODY ELECTRICALUNDER GAUGES SUB CATAGORY.

NO

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2637421	ROBERTH	06/23/2008	DAVEM	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26-1	WARR: RPLCD SNSR CLUSTER
	U0122	F CAN MALF VSA-PCM COMM	

Resln Source: Warranty **Date:** 07/23/2008

Status: N/A **Mileage:** 54

Remarks / Requestor: **FE Status:**

Dealer #:	207838	**TZ:**	PST
Dlr Cont:	REYNALDO	**Training %:**	
Serv Ph:	(510) 412-6100	**Extn:**	
Serv Mgr:	CHRIS NOBLE		
Parts Mgr:	DAVE KUERTZ		
Dlr Name:	HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530		
Phone:	(510) 412-6100	**Fax #:**	5102325475
DPSM:	LARRY O'BRIEN	**Zone/Dist:**	12A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74063197	**Trans #:**	P36A6120825
Em Type:	KA		
RO #:	356710		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/23/2008 1:59:47 PM ROBERTH	
1 ORIGINAL COMPLAINT	CEL LIGHT IS ON, VSA LIGHT OND LIGHT FLASHING. MULTIPLE DTC'S.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 ANY OTHER POWER TRAIN CODES?	NO, HAVE A 26-1 IN THE ABS
4 FOLLOW THE T/S FOR THE 26-1 CHK THE SNSR CLUSTER CONN	
6/26/2008 6:54:10 AM JOHNB	
5	I AM JEFF,THE PRIOR TECH IS OFF;TODAY AFTER HE REPLACED THE SENSOR CLUSTER,NOW THERE ARE ONLY CODES 84-1 AND 104-1;HE ALSO HAS WRITTEN DOWN,THAT WIRES IN TERMINALS 1 AND 3 IN SENSOR CLUSTER CONNECTOR WERE REVERSED AND HE HAD TO SWAP THEIR LOCATIONS
6 WAS 104 PRIOR TO THAT	I HAVE NO IDEA
7 IT IS LIKELY HE VIEWED THE CONNECTION IN THE WRONG ORIENTATION;PLEASE SEE PAGE 19-75 IN THE S/M AND CHK THE TERMINAL AND WIRE COLOR LOCATIONS FROM THE WIRE SIDE OF THE FEMALE TERMINALS;I THINK YOU WILL FIND HE SWAPPED THEM INTO THE WRONG POSITIONS;IF SO,PLEASE RETURN THEM BACK AND THEN CLEAR CODE AND PERFORM MEMORIZATION	
7/23/2008 2:09:32 PM DAVEM	
8 UPDATED W/ WARR HIST	RPLCD THE SNSR CLUSTER

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2711992	GARYR	10/27/2008	RAYD	2

	Code	Original Complaint
P	4230	VSA CODE 86

Probable Cause/Solution
CHK ALL CODES, CHK CONN AT MOD, G302, CONN J

Resln Source: None **Date:**
Status: N/A **Mileage:** 292
Remarks / Requestor: **FE Status:**

Dealer #:	206795	**TZ:**	PST
Dlr Cont:	MARCO DAVID DI	**Training %:**	
Serv Ph:	(408) 249-1811	**Extn:**	
Serv Mgr:	JIM DUFFER		
Parts Mgr:	CHARLES WAY		
Dlr Name:	HONDA OF STEVENS CREEK 4590 STEVENS CREEK BL. SAN JOSE CA 95129		
Phone:	(408) 249-1811	**Fax #:**	4082470506
DPSM:	ROBERT GIBBONS	**Zone/Dist:**	12E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74063357	**Trans #:**	P36A6121056
Em Type:	KA		
RO #:	209274		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/27/2008 8:39:40 AM GARYR	
1 ORIGINAL COMPLAINT	CODE 86-1 F CAN COMUNICATION LOST CLEARD CODE NO RECODE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	DAVID
4 ANY OTHER CODES	NO
5 CHK ALL CODES CHK CONN AT VSA C/U CHK G302 CHK PASS U/D CONN J IF N/C REPL MOD	
11/17/2008 10:28:53 AM RAYD	
6 SENT FEEDBACK FAX	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3082858	RUDYG	11/17/2010	RUDYG	1

	Code	Original Complaint
P	4230	VSA CODE 66-1

Probable Cause/Solution
MODULATOR?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 13,486
Remarks / Requestor: **FE Status:**

Dealer #:	207533	**TZ:**	EST
Dlr Cont:	ANTHONY	**Training %:**	
Serv Ph:	(610) 692-6000	**Extn:**	
Serv Mgr:	ROBERT NIGRA		
Parts Mgr:			
Dlr Name:	SCOTT HONDA OF WEST CHESTER 706 AUTOPARK BLVD. WEST CHESTER PA 19382		
Phone:	(610) 692-6000	**Fax #:**	6107932795
DPSM:	ANDREW MCGOWAN	**Zone/Dist:**	05H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64038821	**Trans #:**	P36A6121698
Em Type:	KA		
RO #:	844647		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

11/17/2010 8:14:33 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 THAT READING IS WITH NO BRAKES APPLIED

5 DOES READING DROP IF YOU REMOVE BRAKE SWITCH?

6 ANY SIGNS OF CONTAMINATED BRAKE FLUID?

7 REPL MODULATOR

Information from Dealer

CUST REPORTS VSA LIGHT ON.FOUND DTC 66-1 FOLLOWED TROUBLE SHOOTING FLOW CHART REPLACED BRAKE SWITCH.STILL HAVE DTC 66-1.BRAKE PRESSURE 19.2MPA.

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]

RIGHT

NO, STAYED THE SAME

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3338012	PHILM	10/01/2012	PHILM	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 66-1	VSA MOD?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 44,328
Remarks / Requestor: **FE Status:**

Dealer #:	208518	**TZ:**	CST
Dlr Cont:	KENNY ADKINS	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	RANDY WALKER		
Parts Mgr:	MIKE HAYNES		
Dlr Name:	SMART HONDA 11206 HICKMAN ROAD CLIVE IA 50325		
Phone:	(515) 253-3040	**Fax #:**	515-7271519
DPSM:	JOSHUA WHITNEY	**Zone/Dist:**	08C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38408B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64038888	**Trans #:**	P36A6121696
Em Type:	KA		
RO #:	685320		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/1/2012 9:33:45 AM PHILM

1 ORIGINAL COMPLAINT	VSA LIGHT IS ON. CODE 66-1. BRAKE PRESSURE SENSORFAILURE.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	N
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	BRAKE LIGHT SWITCH
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 SO THE PEDAL PRESSURE IS 21.4 AT ALL TIMES?	YES
7 WHAT IS THE SPEC?	0.8 OR MORE WITHOUT PRESSING THE BRAKE PEDAL AND SHOULD GO TO ZERO WITH IT PUSHED.
8 ANY OTHER CODES?	84-1
9 REPLACE THE MOD	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2921667	GARYR	11/03/2009	GARYR	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1	CHK YAW DATA, CONN, RESET, REPL YAW

Resln Source: None **Date:**
Status: N/A **Mileage:** 21,486
Remarks / Requestor: **FE Status:**

Dealer #: 207828 **TZ:** EST
Dlr Cont: MATTHEW O'DAY **Training %:**
Serv Ph: (317) 887-0800 **Extn:**
Serv Mgr: TRAVIS KETRING
Parts Mgr: TIM WOODALL
Dlr Name: INDY HONDA
8455 U.S. 31 SOUTH
INDIANAPOLIS IN 46227

Phone: (317) 887-0800 **Fax #:** 3178855714
DPSM: JEANNE ALTMILLER **Zone/Dist:** 04E
Previous Dealer/Contact **Date**

VIN: 5FNRL38788B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74064008 **Trans #:** P36A6122437
Em Type: KA
RO #: 342249
Case Type: Technical
W.O. #:

Tech Line Suggests

11/3/2009 10:04:46 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 GOT D/C

11/3/2009 10:10:25 AM GARYR

4 CHK DATA LIST FOR YAW CHK PIN FITS CHK C601 REST VSA C/U REPL CLUSTER AND INSTALL CORRECT DIRECTION

Information from Dealer

GUAGE CLUSTER INOP. ABS,VSA, AND BRAKE LIGHT WAS ON. THE GUAGE CLUSTER STARTED WORKING AND THE LIGHTS WENT OFF, CODES STORED. CLEARED CODES AND TEST DROVE 26-1 CAME BACK ON.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3183629	STEVEN	08/15/2011	STEVEN	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 66-1	CHK PWR/GRND TO MODULATOR> REPLACE MOD

Resln Source: None **Date:**

Status: N/A **Mileage:** 8,726

Remarks / Requestor: **FE Status:**

Dealer #:	207521	**TZ:**	CST
Dlr Cont:	FRANKLIN	**Training %:**	
Serv Ph:	(281) 955-6666	**Extn:**	
Serv Mgr:			
Parts Mgr:	CHRIS LYNN		
Dlr Name:	JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		
Phone:	(281) 955-6666	**Fax #:**	2819557702
DPSM:	VERNON SAGE	**Zone/Dist:**	03C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74064431	**Trans #:**	P36A6122641
Em Type:	KA		
RO #:	588863		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/15/2011 2:34:40 PM STEVEN

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 WHAT DOES YOUR BRAKE SENSOR READ?
7 BACK OUT THE BRAKE SWITCH FROM TEH HOLDER, DOES ANYTHING CHANGE?
8 CHK POWER AND GROUND TO THE VSA MODULATOR, IF OK REPLACE IT

Information from Dealer

66-1 DTC FAUND BRAKE PRESSURE SENSOR IS NOT WORKING
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
YES
NO
NONE
.123 AND IT NEVER CHANGES IF YOU PUSH THE PEDAL
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3230180	PETERB	12/12/2011	RUDYG	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 66-1	MODULATOR?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 6,175
Remarks / Requestor: **FE Status:**

Dealer #:	207964	**TZ:**	EST
Dlr Cont:	TONY	**Training %:**	
Serv Ph:	(703) 491-4499	**Extn:**	
Serv Mgr:	TONY BELCASTRO		
Parts Mgr:	JEFFREY HUGHES		
Dlr Name:	HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		
Phone:	(703) 491-4499	**Fax #:**	7034902059
DPSM:	MICHAEL RIEDEL	**Zone/Dist:**	06B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38288B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	LX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64039503	**Trans #:**	P36A6123617
Em Type:	KA		
RO #:	716787		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/12/2011 1:45:03 PM PETERB	
1 ORIGINAL COMPLAINT	VEHICLE HAS CODE 66-1 BRAKE PRESSURE SWITCH FAILURE, DATA LIST PRESSURE IS STUCK AT 21.4 MPA AND WONT MOVE PEDAL PUSHED OR NOT, PEDAL SWITCH IS ADJUSTED CORRECTLY
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 TRANSFER TO GEN	
12/12/2011 1:50:09 PM RUDYG	
7 12/12/2011 01:50:17 PM RUDYG	(TONY) BRAKE PRESSURE STUCK AT 4.9V
8 BRAKE SW ADJ OK?	YES
9 REPL MODULATOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3287736	RUDYG	05/16/2012	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 66,84-1	FBF: REPL'D VSA MODULATOR

Resln Source: Feedback forms **Date:** 06/07/2012
Status: N/A **Mileage:** 7,360
Remarks / Requestor: **FE Status:**

Dealer #: 207504 **TZ:** EST
Dlr Cont: VINCENT KWAN **Training %:**
Serv Ph: (703) 823-8085 **Extn:**
Serv Mgr: LARRY SHIFFLETT
Parts Mgr: MICHAEL CELICH
Dlr Name: ROSENTHAL LANDMARK HONDA
5125 DUKE STREET
ALEXANDRIA VA 22304
Phone: (703) 823-8085 **Fax #:** 7038238037
DPSM: RAFIK ABDULLAHI **Zone/Dist:** 06A
Previous Dealer/Contact **Date**

VIN: 5FNRL38288B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** LX
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L
WhtBdy: POWER STEERING, ABS, SRS AIRBAG,
Engine #: J35A64039503 **Trans #:** P36A6123617
Em Type: KA
RO #: 661519
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
5/16/2012 10:12:46 AM RUDYG	
1 ORIGINAL COMPLAINT	CUSTOMER STATE THE BRAKE PEDAL FEEL VERY SOFT , VSA LIGHT IS ON . 66-1 BRAKE PRESSURE SENSOR FAILURE 84- 1 SENSOR LOGIC FAILURE . BOTH DTC CAN NOT RESET .
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 84-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 HARD CODE?	YES
7 REPL MODULATOR	OK
6/7/2012 7:54:08 AM RUDYG	
8 06/7/2012 07:54:21 AM RUDYG(RECEIVED FBF)	FROM FBF: HOW DID YOU REPAIR THIS VEHICLE? REPLACED THE VSA MODULATOR HOW DID YOU DIAGNOSE THE PROBLEM? DO THE VSA NEUTRAL POSITION MEMORIZATION, CLEAR THE DTC, CAME BACK. SUBSTITUTE KNOWN GOOD VSA MODULATOR UNIT
9	COMMENTS: [BLANK]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2897470	RUDYG	09/15/2009	RUDYG	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM CODE 26-10	SENSOR CLUSTER?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 18,447
Remarks / Requestor: **FE Status:**

Dealer #:	206839	**TZ:**	EST
Dlr Cont:	BILL YURKOVICH	**Training %:**	
Serv Ph:	(724) 935-3711	**Extn:**	
Serv Mgr:	AMIL KRUEGER		
Parts Mgr:	JOHN RYAN		
Dlr Name:	BAIERL HONDA 10430 PERRY HIGHWAY WEXFORD PA 15090		
Phone:	(724) 935-3711	**Fax #:**	7249402105
DPSM:	BRUCE WILSON	**Zone/Dist:**	05K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38728B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74067341	**Trans #:**	P36A6127569
Em Type:	KA		
RO #:	291037		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

9/15/2009 9:44:25 AM RUDYG

	Tech Line Suggests	Information from Dealer
1	ORIGINAL COMPLAINT	VSA LIGHT ON
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	CODE?	26-01
4	DOES IT CLEAR?	NO
5	ANYTHING BEEN REPLACED?	NO, I REPLACED THE MODULATOR
6	WERE YOU ABLE TO DO MEMORIZATION AFTER THAT?	NO, BECAUSE OF CODE
7	CHECK YAW AND LAT READING. BOTH SHOULD BE 2.48-2.52V. IF BOTH LOW CK PWR/GRND TO SENSOR CLUSTER AND CK MODULATOR GROUND AT G302	OK
8	IF YAW OK, BUT LAT OUTSIDE OF THIS RANGE, REPL SENSOR CLUSTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2654912	RUDYG	07/22/2008	ROBERTH	4

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM CODE 27-1	MSG: REPL VSA CU

Resln Source: Message center **Date:** 07/24/2008
Status: N/A **Mileage:** 13
Remarks / Requestor: **FE Status:**

Dealer #:	208276	**TZ:**	CST
Dlr Cont:	THOMAS	**Training %:**	
Serv Ph:	414-281-2700	**Extn:**	
Serv Mgr:	TIM CETNAROWSKI		
Parts Mgr:			
Dlr Name:	BOYLAND HONDA 6141 S. 27TH STREET GREENFIELD WI 53221		
Phone:	(414) 281-2700	**Fax #:**	4143256197
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38458B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64040953	**Trans #:**	P36A6128324
Em Type:	KA		
RO #:	100058		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
7/22/2008 11:21:59 AM RUDYG	
1 ORIGINAL COMPLAINT	ABS-VSA LIGHTS ON. 27-1 STEERING ANGLE SENOR FAILURE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED SAS AND INITIALIZED SYSTEM. 27-1 IS STILL STORED IN SYSTEM. CHECKED PLUG CONNECTIONS- ALL LOOK OK
4 DID IT DO MEMORIZATION OK?	YES
5 DID YOU MONITOR SAS IN HDS DATA LIST WHILE DRIVING?	NO. WHEN TURNING AT WHILE STOPPED IT STAYS AT ZERO
6 MIGHT DO THAT IF YOU DON'T DRIVE IT. DO YOU STILL HAVE COLUMN COVERS OFF?	YES
7 CK FOR 5V REF ACROSS PINS 5 AND 1. IF NO V THERE, CK PIN 5 TO GRND. IF YOU DO HAVE IT NOW CK FOR OPEN ON BLU/BLK WIRE BETWEEN PIN 1 AT SAS AND MODULATOR PIN 5	OK
8 IF NO V AT PIN 5 AT SAS RECHECK AT C401 AND THEN CHECK YEL/BLK FOR SHORT TO GROUND OR POWER.	OK
7/22/2008 12:32:04 PM DAVEM	
9	NO REF V @ P5 OF THE SAS.. THE YL/BLK DOES NOT HAVE ANY OPENS OR SHORTS. NO REF V @ C401, P7 ON EITHER SIDE ALSO
10 VRFY P-FIT @ P7 OF CU. IF OK, SWAP VSA CU	OK
7/24/2008 6:54:17 AM ROBERTH	
11 MSG	REPL VSA CU

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2816217	TOMP	05/06/2009	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 25-1

Probable Cause/Solution

SENSOR INSTALLATION; DO S/M TROUBLESHOOTING

Resln Source: None **Date:**

Status: N/A **Mileage:** 3,953

Remarks / Requestor: **FE Status:**

Dealer #:	207553	**TZ:**	EST
Dlr Cont:	MAURICE	**Training %:**	
Serv Ph:	(732) 721-0449	**Extn:**	
Serv Mgr:	COREY DAHL		
Parts Mgr:	JOHN SEFCHIK		
Dlr Name:	DCH ACADEMY HONDA 1101 U.S. HIGHWAY 9 N OLD BRIDGE NJ 08857		
Phone:	(732) 721-0449	**Fax #:**	7327215812
DPSM:	BILL HALLSWORTH	**Zone/Dist:**	05F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38908B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74068069	**Trans #:**	P36A6128554
Em Type:	KA		
RO #:	503234		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/6/2009 1:00:17 PM TOMP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 DTC?
5 DO S/M TROUBLESHOOTING ?
6 KEYWORD SEARCH: VSA 25
7 MAKE SURE THE CLUSTER IS INSTALLED WITH THE CONNECTOR TOWARD THE FRONT.
8 DO S/M TROUBLESHOOTING OR SWAP KG SENSOR CLUSTER.

Information from Dealer

VSA LIGHT, SETS EMEDIATLY WHEN DRIVING
NO
MAURICE
YES, 25-1
DON'T FIND ANY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3296677	PHILM	06/12/2012	PHILM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66-1	MODULATOR?; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 34,679

Remarks / Requestor: **FE Status:**

Dealer #:	207930	**TZ:**	EST
Dlr Cont:	BLAKE CHINN	**Training %:**	
Serv Ph:	(937) 667-4441	**Extn:**	
Serv Mgr:	BRENT SMITH		
Parts Mgr:	DANIEL BURK		
Dlr Name:	VOSS HONDA 155 SOUTH GARBER DRIVE TIPP CITY OH 45371		
Phone:	(937) 667-4441	**Fax #:**	9376694324
DPSM:	MARK KELLEY	**Zone/Dist:**	04D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74068211	**Trans #:**	P36A6128652
Em Type:	KA		
RO #:	505734		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/12/2012 10:04:56 AM PHILM

1 ORIGINAL COMPLAINT	VSA LIGHT ON, CODE 66-1 AND 83-1. PERFORMED DIAG FOR 66-1 AND COME TO CHECK BRAKE PEDAL POSITION SWITCH ADJUSTMENT, IF NECESSARY REPLACE. WE REPLACEDAND STILL HAVE A 66-1. WE RESET THE LIGHT AND 66 -1 CAME BACK RIGHT AWAY. TEST DROVE CAR AND 83-1 HAS NOT COME BACK. NEED TO KNOW WHAT TO LOOK AT NEXT. THANKS BLAKE
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	BRAKE PEDAL SWITCH
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 SO YOU DID THE TROUBLESHOOTING ?	YES
7 WHAT WAS YOUR PRESSURE FOR THE PRESSURE SENSOR READING?	21.4 MPa
8 ARE YOU SURE THAT THE BRAKES WEREN'T BEING APPLIED BY ADJUSTMENT?	YES. I ADJUSTED IT AND MADE SURE.
9 REPLACE THE VSA MODULATOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2762163	DAVIDK	01/22/2009	DAVEM	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 26-1	FBF; REPLACED YAW SNSR; FIXED

Resln Source: None **Date:**
Status: N/A **Mileage:** 3,501
Remarks / Requestor: **FE Status:**

Dealer #:	207128	**TZ:**	EST
Dlr Cont:	SAM MIRTO	**Training %:**	
Serv Ph:	(330) 644-3322	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	PARK HONDA 951 INTERSTATE PARKWAY AKRON OH 44312		
Phone:	(330) 644-3322	**Fax #:**	3306444520
DPSM:	RONALD HOPKIN	**Zone/Dist:**	04G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74068704	**Trans #:**	P36A6129438
Em Type:	KA		
RO #:	319623		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

1/22/2009 11:06:58 AM DAVIDK

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 TRY SENSOR

1/23/2009 2:29:52 PM DAVEM

5 fbf
6 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME
7 ------- ----------------- ---------- ---------- ------ -------- ----------------
8 2762163 5FNRL38778B[redacted] 01/23/2009 ODYSSEY 2008
207128 DAVE_MORGAN
9 COMMENTS:
10 REPLACED YAW/LATERAL CLUSTER SENSOR AND
CLEARED CODE, NUETRAL
11 POSITION LEARN
12 AND TEST DROVE. LIGHTDID NOT RESET AND CODE
DID NOT RESET. RETURNING C AR TO
13 GUEST.

Information from Dealer

VSA LIGHT IS COMING ON.
NO
26-1 NOTHING WAS REPALCED ON FIRST VISIT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2833577	CHRISR	06/11/2009	TOMP	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 84-1 AFT MOD R&R	WAR: VSA MOD?; REPLACE AGAIN

Resln Source: Warranty **Date:** 08/17/2010
Status: N/A **Mileage:** 9,187
Remarks / Requestor: **FE Status:**

Dealer #: 208375 **TZ:** MST
Dlr Cont: DENNIS **Training %:**
Serv Ph: 480-355-6900 **Extn:**
Serv Mgr: GREG ADAMS
Parts Mgr:
Dlr Name: HONDA OF SUPERSTITION SPRINGS
6229 E. AUTO PARK DR.
MESA AZ 85206

Phone: (480) 355-6900 **Fax #:** 4803556962
DPSM: RICHARD REBORI **Zone/Dist:** 10D
Previous Dealer/Contact **Date**

VIN: 5FNRL38258B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** LX
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR LX 6CYL 244.0 HP 3.5 L
WhtBdy: POWER STEERING, ABS, SRS AIRBAG,
Engine #: J35A64041375 **Trans #:** P36A6129579
Em Type: KA
RO #: 126840
Case Type: Technical
W.O. #:

Tech Line Suggests

6/11/2009 2:44:54 PM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 IVE SEEN ONE OTHER AND REPLACING MOD FIXED IT

Information from Dealer

CUSTOMER STATES THAT THE BRAKE PEDAL WHEN PRESSED IT MOVES TO FAR AND SOFT. PERFORMED THE BULLETIN FOR THE MODULATOR AND NOW THE PEDAL IS CORRECT BUT I CAN NOT PERFORM THE NEUTRAL POSITION PROCEDURE AND CODE 84-1 WILL NOT RESET.

NO

OK

001

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2689418	LANCEK	09/17/2008	RAYD	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA 13, 25, 83, 86, 104	WARR: REPLACED L/F WHEEL SPEED SENSOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 2,878
Remarks / Requestor: **FE Status:**

Dealer #: 208353 **TZ:** CST
Dlr Cont: AARON WEAVER **Training %:**
Serv Ph: (972) 731-3100 **Extn:**
Serv Mgr: RANDY STRAWN
Parts Mgr: CHRIS EDGAR
Dlr Name: DAVID MCDAVID HONDA OF FRISCO
1601 N. DALLAS PARKWAY
FRISCO TX 75034

Phone: (972) 731-3100 **Fax #:** 9727313179
DPSM: OLEN CURL **Zone/Dist:** 03A
Previous Dealer/Contact **Date**

VIN: 5FNRL38458E[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L
WhtBdy: POWER STEERING, ABS, SRS AIRBAG,
Engine #: J35A64041829 **Trans #:** P36A6131005
Em Type: KA
RO #: 158
Case Type: Technical
W.O. #:

Tech Line Suggests

9/17/2008 11:03:08 AM LANCEK

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 WHAT HAVE YOU CHECKED?
4 NEED CAR TO INSPECT, REF TO SM T/S

Information from Dealer

TCS VSA LIGHT ON CODES 13-1 25-1 83-1 86-1 104-1
NO
NOTHING THE CAR IS NOT HERE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3328431	RUDYG	09/06/2012	JANETTEH	2

	Code	Original Complaint
P	4230	VSA CODE 66

Probable Cause/Solution
MODULATOR?; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 31,619
Remarks / Requestor: **FE Status:**

Dealer #:	207442	**TZ:**	PST
Dlr Cont:	SCOTT HEMSLEY	**Training %:**	
Serv Ph:	(925) 934-0530	**Extn:**	
Serv Mgr:	TOM QUINLAN		
Parts Mgr:	TOM ERVIN		
Dlr Name:	WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		
Phone:	(925) 934-0530	**Fax #:**	9254764248
DPSM:	STEVE ROSTOMILY	**Zone/Dist:**	12C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38498B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64041883	**Trans #:**	P36A6131039
Em Type:	KA		
RO #:	227356		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/6/2012 11:25:06 AM RUDYG	
1 ORIGINAL COMPLAINT	CODE 66-1 BRAKE PRESSURE SENSOR FAILURE. DATA LISTSHOWS 4.967 VOLTS, 22 MPA ALL THE TIME, NO BRAKE PRESSURE, NO WHEEL DRAG. PIN FITS ALL GOOD, TIGHT.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 CHK BRAKE SW AND IF ADJ IS OK, REPL MODULATOR	OK
9/13/2012 9:38:23 AM JANETTEH	
7 Survey	Scott Hemsley 1012 Harrogate Way Antioch, CA 94509

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2747584	DAVIDK	12/29/2008	TOMP	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1	CONNECTIONS?; OK AFTER CONNECTIONS CYCLE

Resln Source: None **Date:**

Status: N/A **Mileage:** 10,198

Remarks / Requestor: **FE Status:**

Dealer #:	206952	**TZ:**	CST
Dlr Cont:	BRIAN GUBER	**Training %:**	
Serv Ph:	(314) 894-1330	**Extn:**	
Serv Mgr:	TODD HANSEN		
Parts Mgr:	TODD HANSEN		
Dlr Name:	MUNGENAST ST. LOUIS HONDA 5939 S. LINDBERG BLVD. SAINT LOUIS MO 63123		
Phone:	(314) 894-1330	**Fax #:**	3146491381
DPSM:	JOHN LENON	**Zone/Dist:**	08K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38738B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74070063	**Trans #:**	P36A6131442
Em Type:	KA		
RO #:	334651		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/29/2008 1:09:40 PM DAVIDK	
1 ORIGINAL COMPLAINT	VSA COMES ON SOMETIMES AT START UP AND OTHER TIMES
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	CODE 26.
4	AFTER WE CK CONNECTIONS AND CLEARED CODE. HAS NOT RECODED
5 TEST DRIVE INCLUDING MULT IGN CYCLE. IF NO CODE CAR MAY HAVE HAD A LOOSE CONNECTIONS. IF RECCODES REPALCE SENSOR	
11/25/2009 10:51:04 AM DAVIDK	
6	RUSSELL STEFANIC CALLING FOR TRACY P. CUST. SAYSVSA LIGHT COMES ON ABOUT ONCE A WEEK. LATERAL SENSOR WAS REPLACE FOR DTC 26 ON 6/08/09. PULLED VSA CODES 26 AND 83 TODAY. (NO PCM CODES) TIRE PRESSURES WERE BETWEEN 31 AND 34 PSI. DID NOT RECODE ON TEST DRIVE. CHECKED G302.
7 ANY CODES IN BODY OR PCM	NONE.
8 REPALCE MODULATOR	
2/4/2010 10:22:59 AM TOMP	
9	RUSSELL:
10	29358 MI TODAY.
11	REPLACE VSA MODULATOR 12/09
12	CAR IS BACK TODAY
13 WAS THE INDICATOR ON TODAY?	NO
14 DTC STORED?	YES; DTC 26
15	HOW FRAGILE ARE THE SENSOR CLUSTERS
16	I SUSPECT THE REPLACEMENT SENSOR CLUSTER WAS INSTALLED WITH AN ELECTRIC IMPACT.
17 ACCORDING TO RD; THE SENSOR CLUSTER CAN BE DAMAGED FROM IMPACT INSTALLATION.	
18	SO SHOULD I REPLACE IT AGAIN?
19 IF YOU KNOW FOR SURE THAT IT WAS IMPACTED.	
20 OTHERWISE, GO OVER THE CONNECTIONS, PINFITS AND TERMINATIONS.	
21 G302	
22 MAKE SURE THE BATTERY IS GOOD AND FULLY CHARGED.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2690805	JOHNB	09/19/2008	RAYD	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 26-1	WARR: REPLACED YAW SENSOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 186

Remarks / Requestor: **FE Status:**

Dealer #:	207828	**TZ:**	EST
Dlr Cont:	ALAN MARTIN	**Training %:**	
Serv Ph:	(317) 887-0800	**Extn:**	
Serv Mgr:	TRAVIS KETRING		
Parts Mgr:	TIM WOODALL		
Dlr Name:	INDY HONDA 8455 U.S. 31 SOUTH INDIANAPOLIS IN 46227		
Phone:	(317) 887-0800	**Fax #:**	3178855714
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74070084	**Trans #:**	P36A6131462
Em Type:	KA		
RO #:	316096		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

9/19/2008 9:31:09 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CHECK CONNECTONS AT SENSOR CLUSTER;SEE IF CODE RESETS;PERFORM TROUBLESHOOTING

5 NEED TO PRODUCE TO VERIFY;MONITOR HALF,FULL,AND RATCHET SWITCH INPUTS WITH HDS;CHK CLOSER MOTOR OPERTION

Information from Dealer

VSA CODE 26-1. AND DRIVERS SLIDING DOOR WILL NOTSHUT ALL THE WAY AT TIMES DOOR AJAR LIGHT ON.

NO

VSA CODE 26-1;WILL NOT RESET

ALSO DOOR WILL NOT FULLY PULL IN AT THE REAR LATCH AT TIMES;CANNOT PRODUCE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3074389	STEVEN	10/28/2010	STEVEN	1

	Code	Original Complaint
P	4230	VSA CODE: 27-1

Probable Cause/Solution
CHK CONNECTIONS, GROUND

Resln Source: None **Date:**
Status: N/A **Mileage:** 27,831
Remarks / Requestor: **FE Status:**

Dealer #:	208468	**TZ:**	EST
Dlr Cont:	WILLIAM	**Training %:**	
Serv Ph:	845-454-2400	**Extn:**	
Serv Mgr:	DONALD SPAETH		
Parts Mgr:	DANIEL TOMASETTI		
Dlr Name:	FRIENDLY HONDA 1143 DUTCHESS TURNPIKE POUGHKEEPSIE NY 12603		
Phone:	(845) 454-2400	**Fax #:**	8454541382
DPSM:	DONALD ANDREWS	**Zone/Dist:**	09B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL387X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74070294	**Trans #:**	P36A6131637
Em Type:	KA		
RO #:	466446		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/27/2010 11:36:36 AM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA

4 IF YOU CLEAR THE CODE, DOES IT RETURN
5 WHEN DOES IT CODE FOR THE CUSTOMER?
6 ANY A/M ACC, ACCIDENT DAMAGE?
7 WE HAVE NO KNOWN ISSUES SO I CANT REALLY LEAD YOU IN ANY DIRECTION. BUT HERE ARE SOEM THINGS TO TRY.
8 CLEAN THE GROUND, CYCLE THE VSA MODULATOR CONNECTOR, WIGGLE THE HARNESS. IF YOU CAN GET IT FAIL SEND US A SNAPSHOT

Information from Dealer

CAR HAS 27-1 VSA CODE . STEERING ANGLE SENSOR. CHECKED GROUND FOR VSA MODULATOR OK. THIS IS SECOND TIME BACK FOR THIS PROBLEM. ROADTESTED AND IS OK ATTHIS TIME. SSAW NO BULLITENS.

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA SYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
NO IT DOESNT
NOT SURE
NONE AT ALL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2802256	CHRISV	04/08/2009	KENE	3

	Code	Original Complaint
P	4230	VSA 15-1 25-1 27-1 104-1

Probable Cause/Solution
DEALER CANT DUP; NEED TO DUP

Resln Source: None **Date:**
Status: N/A **Mileage:** 3,500
Remarks / Requestor: **FE Status:**

Dealer #:	207960	**TZ:**	EST
Dlr Cont:	JOSEPH BOSTICK	**Training %:**	
Serv Ph:	(864) 234-6632	**Extn:**	
Serv Mgr:	DON FOOTE		
Parts Mgr:	FLOYD MARSHALL		
Dlr Name:	BREAKAWAY HONDA 330 WOODRUFF RD. GREENVILLE SC 29607		
Phone:	(864) 234-6632	**Fax #:**	8642340355
DPSM:	PER BOLLNER	**Zone/Dist:**	06H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38648B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74071544	**Trans #:**	P36A6133430
Em Type:	KA		
RO #:	305504		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
4/8/2009 6:25:05 AM CHRISV	
1 ORIGINAL COMPLAINT	CODES IN UNIT NO LIGHTS ARE ON. VSA CODES 15-1 25-1 27-1 104-1CLEARED SYSTEM TEST DROVE UNDER MULTIPLE CONDITIONS FOR 26 MILES NEVER RECODED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CK THE SENSOR CLUSTER AND CONN	
4/8/2009 7:08:48 AM CHRISV	
4	SENSOR CLUSTER IS INSTALLED CORRECTLY AND ALL CONN'S ARE GOOD
5 NEED TO DUP	
4/8/2009 8:17:46 AM KENE	
6	RECODED AFTER 25 MINUTES OF IDLING
7 CODE	27 CLEARED AND THEN 104
8 JUMP POWER AND GROUND AT MODULATOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3045742	TOMP	08/17/2010	CHRISV	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 84	FAULTY SENSOR CLUSTER; REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 42,929
Remarks / Requestor: **FE Status:**

Dealer #:	207200	**TZ:**	EST
Dlr Cont:	JOHN MOONEY	**Training %:**	
Serv Ph:	(201) 368-0190	**Extn:**	
Serv Mgr:	CHRISTOPHER PARK		
Parts Mgr:	EDWARD BOGERT		
Dlr Name:	DCH PARAMUS HONDA WEST 120, ROUTE 4 PARAMUS NJ 07652		
Phone:	(201) 368-0190	**Fax #:**	2013680234
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38468B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64042982	**Trans #:**	P36A6134696
Em Type:	KA		
RO #:	686031		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
8/17/2010 1:35:16 PM TOMP	
1 ORIGINAL COMPLAINT	PLUG IN VSA MODULATOR, GAIUGE MODUAL. TRY NEUTRAL TEST- FAILS EVERY TIME
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: VSA CONTROL UNIT][KEYWORD:]
4	JOHN:
5 CAN YOU DUPLICATE THE COMPLAINT?	YES
6 DTC?	84-1
7 CLEAR DTC; DOES IT RESET?	YES
8 DO S/M TROUBLESHOOTING FOR DTC?	YES
9 WHAT DID T/S SAY IS WRONG?	VSA MODULATOR; CONNECTED NEW ONE AND THE DTC DOES NOT CLEAR.
10 USE HDS AND CK DATALIST FOR YAW.LAT.LONG. ALL SHOULD BE 2.48-2.52V WHEN VEH ON LEVEL GROUND.	LAT 2.67, YAW ZERO
11 IF CAR IS ON LEVEL GROUND AND THE SENSOR CLUSTER IS INSTALLED CORRECTLY; SWAP OR REPLACE IT.	
8/18/2010 10:36:50 AM CHRISV	
12	WAS ABLE TO CLEAR IT IF I JACK UP ONE SIDE OF THE CAR. ITS INSTALLED CORRECTLY
13 REPLACE THE SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3063944	TOMP	10/01/2010	DAVIDK	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 104	10/4: REPALCED SENSOR CLUSTER

Resln Source: Spoke w/ Dealer **Date:** 10/04/2010
Status: N/A **Mileage:** 28,516
Remarks / Requestor: **FE Status:**

Dealer #:	207265	**TZ:**	EST
Dlr Cont:	DESMOD	**Training %:**	
Serv Ph:	(305) 256-2340	**Extn:**	
Serv Mgr:	BERNIE CHIONG		
Parts Mgr:	MIKE FRANCESCHI		
Dlr Name:	SOUTH MOTORS HONDA 16165 S. DIXIE HWY MIAMI FL 33157		
Phone:	(305) 256-2340	**Fax #:**	7862421131
DPSM:	KEVIN MCCLUNG	**Zone/Dist:**	07N
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74072686	**Trans #:**	P36A6135152
Em Type:	KA		
RO #:	964701		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/1/2010 7:23:58 AM TOMP	
1 ORIGINAL COMPLAINT	VSA LIGHT ON, UNABLE TO CLEAR CONE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
4	DESMOND:
5 CAN YOU DUPLICATE THE COMPLAINT?	YES
6 DTC?	YES
7 WHAT IS DTC?	104
8 CLEAR DTC; DOES IT RESET?	YES
9 WHEN DID PROBLEM START?	THIS WEEK
10 CRASH DAMAGE, REPAIRS, AFTERMARKET ACCESSORIES, OTHER ELECTRICAL REPAIRS?	NONE
11 HAVE YOU DONE THE SM TROUBLESHOOTING FOR THE DTC?	YES
12 AND?	STEP 14 SAYS SWAP SENSOR CLUSTER.
13 HOW CAN I HELP YOU TODAY?	WE DON'T HAVE ONE.
14 CHECK G302 AND VSA POWER/GROUND SYSTEMS.	
15 IF YOU CAN'T SWAP THE SENSOR CLUSTER THEN A NEW ONE SHOULD BE OBTAINED.	
10/4/2010 10:54:33 AM DAVIDK	
16	WE REPLACED THE SENSOR CLUSTER. CODE CLEARED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3152416	SHAWNW	05/20/2011	RUDYG	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 83-1 26-1 61-1	SENSOR CLUSTER?; REPL IF RECODES

Resln Source: None **Date:**

Status: N/A **Mileage:** 38,550

Remarks / Requestor: **FE Status:**

Dealer #:	208034	**TZ:**	EST
Dlr Cont:	JOHN PYLARINOS	**Training %:**	
Serv Ph:	(440) 777-9400	**Extn:**	
Serv Mgr:	RICHARD LOHN		
Parts Mgr:	MARK BRADY JR		
Dlr Name:	GANLEY HONDA 25870 LORAIN ROAD NORTH OLMSTED OH 44070		
Phone:	(440) 777-9400	**Fax #:**	4408014656
DPSM:	RONALD HOPKIN	**Zone/Dist:**	04G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL389X8E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74072828	**Trans #:**	P36A6135215
Em Type:	KA		
RO #:	410953		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
5/20/2011 10:49:01 AM SHAWNW	
1 ORIGINAL COMPLAINT	VSA LIGHT WAS GOING ON AND OFF PULLED CODES 26-1 LATERAL ACCELERATOR FAILURE 61-1 BATTERY VOLTAGE FAILURE 83-1 ECM/PCM ROTATION FAILURE ERASED CODES TEST DROVE AROUND TURNS NO LIGHT COMING ON
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 26]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 CLEAR?	Y
7 CHECK BATT AND CHARGING SYSTEM?	Y AND IT IS GOOD
8 PREFORM ALL DTC CHECK, 83 USUALLY MEANS THERE IS A CODE IN AN OTHER SYSTEM	OK
5/20/2011 11:12:50 AM RUDYG	
9 05/20/2011 11:13:08 AM RUDYG	(JOHN) NO CODES IN PGM OR A/T SYSTEM.
10 SO NO CODES RIGHT NOW	RIGHT
11 LET IT GO AND IF IT RECODES FOR LAT. LONG OR YAW REPL SENSOR CLUSTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2863121	RAYD	07/09/2009	RAYD	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA INT CODE 25-1	UNABLE TO DUPLICATE;WIGGLE WIRES RELATED TO CIRCUI

Resln Source: None **Date:**

Status: N/A **Mileage:** 14,357

Remarks / Requestor: **FE Status:**

Dealer #:	208468	**TZ:**	EST
Dlr Cont:	WILLIAM	**Training %:**	
Serv Ph:	845-454-2400	**Extn:**	
Serv Mgr:	DONALD SPAETH		
Parts Mgr:	DANIEL TOMASETTI		
Dlr Name:	FRIENDLY HONDA 1143 DUTCHESS TURNPIKE POUGHKEEPSIE NY 12603		
Phone:	(845) 454-2400	**Fax #:**	8454541382
DPSM:	DONALD ANDREWS	**Zone/Dist:**	09B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74073875	**Trans #:**	P36A6136631
Em Type:	KA		
RO #:	415946		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

7/9/2009 10:35:25 AM RAYD

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 I HAVE NO KNOWN PROBLEMS, I WOULD WIGGLE WIRES BETWEEN THE SENSOR CLUSTER AND THE MODULATOR RELATED TO THE CLUSTER, REMOVE THE COVER FROM THE BACK OF THE 47P, WIGGLE THERE ALSO

Information from Dealer

CAR HAS VSA CODE 25-1 YAW RATE SENSOR FAILURE. CODE WAS HISTORICAL. CAME IN WITH NO LIGHT ON. ROADTEST OK. CONNECTORS LOOK OK.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2725255	DAVEM	11/18/2008	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA CODE 15-1 AND 104-1	G302?; CHK GROUNDS> DPSM EVAL FOR CU

Resln Source: None **Date:**
Status: N/A **Mileage:** 2,253
Remarks / Requestor: **FE Status:**

Dealer #:	207960	**TZ:**	EST
Dlr Cont:	STEPHEN	**Training %:**	
Serv Ph:	(864) 234-6632	**Extn:**	
Serv Mgr:	DON FOOTE		
Parts Mgr:	FLOYD MARSHALL		
Dlr Name:	BREAKAWAY HONDA 330 WOODRUFF RD. GREENVILLE SC 29607		
Phone:	(864) 234-6632	**Fax #:**	(864) 234-0355
DPSM:	PER BOLLNER	**Zone/Dist:**	06H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38408B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64043919	**Trans #:**	P36A6137409
Em Type:	KA		
RO #:	291052		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
11/18/2008 6:11:49 AM DAVEM	
1 ORIGINAL COMPLAINT	CAR HAS CODE 15-1 AND 104-1
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	IT HAD A CLUSTER SNSR CODE 1,000 MILES AGO [104]. I SWAPPED A SNSR CLUSTER, BUT BACK AGAIN. CLRD CODES AND AFTER A LONG R/T NO RECODE
4 A/M?	NO, BUT HAS A PHONE CHARGER
5 PRVS CRASH DMG?	NONE
6 CHK FOR LOOSE GNDS BTTWN THE CU> G302> BATT NEG POST. IF OK AND ALL P-FITS @ CU ARE OK, DPSM EVAL FOR NEXT STEP	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2823338	DAVIDK	05/21/2009	DAVIDK	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26-1 INTERMIT	SENSOR?; REPLACE

Resin Source: None **Date:**
Status: N/A **Mileage:** 14,795
Remarks / Requestor: **FE Status:**

Dealer #: 208168 **TZ:** EST
Dlr Cont: JASON **Training %:**
Serv Ph: (540) 735-9100 **Extn:**
Serv Mgr: MICHAEL FINK
Parts Mgr: DAN MCDONALD
Dlr Name: POHANKA HONDA OF FREDERICKSBURG
60 SOUTH GATEWAY DRIVE
FREDERICKSBURG VA 22406

Phone: (540) 898-5200 **Fax #:** 5408980790
DPSM: MICHAEL RIEDEL **Zone/Dist:** 06B
Previous Dealer/Contact **Date**

VIN: 5FNRL38788B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74074671 **Trans #:** P36A6137865
Em Type: KA
RO #: 237670
Case Type: Technical
W.O. #:

Tech Line Suggests

5/21/2009 11:13:59 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 MAKE SURE THE SENSOR IS INSTALLED CORRECT. CK CONNECTIONS AND PIN FIT.

Information from Dealer

BOTH VSA LAMPS COME ON WHILE DRIVING, CODE 26-1 LATERAL ACC. SENSOR FAILURE. VEHICLE HAS BEEN IN BEFORE FOR SAME CODE .
NO
CODE CLEARS LAST TIME IT WENT 700 MILES.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2768149	JOHNB	02/03/2009	JOHNB	1

	Code	Original Complaint
P	4230	VSA CODE 26

Probable Cause/Solution
TECH NEEDED LOCATION OF LAT SENSOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 4,866
Remarks / Requestor: **FE Status:**

Dealer #:	207983	**TZ:**	EST
Dlr Cont:	ANTHONY	**Training %:**	
Serv Ph:	201-451-7111	**Extn:**	
Serv Mgr:	ANTHONY LOPEZ		
Parts Mgr:	JOHN BATTAGLIA		
Dlr Name:	METRO HONDA ROUTE 440 NORTH JERSEY CITY NJ 07305		
Phone:	(201) 451-5370	**Fax #:**	(201) 369-2322
DPSM:	DAN OUTTEN	**Zone/Dist:**	05B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38438B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX 6CYL 244.0 HP 3.5 L		
WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
Engine #:	J35A64044525	**Trans #:**	P36A6138847
Em Type:	KA		
RO #:	109192		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

2/3/2009 6:47:27 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 IT IS ON THE LEFT FLOOR AT THE DRIVERS SEAT AREA;PLEASE SEE ETM PAGE 201-33 PHOTO 143

Information from Dealer

I HAVE A DTC 26-01 FOR LATERAL ACCELERATION SENSORFAILURE. I AM UNABLE TO FIND ANY INFORMATION ON T HE LOCATION OF THIS SENSOR, THEREFORE AM UNABLE TODIAGNOSE THE MALFUNTION.
NO
WHERE IS THIS @#$M SENSOR
OHH,THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2939439	LARRYL	12/10/2009	RUDYG	2

Code	Original Complaint	Probable Cause/Solution
P 4230	VSA PROBLEM 26-1	SENSOR CLUSTER?; CK AT REST READINGS FIRST

Resln Source: None **Date:**
Status: N/A **Mileage:** 8,821
Remarks / Requestor: **FE Status:**

Dealer #:	207717	**TZ:**	CST
Dlr Cont:	TERRY ECKMAN	**Training %:**	
Serv Ph:	(414) 586-5400	**Extn:**	
Serv Mgr:	GREGORY LECHER		
Parts Mgr:	JOHN JADRO		
Dlr Name:	RUSS DARROW HONDA 9301 W. BROWN DEER RD. MILWAUKEE WI 53224		
Phone:	(414) 586-5400	**Fax #:**	4145865431
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38638B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74075646	**Trans #:**	P36A6139319
Em Type:	KA		
RO #:	218312		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/10/2009 10:21:46 AM LARRYL	
1 ORIGINAL COMPLAINT	26-1 LATERAL ACCELERTION SENSOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: 26-1]
12/10/2009 10:25:25 AM RUDYG	
4 12/10/2009 10:25:34 AM RUDYG	(TERRY)
5 HAS ANYTHING BEEN REPLACED?	HAD 26-1 AND 83-1 CODE. CLEARED AND LAT CODE CAME BACK ON.
6 USE HDS AND CK YAW AND LAT READINGS. SHOULD BE 2.48-2.52V ON FLAT LEVEL GROUND. IF OUTSIDE THAT RANGE, REPL SENSOR CLUSTER	OK
7 IF READING OK, CALL US BACK	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2820666	GARYR	05/15/2009	GARYR	1

	Code	Original Complaint
P	4230	VSA PROBLEM
	U0122	F CAN VSA 86-1 104-1 15-1 17-

Probable Cause/Solution
CHK CONN, REPL VSA MOD

Resln Source: None **Date:**
Status: N/A **Mileage:** 7,778
Remarks / Requestor: **FE Status:**

Dealer #:	206674	**TZ:**	EST
Dlr Cont:	JAY LUKEN	**Training %:**	
Serv Ph:	(513) 542-8000	**Extn:**	
Serv Mgr:	ROBERT DANNER		
Parts Mgr:	GARY OSTERLING		
Dlr Name:	SUPERIOR HONDA 4777 SPRING GROVE AVE. CINCINNATI OH 45232		
Phone:	(513) 542-8000	**Fax #:**	5135420198
DPSM:	MIKE DITMER	**Zone/Dist:**	04H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74075819	**Trans #:**	P36A6139921
Em Type:	KA		
RO #:	241978		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/15/2009 10:46:54 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4 G302
5 CONN AT MOD
6 CODES

Information from Dealer

D LIGHT FLASHING, BRAKE LIGHT, VSA LIGHT, ABS LIGHT COMING ON. HAD SAME COMPLAINT 2 MONTHS AGO AND FOUND ABS UNIT NOT COMPLETELY PLUGGED IN.

YES
LOOSE CONNECTION AT ABS UNIT
CLEANED
GOOD
U0122 15-1 17-1 104-1 25-1 27-1 86-1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3147763	DAVEM	05/09/2011	DAVEM	1

	Code	Original Complaint
P	4230	VSA DTC 27-1

Probable Cause/Solution
SAS; T/S PER S/M

Resln Source: None **Date:**
Status: N/A **Mileage:** 39,554
Remarks / Requestor: **FE Status:**

Dealer #:	206674	**TZ:**	EST
Dlr Cont:	PAUL BOLLMAN	**Training %:**	
Serv Ph:	(513) 542-8000	**Extn:**	
Serv Mgr:	ROBERT DANNER		
Parts Mgr:	GARY OSTERLING		
Dlr Name:	SUPERIOR HONDA 4777 SPRING GROVE AVE. CINCINNATI OH 45232		
Phone:	(513) 542-8000	**Fax #:**	(513) 542-0198
DPSM:	MIKE DITMER	**Zone/Dist:**	04H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74075819	**Trans #:**	P36A6139921
Em Type:	KA		
RO #:	274157		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/9/2011 6:49:06 AM DAVEM

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6

7 NO

Information from Dealer

27-1, STEERING ANGLE QUESTION
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: VSA DTC]
Y
N
N
THE SAS NEVER CHANGES OFF 0DEG ON THE HDS. IS THAT NORMAL?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3366075	RAYD	12/04/2012	RAYD	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66-1	MODULATOR;REPLACE

Resln Source: None **Date:**
Status: N/A **Mileage:** 33,144
Remarks / Requestor: **FE Status:**

Dealer #:	208601	**TZ:**	MST
Dlr Cont:	RICHARD	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	WILLIS BARNETT		
Parts Mgr:	ROBERT RHOADES		
Dlr Name:	THOMPSON'S HONDA 101 SOUTH 1ST STREET TERRE HAUTE IN 47807		
Phone:	(812) 232-5376	**Fax #:**	(812) 232-1111
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74075943	**Trans #:**	P36A6139971
Em Type:	KA		
RO #:	014506		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/4/2012 11:15:33 AM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6 WHAT DO YOU HAVE FOR BRAKE PRESSURE?
7 DOES IT CHANGE WHEN YOU PRESS ON THE BRAKE PEDAL?
8 HOW ABOUT IF YOU REMOVE THE BRAKE SWITCH?
9 REPLACE THE MODULATOR

Information from Dealer

HAVE CODE 66-1 STARTED TROUBLESHOOTING STEPS AND CAME TO PART WHERE IT ASKES TO REPLACE BRAKE SWITCH, AND CHECK FOR AND ADJUSTMENTS. I HAVE AND THE LIGHT IS STILL ON

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA 66]

NONE
NONE
21.4 MPA
NO
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3384605	JOHNB	01/16/2013	JOHNB	1

	Code	Original Complaint
P	4230	VSA 84-1,66-1

Probable Cause/Solution
MODULATOR;GV CHKS;CHK PRESS SENSOR IN DATALIST

Resln Source: None **Date:**
Status: N/A **Mileage:** 33,443
Remarks / Requestor: **FE Status:**

Dealer #:	208601	**TZ:**	MST
Dlr Cont:	TERRY ZENTKO	**Training %:**	
Serv Ph:		**Extn:**	
Serv Mgr:	WILLIS BARNETT		
Parts Mgr:	ROBERT RHOADES		
Dlr Name:	THOMPSON'S HONDA 101 SOUTH 1ST STREET TERRE HAUTE IN 47807		
Phone:	(812) 232-1111	**Fax #:**	812-2321111
DPSM:	JEANNE ALTMILLER	**Zone/Dist:**	04E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74075943	**Trans #:**	P36A6139971
Em Type:	KA		
RO #:	015323		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

1/16/2013 10:09:21 AM JOHNB

	Tech Line Suggests	Information from Dealer
1	ORIGINAL COMPLAINT	CODES 84-1 66-1 WILL NOT CLEAR . HISTORY CODE 61-1 HAS BRAND NEW BATTERY
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NONE
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6		BAD BATTERY;ANOTHER TECH REPLACED,NOW HAVE VSA LIGHT ON,CODES 84-1,66-1,61-1;61-1 DOES NOT RESET
7	LIKELY 61-1 RELATIVE TO PRIOR BATTERY OR CAUSED AT TIME OF REPLACEMENT	BUT 84-1 AND 66-1 WILL RESET AFTER CLEARED;CANNOT PERFORM NEUTRAL MEMORIZATION DO TO CODES
8	CHK VSA PRESSURE SENSOR AND BRAKE SW INPUTS IN THE DATALIST;IF BRAKE PEDAL SW OK,BUT PRESSURE SENSOR DISPLAYS PRESSSURE OR NO PRESSURE ALL THE TIME,THEN MODULATOR WILL NEED REPLACEMENT;PLEASE CHK DATALIST	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3070928	CHRISR	10/19/2010	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 25-1, 104-1 INT	OPEN?; CK SENSOR CRCT, C601

Resln Source: None **Date:**
Status: N/A **Mileage:** 36,068
Remarks / Requestor: **FE Status:**

Dealer #: 208518 **TZ:** CST
Dlr Cont: DAN JONES **Training %:**
Serv Ph: **Extn:**
Serv Mgr: RANDY WALKER
Parts Mgr: MIKE HAYNES
Dlr Name: SMART HONDA
11206 HICKMAN ROAD
CLIVE IA 50325

Phone: (515) 253-3040 **Fax #:** 515-7271519
DPSM: JOSHUA WHITNEY **Zone/Dist:** 08C
Previous Dealer/Contact **Date**

VIN: 5FNRL38788B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-LRES
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L RES 6CYL 241.0
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74078818 **Trans #:** P36A6143994
Em Type: KA
RO #: 619249
Case Type: Technical
W.O. #:

Tech Line Suggests

10/19/2010 11:06:00 AM CHRISR

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4
5 INSPEC SENSOR CRCT, 12V, GND, CAN HI 2.7 CAN LO 2.3
6 VFY GOO DPIN FIT @ C601, I SEE THIS HAPPENED AFTER RECALL, WAS THERE NO COMPLAINTS BEFORE
7 POSS PIN FIT @ MOD CONN

Information from Dealer

VSA LIGHT ON.

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: BRAKES][KEYWORD: VSA]
I REPLACED THE SENSOR CLUSTER AND IT CAME BACK A FEW DAYS LATER WITH SAME IN HISTORY DTC'S
OK
NO
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3004208	JOHNB	05/07/2010	JOHNB	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 104	CHK SENSOR CLUSTER MOUNTING;TRY KG MODULATOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 21,520

Remarks / Requestor: **FE Status:**

Dealer #:	206778	**TZ:**	EST
Dlr Cont:	RON WILDEY	**Training %:**	
Serv Ph:	(585) 586-0120	**Extn:**	
Serv Mgr:	MARK FREY		
Parts Mgr:	JEFFREY BROOKS		
Dlr Name:	DICK IDE HONDA 875 PANORAMA TRAIL ROCHESTER NY 14625		
Phone:	(585) 586-0120	**Fax #:**	(585) 586-0429
DPSM:	MALCOLM HOFF	**Zone/Dist:**	09A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38788B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74079691	**Trans #:**	P36A6145137
Em Type:	KA		
RO #:	559292		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/7/2010 6:17:17 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 DID YOU PERFORM THE VSA SENSOR NEUTRAL POSITION MEMORIZATION

6 MAKE SURE MOUNTING ORIENTATION OF SENSOR CLUSTER IS CORRECT;SEE S/M PAGE 19-101;IF OK,AND CIRCUITS HAS NO SHORTS,NO OPENS OR HIGH RESISTANCE,AND PIN FITS AND CONNECTIONS OK;CHK POWER AND GROUND TO VSA MODULATOR;TRY KG VSA MODULATOR

Information from Dealer

VSA LITE ON CODES 25, 104, 25 CLEARED, 104 CAME BACK, WENT THROUGH DIAGNOSIS AND LED ME TO REPLACE CLUSTER SENSOR, REPLACED, CODE STILL PRESENT...

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]

KEEPS SETTING VSA CODE 104;ALREADY REPLACED SENSOR CLUSTER AND NO CHANGE

CANNOT BECAUSE OF RESETTING 104

021

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2917020	TERRYP	10/23/2009	TERRYP	1

	Code	Original Complaint
P	4230	VSA DTC 26-1

Probable Cause/Solution

SNSR CLSTR?;CKG SNSR CLSR,FOLLOWING S/M T/S

Resln Source: None **Date:**

Status: N/A **Mileage:** 18,405

Remarks / Requestor: **FE Status:**

Dealer #:	206867	**TZ:**	CST
Dlr Cont:	TONEY WILLIAMS	**Training %:**	
Serv Ph:	(423) 899-1122	**Extn:**	
Serv Mgr:	MATT WOODLIEF		
Parts Mgr:	CHRIS BARNES		
Dlr Name:	ECONOMY HONDA SUPERSTORE 2135 CHAPMAN ROAD CHATTANOOGA TN 37421		
Phone:	(423) 899-1122	**Fax #:**	4238948632
DPSM:	ALAN CUNNINGHAM	**Zone/Dist:**	07B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38798B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LR&N
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L R&N 6CYL 241.0		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74081337	**Trans #:**	P36A6147876
Em Type:	KA		
RO #:	376384		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

10/23/2009 12:46:56 PM TERRYP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 MAKE SURE SNSR CLUSTER IS INSTALLED PROPERLY.IF SO,FOLLOW NORMAL S/M T/SHOOTING

Information from Dealer

CUSTOMER STATES VSA LIGHT COMES ON SOMTIMES
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2799612	DAVEM	04/02/2009	DAVEM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA INTERM DTC 25-1	YAW SNSR; SWAP AND MON

Resln Source: None **Date:**

Status: N/A **Mileage:** 6,286

Remarks / Requestor: **FE Status:**

Dealer #:	206904	**TZ:**	EST
Dlr Cont:	ED MILLER	**Training %:**	
Serv Ph:	(570) 821-3730	**Extn:**	
Serv Mgr:	JOE SCHESNEY		
Parts Mgr:	DANIEL SEKERA		
Dlr Name:	MOTORWORLD HONDA 150 MOTORWORLD DRIVE WILKES BARRE PA 18703		
Phone:	(570) 821-3730	**Fax #:**	5708206926
DPSM:	WALTER	**Zone/Dist:**	05L
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74081399	**Trans #:**	P36A6147966
Em Type:	KA		
RO #:			
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

4/2/2009 8:21:43 AM DAVEM

1

2 SWAP THE YAW SNSR AND MON

Information from Dealer

INTERM VSA DTC 25-1. WHAT HAVE YOU SEEN? WON'T RECODE FOR USE AND THERE ARE NO OTHER CODES OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2954408	CHRISV	01/14/2010	CHRISV	1

	Code	Original Complaint
P	4230	VSA 27-1

Probable Cause/Solution

DEALER CANT DUP; NEED A SNAP SHOT

Resln Source: None **Date:**

Status: N/A **Mileage:** 22,509

Remarks / Requestor: **FE Status:**

Dealer #:	207223	**TZ:**	EST
Dlr Cont:	MIGUEL CRUZ	**Training %:**	
Serv Ph:	(609) 386-2600	**Extn:**	
Serv Mgr:	JOHN SCHUCK		
Parts Mgr:	WILLIAM HOWARD		
Dlr Name:	DAVIS HONDA 40 ROUTE 130 WEST BURLINGTON NJ 08016		
Phone:	(609) 386-2600	**Fax #:**	(609) 386-3098
DPSM:	ANDREW MCGOWAN	**Zone/Dist:**	05H
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38928B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	TOUR
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR TOUR 6CYL 241.0 HP		
WhtBdy:	ABS, AIR BAG, TCS, USA		
Engine #:	J35A74083585	**Trans #:**	P36A6150962
Em Type:	KA		
RO #:	251174		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

1/14/2010 7:04:58 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 DOES THE CODE CLEAR

6 NEED TO REDUP AND TAKE A SNAP SHOT

Information from Dealer

VSA LIGHT ON NOISE AT HIGH SPEEDS STEERING WHJEEL HARD

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]

CODE 27-1, SAS WAS REPLACED IN THE PAST

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3025480	JERRYA	06/29/2010	RUDYG	2

	Code	Original Complaint
P	4230	VSA CODE 104

Probable Cause/Solution
SENSOR CLUSTER?; CK G302, C601

Resln Source: None **Date:**
Status: N/A **Mileage:** 25,508
Remarks / Requestor: **FE Status:**

Dealer #:	206795	**TZ:**	PST
Dlr Cont:	MARCO DAVID DI	**Training %:**	
Serv Ph:	(408) 249-1811	**Extn:**	
Serv Mgr:	JIM DUFFER		
Parts Mgr:	CHARLES WAY		
Dlr Name:	HONDA OF STEVENS CREEK 4590 STEVENS CREEK BL. SAN JOSE CA 95129		
Phone:	(408) 249-1811	**Fax #:**	4082470506
DPSM:	ROBERT GIBBONS	**Zone/Dist:**	12E
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38668B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74200500	**Trans #:**	P36A6005628
Em Type:	KA		
RO #:	275433		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/29/2010 12:57:43 PM JERRYA	
1 ORIGINAL COMPLAINT	CODE:104-1.IS THE CAR SAFE TO DRIVE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT: VSASYSTEM (INCLUDES ABS, TCS)][KEYWORD:]
6/29/2010 1:02:13 PM RUDYG	
4 06/29/2010 01:02:19 PM RUDYG	(MARCO) 104 DOESN'T CLEAR. IS IT OK FOR CUST TO DRIVE THIS CAR WITH THIS CODE? WE HAVE SENSOR CLUSTER ON ORDER
5 VSA WILL NOT WORK SO IT COULD BE ARGUED THAT VEH IS LESS SAFE, HOWEVER WE DO NOT MAKE THE CALL ON THAT, REFER TO DPSM FOR DECISION.	OK
6 AS FAR AS CODE, CK G302 AND C601. IF CONNECTIONS THERE ARE OK, REPL SENSOR CLUSTER	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3317770	RUDYG	08/08/2012	RUDYG	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 66-1	FBF: REPL'D MODULATOR

Resln Source: Feedback forms **Date:** 08/14/2012
Status: N/A **Mileage:** 49,178
Remarks / Requestor: **FE Status:**

Dealer #: 206740 **TZ:** CST
Dlr Cont: ADAM DUNHAM **Training %:**
Serv Ph: (847) 362-4300 **Extn:**
Serv Mgr:
Parts Mgr: BARTH BARA
Dlr Name: PAULY HONDA
1111 S. MILWAUKEE AVE.
LIBERTYVILLE IL 60048

Phone: (847) 362-4300 **Fax #:** 8473675815
DPSM: MIKE CLARK **Zone/Dist:** 08E
Previous Dealer/Contact **Date**

VIN: 5FNRL38688B[redacted] **Err:**
Year: 2008 **Model:** ODYSSEY
Tran: 5AT **Trim:** EX-L
Doors: 5DR **WD:**
Fact: LINCOLN **Country:** USA
Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
Engine #: J35A74200679 **Trans #:** P36A6007107
Em Type: KA
RO #: 499722
Case Type: Technical
W.O. #:

Tech Line Suggests	Information from Dealer
8/8/2012 2:01:20 PM RUDYG	
1 ORIGINAL COMPLAINT	DTC 66-1 BRAKE PRESSURE SWITCH FAILURE. READING 21.4 MPA IN DATALIST. BRAKE PEDAL AND SWITCH ADJUSTMENTS ARE GOOD.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 REMOVE BRAKE SW, IF PRESSURE DOESN'T DROP TO 0 MPA REPL MODULATOR	OK
8/14/2012 3:28:10 PM RUDYG	
7 08/14/2012 03:28:15 PM RUDYG(RECEIVED FBF)	FROM FBF: COMMENTS: VSA MODULATOR FIXED PROBLEM FOR VSA DTC 66-1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3350574	TROYS	10/30/2012	TROYS	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 66-1	MOD;REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 45,151

Remarks / Requestor: **FE Status:**

Dealer #:	207154	**TZ:**	EST
Dlr Cont:	BRIAN DUERR	**Training %:**	
Serv Ph:	(716) 691-7800	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	DON DAVIS HONDA 2277 NIAGARA FALLS BLV AMHERST NY 14228		
Phone:	(716) 691-7800	**Fax #:**	7166914190
DPSM:	MALCOLM HOFF	**Zone/Dist:**	09A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74201309	**Trans #:**	P36A6011538
Em Type:	KA		
RO #:	230642		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
10/30/2012 11:26:23 AM TROYS	
1 ORIGINAL COMPLAINT	HAD CODE 26-1(LATERAL ACCELERATION SENSOR FAILURE) WHICH CLEARED AND DID NOT RETURN AFTER DRIVING. ALSO CODE 66-1 (BRAKE PRESSURE SENSOR FAILURE) WHICH IS PERMANENT CODE AND CODE 84-1 (SENSOR LOGIC FAILURE) WHICH IS ALSO A PERMANENT CODE
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2006][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE PRESSURE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	AM UHAUL BRAKE CONTROLER
6	THERE IS PRESSURE W/O BRAKES PRESSED
7 ADJUST PEDAL	DID THE BRAKE LIGHT WORKS
8 REPLACE THE MOD	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2835054	KEITHC	06/16/2009	TOMP	3

	Code	Original Complaint
P	4230	VSA 104
	U0155	F-CAN MALF(GAUGE CNTRL MOD)

Probable Cause/Solution

SENSOR CLUSTER; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 14,371

Remarks / Requestor: **FE Status:**

Dealer #:	207739	**TZ:**	EST
Dlr Cont:	JR GEORGE	**Training %:**	
Serv Ph:	(419) 354-2222	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	UNIVERSITY HONDA 1019 NORTH MAIN STREET BOWLING GREEN OH 43402		
Phone:	(419) 354-2222	**Fax #:**	4193537060
DPSM:	KEITH LEVINS	**Zone/Dist:**	04B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74202033	**Trans #:**	P36A6017487
Em Type:	KA		
RO #:	49830		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/16/2009 6:30:44 AM KEITHC	
1 ORIGINAL COMPLAINT	VSA COMES ON AND OFF
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	MANY CODES
4 CLEAR CODES, CK CONNECTOR J AT PASS F/B	
6/30/2009 7:38:28 AM CHRISV	
5	CYCLED ALL THE CONN AT THE PASS F/B BUT NOW THE CAR IS BACK W/ VSA 014
6 REPLACE THE SENSOR CLUSTER	
7/20/2009 12:30:27 PM TOMP	
7	GEORGE:
8	REPLACED THE SENSOR CLUSTER AND CAR IS BACK TODAY, VSA DTCs 104 AND 25
9 WAS AN INDICATOR ON TODAY?	NO
10 CLEAR DTCs; DO THEY RESET?	NOT FOR ME; CAN TAKE A COUPLE OF WEEKS TO CAUSE THE CODES TO RESET.
11 WHEN DID PROBLEM START?	LAST MONTH?
12 CAN YOU DUPLICATE THE COMPLAINT?	NO, ONLY SEE HISTORY DTCs
13 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?	NONE
14 OTHER ELECTRICAL COMPLAINTS?	NO
15 CHECK G302, CHECK C601	
16 FAULTY VSA MODULATOR, REFER TO DSM BEFORE REPLACING ANY MORE PARTS.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3014091	RUDYG	06/02/2010	RUDYG	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 86	MODULATOR?; REPLACE

Resln Source: None **Date:**

Status: N/A **Mileage:** 24,987

Remarks / Requestor: **FE Status:**

Dealer #:	207739	**TZ:**	EST
Dlr Cont:	WAYLAND MILLER	**Training %:**	
Serv Ph:	(419) 354-2222	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	UNIVERSITY HONDA 1019 NORTH MAIN STREET BOWLING GREEN OH 43402		
Phone:	(419) 354-2222	**Fax #:**	4193537060
DPSM:	KEITH LEVINS	**Zone/Dist:**	04B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38618B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74202033	**Trans #:**	P36A6017487
Em Type:	KA		
RO #:	54246		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
6/2/2010 10:37:20 AM RUDYG	
1 ORIGINAL COMPLAINT	VSA, ABS, LIGHTS ON, THEN OFF. PULLED CODE 86-1. CLEARED CODE, DID NOT COME BACK. IN FOR SAME CODES 7-20-09
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 86]
4 DID ALL DTC CK?	YES
5 NO U CODES?	NO
6 IF ONLY CODE 86 IN THERE, SUSPECT MODULATOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2747259	DAVIDK	12/29/2008	RAYD	5

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA 27-1	TRY KG MODULATOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 23,715

Remarks / Requestor: **FE Status:**

Dealer #:	207066	**TZ:**	EST
Dlr Cont:	ANTHONY	**Training %:**	
Serv Ph:	(718) 253-8400	**Extn:**	
Serv Mgr:	MICHAEL ALVAREZ		
Parts Mgr:	FRANCISCO FIGUEROA		
Dlr Name:	PLAZA HONDA 2740 NOSTRAND AVENUE BROOKLYN NY 11210		
Phone:	(718) 253-8400	**Fax #:**	7183384470
DPSM:	DAN OUTTEN	**Zone/Dist:**	05B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74202036	**Trans #:**	P36A6017484
Em Type:	KA		
RO #:	2700		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests		Information from Dealer
12/29/2008 10:13:50 AM	DAVIDK	
1 ORIGINAL COMPLAINT		VSA CODE 27-1
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3		WIRES CK OUT OK. WHAT PARTS TO REPALCE SAS OR VSA
4 SWAP FROM K/G CAR		MNGR WILL NOT LET US
5 SAS FIRST		
1/9/2009 11:47:03 AM	JOHNB	
6		SO CODE 27;REPLACED SAS,NO CHANGE;REPLACED MODULATOR AND NO MORE 27,BUT NOW HAVE HARD CODE 104;DID TROUBLESHOOTING AND LEADXS TO VSA MODULATOR,SO SINCE THAT WAS ALREADY REPLACED,I REPLACED THE SENSOR CLUSTER;NO CHANGE STILL 104
7 CHK CONNECTIONS AND GROUND;TRY KG MODULATOR SINCE CODE CAME AFTER REPLACEMENT		
1/22/2009 10:30:33 AM	DAVIDK	
8		REPALCED CLUSTER AND MODULATOR
9 STILL HAVE CODE 27		YES. SENSOR CLUSTER
10 27 IS FOR THE SAS		NO SENSOR CLUSTER, FORGOT THE CODE BUT IT WAS FOR THE SENSOR CLUSTER
11 PLEASE RE CK THE CODE. WE ARE ONLY AS GOOD AS THE INFO YOU GIVE US		
1/22/2009 10:50:23 AM	RAYD	
12		D112645 KIRK, NOW THE ONLY CODE IS 104-1
13 DOES IT CLEAR?		YES, I DROVE IT ABOUT 4 MILES AND IT CAME BACK
14 TAKE A SNAPSHOT OF THE CAR SETTING LEVEL STOPED, S/W STRAIGHT, THEN TAKE A SHOT OF THE SYSTEM CODING.		
1/29/2009 1:18:08 PM	RAYD	
15 NO SNAP'S		
16 SENT FBF		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2784337	JOHNB	03/04/2009	JOHNB	2

	Code	Original Complaint
P	4230	VSA 25,26,27,104

Probable Cause/Solution
SEE IF CDES RESET;CHK G301,C401

Resln Source: None **Date:**
Status: N/A **Mileage:** 11,264
Remarks / Requestor: **FE Status:**

Dealer #:	207399	**TZ:**	EST
Dlr Cont:	DOMINIC DIMARE	**Training %:**	
Serv Ph:	(201) 529-3966	**Extn:**	
Serv Mgr:	DANIEL BARROS		
Parts Mgr:	MICHAEL D'ANNA		
Dlr Name:	MAHWAH HONDA 345 ROUTE 17 NORTH MAHWAH NJ 07430		
Phone:	(201) 529-3966	**Fax #:**	2015295411
DPSM:	STEVEN LUCCESE	**Zone/Dist:**	05C
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38748B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74202090	**Trans #:**	P36A6017617
Em Type:	KA		
RO #:	342515		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/4/2009 10:09:33 AM JOHNB

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 YES YOU ARE CORRECT;ETM SUPPORTS YOUR FINDINGS;WILL REPORT;AS FOR THE TROUBLESHOOTING,YOU ARE PERFORMING BECAUSE THESE CODES RESET
5 PLEASE CLEAR CODES AND NOTE IF THEY RESET;CHK ALSO G301 AND C401
6 (NOTE: ETM IS INCORRECT,S/M IS CORRECT;TECH AND ETM ARE NOTING THE NUMBERS ON THE CONNECTOR ITSELF,NOT BY CAVITY LOCATION)

Information from Dealer

CODES 25-1, 26-1, 27-1 AND 104-1
NO
DOING TROUBLESHOOTING FOR 25,26,104 IN S/M PAGE 19-78;ON STEP 13,THE PIN OUT COMBINATIONS ARE INCORRECT;PIN 6 AT VSA MODULATOR 47P CONN SHOULD GO TO PIN 3 AT SENSOR CLUSTER 3P CONN;AND THE VSA MOD PIN 25 SHOULD GO TO PIN 1
NOT SURE,NEVER CLEARED TO SEE IF THEY DO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2656845	CHRISR	07/24/2008	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM CODE 104	VSA MOD?; CK PWR/GND,CAN LINES>REPL MOD

Resln Source: None **Date:**

Status: N/A **Mileage:** 5,298

Remarks / Requestor: **FE Status:**

Dealer #:	207626	**TZ:**	CST
Dlr Cont:	MICHAEL	**Training %:**	
Serv Ph:	(615) 791-1101	**Extn:**	
Serv Mgr:	ARCHIE BECQUET		
Parts Mgr:	MARK TAYLOR		
Dlr Name:	DARRELL WALTRIP HONDA 1430 MURFREESBORO RD FRANKLIN TN 37067		
Phone:	(615) 791-1101	**Fax #:**	6155996297
DPSM:	CHRISTINE LANE	**Zone/Dist:**	07A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74205734	**Trans #:**	P36A6039160
Em Type:	KA		
RO #:	469779		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

7/24/2008 1:10:15 PM CHRISR

1	ORIGINAL COMPLAINT	CODE 104-1 - SENSOR CLUSTER FAILURE, HAVE DONE THEDIAGNOSIS ACCORDING TO TROUBLETREE, ALL VOLTAGE C HECKS & CONTINUITY CHECKS OK. REPLACED SENSOR CLUSTER & CODE STILL APPEARS (ACTUALLY CAN'T CLEAR). NOTICED ACCORDING TO WIRE CONNECTOR PICTURE IN SERVICE MANUAL THAT 2 WIRES WERE IN THE WRONG CAVITIES. SWITCHED WIRES TO PROPER CAVITIES & RETRIED TO CLEAR CODE, NO LUCK. ANY SUGGESTIONS?
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	LETS GET THE WIRES IN CORRECT PINS RED #1 AND RED/WHT#3 AND IF PWR GND OR GOOD AND CAN LINES ARE OK REPL MODULATOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2674743	TOMP	08/22/2008	TOMP	1

	Code	Original Complaint
P	4230	VSA DTCs 86, 61 & U0122

Probable Cause/Solution
INTERMITTENT FAILURE; CHECK G302

Resln Source: None **Date:**
Status: N/A **Mileage:** 1,374
Remarks / Requestor: **FE Status:**

Dealer #:	208181	**TZ:**	CST
Dlr Cont:	TRACY GAUBERT	**Training %:**	
Serv Ph:	(985) 892-0001	**Extn:**	
Serv Mgr:	DON BERTUS		
Parts Mgr:	GARY MACKE		
Dlr Name:	HONDA OF COVINGTON 100 HOLIDAY SQUARE BLV COVINGTON LA 70433		
Phone:	(985) 892-0001	**Fax #:**	9858920224
DPSM:	DANIEL FYFFE	**Zone/Dist:**	03D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74206191	**Trans #:**	
Em Type:	KA		
RO #:	542903		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/22/2008 10:34:32 AM TOMP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 PREVIOUS REPAIR DESCRIPTION
4
5 WHEN DID PROBLEM START?
6 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?
7
8 CLEAR DTCs; DO THEY RESET, FOR YOU?
9 CHECK G302
10 CHECK CAN LINE PINFITS
11 CHECK VSA POWER/GROUND SYSTEMS.

Information from Dealer

VSA AND ABS LIGHTS COME ON AND GO OFF WHEN KEY IS TURNED OFF. CODES U0122 FOR PCM, VSA HAS CODE 86-1AND 61-1. BATTERY TEST IS GOOD. RAN TEST , SAYS T O REPLACE THE VSA MODULATOR ASSY.
YES
INSPECTED. LOOKS LIKE SOME ELSE HAS BEEN IN THE VEHICLE... NOT HERE.....
TRACY
FROM DELIVERY.
NO
LOOKS LIKE SOMETHING WAS DROPPED ON THE VSA MODULATOR; THE COUPLER HAS A 3MM CHIP.
NO, TAKES A FEW DAYS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2656699	JOHNB	07/24/2008	STEVEN	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CDES,25,27,15,104,86	CAR NOT PRESENT;CHK FOR ENGINE CODES;CHK CLUSTER

Resln Source: None **Date:**
Status: N/A **Mileage:** 14,312
Remarks / Requestor: **FE Status:**

Dealer #:	207930	**TZ:**	EST
Dlr Cont:	JOHN	**Training %:**	
Serv Ph:	(937) 667-4441	**Extn:**	
Serv Mgr:	BRENT SMITH		
Parts Mgr:	DANIEL BURK		
Dlr Name:	VOSS HONDA 155 SOUTH GARBER DRIVE TIPP CITY OH 45371		
Phone:	(937) 667-4441	**Fax #:**	9376694324
DPSM:	MARK KELLEY	**Zone/Dist:**	04D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38668B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74206392	**Trans #:**	P36A6042461
Em Type:	KA		
RO #:	530147		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

7/24/2008 11:47:36 AM JOHNB

1	ORIGINAL COMPLAINT	YAW RATE SENSOR WAS FOUND PROBLEM,ANOTHER TECH REPLACED CLUSTER AT 6707 MILES NOW THE VEHICLE HAS 25-1 27-1 15-1 104-1 86-1 HELP
2	PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3	PREVIOUS REPAIR DESCRIPTION	CLUSTER REPLACE FOR YAW-RATE
4		SO THESE CODES 25-1 27-1 15-1 104-1 86-1 ARE PRESENT AGAIN;CLEAR THEM AND THEY TAKE TIME TO RESET;CAR IS NOT PRESENTLY HERE
5	SINCE YOU HAVE AN F-CAN CODE 86-1,DO YOU HAVE ANY ENGINE CODES	DID NOT CHECK
6	WHEN YOU RECEIVE CAR BACK,PLEASE CHK FOR ANY ENGINE CODES;I WOULD LIKE TO SAY THIS MAYBE A MODULATOR OR CONNECTION ISSUE AT THE MODULATOR,BUT WE NEED TO CHECK FOR ENGINE CODES;CHK CONNECTIONS,PWR AND GROUNDS AT MODUALTOR;MAKE SURE SENSOR CLUSTER INSTALLED PROPERLY AND THE CONNECTIONS THERE ARE GOOD	

7/28/2008 8:03:36 AM STEVEN

7		CONNECTIONS SEEM GOOD, I HAVE A U0122
8	DO THE T-SHOOTING FOR THE U0122, CLEAN UP THE GROUND OT TH EMODULATOR, IF OK REPLACE THE VSA MOD	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2947930	RUDYG	12/30/2009	RUDYG	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE 26, INTERMITTENT	YAW SENSOR?; REPL BUT CK G302 FIRST

Resln Source: None **Date:**

Status: N/A **Mileage:** 35,805

Remarks / Requestor: **FE Status:**

Dealer #:	207964	**TZ:**	EST
Dlr Cont:	VINCE CHANNON	**Training %:**	
Serv Ph:	(703) 491-4499	**Extn:**	
Serv Mgr:	TONY BELCASTRO		
Parts Mgr:	JEFFREY HUGHES		
Dlr Name:	HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		
Phone:	(703) 491-4499	**Fax #:**	7034902059
DPSM:	MICHAEL RIEDEL	**Zone/Dist:**	06B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74206581	**Trans #:**	P36A6043217
Em Type:	KA		
RO #:	626660		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
12/30/2009 12:57:32 PM RUDYG	
1 ORIGINAL COMPLAINT	VSA LIGHT COMES ON VAN SHAKES, DTC 26-1, RESET AND DTC DOES NOT COME BACK, HOWEVER THIS DTC HAS BEEN ON 2 TIME IN THE PAST WITH NO REPAIR JUST A RESET
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 26]
4 CHECK READING WITH VEH ON FLAT LEVEL GROUND. YAW AND LAT SHOULD BE 2.48-2.52	IT IS
5 CK MODULATOR GROUND FOR TIGHT, IF OK REPL SENSOR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2745200	CHRISV	12/22/2008	CHRISV	1

	Code	Original Complaint
P	4230	VSA 26-1

Probable Cause/Solution
SENSOR CLUSTER; INSPECT

Resln Source: None **Date:**
Status: N/A **Mileage:** 13,034
Remarks / Requestor: **FE Status:**

Dealer #:	240001	**TZ:**	CST
Dlr Cont:	BRAD	**Training %:**	
Serv Ph:	(608) 829-1118	**Extn:**	
Serv Mgr:	CHARLIE CUPP		
Parts Mgr:	MICHAEL NACHTIGAL		
Dlr Name:	ZIMBRICK HONDA SERVICE CENTER 430 GRAND CANYON DRIVE MADISON WI 53719		
Phone:	(608) 829-1118	**Fax #:**	6088292088
DPSM:	WAYNE NICKLAS	**Zone/Dist:**	08D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74207838	**Trans #:**	P36A6049778
Em Type:	KA		
RO #:	417167		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

12/22/2008 1:38:53 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4 CK TO MAKE SURE THE SENSOR CLUSTER IS INSTALLED CORRECTLY

Information from Dealer

VSA COMES ON AND OFF. HAS A CODE FOR 26-1 LATERIALACCEL. SENSOR ALSO HAS CODE FOR LOW TIRE PRESSURE BUT TPMS IS NOT ON. CLEARED CODE BUT WOULD NOT RE SET CODE. ANY IDEAS? THANKS BRAD

YES

26-1 CODE CLEARED AND TEST DROVE BUT DIDN'T COME ON AFTER CLEARED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2829877	DAVIDK	06/04/2009	TOMP	2

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 26 AND 84	WAR: REPLACED VSA MODULATOR

Resln Source: Warranty **Date:** 08/17/2010
Status: N/A **Mileage:** 22,083
Remarks / Requestor: **FE Status:**

Dealer #:	206605	**TZ:**	CST
Dlr Cont:	NEAL BAZZELL	**Training %:**	
Serv Ph:	(217) 356-0303	**Extn:**	
Serv Mgr:			
Parts Mgr:			
Dlr Name:	TWIN CITY HONDA 100 BURWASH SAVOY IL 61874		
Phone:	(217) 356-0303	**Fax #:**	2173660058
DPSM:	DAVID JACKSON	**Zone/Dist:**	08J
Previous Dealer/Contact		**Date**	

VIN:	5FNRL386X8B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74207886	**Trans #:**	P36A6050011
Em Type:	KA		
RO #:	161348		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

6/4/2009 11:44:43 AM DAVIDK

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4
5 SENSOR REPALCED
6 WIRE DIAG
7 VERIFY THE SENSOR IS MOUNTED CORRECT.
REPACLE SENSOR

Information from Dealer

26 84 VSA ABS LITE ON
NO
REPLACED VSA MODULATOR FOR LOW PEDAL
STILL HAVE CODES W NEW MODULATOR.
NO
WIRES CK GOOD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2970847	TOMP	02/18/2010	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 26

Probable Cause/Solution

DEALER CAN'T DUPLICATE; CONNECTIONS, G302, SENSOR

Resln Source: None **Date:**

Status: N/A **Mileage:** 36,083

Remarks / Requestor: **FE Status:**

Dealer #:	206806	**TZ:**	CST
Dlr Cont:	PAUL ADAMS	**Training %:**	
Serv Ph:	(651) 484-0231	**Extn:**	
Serv Mgr:	JIM BONNEY		
Parts Mgr:	TOM HUGHES		
Dlr Name:	BUERKLE HONDA 3360 N. HIGHWAY 61 SAINT PAUL MN 55110		
Phone:	(651) 484-0231	**Fax #:**	6514841970
DPSM:	RICHARD SARGENT	**Zone/Dist:**	08B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38718B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74208572	**Trans #:**	P36A6052719
Em Type:	KA		
RO #:	332783		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/18/2010 12:16:42 PM TOMP

1	ORIGINAL COMPLAINT	VSA LIGHT INTERMITTENLY COMES ON. DTC 26-1 STORED. DTC WAS CLEARED 3 WEEKS AGO, 1000MILES AND DTC RESET. TIRE PRESSURES OK. CLEARED DTC TODAY, TESTDROVE ON CURVY ROAD AND DTC DID NOT RESET. CONNEC TIONS AT VSA AND SENSOR CLUSTER APPEAR TO BE OK.
2	PREVIOUS REPAIRS OR PARTS REPLACED?	
3	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: VSA]
4		PAUL:
5	CAN YOU DUPLICATE THE COMPLAINT?	NO
6		BUT IT DID RESET FOR THE CUSTOMER.
7	WHEN DID PROBLEM START?	RECENTLY?
8	CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?	NONE
9	OTHER ELECTRICAL COMPLAINTS?	NONE
10	CHECK SENSOR CLUSTER ORIENTATION	
11	CHECK G302	
12	CHECK VSA AND SENSOR CLUSTER CONNECTIONS.	
13	IF DTC RESETS REPLACE SENSOR CLUSTER?	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2796586	TOMP	03/27/2009	TOMP	1

	Code	Original Complaint
P	4230	VSA DTC 26-1

Probable Cause/Solution

DEALER CAN'T DUPLICATE; CHECK G302

Resln Source: None **Date:**

Status: N/A **Mileage:** 13,106

Remarks / Requestor: **FE Status:**

Dealer #:	207525	**TZ:**	EST
Dlr Cont:	HAROLD MEYER	**Training %:**	
Serv Ph:	(812) 284-3003	**Extn:**	
Serv Mgr:	DAVID GROVER		
Parts Mgr:	JOHN MARCUM		
Dlr Name:	NEIL HUFFMAN HONDA 1607 GREENTREE BLVD. CLARKSVILLE IN 47129		
Phone:	(812) 284-3003	**Fax #:**	8122856110
DPSM:	WILLIAM KIRK	**Zone/Dist:**	04K
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38658B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74208636	**Trans #:**	P36A6052782
Em Type:	KA		
RO #:	113584		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

3/27/2009 6:47:04 AM TOMP

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
4 WERE ANY INDICATORS ON TODAY?
5 CAN YOU DUPLICATE THE COMPLAINT?
6 DTC?
7 CLEAR DTC; DOES IT RESET?
8 WHEN DID PROBLEM START?
9 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?
10 CHECK BATTERY, CABLES, CONNECTIONS, PINFITS AND TERMINATIONS.
11 CHECK G302.
12 CHECK VSA UNIT POWER AND GROUND SYSTEMS.
13 IF PROBLEM IS REPORTED AGAIN, REPLACE THE SENSOR CLUSTER.

Information from Dealer

VSA LIGHT COMES ON AT TIMES. CODE 26-1, CAN NOT DUPLICATE
NO
HAROLD:
NO
NO
YES 26-1
NO
DON'T KNOW
NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2754354	STEVEN	01/09/2009	STEVEN	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA CODE: 25-1, 104-1	SENSOR CLUSTER?; MAKE SURE INSTALLED CORRECTLY

Resln Source: None **Date:**
Status: N/A **Mileage:** 263
Remarks / Requestor: **FE Status:**

Dealer #:	207215	**TZ:**	AHST
Dlr Cont:	EMILIANO	**Training %:**	
Serv Ph:	(808) 680-7120	**Extn:**	
Serv Mgr:	KURTIS TSUHA		
Parts Mgr:	SOLOMON II		
Dlr Name:	TONY HONDA 94-1299 KA UKA BLVD. WAIPAHU HI 96797		
Phone:	(808) 680-7120	**Fax #:**	8084869375
DPSM:	WYNNE WYCOFF	**Zone/Dist:**	02D
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38628B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74209051	**Trans #:**	P36A6056751
Em Type:	KA		
RO #:	660839		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

1/9/2009 11:36:15 AM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 CODE CLEAR?
4 DIDNT COME BACK?
5 CHK THE SENSOR AND MAKE SURE ITS INSTALLED CORRECTLY. OTHERWISE GET WITH YOUR DPSM AND SEE IF HE WANTS YOU TO TRY A SENSOR, OR LET IT GO

Information from Dealer

VSA COMES ON COASTING INTER., DTC 25-1 AND 104-1 YAW RATE AND SENSOR CLUSTER FAILURE.

NO
YES
NOPE
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2902509	CHRISR	09/24/2009	CHRISR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 25, 27, 104	SNSR CLSTR?; CK C601, CONN @ MOD. SWAP SNSR

Resln Source: None **Date:**

Status: N/A **Mileage:** 32,433

Remarks / Requestor: **FE Status:**

Dealer #:	207842	**TZ:**	PST
Dlr Cont:	FRANCISCO	**Training %:**	
Serv Ph:	(619) 656-2600	**Extn:**	
Serv Mgr:	JAY SILVERSTEIN		
Parts Mgr:	LEONARDO RIVAS		
Dlr Name:	FULLER HONDA 580 AUTO PARK DRIVE CHULA VISTA CA 91911		
Phone:	(619) 656-2600	**Fax #:**	6196563386
DPSM:	ROB CRAIG	**Zone/Dist:**	01G
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38778E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74210813	**Trans #:**	P36A6064884
Em Type:	KA		
RO #:	222093		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

9/24/2009 11:55:30 AM CHRISR

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 CODES
4 CLEARED
5 CK C601, CONN 2 MOD AND SENSOR, IF OK SWAP SENSOR WITH KG

Information from Dealer

CLIENT STATES VSA LIGHT IS ON SINCE VEHICLE WAS NEW
NO
25-1, 27-1,104-1
ONLY 25,27. 104 REMAINS
OK

140

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3118865	TOMP	02/16/2011	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 25, 91, 83	FAULTY SENSOR CLUSTER; SWAP KG

Resln Source: None **Date:**
Status: N/A **Mileage:** 28,038
Remarks / Requestor: **FE Status:**

Dealer #:	207756	**TZ:**	PST
Dlr Cont:	SCOTT MORTER	**Training %:**	
Serv Ph:	(805) 654-0066	**Extn:**	
Serv Mgr:	MICHAEL SHEETS		
Parts Mgr:	ISMAEL GONZALEZ		
Dlr Name:	VISTA HONDA 6450 LELAND STREET VENTURA CA 93003		
Phone:	(805) 654-0066	**Fax #:**	(805) 644-6225
DPSM:	JONAH ROHDE	**Zone/Dist:**	01A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74211847	**Trans #:**	P36A6071388
Em Type:	KA		
RO #:	92709		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

Information from Dealer

2/16/2011 9:42:42 AM TOMP

1	ORIGINAL COMPLAINT	MULTIBLE VSA CODES 25-1 91-1 83-1 CHANGED VSA UNITTAKES APROX 20MILES TOO RESET
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, BUT IT'S NOT IMMEDIATE, CAN TAKE 20 MINUTES OR LONGER.
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	VSA MODULATOR.
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6		SCOTT
7	WHEN DID PROBLEM START?	UNKNOWN
8	CRASH DAMAGE, REPAIRS, OTHER ELECTRICAL REPAIRS?	NONE, DID ALL DTC SCAN, TPMS AND REAR MODE DTCs; BUT NO CUSTOMER CONCERN.
9	WERE INDICATORS ON TODAY?	NO; SEE LINE 3
10	DTCs TODAY?	25 & 91
11	CHECK G302	
12	SWAP KG SENSOR CLUSTER	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3149081	TOMP	05/11/2011	TOMP	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA DTC 26	DEALER CAN'T DUPLICATE; SENSOR CLUSTER REPLACEMENT

Resln Source: None **Date:**

Status: N/A **Mileage:** 35,384

Remarks / Requestor: **FE Status:**

Dealer #:	206762	**TZ:**	EST
Dlr Cont:	DENNIS ADAMS	**Training %:**	
Serv Ph:	(508) 832-6200	**Extn:**	
Serv Mgr:	DAVID RING		
Parts Mgr:			
Dlr Name:	LUNDGREN HONDA OF AUBURN 163 WASHINGTON STREET AUBURN MA 01501		
Phone:	(508) 832-6200	**Fax #:**	(508) 721-0872
DPSM:	DAN ENDERLE	**Zone/Dist:**	09F
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38708B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-LRES
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L RES 6CYL 241.0		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74212128	**Trans #:**	P36A6072274
Em Type:	KA		
RO #:	188972		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

5/11/2011 12:16:45 PM TOMP

1 ORIGINAL COMPLAINT
2 ISIS SEARCH CRITERIA
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
5 ANY AFTER MARKET ACCESSORIES INSTALLED?
6
7 CLEAR DTC; DOES IT RESET FOR YOU?
8 CHECK BATTERY, CONNECTIONS, GROUNDS.
9 REVIEW "CASES" AND "KBs"
10 THERE ARE CASES OF DTC 26 REPORTED SENSOR CLUSTER REPLACEMENT.

Information from Dealer

26-1 LATERAL ACCELATION SENSOR FAILURE.
[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: VSA]
NO
CLEARED DTC
NO
DENNIS:
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3333917	DAVIDK	09/20/2012	JANETTEH	3

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 66-1 84-1	FBF: REPLACE MODULATOR

Resln Source: Feedback forms **Date:** 09/24/2012
Status: N/A **Mileage:** 30,410
Remarks / Requestor: **FE Status:**

Dealer #:	208360	**TZ:**	PST
Dlr Cont:	JOSE MELENDEZ	**Training %:**	
Serv Ph:	(415) 927-0833	**Extn:**	
Serv Mgr:	THOMAS MCGUIRE		
Parts Mgr:	KEN ST. GERMAIN		
Dlr Name:	MARIN HONDA 2 SHORELINE PKWY SAN RAFAEL CA 94901		
Phone:	(415) 927-0833	**Fax #:**	4159242301
DPSM:	LARRY O'BRIEN	**Zone/Dist:**	12A
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38678B[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74216002	**Trans #:**	P36A6090679
Em Type:	KA		
RO #:	213987		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests	Information from Dealer
9/20/2012 9:33:25 AM DAVIDK	
1 ORIGINAL COMPLAINT	VSA LIGHT IS ON. FOUND DTC 66-1 BRAKE PRESSURE SENSOR FAILURE. DTC DTC 83-1 ECM/PCM RELATION FAILURE. DTC 84-1 SENSOR LOGIC FAILURE. CLERED DTC'S. BOTH 66-1 AND 84-1 COME BACK RIGHT AWAY. TRYED TO PERFORM VSA SENSOR NEUTRAL POSITION MEMORIZATION.
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: 66-1]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	DIAG 66-1 CODE W IGN S/W
7	-2.0 MPA. ON DATA LIST. PER DIAG IT HAS YOUR CK CONNECTIONS THEN REPLACE MODULATOR.
8	CONNECTIONS AND GROUND ARE GOOD
9 CLEAN GROUND THEN REPALCE MODULATOR PER DIAG	
9/24/2012 10:48:10 AM DAVIDK	
10	COMMENTS: DIAGNOSED BY READING HDS DATA LIST AND FOUND BRAKEPRESSURE SENSOR AT -2.0MPA (SPEC IS .8MPA OR ABOV E) REPAIRED BY REPLACING VSA MODULATOR CONTROL UNIT-EVERYTHING IS OK NOW
9/26/2012 7:21:16 AM JANETTEH	
11 Survey	Jose Melendez 2 Shoreline Parkway San Rafael, CA 94901

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2754385	GARYR	01/09/2009	GARYR	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM 62-1 104 86-1	CHK POWER AND GROUND CONN TO MOD?; REPL MOD
	U0122	F CAN MALF VSA-PCM COMM	

Resln Source: None **Date:**

Status: N/A **Mileage:** 6,667

Remarks / Requestor: **FE Status:**

Dealer #: 207787 **TZ:** EST

Dlr Cont: MICHAEL MCGILL **Training %:**

Serv Ph: (770) 534-0086 **Extn:**

Serv Mgr: CURT SLOYER

Parts Mgr: ROBERT THOMAS

Dlr Name: MILTON MARTIN HONDA
2420 BROWNS BRIDGE RD.
GAINESVILLE GA 30504

Phone: (770) 534-0086 **Fax #:** 7705352312

DPSM: CORY ROMONOSKY **Zone/Dist:** 07E

Previous Dealer/Contact **Date**

VIN: 5FNRL38608E[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-L

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74216777 **Trans #:** P36A6093297

Em Type: KA

RO #: 189617

Case Type: Technical

W.O. #:

Tech Line Suggests

1/9/2009 11:53:45 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CHK POWER AND GROUND CONN TO THE MOD IF N/C REPL THE MOD

Information from Dealer

D-LIGHT FLASHING ALSOVSA/ABSLIGHTS HAVE BEEN COMING ON SEVERAL TIMES TODAY

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3043765	RUDYG	08/12/2010	RUDYG	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM CODE 66-1	MODULATOR?; VERIFY BRAKE SW NOT TIGHT FIRST

Resln Source: None **Date:**

Status: N/A **Mileage:** 5,417

Remarks / Requestor: **FE Status:**

Dealer #:	207312	**TZ:**	CST
Dlr Cont:	CASEY KEITH	**Training %:**	
Serv Ph:	(918) 622-3636	**Extn:**	
Serv Mgr:	KRISTI CATES		
Parts Mgr:	TOM HAYNIE		
Dlr Name:	DON CARLTON HONDA 4141 S. MEMORIAL DRIVE TULSA OK 74145		
Phone:	(918) 622-3636	**Fax #:**	9186228859
DPSM:	ROBERT DOYLE	**Zone/Dist:**	10B
Previous Dealer/Contact		**Date**	

VIN:	5FNRL38698E[redacted]	**Err:**	
Year:	2008	**Model:**	ODYSSEY
Tran:	5AT	**Trim:**	EX-L
Doors:	5DR	**WD:**	
Fact:	LINCOLN	**Country:**	USA
Desc:	ODYSSEY 5DR EX-L 6CYL 241.0 HP		
WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Engine #:	J35A74216913	**Trans #:**	P36A6094131
Em Type:	KA		
RO #:	242643		
Case Type:	Technical		
W.O. #:			

Tech Line Suggests

8/12/2010 10:45:31 AM RUDYG

1 ORIGINAL COMPLAINT
2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA
4 CODES
5 DOES CODE CLEAR
6 REMOVE BRAKE SW FROM PEDAL BRACKET AND RECHECK MPA READING FOR BRAKE PRESSURE
7 NO NEED. IF BRAKE PRESSURE NOW NEAR ZERO, CLAEAR CODE AND RE ADJ BRAKE SW
8 IF MPA READING STAYS HI AND DOESN'T CHANGE WHEN YOU DEPRESS THE BRAKE, THEN REPL THE VSA MODULATOR

Information from Dealer

VSA LIGHT ON.

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: 66]
66-1, I DID T/SHOOTING PER S/M AND IT ON DATA LIST MY BRAKE PRESSURE IS STUCK ON 21.4 MPA
NO
OK, LET ME DO THAT RIGHT NOW.....

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3096715	TOMM	12/21/2010	TOMM	1

	Code	Original Complaint	Probable Cause/Solution
P	4230	VSA PROBLEM(CODE 26-1)	CUSTOMER DRVING HABIT?;

Resln Source: None **Date:**

Status: N/A **Mileage:** 65,000

Remarks / Requestor: **FE Status:**

Dealer #: 207829 **TZ:** EST

Dlr Cont: ALBERT BECKOM **Training %:**

Serv Ph: (478) 453-9391 **Extn:**

Serv Mgr: JAMES KARAGEORGE

Parts Mgr: JOHN WILKINS

Dlr Name: BUTLER HONDA
2631 NORTH COLUMBIA ST
MILLEDGEVILLE GA 31061

Phone: (478) 453-9391 **Fax #:** (478) 451-4742

DPSM: TRACY GARNEAU **Zone/Dist:** 07G

Previous Dealer/Contact **Date**

VIN: 5FNRL38628E[redacted] **Err:**

Year: 2008 **Model:** ODYSSEY

Tran: 5AT **Trim:** EX-L

Doors: 5DR **WD:**

Fact: LINCOLN **Country:** USA

Desc: ODYSSEY 5DR EX-L 6CYL 241.0 HP

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA

Engine #: J35A74217211 **Trans #:** P36A6095475

Em Type: KA

RO #: 260141

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

12/21/2010 7:15:44 AM TOMM

1	ORIGINAL COMPLAINT	VSA 26-1 LATERAL ACCELERATION SENSOR FAILURE
2	ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: VSA]
3	CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, CAME IN WITH CODE 26-1, CLEARED CODE AND IT DID NOT COME BACK AFTER I TEST DROVE IT. ALSO HAD CODE U0122 STORED.
4	ANY PREVIOUS REPAIRS OR PARTS REPLACED?	UNKNOWN.
5	ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	CHECK 47 PIN CONNECTOR AT VSA UNIT. CHECK BATTERY, DO HARD BATTERY RESET.	OK
7	CONDITION OF TIRES?	OK
8	MAY BE INTERMITTENT PROBLEM CAUSED BY DRIVING HABIT OF OWNER.	OK