

PE14-004

HONDA

3/28/2014

Q4

2008 ACCORD CUSTOMER
COMPLAINTS

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012014-01-1701530 Division : Honda - Auto Condition : Closed Open Date : 1/17/2014 3:02:23 PM
Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/3/2014 8:47:54 AM
Case Owner : Jonathan Yu (Team HD) Method : Phone Queue : Days Open : 17
Last Closed By : Jonathan Yu (Team HD) Point of Origin : Customer Wipbin :
Case Title : 1F (ONTARIO) - [REDACTED] - SIDE AIRBAG DEPLOYMENT - NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 8250
VIN Type / No. : US VIN / JHMCP26758C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 116,000
In Service Date : 02/15/2009
Months In Use : 59
Engine Number : K24Z31700325
Originating Dealer No. / Name : 208045 / DIAMOND HONDA
Selling Dealer No. / Name : 208045 / DIAMOND HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Phone No. : 909-974-3800
Address : 1401 AUTO CENTER DRIVE
City / State / Zip : ONTARIO, CA 91761
Svc District / Sls District : 01F / D01
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-1701530-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012014-01-1701530-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2014 10:59:34 AM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 2/3/2014 8:47:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-1701530

Case Title : 1F (ONTARIO) - [REDACTED] - SIDE AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE CREATE 1/17/2014 3:02:23 PM, lkim

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

*** CASE MODIFY 1/17/2014 3:02:49 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 1/17/2014 3:03:27 PM, lkim

into WIP default and Status of Solving.

*** NOTES 1/17/2014 3:09:07 PM, lkim, Action Type : Call from Customer

Verified info

[REDACTED]
RANCHO CUCAMONGA CA [REDACTED]

Case ID: N012014-01-1701530

phone [REDACTED]

email declined

The customer stated his side airbags deployed 2 weeks ago when he closed the door when he was inside the vehicle. The customer stated he took the car to the dealership and the engineers would not inspect the vehicle and said there was no malfunction and he would have to pay for the repairs. The customer stated he made the repairs and picked up his vehicle. The customer stated he feels this is a malfunction because they are designed only to deploy in a collision. The customer stated he went to PENSKE HONDA ONTARIO and just left the dealership right now. The customer stated this happened on the third of January at around 2-3pm. The customer stated this happened at his garage at home. The customer stated this happened before he turned on the car when he was getting ready to leave the garage. The customer stated his fiance got in the car on the driver side, put in the key, he got in, sat down, closed the door, then the airbag deployed. The customer stated the passenger side seat and the side curtain airbag deployed. The customer stated he has not contacted his insurance company. The customer stated there was no impact to the vehicle.

ACS advised to contact his insurance company. ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call him back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance.

*** CASE MODIFY 1/17/2014 3:09:12 PM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 1/17/2014 3:09:19 PM, lkim

from WIP default to Queue Honda Team D.

*** NOTES 1/17/2014 3:10:05 PM, lkim, Action Type : Note-General

The customer stated he was quoted \$3544.60 for the airbag and was quoted by Penske Honda and already paid to them.

*** CASE ACCEPT 1/17/2014 4:19:49 PM, jyu

from Queue Honda Team D to WIP default.

*** NOTES 1/20/2014 5:03:02 PM, jyu, Action Type : Call to Customer

I left a message for the customer welcoming him to return my call. I stated if I do not hear back from the customer I will try again tomorrow. I attempted to reach the customer on all available numbers.

Case History

Case ID : N012014-01-1701530

Case Title : 1F (ONTARIO) - [REDACTED] - SIDE AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY 1/20/2014 5:03:03 PM, jyu

into WIP default and Status of Solving.

*** NOTES 1/21/2014 10:43:00 AM, jyu, Action Type : Call to Customer

I left a message for the customer welcoming him to return my call. I stated if I do not hear back from the customer I will try again on Friday of this week. I attempted to reach the customer on all available numbers.

*** COMMIT 1/21/2014 10:43:06 AM, jyu, Action Type :

Made to [REDACTED] due 01/24/2014 10:43:08 AM.

DCS Follow-Up

*** NOTES 1/21/2014 10:43:13 AM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/24/2014

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

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

The customer stated his side airbags deployed 2 weeks ago when he closed the door when he was inside the vehicle. The customer stated he took the car to the dealership and the engineers would not inspect the vehicle and said there was no malfunction and he would have to pay for the repairs. The customer stated he made the repairs and picked up his vehicle. The customer stated he feels this is a malfunction because they are designed only to deploy in a collision. The customer stated he went to PENSKE HONDA ONTARIO and just left the dealership right now. The customer stated this happened on the third of January at around 2-3pm. The customer stated this happened at his garage at home. The customer stated this happened before he turned on the car when he was getting ready to leave the garage. The customer stated his fiance got in the car on the driver side, put in the key, he got in, sat down, closed the door, then the airbag deployed. The customer stated the passenger side seat and the side curtain airbag deployed. The customer stated he has not contacted his insurance company. The customer stated there was no impact to the vehicle.

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.

Jonathan Yu

Automobile Customer Service

*** CASE MODIFY 1/21/2014 10:44:38 AM, jyu

into WIP default and Status of Solving.

*** CASE MODIFY 1/21/2014 10:44:51 AM, jyu

into WIP default and Status of Solving.

*** SUBCASE N012014-01-1701530-1 CREATE 1/21/2014 10:59:34 AM, jyu

Created in WIP Default with Due Date 1/21/2014 10:59:34 AM.

*** CASE MODIFY 1/21/2014 11:00:05 AM, jyu

into WIP default and Status of Solving.

*** NOTES 1/24/2014 10:19:04 AM, jyu, Action Type : Call to Customer

I left a message for the customer welcoming him to return my call. I have not heard back from the customer since my last contact so I will be sending a 10 day contact letter. I attempted to reach the customer on all available numbers.

Case History

Case ID : N012014-01-1701530

Case Title : 1F (ONTARIO) - [REDACTED] - SIDE AIRBAG DEPLOYMENT - NO ACCIDENT

*** NOTES 1/24/2014 10:20:55 AM, jyu, Action Type : Letter/Fax

January 24, 2014

[REDACTED]
[REDACTED]
Rancho Cucamonga, CA [REDACTED]

Re: VIN JHMCP26758C [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord .

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117756, Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. Pacific Time.
We appreciate the opportunity to respond to your concerns.Sincerely,
American Honda Motor Co., Inc.Jonathan Yu
Automobile Customer Service
File No. N012014-01-1701530

*** CASE FULFILL 1/24/2014 10:20:59 AM, jyu

Fulfilled for [REDACTED] due 01/24/2014 10:43:08 AM.

*** COMMIT 1/24/2014 10:21:01 AM, jyu, Action Type : N/A

Close Case If No Response?

*** CASE MODIFY 1/24/2014 10:21:13 AM, jyu

into WIP 1F and Status of Solving.

*** SUBCASE N012014-01-1701530-1 CLOSE 2/3/2014 8:47:37 AM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/3/2014 8:47:51 AM, jyu

into WIP 1F and Status of Solving.

*** CASE CLOSE 2/3/2014 8:47:54 AM, jyu

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-1300230 Division : Honda - Auto Condition : Closed Open Date : 7/13/2012 7:50:35 AM
Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/13/2012 8:10:08 AM
Case Owner : Aaron Nguyen (Team HE) Method : Phone Queue : Days Open : 31
Last Closed By : Aaron Nguyen (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 440
Dealer No. :
Site Phone No. :
Contact Name : [REDACTED] ROA
Day Phone No. :
Evening Phone No. : [REDACTED] 9
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : VERO BEACH, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 440
VIN Type / No. : US VIN / 1HGCP36878A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688KNW / A
Miles / Hours : 46,000
In Service Date : 09/16/2007
Months In Use : 58
Engine Number : J35Z21001862
Originating Dealer No. / Name : 207775 / ED MORSE HONDA
Selling Dealer No. / Name : 207775 / ED MORSE HONDA
Trim : EXLV6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207995 / VATLAND HONDA
Phone No. : 772-299-9797
Address : 700 U.S. HWY 1
City / State / Zip : VERO BEACH, FL 32962
Svc District / Sls District : 07M / B07
Warranty Labor Rate / Date : \$101.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-1300230-1 / [REDACTED] - PR	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-07-1300230-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2012 6:31:43 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/13/2012 8:10:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-1300230

Case Title : 7M - VATLAND - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** CASE CREATE 7/13/2012 7:50:35 AM, kheaton

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

*** CASE MODIFY 7/13/2012 8:02:00 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2012 8:02:15 AM, kheaton

into WIP default and Status of Solving.

*** NOTES 7/13/2012 8:09:03 AM, kheaton, Action Type : Call from Customer

Customer information was updated

Situation: Customer states his fiance purchased the vehicle in March 2012 in which she was exiting the vehicle last night in which after closing the front passengers door 3 airbags deployed the passengers seat, the driver window, and the passenger rear window.

Request: Customer would like to know what he should do next.

Probing Questions: Customer states that there was no accidents and there was no rhyme or reason for the deployment. Customer states that he took the vehicle to a Honda dealer who informed him that he would be responsible for a diagnostic fee to be provided with the reasoning in which the customer refused to do so on the basis that he does not feel that the issue occurred by the fault of the customer. Customer states that he then contacted his selling dealer who informed him that the dealer should have inspected the concern with no problem. Customer stated that he personally did not like the attitude of the dealer rep and has made an obligation to have the vehicle officially diagnosed by Coggin Honda of Ft. Pierce within the next 30 days.

Customers best daytime [REDACTED]

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting him by the end of business day Monday in regards to his request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 7/13/2012 8:09:07 AM, kheaton

into WIP default and Status of Solving.

*** CASE DISPATCH 7/13/2012 8:09:15 AM, kheaton

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 7/13/2012 12:50:24 PM, anguyen

from Queue Honda Team E to WIP Default.

*** CASE MODIFY 7/16/2012 6:31:09 AM, anguyen

into WIP Default and Status of Solving.

*** SUBCASE N012012-07-1300230-1 CREATE 7/16/2012 6:31:43 AM, anguyen

Created in WIP Default with Due Date 7/16/2012 6:31:43 AM.

*** CASE MODIFY 7/16/2012 6:31:46 AM, anguyen

into WIP Default and Status of Solving.

*** COMMIT 7/16/2012 6:31:49 AM, anguyen, Action Type : N/A

Made to [REDACTED] due 07/16/2012 01:31:49 PM.

Case History

Case ID : N012012-07-1300230

7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

24hr call

*** CASE MODIFY 7/16/2012 6:32:00 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 7/16/2012 6:32:03 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 7/16/2012 6:32:06 AM, anguyen
into WIP Default and Status of Solving.

*** NOTES 7/16/2012 1:27:23 PM, anguyen, Action Type : Call to Customer
I called both numbers and left a vm at 772-485-4619

I left a vm requesting that the registered owner of the car contact me to discuss the case.

*** CASE MODIFY 7/16/2012 1:27:25 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/16/2012 1:27:26 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 7/16/2012 1:27:29 PM, anguyen
Fulfilled for [REDACTED] due 07/16/2012 01:31:49 PM.

*** COMMIT 7/16/2012 1:27:30 PM, anguyen, Action Type : N/A
Made to [REDACTED] due 07/23/2012 02:00:00 PM.
cust called? needs inspection

*** CASE MODIFY 7/16/2012 1:27:49 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/16/2012 1:27:51 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/16/2012 1:27:53 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/16/2012 1:27:55 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/16/2012 1:28:01 PM, anguyen
into WIP 7M Kevin and Status of Solving.

*** NOTES 7/18/2012 2:36:35 PM, anguyen, Action Type : Call from Customer
The customer left a VM requesting a call back at 772-485-4619.

*** NOTES 7/18/2012 2:36:46 PM, anguyen, Action Type : Call to Customer
[REDACTED]
I left a VM requesting that she call me back to discuss the case.

*** CASE MODIFY 7/18/2012 2:36:48 PM, anguyen
into WIP 7M Kevin and Status of Solving.

Case History

Case ID : N012012-07-1300230

7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** CASE MODIFY 7/18/2012 2:36:52 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/18/2012 2:36:57 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/23/2012 12:10:12 PM, anguyen, Action Type : Letter/Fax

10 day letter:

[REDACTED]
[REDACTED]
Vero Beach, FL, [REDACTED]

Re: VIN 1HGCP36878A [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117701, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Aaron N.
Automobile Customer Service
File No. N012012-07-1300230

*** CASE MODIFY 7/23/2012 12:10:18 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 7/23/2012 12:10:22 PM, anguyen

Fulfilled for [REDACTED] due 07/23/2012 02:00:00 PM.

*** COMMIT 7/23/2012 12:10:23 PM, anguyen, Action Type : N/A

Made to [REDACTED] due 07/30/2012 02:00:00 PM.
cust called?

*** CASE MODIFY 7/23/2012 12:10:37 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/23/2012 12:10:38 PM, anguyen

into WIP 7M Kevin and Status of Solving.

Case History

Case ID : N012012-07-1300230

7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** CASE MODIFY 7/30/2012 10:00:32 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 10:00:53 AM, anguyen, Action Type : Call from Customer

The customer left a VM requesting a call back at 772-485-4619

*** NOTES 7/30/2012 10:26:10 AM, anguyen, Action Type : Call to Customer

The customer stated that early morning on 7/11/2012, the car was parked in front of her house. She was in the drivers seat and her boyfriend was in the front passenger seat. While the key was still in the ignition switch, her boyfriend exited the car and closed the front passenger door. She was still sitting in the driver seat when the front passenger airbag, passenger side airbag, and passenger curtain air bag deployed. No error lights were on the instrument panel prior to the incident. The SRS light is on now.

She has not contacted her insurance company. She stated that no one has inspected the car. She has been driving the car since the incident.

She did not suffer any injuries.

She purchased the car from Ford dealership in March 2012 with about 35K miles.

She wants Honda to assist with replacing the airbags.

I told her that the car is outside of warranty. However, Honda would like to set up an arraignment for a DPSM to inspect her car.

I will contact her once I know when the inspection will be.

I will f/u with her by the end of Friday 8/3/2012. She understood.

*** CASE MODIFY 7/30/2012 10:26:12 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 10:28:23 AM, anguyen, Action Type : Call from Customer

The customer stated that she would like to have the car inspected at Vatland Honda.

*** CASE MODIFY 7/30/2012 10:33:40 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 10:34:13 AM, anguyen, Action Type : Field Service

DPSM is on vacation. I contacted AZM and requested to know if he can assign another DPSM to inspect the car.

*** CASE MODIFY 7/30/2012 10:34:15 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 10:34:36 AM, anguyen, Action Type : Note-General

case was reviewed with RM and he requested that a DPSM inspect the car.

*** CASE MODIFY 7/30/2012 10:34:47 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 7/30/2012 10:34:52 AM, anguyen

Fulfilled for [REDACTED] due 07/30/2012 02:00:00 PM.

*** COMMIT 7/30/2012 10:34:53 AM, anguyen, Action Type : N/A

Made to [REDACTED] due 08/01/2012 12:00:00 PM.

AZM called?

Case History

Case ID : N012012-07-1300230

7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** CASE MODIFY 7/30/2012 10:35:06 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/30/2012 10:35:08 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 1:23:36 PM, anguyen, Action Type : Field Service

DPSM advised that he is at Vatland Honda right now. He can inspect the car if the customer can get there within the hour.

*** CASE MODIFY 7/30/2012 1:23:38 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 1:24:18 PM, anguyen, Action Type : Call to Customer

The customer stated that she has work until 5 pm so she will not be able to be at the dealership until 5:20 pm. She advised that her boyfriend can drop off the car on Thursday. I told her that I will keep her posted.

*** NOTES 7/30/2012 1:25:07 PM, anguyen, Action Type : Field Service

I told the DPSM that the customer is not able to meet with him today. She can have the car dropped off at Vatland Honda on Thursday. DPSM will call me back when he confirms his schedule.

*** CASE MODIFY 7/30/2012 1:25:09 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/30/2012 1:26:54 PM, anguyen, Action Type : Call to Customer

I told her that the DPSM will check his schedule to see if he can inspect the car on Thursday. I will f/u with her on Wednesday. She understood.

*** CASE MODIFY 7/30/2012 1:26:56 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 7/30/2012 1:27:00 PM, anguyen

Fulfilled for [REDACTED] due 08/01/2012 12:00:00 PM.

*** COMMIT 7/30/2012 1:27:01 PM, anguyen, Action Type : N/A

Made to [REDACTED] due 08/01/2012 12:00:00 PM.

DPSM called? call cust

*** CASE MODIFY 7/30/2012 1:27:44 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 7/31/2012 7:05:19 AM, anguyen, Action Type : Field Service

DPSM advised that he can inspect the car at Vatland Honda on Friday 8/3/2012 at 11 am

*** NOTES 7/31/2012 7:11:42 AM, anguyen, Action Type : Call to Customer

I told her that the DPSM can inspect her car on Friday 8/3/2012 at 11am.

The customer confirmed that she will be able to drop off the car on Friday before 11 am.

I requested that she contact me if any changes. I provided her with my phone number, extension, and business hours.

I will f/u with her next Wednesday 8/8/2012.

Case History

Case ID : N012012-07-1300230 [REDACTED] 7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** NOTES 7/31/2012 7:12:34 AM, anguyen, Action Type : Field Service

I informed the DPSM that the customer can drop off the car at Vatland Honda on Friday 8/3/2012 at 11 am.

I requested to know if he informed SM Rudi about the inspection yet.

*** CASE MODIFY 7/31/2012 7:12:42 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 7/31/2012 7:12:48 AM, anguyen

Fulfilled for [REDACTED] due 08/01/2012 12:00:00 PM.

*** COMMIT 7/31/2012 7:12:49 AM, anguyen, Action Type : N/A

Made to [REDACTED] due 08/07/2012 12:00:00 PM.

DPSM called?

*** CASE MODIFY 7/31/2012 7:13:11 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/31/2012 7:13:12 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 7/31/2012 7:13:15 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/2/2012 12:33:54 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/2/2012 12:34:27 PM, anguyen, Action Type : Call to Dealer

I informed SM Rudi that the DPSM will inspect the car at his dealership tomorrow at 11 AM.

*** NOTES 8/2/2012 12:36:54 PM, anguyen, Action Type : Field Service

I informed DPSM that SM Rudi has been made aware that the car will be inspected at his dealership tomorrow at 11 am.

*** CASE MODIFY 8/2/2012 12:37:04 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/2/2012 12:37:12 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/2/2012 12:37:15 PM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/7/2012 7:10:20 AM, anguyen, Action Type : Field Service

I contacted DPSM and requested for the outcome of his inspection.

*** CASE MODIFY 8/7/2012 7:10:23 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/7/2012 7:10:29 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 8/7/2012 7:10:32 AM, anguyen

Fulfilled for [REDACTED] due 08/07/2012 12:00:00 PM.

Case History

Case ID : N012012-07-1300230 [REDACTED] 7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

*** COMMIT 8/7/2012 7:10:33 AM, anguyen, Action Type : N/A

Made to [REDACTED] due 08/08/2012 12:00:00 PM.

DPSM called? call cust

*** CASE MODIFY 8/7/2012 7:10:55 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/8/2012 8:19:47 AM, anguyen, Action Type : Field Service

I contacted DPSM and requested for the outcome of his inspection.

*** CASE MODIFY 8/8/2012 8:19:49 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/8/2012 9:22:28 AM, anguyen, Action Type : Field Service

DPSM advised that he did not see any damage to the car that could have triggered the airbags to deploy.
He authorized the dlr to repair the car under good will.

*** CASE MODIFY 8/8/2012 9:22:30 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:23:16 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:23:35 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:24:37 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:24:40 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/8/2012 9:31:37 AM, anguyen, Action Type : Call to Dealer

Dealer name: Vatland

Dealer contact: SD Rudi

Date r/o opened: 8/3/2012

R/O: 168336

Mileage: 45470

Customer's complaint: passenger side curtain airbag deployed after passenger door is closed.

Dealer's diagnosis: DPSM inspected car and did not locate any physical damage that could have triggered the airbag to deploy

Dealer resolution: DPSM authorized repairs under goodwill. They replaced the passenger seat frame/cushion, OPDS unit, passenger curtain airbag. SRS control unit, front and side SRS sensors, headliner, pillarliners, and sun visor for \$4524.

Service history at dealer: no dealer visits (Honda internal data)

DPSM involvement: yes, authorized 100% good will assistance

Notes: Repairs are completed and the customer has the car.

DPSM involvedYes

Customer pay quote from Dealership: \$4,524.00

Total Warranty Repair Cost\$4,524.00

Case History

Case ID : N012012-07-1300230 [REDACTED] 7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

Total Amount Authorized for claim: \$ 4,524.00
Percentage of Goodwill Authorized: 100%
Total the Customer will pay \$ - + Applicable tax

*** COMMIT 8/8/2012 9:31:40 AM, anguyen, Action Type :

Made to [REDACTED] due 08/11/2012 09:31:43 AM.

DCS Follow-Up

*** NOTES 8/8/2012 9:31:48 AM, anguyen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/11/2012

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

FYI

Dealer name: Vatland

Dealer contact: SD Rudi

Date r/o opened: 8/3/2012

R/O: 168336

Mileage: 45470

Customer's complaint: passenger side curtain airbag deployed after passenger door is closed.

Dealer's diagnosis: DPSM inspected car and did not locate any physical damage that could have triggered the airbag to deploy

Dealer resolution: DPSM authorized repairs under goodwill. They replaced the passenger seat frame/cushion, OPDS unit, passenger curtain airbag. SRS control unit, front and side SRS sensors, headliner, pillarliners, and sun visor for \$4524.

Service history at dealer: no dealer visits (Honda internal data)

DPSM involvement: yes, authorized 100% good will assistance

Notes: Repairs are completed and the customer has the car.

DPSM involvedYes

Customer pay quote from Dealership: \$4,524.00

Total Warranty Repair Cost\$4,524.00

Total Amount Authorized for claim: \$ 4,524.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

Aaron Nguyen

Automobile Customer Service

*** CASE MODIFY 8/8/2012 9:31:54 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:32:43 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** NOTES 8/8/2012 9:39:15 AM, anguyen, Action Type : Call to Customer

772-485-4619

Case History

Case ID : N012012-07-1300230

7M - [REDACTED] - ***AIRBAG DEPLOYMENT/NO ACCIDENT

I left a vm stating that the DPSM authorized the repair at no cost to her. I was told that repairs were completed and she picked up the car already.

I told her to call me back by the end of Friday 8/10/2012 if she has anything else to discuss with me.

*** CASE MODIFY 8/8/2012 9:39:18 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE FULFILL 8/8/2012 9:39:21 AM, anguyen

Fulfilled for [REDACTED] due 08/08/2012 12:00:00 PM.

*** CASE FULFILL 8/8/2012 9:39:23 AM, anguyen

Fulfilled for [REDACTED] due 08/11/2012 09:31:43 AM.

*** COMMIT 8/8/2012 9:39:24 AM, anguyen, Action Type : N/A

Made to [REDACTED] due 08/13/2012 05:00:00 PM.

cust called? cc

*** CASE MODIFY 8/8/2012 9:39:40 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/8/2012 9:39:46 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE RULE ACTION 8/10/2012 6:50:35 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/13/2012 8:09:52 AM, anguyen, Action Type : Note-General

The case is closed since the car has been repaired, returned to the customer, and the customer has not called ACS back for further assistance.

*** CASE MODIFY 8/13/2012 8:09:56 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/13/2012 8:10:01 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** CASE MODIFY 8/13/2012 8:10:05 AM, anguyen

into WIP 7M Kevin and Status of Solving.

*** SUBCASE N012012-07-1300230-1 CLOSE 8/13/2012 8:10:07 AM, anguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/13/2012 8:10:08 AM, anguyen

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012013-03-0501321	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/5/2013 11:06:48 AM
Case Originator :	Walter Menjivar (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/16/2013 10:16:53 AM
Case Owner :	Athena Caswell (Team HG)	Method :	Phone	Queue :		Days Open :	42
Last Closed By :	Athena Caswell (Team HG)	Point of Origin :	DPSM	Wipbin :			
Case Title :	[REDACTED] - (SLOANE) RIGHT SIDE CURTAIN DEPLOYED			No. of Attachments :	1		

Site / Contact Info :

Site Name :	[REDACTED] 3605
Dealer No. :	
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	
Fax No. :	
Address :	[REDACTED]
City / State / Zip :	PHILADELPHIA, PA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCP36898A [REDACTED]
Model / Year :	ACCORD / 2008
Model ID / Product Line :	CP3688JNW / A
Miles / Hours :	36,033
In Service Date :	10/17/2007
Months In Use :	65
Engine Number :	J35Z21002266
Originating Dealer No. / Name :	206665 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name :	206665 / MARTY SUSSMAN HONDA
Trim :	EXL-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-03-0501321-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-03-0501321-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 3/7/2013 8:07:57 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 3/7/2013 8:08:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-03-0501321

Case Title : [REDACTED] - (SLOANE) RIGHT SIDE CURTAIN DEPLOYED

*** CASE CREATE 3/5/2013 11:06:48 AM, wmenjiva

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

*** CASE MODIFY 3/5/2013 11:13:46 AM, wmenjiva

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

*** NOTES 3/5/2013 11:36:27 AM, wmenjiva, Action Type : Field Service

ACS received call from DPSM letting AHM know that the dealer had brought this matter to his attention. Customer said that the right curtain airbag deployed with no impact. DPSM said that he is inspecting the vehicle today at Sloane Honda.

*** CASE MODIFY 3/5/2013 11:36:30 AM, wmenjiva

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

*** NOTES 3/5/2013 12:36:01 PM, wmenjiva, Action Type : Field Service

RCM received call from DPSM, after inspecting the vehicle. DPSM said that he found very minor damage underneath the vehicle, but not significant damage. DPSM said that apparently the airbag deployed when the customer slammed the door. DPSM said that there is old damage and some rust. DPSM said that the customer insurance company has denied the claim and will provide her a written denial. DPSM said that the customer has a \$500 deductible with her insurance, therefore AHM will provide the customer a \$500 deductible on this \$1500, as a goodwill gesture. DPSM said that he will have the dealer follow up with the customer and present the offer.

*** CASE MODIFY 3/5/2013 12:36:10 PM, wmenjiva

into WIP 05G and Status of Solving.

*** SUBCASE N012013-03-0501321-1 CREATE 3/7/2013 8:07:57 AM, wmenjiva

Created in WIP Default with Due Date 3/7/2013 8:07:57 AM.

*** CASE MODIFY 3/7/2013 8:08:04 AM, wmenjiva

into WIP 05G and Status of Solving.

*** CASE MODIFY 3/7/2013 8:08:37 AM, wmenjiva

into WIP 05G and Status of Solving.

*** CASE CLOSE 3/7/2013 8:08:39 AM, wmenjiva

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

*** SUBCASE N012013-03-0501321-1 CLOSE 3/7/2013 8:08:39 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 4/16/2013 10:06:41 AM, acaswell

with Condition of Open and Status of Solving.

*** CASE ADD ATTACHMENT 4/16/2013 10:15:18 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-03-0501321_1_1.pdf

*** NOTES 4/16/2013 10:16:45 AM, acaswell, Action Type : Note-General

DPSM submitted pics for the file.

*** CASE CLOSE 4/16/2013 10:16:53 AM, acaswell

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012009-06-2900967	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/29/2009 10:48:41 AM
Case Originator :	Ryan Watkins (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/30/2009 10:52:03 AM
Case Owner :	Kris Schroeder (Team HE)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - AIRBAG DEPLOYMENT NO VIN			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED] 1
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : MOUNT JULIET, TN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26818A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 30,896
In Service Date : 04/07/2008
Months In Use : 14
Engine Number : K24Z31001736
Originating Dealer No. / Name : 208307 / CREST HONDA
Selling Dealer No. / Name : 208307 / CREST HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208307 / CREST HONDA
Phone No. : 615-256-5656
Address : 2215 ROSA L PARKS BLVD
City / State / Zip : NASHVILLE, TN 37228
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$95.50 /
Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-2900967-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-06-2900967-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2009 8:12:03 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 6/30/2009 10:52:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-2900967

Case Title : 7A-(CREST)-[REDACTED] - AIRBAG DEPLOYMENT NO VIN

*** CASE CREATE 6/29/2009 10:48:41 AM, rwatkins

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

*** CASE MODIFY 6/29/2009 10:58:58 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 6/29/2009 11:02:57 AM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

Customer states that on 6/25/09-

Passenger Side, Side airbag deployed after the passenger door was closed by her friend sitting on the passenger side.

Customer took vehicle to DLR. DLR is now checking vehicle.

Customer spoke to the Insurance Company re concern.

Customer states that Insurance Company will not cover the claim amount.

Customer is now waiting to hear from Steve SM re inspection of vehicle.

Customer is seeking AH to contact DLR for info re cause of airbag deployment.

ACS informed customer that case will be forwarded to CM for further assistance. ACS informed customer that CM will follow up within 2 business days and of no guarantees.

Customer prefers to be reached at # [REDACTED].

Customer understood the information provided by ACS and required no further assistance at this time.

REVIEWED WITH TL JR

*** CASE MODIFY 6/29/2009 11:03:12 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 6/29/2009 11:03:28 AM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 6/29/2009 11:06:23 AM, rwatkins

into WIP default and Status of Solving.

*** CASE DISPATCH 6/29/2009 11:06:45 AM, rwatkins

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 6/30/2009 6:07:03 AM, Itafoya

N012009-06-2900967 to kschroed, WIP

*** CASE RULE ACTION 6/30/2009 6:07:04 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-06-2900967-1 CREATE 6/30/2009 8:12:03 AM, kschroed

Created in WIP Default with Due Date 6/30/2009 8:12:03 AM.

*** CASE MODIFY 6/30/2009 8:12:13 AM, kschroed

into WIP Default and Status of Solving.

*** NOTES 6/30/2009 8:15:13 AM, kschroed, Action Type : Call to Dealer

Case History

Case ID : N012009-06-2900967

Case Title : 7A-(CREST)-[REDACTED] - AIRBAG DEPLOYMENT NO VIN

Left message for service manager Josselyn to give me a call back regarding issue with customer vehicle.

*** CASE MODIFY 6/30/2009 8:21:51 AM, kschroed

into WIP Default and Status of Solving.

*** CASE CLAIMS LOOKUP 6/30/2009 8:22:01 AM, kschroed

CLAIM CHECK 06/30/2009 08:22:01 AM kschroed

The following Claim History information was found

0; 2008-08-28; 207626; 751781; 510; 841099 ; BASE FOR STRAIGHT TIME. S/B# 83-027

USED ON A PREVIOUS S/B - INSTRUMENT PANEL BUBBL

*** CASE CAMPAIGN LOOKUP 6/30/2009 8:22:05 AM, kschroed

CAMPAIGN CHECK 06/30/2009 08:22:05 AM kschroed

The following Campaign information was found

07-057; Q59; 08 ACCORD KNOCK SENSOR; 09/06/07; PA;

*** CASE MODIFY 6/30/2009 8:22:10 AM, kschroed

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/30/2009 8:22:18 AM, kschroed

CAMPAIGN CHECK 06/30/2009 08:22:18 AM kschroed

The following Campaign information was found

07-057; Q59; 08 ACCORD KNOCK SENSOR; 09/06/07; PA;

*** CASE VSC LOOKUP 6/30/2009 8:22:20 AM, kschroed

VSC-CUC CHECK 06/30/2009 08:22:19 AM kschroed

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/30/2009 8:22:23 AM, kschroed

WARRANTY CHECK 06/30/2009 08:22:23 AM kschroed

No data found for VIN.

*** NOTES 6/30/2009 8:32:13 AM, kschroed, Action Type : Call from Dealer

Spoke with the service manager Josselyn regarding vehicle. She stated that the vehicle was brought to the dealer with a concern with the passenger side airbags going off when the door was closed. She stated that upon inspection of the vehicle they found damage to the under carriage of the vehicle. She stated that they took the vehicle to the body shop for inspection and they stated that there was damage to the vehicle where the sensors were located. She stated that they had recommended that the vehicle be inspected by her insurance company. She stated that the customer feels that the issue should be covered by Honda but they feel the opposite. I advised that i was going to advise the customer to contact her insurance company as well. Josselyn agreed. I thanked her and ended call

verified customers information.

*** CASE MODIFY 6/30/2009 8:32:17 AM, kschroed

into WIP Default and Status of Solving.

*** NOTES 6/30/2009 8:52:26 AM, kschroed, Action Type : Call to Customer

Left message for customer on both phone numbers given requesting a call back. Advised that AHM would call back by 7-6-09

*** COMMIT 6/30/2009 8:52:36 AM, kschroed, Action Type : N/A

call customer-refer to insurance

Case History

Case ID : N012009-06-2900967

Case Title : 7A-(CREST)-[REDACTED] - AIRBAG DEPLOYMENT NO VIN

*** CASE MODIFY 6/30/2009 8:52:54 AM, kschrøed

into WIP Default and Status of Solving.

*** CASE MODIFY 6/30/2009 8:52:56 AM, kschrøed

into WIP Default and Status of Solving.

*** NOTES 6/30/2009 10:51:17 AM, kschrøed, Action Type : Call to Customer

Spoke with the customer regarding issue. I advised that i had received the customers case and was reviewing the concerns with the dealer. Customer stated that the vehicle was shut off, and she had closed the passenger door and the air bags deployed. She stated that she contacted her insurance company but did not want to go through the them. I advised that based on the information that the dealer provided, the issue was not a defect, but due to an object hitting the under carriage of the vehicle and had the air bags deploy. I advised that both AHM and the dealer agree. that the customer should speak with her insurance company and have the vehicle inspected and based off their findings would determine if the issue was a defect or not. I advised that currently AHM was not able to offer any assistance. Customer understood and stated that she would speak with her insurance company. I thanked her and advised that the case was going to be documented and the case closed. Customer agreed. I thanked her and ended call.

verified customers information.

*** CASE MODIFY 6/30/2009 10:52:00 AM, kschrøed

into WIP 7A and Status of Solving.

*** SUBCASE N012009-06-2900967-1 CLOSE 6/30/2009 10:52:03 AM, kschrøed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/30/2009 10:52:03 AM, kschrøed

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012013-05-1600742	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/16/2013 10:32:24 AM
Case Originator :	Crystal Smith (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/4/2013 9:12:11 AM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	19
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	INDY 4E- [REDACTED] - COMPLAINT/AIRBAG DEPLOYMENT-ND			No. of Attachments :	1		

Site / Contact Info :

Site Name : [REDACTED] 7937
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED] 5
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : INDIANAPOLIS, IN [REDACTED]
 E Mail : A [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7937
 VIN Type / No. : US VIN / 1HGCP26898A [REDACTED]
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP2688JNW / A
 Miles / Hours : 52,015
 In Service Date : 12/11/2007
 Months In Use : 65
 Engine Number : K24Z31001810
 Originating Dealer No. / Name : 207206 / BOB ROHRMAN HONDA
 Selling Dealer No. / Name : 207206 / BOB ROHRMAN HONDA
 Trim : EX-L
 No. Of Doors : 4
 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 : 207828 / INDY HONDA
 Phone No. : 317-887-0800
 Address : 8455 U.S. 31 SOUTH
 City / State / Zip : INDIANAPOLIS, IN 46227
 Svc District / Sls District : 04E / G04
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206655	ED MARTIN 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
N012013-05-1600742-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-05-1600742-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2013 7:50:33 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/4/2013 9:12:11 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-05-1600742

Case Title : INDY 4E- [REDACTED] - COMPLAINT/AIRBAG DEPLOYMENT-ND

*** CASE CREATE 5/16/2013 10:32:24 AM, cmsmith

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

*** CASE MODIFY 5/16/2013 11:25:45 AM, cmsmith

into WIP default and Status of Solving.

*** NOTES 5/16/2013 11:27:17 AM, cmsmith, Action Type : Call from Customer

I updated the customer contact information (e-mail)

The customer's best contact number is [REDACTED]

The customer stated that she purchased the vehicle last week from a Non-Honda Dlr. The customer stated that last night around 9:30 pm after parking the vehicle in her apartment complex (parking lot), the passenger's side airbag deployed. The customer stated that there were no warning lights to come on, before the airbag deployed. The customer stated that she contacted her insurance company and the representative informed the customer that there was no collision, therefore they would not be able to provide assistance. The customer stated that she has not taken the vehicle into a Honda Dlr for a diagnoses. The customer stated that she works two jobs and does not know when she will be able to take the vehicle into the Dlr. The customer is contacting AHM to find out if there are any recalls in regards to the airbag deploying and to have AHM replace the airbag. The customer stated that

ACS empathized to the customer and informed her that this case will be dispatched to a CM based on airbag deployment. ACS advised the customer to take the vehicle into a Honda Dlr for a diagnoses. ACS referred the customer to the web site, www.owners.honda.com and the SRS Booklet for further information in regards to airbag deployment. Each case is reviewed on a case by case bases and the CM will contact the customer by the end of the next business day.

*** CASE MODIFY 5/16/2013 11:27:19 AM, cmsmith

into WIP default and Status of Solving.

*** CASE MODIFY 5/16/2013 11:27:28 AM, cmsmith

into WIP default and Status of Solving.

*** CASE DISPATCH 5/16/2013 11:27:40 AM, cmsmith

from WIP default to Queue Honda Team H .

*** CASE MODIFY 5/16/2013 11:27:41 AM, cmsmith

into WIP default and Status of Solving.

*** CASE MODIFY 5/16/2013 11:27:44 AM, cmsmith

into WIP default and Status of Solving.

*** CASE ACCEPT 5/16/2013 12:05:39 PM, kogawa

from Queue Honda Team H to WIP Default.

*** NOTES 5/16/2013 12:11:11 PM, kogawa, Action Type : Note-General

Records suggest that the customer is the 4th owner, including a recent record showing "Bob Rohrman Hyundai" having taken the vehicle to a Honda dealer for the completion of 2 campaigns.

*** NOTES 5/16/2013 12:16:58 PM, kogawa, Action Type : Note-General

No other VINs.

*** COMMIT 5/16/2013 2:09:36 PM, kogawa, Action Type : N/A

initial

*** SUBCASE N012013-05-1600742-1 CREATE 5/17/2013 7:50:33 AM, kogawa

Case History

Case ID : N012013-05-1600742

Case Title : INDY 4E- [REDACTED] - COMPLAINT/AIRBAG DEPLOYMENT-ND

Created in WIP Default with Due Date 5/17/2013 7:50:33 AM.

*** CASE MODIFY 5/17/2013 10:20:55 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 5/17/2013 12:33:37 PM, kogawa, Action Type : Call to Customer

Customer advises now is not a good time. I provided my extn, she advises she will call me on Monday. She volunteered that the selling dealer Rohrman Hyundai at present has the car, and their intention was to take it to a sister Honda shop.

*** CASE FULFILL 5/17/2013 12:48:50 PM, kogawa

Fulfilled for [REDACTED] due 05/17/2013 12:00:00 AM.

*** COMMIT 5/17/2013 12:48:51 PM, kogawa, Action Type : N/A

call cust

*** NOTES 5/17/2013 12:50:31 PM, kogawa, Action Type : Field Service

(Heads up given to DPSM)

*** NOTES 5/20/2013 12:56:30 PM, kogawa, Action Type : Call to Customer

Customer is unsure of the status. She took the car to Rohrman Hyundai on Friday, and they were going to take it to their sister Honda dealer (Indy, we presume). Car is drivable, except for the deployed passenger side curtain and pass seat side airbag. She notified her insurance company, but they expressed no interest in covering nor inspecting, as there was no collision. The customer advises she had parked her car curbside at the apartment complex, and her son closed the pass side door, and the SRS deployed. She does not remember who got out of the car first, she does not remember being inside of the car when this happened. No one was in the car, so no one was injured. No estimated repair costs obtained yet. Expectations? She does not expect to participate. She claims anecdotal info online suggesting wide spread SRS issues with AHM products. ACS empathized, as we realize she recently purchased this car, and she is facing the uncertainty of costly repairs and has not had time to enjoy the car. I also advised that the basic 3/36 warranty has expired, so there is no obligation on our part. We will revisit once we know more information.

*** CASE FULFILL 5/20/2013 1:12:44 PM, kogawa

Fulfilled for AMIE ORR due 05/20/2013 12:00:00 AM.

*** COMMIT 5/20/2013 1:12:45 PM, kogawa, Action Type : N/A

vehicle?

*** CASE MODIFY 5/21/2013 12:06:47 PM, kogawa

into WIP SAFETY RELATED and Status of Solving.

*** NOTES 5/21/2013 12:13:10 PM, kogawa, Action Type : Call to Dealer

SM Travis remembers getting a phone call from one of the reps at Rohrman Hyundai, asking him if he had ever heard of a case of side curtain airbags deploying after a door is slammed. Travis told the Hyundai dealer that he had not heard of that before. The vehicle was never brought there to Indy Honda, VIN is not in Travis' database.

*** NOTES 5/21/2013 12:19:31 PM, kogawa, Action Type : Call to Dealer

SA Steve at 206655 advises car was in for product updates (prior to sued car sale). Car has not been in since.

*** CASE MODIFY 5/21/2013 2:23:15 PM, kogawa

into WIP SAFETY RELATED and Status of Solving.

*** NOTES 5/22/2013 10:29:09 AM, kogawa, Action Type : Call to Customer

Customer does not have an update. ACS informed her that from having contacted Ed Martin (closest) and Indy Honda (Rohrman group) neither agency has seen this car - As such we are unable to make any assessment on her case. Customer will contact Hyundai for status and get back to me.

Case History

Case ID : N012013-05-1600742

Case Title : [REDACTED] - COMPLAINT/AIRBAG DEPLOYMENT-ND

*** CASE FULFILL 5/22/2013 10:29:38 AM, kogawa

Fulfilled for [REDACTED] due 05/22/2013 12:00:00 AM.

*** COMMIT 5/22/2013 10:29:39 AM, kogawa, Action Type : N/A

status?

*** NOTES 5/22/2013 12:51:59 PM, kogawa, Action Type : Call to Dealer

SM Travis not available. SA Bart will inform SA Ryan of AHM's request to inspect vehicle, take photos, contact techline.

*** NOTES 5/22/2013 1:07:48 PM, kogawa, Action Type : Call from Customer

Message from the customer advises car should be at Indy now.

*** CASE MODIFY 5/23/2013 1:42:42 PM, kogawa

into WIP SAFETY RELATED and Status of Solving.

*** NOTES 5/24/2013 6:38:59 AM, kogawa, Action Type : Call to Dealer

SA Ryan advises DPSM inspected yesterday. Customer was contacted to ask if she knew if the key was in the ignition, was the car powered at this time. Customer thought the car was off.

*** CASE ADD ATTACHMENT 5/24/2013 11:15:15 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-1600742_1.pdf

*** NOTES 5/24/2013 11:57:41 AM, kogawa, Action Type : Note-General

Reviewed with Team G RM. Also reviewed with DPSM 4E. No evidence of any undercarriage or body damage on the vehicle - Car fax is clean. We can speculate that the kid slammed the door too hard, but that is all we have, speculation. We agreed to one time goodwill this repair. ACS will call dealer and customer.

*** NOTES 5/24/2013 11:58:48 AM, kogawa, Action Type : Call to Dealer

Spoke to SA Ryan. He confirms DSPM inspection, no damage found. I gave Ryan auth# to order parts as we are 1 time goodwilling this repair.

*** NOTES 5/24/2013 1:25:34 PM, kogawa, Action Type : Call to Customer

Reviewed with the customer. Informed her that an inspection revealed no clear evidence of any impact on/around the undercarriage/door/sensor area. Car is outside of warranty, and while we may choose to speculate that closing the door with excessive force is a plausible explanation, it is merely speculative at this point. I advised that we are at this time offering to 1 time goodwill this repair in the interest of customer satisfaction, and to nurture her loyalty. Customer highly appreciative. She will resolve via dealer at this point.

*** CASE FULFILL 5/24/2013 1:25:47 PM, kogawa

Fulfilled for [REDACTED] due 05/24/2013 12:00:00 AM.

*** COMMIT 5/24/2013 1:25:48 PM, kogawa, Action Type : N/A

repaired?

*** NOTES 6/4/2013 9:10:22 AM, kogawa, Action Type : Note-General

Claim screens confirm repairs completed 5/31/2013.

*** NOTES 6/4/2013 9:11:54 AM, kogawa, Action Type : Call to Customer

Confirmed customer is satisfied with repairs and has the car back.

*** SUBCASE N012013-05-1600742-1 CLOSE 6/4/2013 9:12:11 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2013 9:12:11 AM, kogawa

Case History**Case ID :** N012013-05-1600742**Case Title :** [REDACTED] - COMPLAINT/AIRBAG DEPLOYMENT-ND

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-02-1701494 Division : Honda - Auto Condition : Closed Open Date : 2/17/2012 1:32:45 PM
Case Originator : Kim Mercado (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 3/19/2012 8:30:20 AM
Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 31
Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
Case Title : 06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 346
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : 8[REDACTED]6
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : FRANKLIN, NC [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206766 / APPLE TREE HONDA
Phone No. : 828-684-4400
Address : 195 UNDERWOOD ROAD
City / State / Zip : FLETCHER, NC 28732
Svc District / Sls District : 06H / E06
Warranty Labor Rate / Date : \$89.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-02-1701494-1 / [REDACTED]	- Subcase Close	Product	Operation	751	Side Airbag
N012012-02-1701494-2 / [REDACTED]	- Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP25808A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2588JNW / A
Miles / Hours : 125,000
In Service Date : 09/22/2007
Months In Use : 53
Engine Number : K24Z31002620
Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-02-1701494-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 2/17/2012 2:10:15 PM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/5/2012 6:15:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-02-1701494-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2012 9:35:53 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/19/2012 8:30:20 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Sent Letter
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-02-1701494

06J - () - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

*** CASE CREATE 2/17/2012 1:32:45 PM, kmercado

Contact = (), Priority = N/A, Status = Solving.

*** SUBCASE N012012-02-1701494-1 CREATE 2/17/2012 2:10:15 PM, kmercado

Created in WIP Default with Due Date 2/17/2012 2:10:15 PM.

*** NOTES 2/17/2012 2:13:15 PM, kmercado, Action Type : Call from Customer

Updated customer's information

Best contact number ()

Customer is the owner's husband. Customer advised his wife is uncomfortable dealing with these sort of issues and he is calling on her behalf. Customer advised he was instructed to call the ACS by Apple Tree Honda. Customer states that the vehicle was not involved in a collision but around Mothers Day weekend in May 2011 they came home one night and slammed the car door and the passenger side curtain airbags and the passenger seat air bags deployed. Progressive insurance states it is a manufacturers issue. Rep from Progressive did an inspection and said there is no evidence of an accident. Honda put the vehicle on a lift and noticed there is some undercarriage damage and tried to show the customer that the sensor was located near damage and that the foreman and the service manager of the shop stated that there is some damage but that there is no way to shut the door hard enough to deploy the airbags. Customer states his wife has hit things. Customer advised the SRS does not work now. Customer states he has been driving the vehicle. Customer wants to know how to get this fixed. He advised the out of pocket expense is over \$3K without insurance coverage. Customer states the deductible is \$500 and when he filed the claim the insurance inspector denied the claim as they felt it is a manufacturer issue. Customer advised that both Apple Tree Honda and the customer have a copy of the letter from the insurance carrier that states they feel that it is a manufacturer issue. Russell SA from Apple Tree Honda provided the customer with the dealer case number 3257247or9. Customer wants to know why the sensor didn't deploy the airbags if the undercarriage damage is the issue.

ACS informed the customer that the case is being forwarded to a CM for review who would be contacting them within 1-2 business days, provided a case number, advised the customer that there are no guarantees of assistance and that each case is reviewed on a case by case basis.

Customer understood, thanked me for the information provided and required no further assistance.

*** CASE MODIFY 2/17/2012 2:14:06 PM, kmercado

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2012 2:14:10 PM, kmercado

into WIP default and Status of Solving.

*** CASE DISPATCH 2/17/2012 2:14:36 PM, kmercado

from WIP default to Queue Honda Team F.

*** CASE RULE ACTION 2/18/2012 2:14:36 PM, sa

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

*** CASE RULE ACTION 2/19/2012 2:14:36 PM, sa

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

*** CASE YANKED 2/20/2012 9:23:23 AM, Inoble

Yanked by Inoble into WIPbin default.

*** SUBCASE N012012-02-1701494-1 YANKED 2/20/2012 9:23:58 AM, Inoble

Yanked by Inoble into WIPbin default.

Case History

Case ID : N012012-02-1701494

06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

*** COMMIT 2/20/2012 9:24:10 AM, Inoble, Action Type :

Made to [REDACTED] due 02/23/2012 09:24:14 AM.

DCS Follow-Up

*** NOTES 2/20/2012 9:24:54 AM, Inoble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 2/23/2012

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

Side Airbag Deployed Non Accident

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 provide the following information for all related repair orders if any:

Repair Order #:

Repair Order Mileage:

Diagnostic / Recommendation:

Tech line / DPSM involved:

Customer Rate: Parts:

Labor:

Warranty Rate: Parts:

Labor:

Service History:

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.

Loretta Noble

Automobile Customer Service

310-783-7727

*** NOTES 2/20/2012 9:29:04 AM, Inoble, Action Type : Call to Customer

ACS left customer a message advising him that I was the RCM handling his case. ACS left the customer my contact information and advised him that if I didn't hear back from him today I would call him back on Wednesday 2/22/2012

*** COMMIT 2/20/2012 9:29:16 AM, Inoble, Action Type : N/A

Customer Follow Up

*** CASE MODIFY 2/20/2012 9:30:11 AM, Inoble

into WIP default and Status of Solving.

*** NOTES 2/20/2012 10:17:22 AM, Inoble, Action Type : Call from Dealer

SM stated the customer's insurance agent came out and looked at the vehicle. SM stated the last time the vehicle was in the dealership was in 2009. SM stated the customer stated he slammed the door and the airbag deployed. SM stated it happened May 2011. SM stated the rocker panel is all pushed up and the whole right fender is all out of alignment. SM stated it looks like he hit something. SM stated the key has to be in the ignition in order for the airbags to deploy. SM stated he showed the insurance agent all the damage and contacted tech line (doesn't have the reference number). SM stated he told the customer that the airbags would not deploy from the door slamming and the vehicle isn't designed to do that. SM stated the customer doesn't remember if the key was

Case History

Case ID : N012012-02-1701494

06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

in the ignition or not. SM stated the SRS system is not working at this point. SM stated the side curtain and seat airbags both deployed. SM stated the customer removed the airbags and cleaned the seats. SM stated he came in on 2/10/2012 to have a recall done on the vehicle and that's when he asked about the airbags. ACS advised the SM that based on the information he has given me AHM would not be in a position to assist at this time. ACS advised the SM that I would contact the customer and let him know.

*** NOTES 2/22/2012 8:43:14 AM, Inoble, Action Type : Call to Customer

ACS contacted customer to address his concerns about the airbags. ACS left customer message on voicemail advising him that if I didn't hear back from him today I would contact him back on Friday 2/24/2012.

*** CASE FULFILL 2/22/2012 8:43:32 AM, Inoble

Fulfilled for [REDACTED] due 02/22/2012 12:00:00 AM.

*** CASE FULFILL 2/22/2012 8:43:35 AM, Inoble

Fulfilled for [REDACTED] due 02/23/2012 09:24:14 AM.

*** COMMIT 2/22/2012 8:43:36 AM, Inoble, Action Type : N/A

Customer Follow Up

*** NOTES 2/23/2012 11:35:17 AM, Inoble, Action Type : Call to Customer

ACS left customer voicemail regarding his airbags. ACS advised the customer of my contact information and advised him that I would contact him back on Friday 2/24/2012

*** NOTES 2/24/2012 6:28:29 AM, Inoble, Action Type : Call from Customer

ACS contacted customer and left him a final message asking him to contact our office back regarding his concerns.

*** NOTES 2/24/2012 6:31:32 AM, Inoble, Action Type : Note-General

February 24, 2012

[REDACTED]
Franklin, NC, [REDACTED]

Re: VIN 1HGCP25808A [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord .

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117727, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Case History

Case ID : N012012-02-1701494

06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

Loretta Noble
Automobile Customer Service
File No. N012012-02-1701494

*** CASE FULFILL 2/24/2012 7:11:17 AM, Inoble

Fulfilled for [REDACTED] due 02/24/2012 12:00:00 AM.

*** COMMIT 2/24/2012 7:11:53 AM, Inoble, Action Type : N/A

10 Day Letter

*** NOTES 2/24/2012 2:01:46 PM, Inoble, Action Type : Call from Customer

Customer contacted ACS regarding his concern. Customer stated when he slammed the passenger door the side curtain air bags and the seat bag deployed. Customer stated he took the vehicle to Apple Tree Honda and they inspected it. Customer stated the insurance (Progressive Insurance) company inspected it as well. Customer stated the insurance stated there wasn't enough damage to the vehicle to cover it under the insurance policy. Customer stated they took the vehicle to Apple Tree and they noticed some damage on the under carriage. Customer stated the insurance company come to the dealership and took pictures and still maintained that there was not enough damage to cover it under the insurance policy and is stating that it was a defect. Customer stated there was a letter from the insurance company stating that this was a manufacturer's defect. Customer stated he took a copy to the dealership and they stated that he needed to come back for some kind of testing. Customer stated he was working with SA Russell and was advised that they needed the vehicle for a full day. Customer stated he asked for a copy of the paperwork that is at Apple Tree and asked for a copy but Apple Tree wouldn't give him one. Customer stated he was told by the dealership there is a way to tell how fast the vehicle was moving when the airbags deployed and some other factors. Customer stated the dealership advised him that the vehicle has been in an accident. Customer stated it should've done it at the time of the collision not when he slammed the door. Customer stated the dealership advised him to contact AHM. ACS advised the customer that the insurance company would have to submit to AHM in writing to have the vehicle inspected. Customer stated the dealership told him that AHM would have a copy of the paperwork. ACS advised the customer that I would make a note but there are currently no previous cases for him and no records of any documents being sent to our office under his name or VIN within the last 3 years.

*** CASE FULFILL 2/24/2012 2:02:03 PM, Inoble

Fulfilled for [REDACTED] due 03/09/2012 12:00:00 AM.

*** COMMIT 2/24/2012 2:02:05 PM, Inoble, Action Type : N/A

Follow Up Dealer

*** COMMIT 2/24/2012 2:02:22 PM, Inoble, Action Type : N/A

Customer Follow Up

*** NOTES 2/27/2012 8:19:16 AM, Inoble, Action Type : Call to Dealer

ACS spoke with SM at the dealership. ACS advised the SM that I did speak with the customer regarding his concerns. SM stated they contacted tech line and all the information is on RO 556657. SM stated he has it all documented. SM stated the photos show that the vehicle was hit. SM stated that at this point the vehicle is out of warranty anyway.

*** NOTES 2/27/2012 8:22:42 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voice mail advising him that I did speak with the dealership regarding his concern and again the insurance company would have to submit to AHM in writing to have the vehicle inspected. ACS advised the customer that at this point the vehicle is outside of the warranty parameters as well. ACS advised the customer that I would close his case at this time and once the insurance company contacts us it would be reopen at that time.

case closed

*** CASE MODIFY 2/27/2012 8:23:02 AM, Inoble

into WIP 6J and Status of Solving.

Case History

Case ID : N012012-02-1701494

06J - () - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

*** CASE FULFILL 2/27/2012 8:23:20 AM, Inoble

Fulfilled for () due 02/27/2012 12:00:00 AM.

*** CASE FULFILL 2/27/2012 8:23:23 AM, Inoble

Fulfilled for () due 02/28/2012 12:00:00 AM.

*** NOTES 2/29/2012 10:11:49 AM, Inoble, Action Type : Call from Customer

ACS got a call from () asking what kind of information AHM needed to have the vehicle inspected. ACS advised the customer that the insurance company would need to submit to AHM in writing to have the vehicle inspected. Customer wanted to know where to send the pictures to. ACS advised the customer to mail them to 1919 Torrance Blvd Torrance CA and provided customer with case number.

*** SUBCASE N012012-02-1701494-1 CLOSE 3/5/2012 6:15:21 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/5/2012 6:15:22 AM, Inoble

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

*** CASE REOPEN 3/8/2012 10:19:14 AM, Inoble

with Condition of Open and Status of Solving.

*** CASE REOPEN 3/8/2012 10:19:16 AM, jnajee

with Condition of Open and Status of Solving.

*** NOTES 3/8/2012 10:19:56 AM, jnajee, Action Type : Call from Customer

() called in requesting to speak with the cm.

ACS warm transferred customer to the CM. No further assistance required.

*** CASE CLOSE 3/8/2012 10:20:22 AM, jnajee

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

*** NOTES 3/8/2012 10:21:29 AM, Inoble, Action Type : Call from Customer

Customer called regarding the fax that she sent. ACS advised the customer that the paperwork would be put in our system and processed accordingly.

*** CASE REOPEN 3/8/2012 10:40:49 AM, mmillen

with Condition of Open and Status of Solving.

*** NOTES 3/8/2012 10:41:31 AM, mmillen, Action Type : Letter/Fax

On 3/8/12 ACS received a 1-page faxed cover from the customer with a 1-page Progressive Claim Information.

*** CASE DISPATCH 3/8/2012 10:42:06 AM, mmillen

from WIP default to Queue Honda Team F.

*** CASE ADD ATTACHMENT 3/8/2012 10:45:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-02-1701494_1.PDF

*** CASE ACCEPT 3/8/2012 1:26:29 PM, Inoble

from Queue Honda Team F to WIP default.

*** NOTES 3/9/2012 7:25:07 AM, Inoble, Action Type : Field Service

ACS contacted the DPSM and went over the customer's complaint and the dealerships findings to him. ACS advised the DPSM that at his point AHM should not participate in the repair of the vehicle because of the time frame from when it happened to when the customer brought the vehicle into the dealership and the

Case History

Case ID : N012012-02-1701494 [REDACTED] 06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

damage found by the SM when he inspected the vehicle. ACS advised the DPSM that the customer also cut the airbags out as well. DPSM agreed and stated AHM would not be in a position to participate with the repair at this time.

*** COMMIT 3/9/2012 7:27:12 AM, Inoble, Action Type : N/A

Customer Follow Up

*** NOTES 3/9/2012 7:29:33 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail advising her that AHM did receive the paperwork and would give her a call back on Tuesday 3/13/2012

*** NOTES 3/9/2012 7:29:36 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail advising her that AHM did receive the paperwork and would give her a call back on Tuesday 3/13/2012

*** CASE MODIFY 3/12/2012 8:32:42 AM, Inoble

into WIP 6J and Status of Solving.

*** NOTES 3/12/2012 8:34:58 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail advising her that after reviewing her case with the DPSM AHM will not be in a position to cover the cost of the repair to the airbags on the vehicle due to the time frame of when it happened to when the vehicle was brought in for inspection and to the damage that was found under the vehicle. ACS advised the customer that airbags had been cut out as well. ACS will follow up with the customer on Tuesday 3/13/2012.

*** NOTES 3/12/2012 9:24:52 AM, Inoble, Action Type : Call from Customer

Customer contacted ACS back and stated she was not happy with the out come of her case. ACS advised the customer that the SRS system has a 3/36 warranty on it so that time the vehicle was outside of the warranty parameters. ACS advised the customer that since she cut out the airbags on the vehicle according to her warranty booklet AHM will not cover abuse or misuse or abuse and cutting the airbags out of the vehicle would be considered misuse. ACS also advised the customer that Apple Tree Honda should have records of their findings of the damage underneath the vehicle but the airbags would not deploy unless the vehicle is on. ACS advised the customer that she would have to go back to her insurance company. Customer understood case closed

*** SUBCASE N012012-02-1701494-2 CREATE 3/12/2012 9:35:53 AM, Inoble

Created in WIP Default with Due Date 3/12/2012 9:35:53 AM.

*** CASE MODIFY 3/12/2012 9:36:12 AM, Inoble

into WIP 6J and Status of Solving.

*** CASE FULFILL 3/12/2012 1:43:27 PM, Inoble

Fulfilled for [REDACTED] due 03/13/2012 12:00:00 AM.

*** COMMIT 3/14/2012 2:00:17 PM, Inoble, Action Type : N/A

copy of report

*** NOTES 3/14/2012 2:21:36 PM, Inoble, Action Type : Call from Customer

Customer contacted ACS regarding the airbags on the vehicle. ACS advised the customer that the airbags had a 3/36 warranty and at this point the vehicle is outside of the warranty parameters for AHM to be able to assist. ACS advised the customer that there is visual damage under the vehicle to the rocker panel and fender. Customer stated he asked for a copy for the report from Apple Tree. ACS advised the customer that I would contact the SM to see if I could get a copy of the report. Customer stated the insurance company doesn't see enough damage to the vehicle to warrant the airbags being deployed. ACS advised the customer that since he cut the airbags out that is another factor in AHM not covering the cost of the repair. ACS advised the customer that I would follow up with him on Friday 3/16/2012

*** COMMIT 3/14/2012 2:21:46 PM, Inoble, Action Type : N/A

Customer Follow Up

*** NOTES 3/15/2012 10:10:09 AM, Inoble, Action Type : Call to Dealer

Case History

Case ID : N012012-02-1701494

06J - [REDACTED] - PASSENGER SIDE AIR BAGS DEPLOYED - NO ACC

ACS spoke with SM James and he stated that he would fax the RO over to me on his findings on the damage on the vehicle and would fax to me at 310-783-7727.

ACS thanked the SM call ended

*** CASE FULFILL 3/15/2012 10:10:20 AM, Inoble

Fulfilled for [REDACTED] due 03/15/2012 12:00:00 AM.

*** NOTES 3/15/2012 1:19:30 PM, ejovel, Action Type : Letter/Fax

On 3/15/12 ACS received a 1 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 3/15/2012 1:30:18 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-02-1701494_2.PDF

*** NOTES 3/16/2012 7:09:48 AM, Inoble, Action Type : Call from Customer

ACS left voicemail for Mr. [REDACTED] advised the customer that I did a copy of the RO from the dealership and to give me a call back

*** CASE RULE ACTION 3/16/2012 12:32:45 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/16/2012 1:43:43 PM, Inoble, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and left him another voicemail message advising him that I would contact him back again on Monday 3/19/2012

*** CASE MODIFY COMMITMENT 3/16/2012 1:43:57 PM, Inoble

with [REDACTED] due 03/19/2012 12:00:00 AM.

*** NOTES 3/19/2012 8:26:15 AM, Inoble, Action Type : Call to Customer

ACS contacted the customer and was advised to mail the information from Apple Tree Honda. ACS advised the customer that I would close his case at this time and if he needed further assistance to contact me back.

customer understood case closed

*** CASE FULFILL 3/19/2012 8:26:56 AM, Inoble

Fulfilled for [REDACTED] due 03/19/2012 12:00:00 AM.

*** SUBCASE N012012-02-1701494-2 CLOSE 3/19/2012 8:30:20 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/19/2012 8:30:20 AM, Inoble

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-08-1502797 Division : Honda - Auto Condition : Closed Open Date : 8/15/2011 1:25:28 PM
Case Originator : Tara Limun (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/12/2011 10:01:37 AM
Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 28
Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
Case Title : 6L-#208202-[REDACTED]-CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMP No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 307
VIN Type / No. : US VIN / 1HGCP26878A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 48,545
In Service Date : 10/15/2007
Months In Use : 46
Engine Number : K24Z31003328
Originating Dealer No. / Name : 207167 / JOYCE HONDA
Selling Dealer No. / Name : 207167 / JOYCE HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208202 / CROWN HONDA GREENSBORO
Phone No. : 336-854-9900
Address : 3633 W. WENDOVER AVE.
City / State / Zip : GREENSBORO, NC 27407
Svc District / Sls District : 06K / F06
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-08-1502797-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-08-1502797-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2011 6:14:42 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 9/12/2011 10:01:22 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-08-1502797

6L-#208202-- -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE CREATE 8/15/2011 1:25:28 PM, tlimun

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

*** CASE MODIFY 8/15/2011 1:34:06 PM, tlimun

into WIP default and Status of Solving.

*** NOTES 8/15/2011 1:36:07 PM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number 336-254-8655.

HONDA REFERRED, SERVICE DIRECTOR LARRY NEIL.

FIRST HONDA, SERVICES HIS VEHICLE AT THE DLR, PURCHASED THIS VEHICLE AT A NON HONDA DLR 3 MONTHS AGO, SECOND OWNER.

The customer called ACS and advised that he just left the Honda dlr today. Customer stated over the weekend all the side curtain airbag deployed and vehicle was parked on a driveway at his house. Customer stated he was getting ready to leave the house and his daughter closed the passenger door. Customer when his daughter closed the passenger door all side curtain airbag deployed. Customer stated he took his vehicle into CROWN HONDA today and contacted the insurance company. Customer was advised by USAA (insurance company that this is issue is a factory defect). Customer was at the dlr later on today and was informed by Service Director Larry Neill after diagnosis that his vehicle is perfectly fine and there is no defective airbag. Customer feels the airbag is defective and seeks AHM in regards to his issue. Customer was given an estimate of \$3000 to have the issue fix and customer stated Honda should cover the following issue. Customer stated his daughter is fine from the incident, and no police report. ACS advised customer that ACS will mail a booklet in regards to the airbag safety equipment for his vehicle. ACS advised customer his issue is dispatched to CM and CM will review his case for possible assistance. CM will contact customer within 1 or 2 business days. ACS provided customer the case number and customer thanked ACS.

*** CASE MODIFY 8/15/2011 1:36:09 PM, tlimun

into WIP default and Status of Solving.

*** CASE MODIFY 8/15/2011 1:36:27 PM, tlimun

into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2011 1:36:38 PM, tlimun

from WIP default to Queue Honda Team F.

*** NOTES 8/15/2011 1:59:53 PM, jstarlin, Action Type : Call from Customer

Best Contact Number:

The customer called for an update. ACS informed the customer that she will receive a call in 1-2 business days. The customer purchased the vehicle approx. 3 months ago. The customer uses the vehicle to transport clients for work. The customer is looking for an expedited response from AHM if this will be covered because she will be picking up clients in the vehicle with the deployed airbags on Wednesday. ACS informed the customer that the CM will be informed, but an expedited response is not guaranteed.

*** CASE ACCEPT 8/15/2011 2:14:49 PM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** CASE MODIFY 8/16/2011 6:13:47 AM, mkim

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012011-08-1502797-1 CREATE 8/16/2011 6:14:42 AM, mkim

Created in WIP Default with Due Date 8/16/2011 6:14:42 AM.

Case History

Case ID : N012011-08-1502797

6L-#208202-- -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

*** COMMIT 8/16/2011 6:14:58 AM, mkim, Action Type :

Made to due 08/19/2011 06:15:25 AM.

DCS Follow-Up

*** NOTES 8/16/2011 6:15:33 AM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/19/2011

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

side SRS deployment and is seeking assistance with the cost of the repair.

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 8/16/2011 6:15:44 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/16/2011 6:15:44 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 8/16/2011 6:15:47 AM, mkim

Fulfilled for due 08/19/2011 06:15:25 AM.

*** COMMIT 8/16/2011 6:16:22 AM, mkim, Action Type : N/A

call cust-f/u

*** CASE MODIFY 8/16/2011 6:16:41 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 8/16/2011 6:16:55 AM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 8/16/2011 8:39:30 AM, mkim, Action Type : Field Service

I called DPSM (6L) regarding the airbag deployment concern on customer's vehicle and DPSM stated he has already reviewed it with the dealership and refer customer to their insurance company.

*** CASE MODIFY 8/16/2011 10:12:37 AM, mkim

into WIP 6L and Status of Solving.

*** NOTES 8/16/2011 10:52:56 AM, mkim, Action Type : Warm Transfer

The customer called for RCM with an insurance agent on the line. RCM was available. ACS warm transferred customer to RCM.

*** NOTES 8/16/2011 11:15:54 AM, mkim, Action Type : Call to Customer

Mr. and Tom from USAA Insurance is calling together to inquire about the case.

Case History

Case ID : N012011-08-1502797

6L-# [REDACTED] -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

Customer said his daughter closed the front passenger side door over the weekend and the side curtain airbags deployed. Tom from the insurance company stated the vehicle is unsafe to drive and request for Honda engineer to come out and inspect the vehicle. Customer stated Crown Honda Greensboro inspected the vehicle and they advised him there was no sign of any damages in the vehicle that may have cause the airbags to deploy. Customer and Tom both stated this is a factory defect and request vehicle to be repaired as soon as possible.

I apologized to Mr. [REDACTED] but informed him vehicle was just purchased used about 3 months ago in as is condition after the factory warranty of 3 years 36,000 miles had expired. I informed the customer if the airbag deployment was caused by a defect within the warranty parameters; the repair would have been covered 100%. However, at this time, I informed the customer the warranty has expired and will need to follow up with the insurance company to see if they have any sort of coverage.

Tom from the insurance company stated that they will advised the customer to explore other options and said no further assistance was needed at this time. Customer then told Tom his insurance company agreed to cover the repair so he will go ahead and get the vehicle repaired.

*** NOTES 8/16/2011 12:44:01 PM, renrique, Action Type : Warm Transfer

Customer called in to speak to the CM

ACS warm transferred the call to the CM

*** NOTES 8/16/2011 1:52:32 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.

*** NOTES 8/16/2011 2:01:05 PM, mkim, Action Type : Call from Customer

Mrs. [REDACTED] called to about requesting further investigation since her insurance company is not covering the repair.

Customer said she purchased the vehicle certified from a Buick dealership 3 months ago but the dealership denied assistance since their warranty does not cover deployed airbags. Customer was then referred to contact Honda and her insurance company. Customer said she contacted her insurance company but the insurance is not covering the repair since she was not involved in an accident.

I apologized to the customer but informed her AHM will not be able to provide any assistance since vehicle is out of warranty when she purchase the vehicle used.

I informed the customer we will document the case for future reference but advised customer in contacting her issuance company or the dealership where she purchase the vehicle to have them honor the warranty or the insurance coverage. Customer understood and no further assistance was needed at this time.

*** CASE MODIFY 8/16/2011 2:01:13 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 8/16/2011 2:01:27 PM, mkim

with [REDACTED] due 08/17/2011 05:00:00 PM.

*** CASE MODIFY 8/16/2011 2:01:35 PM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 8/17/2011 11:09:40 AM, mkim

with [REDACTED] due 08/18/2011 05:00:00 PM.

*** NOTES 8/17/2011 11:09:49 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 8/17/2011 11:09:57 AM, mkim

Case History

Case ID : N012011-08-1502797

6L-#208202-- -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

into WIP 6L and Status of Solving.

*** NOTES 8/17/2011 1:18:05 PM, ssann, Action Type : Call from Customer

I verified the customer contact information.

The customer best contact number is:

The customer called ACS requesting to speak with AHM CEO. He states that no one is trying to help him and that he has been passed around. He states that the CM is not helping him and that all the CM is doing is telling him that he is out of warranty. The customer states that he had the director of service at Greensboro Honda where they said they look at everything from top to bottom and don't know what is going on. The customer states that Larry told him to call ACS and that if they authorize the repairs he would do so. He states that luckily his 2 year old daughter was not in the vehicle when it happen. He states that his insurance company would not do provide comprehensive repair because there was no collision and referred him to call AHM. He states that he does not want to talk to the current CM. He just want someone to help him with his issue.

ACS apologize for the inconvenience. ACS advised the customer that ACS will put a escalation request and that he will receive a call back within 24 hours.

The customer understood and ended the call

*** NOTES 8/17/2011 2:32:47 PM, mkim, Action Type : Call from Customer

Ms. is returning a message I left before.

Customer said her vehicle just stalled on her so she took to straight over to Honda of Bowie and the dealership juts reset the light for PCM and replace the battery.

After customer escalated to the GM, the dealership kept the vehicle over night to diagnosed further and told her PCM may need to be replacing if the problem reoccurs. Customer said she already picked up the vehicle and it sounds different.

Customer could not describe exactly how it sounds different but customer stated vehicle does not drive the same and asked why they could not just replace the PCM. I apologized to the customer for her concern and informed the customer I will need to follow up with the dealership to get more information and I offer to contact her back on 8/19 with more information.

*** NOTES 8/18/2011 1:48:34 PM, mkim, Action Type : Call to Dealer

I called Crown Honda Greensboro and spoke to SM-Larry.

SM said the customer brought in the vehicle after the passenger side front airbag and the curtain airbag deployed after his 2 year old daughter closed the door. SM said the technician checked but the vehicle does not appear to be in an accident before and there were no physical damages to the undercarriage or the panels. However, SM said the passenger doors appears to had dents removed and the DTC they retrieved was F4-11 for front passenger side airbag, right side curtain airbag, and/or front passengers seat belt tensioner deployed. SM said they have followed up with Techline but Techline was not aware of any other reasons that may have cause the airbag to deploy so he notified his DPSM and refer customer in contacting his insurance company.

SM checked with the technician and offer to recheck the vehicle by removing the passenger door panel to see if there are any damages to the wiring since the DTC indicates no sensor failure and also follow up with Techline again to see if they have any other instruction for them.

*** CASE MODIFY 8/18/2011 1:49:07 PM, mkim

into WIP 6L and Status of Solving.

*** NOTES 8/18/2011 1:51:22 PM, mkim, Action Type : Note-General

CORRECTION: PLEAE DISREGARD THE PREVIOUS NOTE FROM MS. ALLEN!!!

*** CASE MODIFY 8/18/2011 1:51:34 PM, mkim

into WIP 6L and Status of Solving.

Case History

Case ID : N012011-08-1502797

6L-# -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE MODIFY COMMITMENT 8/18/2011 1:52:02 PM, mkim

with due 08/19/2011 05:00:00 PM.

*** NOTES 8/23/2011 8:30:52 AM, mkim, Action Type : Call to Customer

I called 336-254-8655 but got customers VM.

I left a message requesting a call back and provided my contact information.

I also left a message to follow up again on 08/26/2011 if I dont hear from him.

*** CASE MODIFY 8/23/2011 8:31:42 AM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 8/23/2011 2:58:48 PM, mkim

with due 08/25/2011 05:00:00 PM.

*** CASE MODIFY COMMITMENT 8/25/2011 11:06:28 AM, mkim

with due 08/26/2011 05:00:00 PM.

*** CASE MODIFY 8/25/2011 11:06:40 AM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY COMMITMENT 8/30/2011 2:08:13 PM, mkim

with due 09/02/2011 05:00:00 PM.

*** NOTES 8/30/2011 2:10:53 PM, mkim, Action Type : Call from Dealer

SM-Larry from Crown Honda called and stated the vehicle was brought back in today.

SM said the technician checked the undercarriage, panels, b-pillars, and etc but did not see any damages.

Reviewed with RM and per ACS management, will cover the repair 100% as GW.

SM offer to order the passenger front seat airbag and curtain airbag and call me back with the final cost.

*** NOTES 9/12/2011 9:58:59 AM, mkim, Action Type : Call from Dealer

SM-Larry from Crown Honda called to inform me repair was completed on 8/15/2011 and the total cost was \$2365.92.

*** NOTES 9/12/2011 9:59:35 AM, mkim, Action Type : Note-General

DPSM Involved: No

Customer Pay Quote Dealership: \$2365.92

Total Warranty Repair Cost: \$2365.92

Total Amount Authorized for Claim: \$2365.92

% of GW Authorized: 100%

Total Customer Pays: \$0.00

*** NOTES 9/12/2011 10:00:07 AM, mkim, Action Type : Note-General

Closing the case without further follow up since customer escalated and spoke to RM.

*** SUBCASE N012011-08-1502797-1 CLOSE 9/12/2011 10:01:22 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/12/2011 10:01:24 AM, mkim

into WIP 6L and Status of Solving.

*** CASE FULFILL 9/12/2011 10:01:27 AM, mkim

Fulfilled for due 09/02/2011 05:00:00 PM.

Case History

Case ID : N012011-08-1502797

6L-#208202-- -CURTAIN SIDE AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE MODIFY 9/12/2011 10:01:36 AM, mkim
into WIP 6L and Status of Solving.

*** CASE CLOSE 9/12/2011 10:01:37 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-0402168 Division : Honda - Auto Condition : Closed Open Date : 4/4/2013 5:00:26 PM
Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2013 9:28:47 AM
Case Owner : Fenton Hulse (Team HC) Method : Phone Queue : Days Open : 25
Last Closed By : Fenton Hulse (Team HC) Point of Origin : Customer Wipbin :
Case Title : 1F - ONTARIO - ABOABDO, NICHOLE - SRS SIDE AIRBAG DEPLOYMENT / NO A No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : 6850
VIN Type / No. : US VIN / JHMCP26328C
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 101,600
In Service Date : 12/07/2007
Months In Use : 64
Engine Number : K24Z21700386
Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
Phone No. : 909-974-3800
Address : 1401 AUTO CENTER DRIVE
City / State / Zip : ONTARIO, CA 91761
Svc District / Sls District : 01F / D01
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-0402168-1 /	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-0402168-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2013 4:56:52 PM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 4/29/2013 9:28:47 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-0402168

Case Title : 1F - ONTARIO - [REDACTED] - SRS SIDE AIRBAG DEPLOYMENT / NO ACCIDEN

*** CASE CREATE 4/4/2013 5:00:26 PM, lkim

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

*** CASE MODIFY 4/4/2013 5:00:38 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/4/2013 5:05:02 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/4/2013 5:07:34 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 4/4/2013 5:09:03 PM, lkim

into WIP default and Status of Solving.

*** NOTES 4/4/2013 5:09:59 PM, lkim, Action Type : Call from Customer

Verified info

[REDACTED]

CORONA CA [REDACTED]

Case ID: N012013-04-0402168

Phone [REDACTED]

Email none

the customer stated he heard air coming through the windows while he was driving so he opened the driver's door and closed it then the side airbags and curtain airbags just deployed. The customer stated this happened around 12:35pm today in Chino on the 71 Expressway heading South. The customer stated he was at a stop, at a red light, when he opened the door and then closed it. The customer stated he called his insurance company and the tow truck company. The customer stated his arm and his ribs was injured by the airbag. The customer stated he has not sought medical attention but has burns on his left arm. The customer stated he uses Mercury Insurance. The customer stated the car was currently taken by the insurance company to have it inspected. The customer stated he can get his car inspected by a Honda dealership after the insurance company inspects the car at PENSKE HONDA ONTARIO. The customer wants to know why the airbags deployed without being in an accident.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call him back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance

*** CASE MODIFY 4/4/2013 5:10:00 PM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 4/4/2013 5:10:05 PM, lkim

from WIP default to Queue Honda Team D.

*** CASE YANKED 4/5/2013 4:55:58 PM, myoungbl

Yanked by myoungbl into WIPbin default.

*** COMMIT 4/5/2013 4:56:02 PM, myoungbl, Action Type : N/A

24 hr/dcs

Case History

Case ID : N012013-04-0402168

Case Title : 1F - ONTARIO - [REDACTED] - SRS SIDE AIRBAG DEPLOYMENT / NO ACCIDENT

*** SUBCASE N012013-04-0402168-1 CREATE 4/5/2013 4:56:52 PM, myyoungbl

Created in WIP Default with Due Date 4/5/2013 4:56:52 PM.

*** CASE MODIFY 4/5/2013 4:56:54 PM, myyoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2013 4:56:57 PM, myyoungbl

into WIP default and Status of Solving.

*** NOTES 4/8/2013 10:07:14 AM, renrique, Action Type : Call from Customer

Customer called in to speak to the CM

ACS advised that the case is still under review and should received a call back 4/8/2013

*** NOTES 4/8/2013 12:06:51 PM, myyoungbl, Action Type : Call to Customer

Customer states his wife was driving on the 71 Expressway in Chino, CA when they came to a stop his wife opened and slammed the door and they heard a loud pop noise. He states he was in the passenger seat and they thought the glass broke, but then they realized the driver's curtain and seat airbag deployed.

He states they were not able to pull over until 9 miles later because they were on the expressway and there were not any exits or anywhere for them to pull over. Mr. [REDACTED] states his wife got into an car accident 2 years ago, t-boned another car, but the airbags did not deploy and the other car was totaled.

Customer states the collision was so hard it was like slamming into a wall, which sparks a greater concern because the airbags did not deploy during a major collision; yet, they deployed from his wife slamming the door. He states he is concerned about the safety of his family. Mr. [REDACTED] states he saw online this is a common issue with other 2008 Honda Accord owners. He states he should hear from Mercury insurance today to find out what may have caused the airbags to deploy and to find out if they are going to cover the repair.

RCM explained to the customer the functions of the airbags and referred him to page 13 of his SRS booklet. RCM explained to the customer the airbags are designed to deploy during major collisions when the sensor are triggered. RCM advised customer the airbags are designed to save lives; oppose, to preventing scratches, bruises or even broken bones. RCM suggested customer to continue working with his insurance company. RCM informed customer that once the insurance company is done with their inspection and if he still wishes to have this matter inspected by a Honda dealer he may contact me, so I can contact our DPSM on his behalf.

RCM provided customer with my contact information and advised him that I will follow up with him no later than Tuesday, 4/16/2013.

*** CASE FULFILL 4/8/2013 12:07:55 PM, myyoungbl

Fulfilled for [REDACTED] due 04/08/2013 12:00:00 AM.

*** COMMIT 4/8/2013 12:07:58 PM, myyoungbl, Action Type : N/A

call cust

*** CASE MODIFY 4/8/2013 12:08:10 PM, myyoungbl

into WIP default and Status of Solving.

*** NOTES 4/16/2013 2:33:11 PM, myyoungbl, Action Type : Call to Customer

Mr. [REDACTED] states his car will be repaired by his insurance company, but he has to pay for the ABS system to be repaired. In addition, he states he is upset because the airbag burned him and caused scarring to his arm and his wrist pops now. He states he was told by his insurance carrier and a third party the SRS sensor was faulty and they cannot guarantee the other sensors aren't faulty.

RCM apologized tot the customer for the inconvenience. RCM advised customer that once his car is repaired he may call RCM back to have the other sensors inspected. RCM advised customer that I will follow up with him by Monday, 4/29/2013.

*** CASE FULFILL 4/16/2013 2:33:18 PM, myyoungbl

Case History

Case ID : N012013-04-0402168

Case Title : 1F - ONTARIO - [REDACTED] - SRS SIDE AIRBAG DEPLOYMENT / NO ACCIDEN

Fulfilled for [REDACTED] due 04/16/2013 12:00:00 AM.

*** COMMIT 4/16/2013 2:33:19 PM, myoungbl, Action Type : N/A

call cust

*** CASE MODIFY 4/16/2013 2:33:28 PM, myoungbl

into WIP 1F and Status of Solving.

*** NOTES 4/23/2013 3:45:08 PM, abrown2, Action Type : Call from Customer

Transferred call to Christina Cotto.

*** NOTES 4/23/2013 4:02:03 PM, ccotto01, Action Type : Call from Customer

ACS thanked the customer for making the call and advised that assigned RCM is out of office.

The customer was very upset about the situation involving the vehicle and needed repairs. The customer states that the vehicle is currently ready for pick up and repairs were completed at a body shop, but he does not have the money to pay for the repairs and has not taken the vehicle into a Honda dealer for inspection. The customer stated that this is a safety concern and therefore Honda should be responsible for all costs involved. The customer stated that his insurance provider has already inspected the vehicle and denied all claims for payment. The customer stated that he feels Honda does not care about this matter, even though the airbag concerns are a well known issue with Honda product.

ACS apologized for the inconvenience with the vehicle. ACS advised customer that there are no current recalls on this vehicle pertaining to the airbag, and a proper inspection by a Honda dealer would be needed in order to move forward with the review of case. ACS advised customer that at this time, the warranty on the vehicle has exceeded its parameters, and the repair costs are the owners responsibility until a final position can be provided by AHM. ACS informed customer that he does have the option to contact an alternate third party if needed. The customer stated that he would like assigned RCM to call him back to discuss further options.

*** NOTES 4/25/2013 11:56:48 AM, valligoo, Action Type : Call for Case Mgr

Mercury Insurance called for case manager. Case manager is unavailable. They are requesting a return call at 1-800-521-9693 xt.21819 regardin claim# 1-800-521-9693 xt.21819

*** NOTES 4/25/2013 11:57:44 AM, valligoo, Action Type : Note-General

Mercury Insurance called for case manager. Case manager is unavailable. They are requesting a return call at 1-800-521-9693 xt.21819 regarding claim# 2013006500254551

*** CASE ASSIGN 4/26/2013 9:07:56 AM, myoungbl

N012013-04-0402168 to fhulse, WIP

*** SUBCASE N012013-04-0402168-1 ASSIGN 4/26/2013 9:09:18 AM, myoungbl

N012013-04-0402168-1 to fhulse, WIP oýý.F

*** NOTES 4/29/2013 9:27:17 AM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Spoke with Mr. [REDACTED]. Mr. [REDACTED] stated that he has been waiting for a response from AHM for about 2 weeks now. He stated that the insurance company did cover replacement of the airbag but he is being charged for a srs control unit. Mr. [REDACTED] feels that the vehicle is unsafe and he should not be responsible for the cost of repairs. RCM apologized for the concerns. RCM advised the warranty on the srs system is 3/36 and given the higher mileage on the vehicle, AHM would not be in a position to offer out of warranty assistance. RCM did offer vehicle inspection but did disclose that dealer would be able to visually inspect as well as check for stored codes, but since the srs control unit has already been replaced, this may prove useless. Mr. [REDACTED] understood. He requested RCM further discuss with Evan at Mercury Insurance. Mr. [REDACTED] does understand AH M will not be providing assistance at this time. Case can be closed

Case History

Case ID : N012013-04-0402168

Case Title : 1F - ONTARIO - [REDACTED] - SRS SIDE AIRBAG DEPLOYMENT / NO ACCIDEN

*** NOTES 4/29/2013 9:28:30 AM, fhulse, Action Type : Call to Customer

RCM contacted Evan at mercury Insurance 800-521-9693 x21819

RCM advised Evan as the vehicle has exceeded the manufacturers warranty 3/36, AHM will not be in a position to offer assistance towards the repair cost.

Evan understood .No further assistance necessary at this time.

*** CASE MODIFY 4/29/2013 9:28:32 AM, fhulse

into WIP default and Status of Solving.

*** CASE MODIFY 4/29/2013 9:28:45 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE N012013-04-0402168-1 CLOSE 4/29/2013 9:28:47 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2013 9:28:47 AM, fhulse

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-06-0201921 Division : Honda - Auto Condition : Closed Open Date : 6/2/2008 12:42:07 PM
Case Originator : Nicole Lawrence (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/10/2008 4:39:22 PM
Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 38
Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
Case Title : 03J ALLEN HONDA* [REDACTED] - PREMATURE AIRBAG DEPLO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3132
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : BRYAN, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3132
VIN Type / No. : US VIN / JHMCP26828C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 3,500
In Service Date : 11/30/2007
Months In Use : 7
Engine Number : K24Z31405825
Originating Dealer No. / Name : 206977 / ALLEN HONDA
Selling Dealer No. / Name : 206977 / ALLEN HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206977 / ALLEN HONDA
Phone No. : 979-696-2424
Address : 2450 EARL RUDDER FWY S
City / State / Zip : COLLEGE STATION, TX 77840
Svc District / Sls District : 03C / C03
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : BBB Party 4 : Not Applicable

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-06-0201921-1 /	[REDACTED]	- PR	Subcase Close	Product	Operation	751	Side Airbag
N012008-06-0201921-2 /	[REDACTED]	- PR	Subcase Close	Product	Accident/Injury	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-06-0201921-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2008 3:49:45 PM
Issue Owner : Brian Perez	Type 2 : Operation	Queue :	Close Date : 6/6/2008 10:39:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-06-0201921-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2008 10:24:55 AM
Issue Owner : Brian Perez	Type 2 : Accident/Injury	Queue :	Close Date : 7/10/2008 4:39:15 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

[REDACTED] - PREMATURE AIRBAG DEPLOYMENT

*** CASE CREATE 6/2/2008 12:42:07 PM, nlawrenc

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

*** NOTES 6/2/2008 12:48:16 PM, nlawrenc, Action Type : Call from Customer

The customer contact information was verified and updated.

ACS received a call from a customer with premature airbag deployment

The customer was parked in parking lot and the passenger door was slammed shut and the side curtain airbags deployed. The customer feels that there was a defect. They had the vehicle inspected by dealer ALLEN HONDA and by the DPSM which but denied coverage under warranty. The cost of repairs is \$2500.00 + labor.

I advised the customer to contact insurance company which they have and the insurance company (State Farm) declined.

I advised that I will forward to a case manager for review and that they will be in contact. I made no promises. I provided case number and dispatched the case. We then ended the call. I forward to case manager due to DPSM and dealer involvement as well as insurance company

*** CASE MODIFY 6/2/2008 12:48:42 PM, nlawrenc

into WIP default and Status of Solving.

*** NOTES 6/2/2008 12:49:54 PM, nlawrenc, Action Type : Call from Customer

Please contact Chris in regards to this matter she authorizes him her boyfriend to handle this matter-[REDACTED].

*** CASE MODIFY 6/2/2008 12:50:19 PM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 6/2/2008 12:50:45 PM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 6/2/2008 12:51:08 PM, nlawrenc

into WIP default and Status of Solving.

*** CASE DISPATCH 6/2/2008 12:52:46 PM, nlawrenc

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 6/2/2008 1:14:23 PM, wparker

N012008-06-0201921 to sperez, WIP

*** CASE RULE ACTION 6/2/2008 1:14:23 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/2/2008 3:48:49 PM, sperez

into WIP unsorted and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/2/2008 3:48:56 PM, sperez

WARRANTY CHECK 06/02/2008 03:48:56 PM sperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/2/2008 3:48:59 PM, sperez

CLAIM HISTORY CHECK 06/02/2008 03:48:59 PM sperez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/2/2008 3:49:04 PM, sperez

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

- PREMATURE AIRBAG DEPLOYMENT

CAMPAIGN CHECK 06/02/2008 03:49:04 PM sperez
The following Campaign information was found
07-057; Q59; 08 ACCORD KNOCK SENSOR; 09/18/07; PA;

*** CASE VSC LOOKUP 6/2/2008 3:49:07 PM, sperez

VSC CHECK 06/02/2008 03:49:07 PM sperez
The following VSC information was found
[REDACTED] V003192261;D70;NEW 84MO/100K, \$0 DED;ACTIVE;;2007-11-30;2014-11-29;100000;65;206977;0.00

*** CASE CUC LOOKUP 6/2/2008 3:49:07 PM, sperez

CUC CHECK 06/02/2008 03:49:07 PM sperez
The following CUC information was found
,,,0;0;0,,,,,0;;

*** SUBCASE N012008-06-0201921-1 CREATE 6/2/2008 3:49:45 PM, sperez

Created in WIP Default with Due Date 6/2/2008 3:49:45 PM.

*** CASE MODIFY 6/2/2008 3:49:47 PM, sperez

into WIP unsorted and Status of Solving.

*** COMMIT 6/2/2008 3:49:50 PM, sperez, Action Type : N/A

customer call back? third attempt. Ten day letter.

*** CASE MODIFY 6/2/2008 3:50:04 PM, sperez

into WIP unsorted and Status of Solving.

*** NOTES 6/3/2008 2:32:00 PM, sperez, Action Type : Call to Customer

Contacted customer and left a vm asking her to give me a call when possible and convenient. Customer was given my contact information and business hours.

*** CASE MODIFY COMMITMENT 6/3/2008 2:32:15 PM, sperez

with [REDACTED] due 06/05/2008 12:00:00 AM.

*** NOTES 6/5/2008 10:23:49 AM, sperez, Action Type : Call to Customer

Placed a call to customer and left another vm asking her to give me a call when possible and convenient. Provided my contact information and business hours.

*** CASE MODIFY COMMITMENT 6/5/2008 10:24:11 AM, sperez

with [REDACTED] due 06/09/2008 12:00:00 AM.

*** NOTES 6/6/2008 10:38:43 AM, sperez, Action Type : Call from Customer

Received a call from Mr. [REDACTED].

I apologized to Mr. [REDACTED] for not being able to communicate with him as I was unsure as to who his "girlfriend" is. I advised that I had received a call from Miss [REDACTED] by this morning. Although she did mention that I had contacted her boyfriend she failed to mentioned his name.

Customer agreed and we were in accord that this was a misunderstanding. Customer went over his concern and stated that he had been the person who had slammed the door shut when the air bags had deployed. Customer states both SM's who he spoke to suggested that the vehicle should not have responded in this manner.

He states that one SM stated that the vehicle had to be impacted at 30mph for it to release the air bags. He also adds that the sensor had to be damaged or destroyed for the airbags to have released and this was not the case as there is no damage to the body of the vehicle.

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

[REDACTED] - PREMATURE AIRBAG DEPLOYMENT

Customer was informed that the information he had been provided was incorrect. I added that the vehicle itself may not determine that the air bags need deployment because of a determined speed of impact. I added that the force of impact places greater emphasis on air bag deployment. I added that the body of a vehicle is often designed to take the majority of the impact to prevent damage or injury to the passengers. I add that if the sensors "sense" any air bags to be needed they deploy. If not necessary, the airbags will not deploy as the damage of the air bags might be more than what the accident would have caused.

I added that the New 2008 Accord's body is designed to be able to withstand about 30mph, at certain parts of the vehicle; specifically the rear bumper, where the impact would be distributed evenly through the surrounding areas so that the vehicles exterior can withstand a minor impact. I advised that the force that he applied to the door seems to have duplicated what the vehicle determined to be a side impact accident and therefore deployed the air bags.

Customer stated that this was ridiculous. He adds that the vehicle should not have responded with this. Customer disregarded any of the information I had given him and was using the information from the SM's to push his contention. I advised customer that his concern was understandable but this is not something that AHM would consider a warranty defect that would be covered by our warranty.

I added that he should have his insurance company involved as they would determine what was the cause of deployment. If the insurance company had determined this to be some type of defect on the vehicle they would contact the appropriate department here at Honda to assist them with their research and the customer's overall satisfaction.

Customer was advised that he should give me a call if he should need anything further from us but at this AHM would not be able to assist him with any of the repairs. Customer was disappointed but understood.

*** CASE MODIFY 6/6/2008 10:38:47 AM, sperez

into WIP Initial and Status of Solving.

*** SUBCASE N012008-06-0201921-1 CLOSE 6/6/2008 10:39:07 AM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/6/2008 10:39:12 AM, sperez

into WIP Initial and Status of Solving.

*** CASE MODIFY 6/6/2008 10:41:22 AM, sperez

into WIP Initial and Status of Solving.

*** CASE FULFILL 6/6/2008 10:41:30 AM, sperez

Fulfilled for [REDACTED] due 06/09/2008 12:00:00 AM.

*** CASE MODIFY 6/6/2008 10:41:33 AM, sperez

into WIP Initial and Status of Solving.

*** CASE CLOSE 6/6/2008 10:41:35 AM, sperez

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

*** CASE REOPEN 6/27/2008 1:55:07 PM, krivas

with Condition of Open and Status of Solving.

*** CASE MODIFY 6/27/2008 1:55:27 PM, krivas

into WIP default and Status of Solving.

*** NOTES 6/27/2008 1:58:35 PM, krivas, Action Type : Letter/Fax

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

[REDACTED] - PREMATURE AIRBAG DEPLOYMENT

On 06/26/08 ACS received a BBB call record # HON0843578 stating:

"Would like Honda to stand by their product and fix my car under warranty like it should be. Insurance has refused to fix it because it i a warranty issue.

Want the public to be aware of this and not get in the same hole I am."

*** CASE DISPATCH 6/27/2008 1:59:47 PM, krivas

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 6/27/2008 2:01:36 PM, wparker

N012008-06-0201921 to sperez, WIP

*** CASE RULE ACTION 6/27/2008 2:01:36 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/30/2008 9:53:25 AM, sperez

into WIP unsorted and Status of Solving.

*** NOTES 6/30/2008 11:26:35 AM, sperez, Action Type : Call to Customer

Placed a call to Miss. [REDACTED] and asked if she could give me a call when possible and convenient. Provided my contact information and business hours.

*** NOTES 6/30/2008 11:28:43 AM, sperez, Action Type : Call to Customer

Made another call to customer in response to a message she had left for me. I asked customer if now was a good time. Customer stated that she had just gotten a patient and asked if I could give her a call back. I advised that I would give her a call later today. Customer agreed and thanked me for trying to reach her.

*** CASE MODIFY 6/30/2008 11:28:48 AM, sperez

into WIP unsorted and Status of Solving.

*** CASE MODIFY 6/30/2008 11:28:53 AM, sperez

into WIP unsorted and Status of Solving.

*** CASE RULE ACTION 6/30/2008 11:42:07 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 6/30/2008 4:37:41 PM, sperez, Action Type : Call to Customer

Spoke to customer.

I advised customer that I had received a BBB receipt where she expressed her concern and wanted AHM to replace and fix the air bags that where deployed in her vehicle.

I advised customer that what typically happens with such a case is that the insurance company, if they determined the vehicle to have deployed the air bags because of a manufactured defect, would make contact with AHM to have this taken care of. I advised that I do not understand why they had her making all the calls when this is something that they should be doing.

Customer states that this is also what she is trying to figure out. Dealership advised that she should take legal action as the insurance company has not proven to AHM that this was a defective part. Although customer is unsure about this she is extremely upset and our DPSM-Eric about the whole issue. Eric refuses to do anything about the matter and only came to inspect her vehicle after she demanded that he come see it and determine whether this was defective. Customer stated that they did put it up on "some rack" and told her that they could not be certain that this was defective but would assume at this point that the issue was not as there is cause to believe that there was outside influence on this. Customer adds that I should recognize that her issue has been an ongoing one for about 1 1/2 months.

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA* [REDACTED] - PREMATURE AIRBAG DEPLOYMENT

I advised customer that I understood her request. I added that I wanted to clarify that we are not an insurance company and we want to be able to do what we can to assist. I added that a manufactured defect would make us responsible for any needed repairs under warranty and this is something that we would be more than glad to assist her with. I added that although this was we had no control over the insurance companies decision or lack of further review that has not properly shown this department that a manufactured defect cause the problem.

I asked customer if she had any contact information regarding the service rep that was helping her with her Insurance company. Customer stated that his name is [REDACTED] I advised customer that I would be working as a liaison between her and the insurance company as best as I could to try and help her but added that I might not be able to get satisfaction if there are unwilling.

Customer agreed and thanked me for assistance.

*** COMMIT 6/30/2008 4:37:45 PM, sperez, Action Type : N/A

Call customer. Close.

*** CASE MODIFY 6/30/2008 4:37:58 PM, sperez

into WIP unsorted and Status of Solving.

*** SUBCASE N012008-06-0201921-2 CREATE 7/1/2008 10:24:55 AM, sperez

Created in WIP Default with Due Date 7/1/2008 10:24:55 AM.

*** CASE MODIFY 7/1/2008 10:24:59 AM, sperez

into WIP Initial and Status of Solving.

*** CASE MODIFY 7/1/2008 10:25:03 AM, sperez

into WIP Initial and Status of Solving.

*** NOTES 7/1/2008 10:47:06 AM, sperez, Action Type : Note-Third Party

I placed a call to customer's insurance company State Farm.

I asked first representative if I could speak to Jake. She advised that Jake was on another line. I asked if she could send to his voicemail. She agreed and I thanked her for the assistance.

I left a vm for Jake introducing myself as a Regional Case Manager for American Honda Motor Company in the Automobile Customer Service Department. I added that I was a bit confused to what was going on with a Miss. [REDACTED] and wanted to see if I can discuss the matter with him further. I provided my contact information and business hours and asked if he could give me a call when possible.

*** NOTES 7/1/2008 11:20:54 AM, sperez, Action Type : Field/DSM

I spoke to Eric-DPSM.

I advised Eric that I had received a case from Miss. [REDACTED] for a second time expressing her concern about the unexpected deployment of her side air bag. I advised Eric that customer referenced he had inspected the vehicle but, if I am not mistaken, I provided information to the customer's boyfriend prior to his inspection.

I added that now it seems that the customer's insurance company claims that the system is a manufactured defect and therefore we should cover it. I asked Eric if there was any pertinent information I should be aware of from his inspection and diagnosis on the vehicle.

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA* [REDACTED] - PREMATURE AIRBAG DEPLOYMENT

Eric advised that his inspection did not reveal the air bags to have deployed prematurely due to a manufactured defect. He adds that the customer's boyfriend admitted to having kicked the door shut and when this happened only the side air bag deployed as a consequence of the force applied to the adjacent door sensors causing the air bags to deploy. He admits that the system acted and operated as it was designed to.

I advised Eric that this information is in correlation to what I had informed the customer the first time I spoke to them. I added that at this time it seems we are in agreement that the insurance company has not provided adequate proof that would suggest the product to be defective. I added that I would be making contact with insurance company to push our stand on the issue.

I asked him if he believed that we should do anything outside of the issue presented in case insurance company does not act accordingly. Eric advised that he did not believe this would be a good idea. I advised Eric that I was in agreement as Honda should not be paying for a separate companies lack of taking responsibility for something they clearly should be paying for.

Eric agreed. I thanked him for his time and information.

*** CASE MODIFY COMMITMENT 7/1/2008 11:21:26 AM, sperez
with [REDACTED] due 07/03/2008 12:00:00 AM.

*** CASE MODIFY 7/1/2008 11:21:31 AM, sperez
into WIP Initial and Status of Solving.

*** NOTES 7/1/2008 11:29:55 AM, sperez, Action Type : Field/DSM
Eric authorized to cover the deductible for the customer and to assist her with a rental.

*** CASE MODIFY 7/1/2008 11:30:29 AM, sperez
into WIP Initial and Status of Solving.

*** NOTES 7/1/2008 1:21:34 PM, sperez, Action Type : Note-Third Party
I received a call from Jake-Representative with State Farm.

I thanked Jake for returning my call. I advised that I would like to discuss Miss. Oglesby and what they were able to find regarding their inspection. I began by letting Jake know that I had been assigned Miss. Oglesby from her first expressed concern to our offices. I added that I had explained how our air bags worked and I could not explain why the customer was not sure as to why the insurance company did not cover the repair needed.

Jake advised that there was no impact. He adds that system is self seems to be defective as there is no impact identifying the sensors to have needed to deploy.

He adds that the customer's boyfriend, whom he spoke to, does not state that he slammed the door but rather just closed it the airbags deployed.

I advised Jake that I could understand his position but the customer is not expressing the same series of events that he disclosed to our offices. I added that the customer identified to me that he closed the door with a substantial amount of force. I added that our DPSM identifies the customer as stating that the kicked the door shut again with force. I added that the sensors adjacent to the door when closed read the impact as a simulated accident and released the airbags. I added that this did not signify a defect but rather identifies the system to be operating as designed.

Jake expresses that Techline and DPSM had not provided information that leads to a solid understanding. He advises that they are confused as to how our system works. I advised Jake that I would provide information that would provide clarity to his confusion. Jake agreed and provided me with 888-888-4592 as the fax number. I advised that I would relay the information to him and we can discuss further upon the receipt of this information. Jake agreed.

*** NOTES 7/1/2008 1:31:06 PM, sperez, Action Type : Note-Third Party

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA* [REDACTED] - PREMATURE AIRBAG DEPLOYMENT

Placed a call to Jake and advised that I had sent over information pertaining to the function of our airbags provided in the owner's manual.

Page 27 and 28 of the Owner's manual was sent. I asked him to give me a call back when he shows receipt of the information to further discuss the matter. I thanked him and provided my contact information and business hours. I thanked him for his time and assistance as well.

*** CASE MODIFY 7/1/2008 1:34:38 PM, sperez

into WIP Initial and Status of Solving.

*** NOTES 7/3/2008 4:07:11 PM, sperez, Action Type : Call from Customer

Customer contact me yesterday but I did not have the opportunity to document until now.

Customer asks if I had any updates.

I advised customer that I had left a message for Jake acknowledging the faxes I had sent and asking him to give me a call once this information had been received. Customer was advised that this should be sufficient for the Insurance company to cover the cost as the pages found in the owner's manual identify how our air bags work.

Customer stated that even if the insurance company covered the repair she does not think this is sufficient as she believes her SRS system is still defective. I advised customer that I had explained the way our system worked with Mr. [REDACTED] and I would be more than happy to explain this to her. I advised that the information I used is part of her owner's manual and she should reference this as well. I advised customer that the vehicle sensors reacted to the simulation it recognized when the door was closed with enough force. I advised that the system responded to the door being closed with that much force.

I advised Miss. [REDACTED] that Mr. [REDACTED] had stated in one of our previous conversations that they had advised her that in order for the sensors to have deployed the bags they had to have been damaged or destroyed. I advised that this was just no accurate as this would finder the sensors from possibly reacting to a potential accident.

Customer stated that she has heard 4 different versions on how our air bags work. She is upset with Eric-DPSM because of the way he stated vibrations could have caused the air bags to deploy. She stated that this was proven wrong. She added that on all four counts they proved the information that was provided to them incorrect.

Customer was advised that our inspection and based on the information I had provided previously the air bag system has worked as designed and was operating as intended.

She stated that although she appreciates my help she will be filling a report with the BBB and taking legal counsel if AHM does not admit to a defective air bag system. She also stated that she will be laughing when AHM has to replace all of these air bags in the future because of they are defective. I advised customer that I would document her concern but added that I did not agree with her statement.

*** NOTES 7/3/2008 4:11:09 PM, sperez, Action Type : Note-Third Party

I placed a call to Jake. After waiting for about 5 minutes a representative answered. When I asked I can be connected with Jake she advised that no one by that name worked there. I advised that I spoken with him before and I had been able to connect with him previously in the same manner as today. I stated that his extension number is 24384. She connected me to some number but the phone just rang continuously. I disconnected the call.

*** CASE MODIFY COMMITMENT 7/3/2008 4:11:23 PM, sperez

with [REDACTED] due 07/07/2008 12:00:00 AM.

*** CASE MODIFY 7/3/2008 4:11:26 PM, sperez

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

[REDACTED] - PREMATURE AIRBAG DEPLOYMENT

into WIP Initial and Status of Solving.

*** NOTES 7/8/2008 11:01:27 AM, sperez, Action Type : Note-Third Party

Placed a call to State Farm and asked to speak with Jake. I was connected to Jake by Tom. I advised Jake that I had Faxed the information to him last week and wanted to verify he gotten. After looking for some time, trying to verify whether he had received the fax, he advised me that he had received it but had not gotten the opportunity to look over it. I asked him if he wanted me to give him a call later today or tomorrow. He stated I could give him a call later today. I agreed and thanked him.

*** CASE MODIFY 7/8/2008 11:01:31 AM, sperez

into WIP Initial and Status of Solving.

*** CASE MODIFY 7/8/2008 11:01:40 AM, sperez

into WIP Initial and Status of Solving.

*** CASE MODIFY COMMITMENT 7/8/2008 5:05:00 PM, sperez

with [REDACTED] due 07/09/2008 12:00:00 AM.

*** NOTES 7/10/2008 10:52:22 AM, sperez, Action Type : Call to Customer

Spoke to Jake about the fax I had sent to him.

I advised Jake that based on the information I had sent him, which showed how our air bag system worked, we believe that the simulation of a side impact caused by the customer slamming the door caused the sensors to react and deploy the side air bag.

Jake stated that any reasonable customer would know that the air bag system should not deploy by just closing the door. I advised Jake that if the customer had just closed the door, like any reasonable person would when closing the door, then I would agree. I added that from my first conversation with Mr. Franklin, the person that closed the door, he did admit that the door was closed with a substantial amount of force. I advised Jake that at this time neither his insurance company nor AHM could determine the force the door was closed with and only depended on word of mouth from the customer. Jake asked how the customer would know what force was needed to deploy the air bags. I advised Jake that a customer would not know what force is need. I added that rate of deceleration caused the sensors to react to a simulated side impact. I advised Jake that we were not claiming that there was an accident as this would be ridiculous to claim when no impact is shown on the side body of the car.

Jake expressed a concern about the information he had been given by our Rep through Techline. Jake advised that he was told that the air bags would only deploy if a passenger was sitting in the passenger seat. I advised Jake that this was incorrect as the information I had provided to him showed proof that a passenger did not have to be sitting in the seat to have the air bags deploy. He agreed based on the literature but not on the information he had been provided.

I advised Jake that I had provided the correct information for their company to cover the needed repairs. Jake stated that he could not cover the repairs because there was no side impact therefore the system was defective. I advised Jake that at this time I would have to call the customer and let her know that we here at AHM could not assist her as we did not show that there was a defect in the product as it operated as designed. I thanked Jake for his time and assistance.

888 888 2114 team 32

*** NOTES 7/10/2008 10:59:19 AM, sperez, Action Type : Call to Customer

Placed a call to customer and left a vm. I advised customer that at this time I could only speak with her to ensure that she gets the correct information and position from our offices. I advised that I understood her busy schedule but was imperative that she give me a call when possible and convenient.

*** CASE MODIFY COMMITMENT 7/10/2008 10:59:34 AM, sperez

with [REDACTED] due 07/11/2008 12:00:00 AM.

Case History

Case ID : N012008-06-0201921

Case Title : 03J ALLEN HONDA*

[REDACTED] - PREMATURE AIRBAG DEPLOYMENT

*** CASE MODIFY 7/10/2008 10:59:38 AM, sperez

into WIP Initial and Status of Solving.

*** NOTES 7/10/2008 4:33:58 PM, sperez, Action Type : Call from Customer

I received a call from customer and we spoke about her concern.

I advised customer that I had the opportunity to speak with Jake with State Farm. I added that although I had sent what AHM would consider the appropriate information to determine that our product operated as designed. I added that despite this the State Farm representative stated that he just could not cover it under any coverage because the vehicle was not in a side impact. Customer was further advised that at this time, based on inspection and the information conveniently found in the owner's manual we have determined that this department would not be able to cover the cost of the repairs because it is not defective.

Customer states that this is fine and she will pursue this through other avenues, specifically she mentioned the BBB and possible legal matters. I advised customer that at her discretion she could follow what she deemed prudent to get the result she sought. I added that at this time AHM's position was firmly held that the insurance company should cover this.

I advised that I would document her concern. Customer ended the call.

*** NOTES 7/10/2008 4:38:54 PM, sperez, Action Type : Call from Customer

I received a call from [REDACTED] shortly after speaking with Miss. Oglesby.

I advised Mr. [REDACTED] that I had discussed the matter with Miss. Oglesby and I would refer his questions to her. I added that if he would personally like to know something about the way our air bag system worked I would be more than happy to discuss this with him. Mr. [REDACTED] was concerned about the different information he had been provided by all levels of AHM. He states that the two SM's who gave him information suggest that the vehicle should not have acted this way.

I advised customer that the purpose of his call to our offices was to clarify any if not all misunderstanding up to this point. I added that it was important that he look at his owner's manual for direct information about the operating system he has an issue with. I briefly went over this with Mr. [REDACTED]. I advised that further than that it was in our best interest to clarify any confusion he might have and I have done that. I added that I could not possibly change his opinion but the facts could not change.

Customer understood and thanked me for my time. I advised customer that I encouraged him to contact us regarding any and all concerns he might have in the future but reiterated our position at this time. Customer agreed.

*** SUBCASE N012008-06-0201921-2 CLOSE 7/10/2008 4:39:15 PM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/10/2008 4:39:16 PM, sperez

into WIP Close/Follow up and Status of Solving.

*** CASE FULFILL 7/10/2008 4:39:18 PM, sperez

Fulfilled for [REDACTED] due 07/11/2008 12:00:00 AM.

*** CASE MODIFY 7/10/2008 4:39:21 PM, sperez

into WIP Close/Follow up and Status of Solving.

*** CASE CLOSE 7/10/2008 4:39:22 PM, sperez

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-04-2301033 Division : Honda - Auto Condition : Closed Open Date : 4/23/2008 12:07:14 PM
Case Originator : Jennifer Aggrey (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/25/2008 12:16:01 PM
Case Owner : Kris Schroeder (Team HE) Method : Phone Queue : Days Open : 2
Last Closed By : Kris Schroeder (Team HE) Point of Origin : Customer Wipbin :
Case Title : 09J-207227- - AIRBAGS DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : 4 PH
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : MEDWAY, MA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 4 PH
VIN Type / No. : US VIN / 1HGCP267X8A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 6,275
In Service Date : 01/09/2008
Months In Use : 3
Engine Number : K24Z31502372
Originating Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURL
Selling Dealer No. / Name : 208470 / PRIME HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207227 / HONDA GALLERY
Phone No. : 978-664-3118
Address : 88-98 WALKERS BROOK DR
City / State / Zip : READING, MA 01867
Svc District / Sls District : 09H / C09
Warranty Labor Rate / Date : \$103.50 /
Agent Name : JOHN SYTULEK Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-04-2301033-1 / - PROD	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012008-04-2301033-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2008 6:11:26 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 4/25/2008 12:16:01 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-04-2301033

Case Title : 09J-207227- [REDACTED] - AIRBAGS DEPLOYED

*** CASE CREATE 4/23/2008 12:07:14 PM, jaggrey

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

*** CASE EXTENDED WARRANTY LOOKUP 4/23/2008 12:09:24 PM, jaggrey

WARRANTY CHECK 04/23/2008 12:09:24 PM jaggrey

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/23/2008 12:09:27 PM, jaggrey

CLAIM CHECK 04/23/2008 12:09:27 PM jaggrey

The following Claim History information was found

0; 2008-03-05; 208470; 146711; 510; 0101B5 ; RADIO - REPLACE WITH REMANUFACTURED UNIT.

*** CASE CAMPAIGN LOOKUP 4/23/2008 12:09:28 PM, jaggrey

CAMPAIGN CHECK 04/23/2008 12:09:28 PM jaggrey

No data found for VIN

*** CASE VSC LOOKUP 4/23/2008 12:09:31 PM, jaggrey

VSC-CUC CHECK 04/23/2008 12:09:31 PM jaggrey

No data found for VIN.

*** CASE MODIFY 4/23/2008 12:13:30 PM, jaggrey

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2008 12:23:08 PM, jaggrey

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2008 12:23:10 PM, jaggrey

into WIP default and Status of Solving.

*** NOTES 4/23/2008 1:59:46 PM, jaggrey, Action Type : Call from Customer

Customer took the car in to the dealership for an oil change and to have the airbags repaired. Customer said he shut the door and the airbags deployed. Customer spoke to John Sytulek DPSM who took a look at the car and said there is no way the airbags would have deployed the customer must have hit something. The customer is stating that he did not hit anything that there are no scratch marks or any damage to indicate he hit anything. Customer would like AHM to have the airbags repaired and wants the car looked at again.

Note: Customer works at a Honda dealership.

Reviewed by TL CC

*** CASE DISPATCH 4/23/2008 1:59:57 PM, jaggrey

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 4/24/2008 6:01:42 AM, kschoed

from Queue Honda Team H to WIP default.

*** SUBCASE N012008-04-2301033-1 CREATE 4/24/2008 6:11:26 AM, kschoed

Created in WIP Default with Due Date 4/24/2008 6:11:26 AM.

*** CASE MODIFY 4/24/2008 6:11:27 AM, kschoed

into WIP default and Status of Solving.

Case History

Case ID : N012008-04-2301033

Case Title : 09J-207227- [REDACTED] - AIRBAGS DEPLOYED

*** NOTES 4/25/2008 11:43:04 AM, kschroed, Action Type : Field/DSM

Spoke with the DPSM regarding the customer. he stated that the customer is the sales manager of the dealer. He stated that the customer stated that he had shut the door and the side air bags deployed. He stated that he had taken a look at the vehicle and seen no signs of damage to the vehicle. He did see damage done to the right rear wheel of the vehicle. He stated that they had contacted tech line on the vehicle to see if they had any issues on any other vehicles, or if it was possible to happen. he stated that based off what tech line stated that shutting the door would not cause the air bags to deploy. He stated that the explained that it would have to move the vehicle. He stated that he was told to check the wheels to see if there was damage to the wheels. he stated that what possibly happened was that the air bags deployed due to the customer hitting the curb, as it was possible to trigger the airbags to go off that way. he stated that he had advised the customer to contact his insurance company. he state that he had also spoke with his supervisors who advised him to tell the customer to contact his insurance company. I advised that i would let the customer know that his case would be documented and advise him to contact his insurance company. I thanked him and ended call.

*** NOTES 4/25/2008 12:15:15 PM, kschroed, Action Type : Call to Customer

Spoke with customer regarding issue. I advised that i had received his case in regards to the air bags deploying. He stated that his wife had pulled the vehicle into the driveway and he had gotten out of the vehicle and slammed the door. He stated that the passenger side air bag and the side curtain air bag had deployed. He stated that he had taken the vehicle to the dealer and the factory representative had looked over the vehicle and told him to contact his insurance company to get the damages repaired and that AHM was not responsible. he stated that it was a slap in the face. i advised that it would be policy and procedure for AHM to recommend the customer to go through his insurance company. I advised that the insurance company would try to see if there is any issue that are defects and if so they would fight for the customer with AHM to get reimbursed. Customer understood. I advised that the case would be documented. Customer agreed. I thanked the customer and ended call.

verified customers information.

*** CASE MODIFY 4/25/2008 12:16:00 PM, kschroed

into WIP default and Status of Solving.

*** SUBCASE N012008-04-2301033-1 CLOSE 4/25/2008 12:16:01 PM, kschroed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/25/2008 12:16:01 PM, kschroed

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-09-0901924 Division : Honda - Auto Condition : Closed Open Date : 9/9/2011 3:36:51 PM
Case Originator : Jennifer Pearson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/5/2011 4:22:50 PM
Case Owner : Khia Eaton (Team HA) Method : Phone Queue : Days Open : 87
Last Closed By : Khia Eaton (Team HA) Point of Origin : Customer Wipbin :
Case Title : (BOARDWALK) 5K - - AIRBAG DEPLOYMENT NO IMPACT No. of Attachments : 1

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 208431 / BOARDWALK HONDA
Phone No. : 609-641-1900
Address : 6807 TILTON ROAD
City / State / Zip : EGG HARBOR TOWN, NJ 08234
Svc District / Sls District : 05J / G05
Warranty Labor Rate / Date : \$120.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-09-0901924-1 / -	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : 6 EM
VIN Type / No. : US VIN / 1HGCP26828A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 58,811
In Service Date : 11/03/2007
Months In Use : 46
Engine Number : K24Z31502707
Originating Dealer No. / Name : 208120 / MIKE PIAZZA HONDA
Selling Dealer No. / Name : 208120 / MIKE PIAZZA HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Issue Details

Issue ID : N012011-09-0901924-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 9/12/2011 9:02:34 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 9/30/2011 11:42:13 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-09-0901924

Case Title : (BOARDWALK) 5K - [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

*** CASE CREATE 9/9/2011 3:36:51 PM, jpearson

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

*** NOTES 9/9/2011 3:52:09 PM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

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

The customer called ACS and stated on Sunday 9/4 around 5PM she came back to her house and after parking in the street, she closed the door and her front and back passenger side airbags deployed. She stated there was absolutely no impact and she is 5'2 100 pounds and couldn't have caused enough force to cause the airbags to go off by closing the doors. She stated the vehicle is drivable and they had a mechanic friend look at it who told her there are no electrical issues or problems for why they cannot drive the car. She stated she has spoken with Robert at the dlr and is working on setting up an appointment to have the vehicle looked at. She stated at this point in time her primary concern is to ensure she isn't held financially responsible for the repair.

ACS stated case is being dispatched to an RCM and she will be contacted in 1-2 business days. I stated we will review the information to get a resolution to her case. Case is being dispatched due to airbag deployment with no impact. She required no further assistance.

*** CASE MODIFY 9/9/2011 3:52:25 PM, jpearson

into WIP default and Status of Solving.

*** CASE DISPATCH 9/9/2011 3:52:31 PM, jpearson

from WIP default to Queue Honda Team G.

*** CASE RULE ACTION 9/10/2011 2:52:31 PM, sa

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

*** CASE RULE ACTION 9/11/2011 2:52:31 PM, sa

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

*** CASE ASSIGN 9/12/2011 5:59:23 AM, galbu

N012011-09-0901924 to ssalvado, WIP

*** CASE RULE ACTION 9/12/2011 5:59:23 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-09-0901924-1 CREATE 9/12/2011 9:02:34 AM, ssalvado

Created in WIP Default with Due Date 9/12/2011 9:02:34 AM.

*** COMMIT 9/12/2011 9:02:35 AM, ssalvado, Action Type :

Made to [REDACTED] due 09/16/2011 09:02:40 PM.

DCS Follow-Up

*** CASE MODIFY 9/12/2011 9:06:54 AM, ssalvado

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

*** NOTES 9/12/2011 9:34:23 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left message on [REDACTED], requesting a call back to discuss case.

*** NOTES 9/12/2011 9:40:31 AM, ssalvado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/16/2011

Case History

Case ID : N012011-09-0901924

Case Title : (BOARDWALK) 5K - [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

Good Morning

The purpose of this message is regarding a recent contact by customer [REDACTED]. Customer contacted ACS regarding an issue with the airbags. ACS is currently seeking information regarding the case. Would you contact ACS back to discuss

- The Date and Mileage the vehicle was in for the issue
- The Repair Order Number
- What was the diagnosis of the issue that the customer is concern with
- What is currently the recommended action to address the issue
- Was the DPSM involved
- What the customer pay price would be for the repair
- What would be the warranty price for the repair
- Was Tech Line contacted in regards to the customer concern

Thank you for your attention to this matter.

Sergio Salvador
American Honda Motor Co., Inc.
Direct: (310) 783-7736
Fax: (310) 783-3023

*** NOTES 9/12/2011 9:43:27 AM, ssalvado, Action Type : Note-General

The following vehicles were found to have been purchase by the customers household:

1HGCM56323A [REDACTED] -2003 Accord
1HGCM66525A [REDACTED] -2005 Accord
5J6RE4H53BL [REDACTED] 2011 CR-V
JHLRD18651C [REDACTED] -2001 CR-V
JHLRE48588C [REDACTED] 2008 CR-V
SHSRD78905U [REDACTED] -2005 CR-V
1HGCM568X4A [REDACTED] -2004 Accord
SHSRD78905U [REDACTED] -2005 CR-V

*** NOTES 9/12/2011 9:47:17 AM, ssalvado, Action Type : Call to Dealer

ACS spoke with Brian, SM, who informed ACS that the customer had not brought the vehicle in and therefore they did not perform a physical diagnosis of the vehicle. SM stated that he did not have any 2008 Accords on file for the customer and they were not working on setting up an appointment as of yet. SM stated that the customer was referred to their insurance company as the concern was airbag related. SM was informed that ACS had not spoken with the customer but given that the customer has contacted ACS instead of the insurance company and according to the notes, the customer is seeking repairs to be covered by AHM. ACS informed the SM that a DPSM inspection may be required but according to the current itinerary the DPSM is not scheduled for a visit this week. ACS will review the case with the DPSM and the customer.

*** NOTES 9/12/2011 9:54:35 AM, ssalvado, Action Type : Field Service

ACS left message for DPSM requesting a call back to discuss case.

*** CASE MODIFY 9/12/2011 12:35:49 PM, ssalvado

Case History

Case ID : N012011-09-0901924

Case Title : (BOARDWALK) 5K - [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 9/14/2011 3:32:59 PM, dwentz01, Action Type : Call for Case Mgr

Customer contated AHM to speak with RCM, RCM is already gone for the day, customer was advised of the work hours. Customer thanked ACS and required no further assistance at this time

Customer also provided the VIN: 1HGCP26828A [REDACTED] which is for her vehicle. the VIN in CRMS currently has a previous owner's information.

*** NOTES 9/15/2011 3:26:29 PM, csudario, Action Type : Call for Case Mgr

ACS received call from Customer stating that she was told that she would get a callback. ACS shows that Customer just called today. Customer states that she too, works at a Call Center and that it is very important to keep Customer's notified. Customer states that she has not received and updates from her RCM. ACS informed Customer that her RCM work from the hours of 6am-2:30 (pst). ACS advised Customer that her RCM has been in contact with the Dealership to see if an appointment for an inspection can be set up. Customer states that she would still like a call to see just where AHM is at with this, because this is concerning for her. Customer states that she has been in 2 Accidents and both with Honda Accord vehicles and both times they've saved her, so AHM should understand her concern why she is worried driving around with an airbag deployed. ACS advised Customer that her concerns have been noted and will be forwarded to her RCM. Customer states that if the RCM cannot get a hold of her, that RCM-Sergio can contact her father at the home no. 609-927-2266, or her father's cell no. 609-517-2863.

*** NOTES 9/16/2011 10:10:36 AM, lducksw0, Action Type : Warm Transfer

The customer called in because she wanted status on her case.

WT call to CM.

*** NOTES 9/16/2011 10:42:50 AM, ssalvado, Action Type : Field Service

ACS spoke with the DPSM who informed ACS that Brian, SM, had been asked to call the customer as of 9/12/2011 to set up an appointment to inspect the vehicle to damages, DTC and to take photos as he was not going to be able to physically inspect the vehicle due to his schedule.

*** NOTES 9/16/2011 10:45:04 AM, ssalvado, Action Type : Call to Customer

ACS received a call from the customer who confirmed that the dealership had not been in contact with her to set up the appointment, of which the customer was informed that Brian, SM, was asked to do so on Monday. Customer was asked to call the dealership to make arrangements for a physical inspection and speak with Brian, SM. Customer was informed that ACS would follow up on Thursday for an update. Customer stated that she had not contacted her insurance company as she had not hit anything rather closed the door when the airbag deployed.

*** CASE FULFILL 9/16/2011 10:45:15 AM, ssalvado

Fulfilled for [REDACTED] due 09/16/2011 09:02:40 PM.

*** COMMIT 9/16/2011 10:45:18 AM, ssalvado, Action Type : N/A

follow up (9/20)

*** CASE MODIFY 9/16/2011 10:45:37 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 9/21/2011 11:19:59 AM, ssalvado, Action Type : Call to Customer

ACS called customer who confirmed that the vehicle was going to be taken in tomorrow for the inspection. Customer was informed that ACS would call her back Friday with an update.

*** CASE FULFILL 9/21/2011 11:20:24 AM, ssalvado

Fulfilled for [REDACTED] due 09/20/2011 05:00:00 PM.

*** COMMIT 9/21/2011 11:20:25 AM, ssalvado, Action Type : N/A

Case History

Case ID : N012011-09-0901924

Case Title : (BOARDWALK) 5K - [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

follow up on diag (9/28)

*** CASE MODIFY 9/21/2011 11:20:49 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** CASE MODIFY 9/26/2011 6:26:29 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** CASE MODIFY 9/26/2011 6:26:32 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 9/26/2011 6:28:21 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Brian, SM, who informed ACS that the customer did not make it in on Thursday

*** NOTES 9/26/2011 6:28:29 AM, ssalvado, Action Type : Call to Customer

ACS called customer who informed ACS that she did not take the vehicle into the dealership on Thursday as she was not aware that she had to leave the vehicle for the inspection. Customer stated that she rescheduled for tomorrow. Customer was asked to speak with Brian, SM, and ACS would follow up on Wednesday for an update.

*** CASE MODIFY COMMITMENT 9/26/2011 6:28:43 AM, ssalvado

with [REDACTED] due 09/28/2011 05:00:00 PM.

*** CASE MODIFY 9/26/2011 6:28:48 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 9/29/2011 12:06:49 PM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Brian, SM, who informed ACS that the customer was in on 9/27 with 59700 miles. SM stated that they inspected the vehicle and found that the vehicle had damage to passenger side rocker under front door. SM stated that they found codes, F4-11, stored and both passenger side curtain airbags had deployed. SM was asked to forward photos of the affected areas.

*** NOTES 9/29/2011 12:07:15 PM, ssalvado, Action Type : Field Service

ACS left message for DPSM requesting a call back to discuss the case.

*** CASE ADD ATTACHMENT 9/29/2011 12:15:31 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-09-0901924_1.pdf

*** NOTES 9/30/2011 11:29:26 AM, ssalvado, Action Type : Note-General

DTC F4-11: Front passenger's side airbag, right side curtain airbag, and/or front passenger's seat belt tensioner deployed.

*** NOTES 9/30/2011 11:33:52 AM, ssalvado, Action Type : Field Service

ACS called DPSM who informed ACS that based on the fact that the vehicle does present signs of damages to the same area of which the airbags deployed. ACS and DPSM that ACS could not rule out the damages to the vehicle and the damages may have been related to the airbags deploying.

*** NOTES 9/30/2011 11:41:09 AM, ssalvado, Action Type : Call to Customer

ACS called customer in regards to her concern with the airbags. Customer was informed that the dealership did inform her that they found signs of damages to the vehicle. Customer was informed that while ACS understood the difficult position that she was in, ACS could not rule out the possibility that the damages found on the passenger side rocker were not related to the deployment of the airbag. Customer was advised to contact her insurance company to inspect the vehicle and determine the cause of the deployment. Customer was advised if the insurance company agreed with her, that the vehicle was defective, they would be in contact with AHM to further pursue the case. Customer attempted to argue the fact that she did not know the damages were there and that she purchased the vehicle used so the damages could have been caused by the previous down. Customer stated that she was only about 100 pounds and her slamming the door would not cause enough force to make the airbags deploy. Customer was informed that ACS would suggest once again that her insurance company become involved to provide their professional

Case History

Case ID : N012011-09-0901924

Case Title : (BOARDWALK) 5K - [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

opinion over ht matter. Customer was extremely upset and ended the call stating that she would call her insurance company.

*** SUBCASE N012011-09-0901924-1 CLOSE 9/30/2011 11:42:13 AM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/30/2011 11:42:14 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** CASE CLOSE 9/30/2011 11:42:17 AM, ssalvado

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

*** CASE REOPEN 12/5/2011 3:46:26 PM, kheaton

with Condition of Open and Status of Solving.

*** NOTES 12/5/2011 4:22:30 PM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer states that she has been in an ongoing battle between AHM her vehicle manufacturer and her insurance company about her multiple airbag with no accident.

Request: Customer is seeking advice on what to do next.

Probing Questions: Customer admits to purchasing her vehicle used and followed the instructions provided by her Cm who suggested that she contact her insurance company in which her insurance company has deemed the issue to be some form of a manufacturing defect. Customer states that at this point she has decided to get her vehicle repaired to prepare herself for the rough New Jersey winter for her safety.

Inbound Summary: ACS could only suggest that the customer speak to her CM to inform him of the information relayed by the insurance company. ACS informed the customer of her CM hours of operation ultimately advising her that he is currently unavailable. Customer understood, and stated that she would contact her Cm tomorrow when he is available. Customer thanked ACS for the advice, and required no additional assistance at the moment.

*** CASE CLOSE 12/5/2011 4:22:50 PM, kheaton

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-02-0801318 Division : Honda - Auto Condition : Closed Open Date : 2/8/2013 12:58:30 PM
Case Originator : Sarwat Khan (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 4/8/2013 7:29:15 AM
Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 59
Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COV No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 860
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MILFORD, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2765
VIN Type / No. : US VIN / 1HGCP368X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 44,000
In Service Date : 11/18/2007
Months In Use : 63
Engine Number : J35Z21012765
Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-02-0801318-1 /	[REDACTED]	- PROD	Subcase Close	Product	Operation	752	SRS
N012013-02-0801318-2 /	[REDACTED]	- PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-02-0801318-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarwat Khan	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2013 12:05:48 PM
Issue Owner : Sarwat Khan	Type 2 : Operation	Queue :	Close Date : 2/11/2013 12:33:38 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Referred to 3rdParty, Updated Information,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-02-0801318-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2013 7:28:14 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 4/8/2013 7:29:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM

*** CASE CREATE 2/8/2013 12:58:30 PM, skhan

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

*** CASE MODIFY 2/8/2013 1:08:22 PM, skhan

into WIP default and Status of Solving.

*** NOTES 2/8/2013 1:16:48 PM, skhan, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is: [REDACTED]

The customer contacted ACS and stated that she got into the vehicle last Thursday on January 31st, 2013. She stated that she had gotten off of work and shut the door of her vehicle and the front driver airbag deployed along with the rear passenger airbag on the driver side and the one in side driver seat. She stated that the engine was not on and there was no collision involved. The customer stated that the last time the vehicle was driven was 12 hours ago and the vehicle was parked in a parking lot as she was at work the entire time. She stated that there were no check engine or other lights on in the vehicle prior to this incident and she did not notice anything wrong with her vehicle. She feels that this is not fair that she has to file a claim with her insurance. She stated that she cut the airbags out with her knife as they were blocking the windshield and placed them in the trunk. She stated that Honda East advised her that she needs to contact her insurance company. She stated that her insurance company, Geico (report # [REDACTED]) advised that she needs to go through Honda as there was no accident involved. She stated that Justin from her insurance company will stop by on 02/11/13 to inspect the vehicle and stated that they will contact Honda regarding this concern. The customer stated her vehicle is drivable but now the SRS light is turned on.

The customer stated that powder came out and she had a little burn on her hand but she was not hurt and did not seek medical attention. She stated that her insurance company advised her that it is impossible for the airbag to deploy in her situation unless there is an impact from the outside.

ACS referred the customer to hondacars.com for more information regarding airbags and offered to assist; the customer stated that she does not have time. ACS provided instructions to get to understanding your vehicles safety equipment.

ACS advised the customer of SB 09-081 and verified that her vehicle does not have a nose mask.

ACS advised Mrs. Dryer that her case will be forwarded to a RCM for review. ACS advised that someone from AH will contact her by the end of the next business day and provided her with her case #. ACS thanked the customer for calling AH and for giving me the opportunity to assist her and document her concerns.

*** CASE MODIFY 2/8/2013 1:18:19 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2013 1:21:55 PM, skhan

into WIP default and Status of Solving.

*** CASE DISPATCH 2/8/2013 1:22:11 PM, skhan

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 2/8/2013 1:59:59 PM, kogawa

from Queue Honda Team H to WIP Default.

*** CASE YANKED 2/11/2013 11:15:13 AM, hkabage

Yanked by hkabage into WIPbin default.

*** CASE ASSIGN 2/11/2013 11:15:41 AM, hkabage

N012013-02-0801318 to skhan, WIP

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM

*** CASE RULE ACTION 2/11/2013 11:15:42 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/11/2013 11:45:27 AM, skhan, Action Type : Call from Customer

I contacted the customer and advised her that her case was reviewed by a RCM. I advised the customer that she will need to continue to work with her insurance company as the Honda dlr found no defect in the vehicle after inspecting the car. The customer stated that her insurance company came down today to inspect the vehicle and advised her that there is a defect in her vehicle that caused her airbags to deploy. I empathized with the customer and advised her that AH will not review her case further as there was no defect in the vehicle that caused her airbags to deploy. I advised the customer that if her insurance company feels that there is a defect in the vehicle that caused the airbags in her vehicle to deploy, then Geico Insurance may contact AH to discuss further. I provided the customer with her case # to reference this call. The customer stated that she will never purchase a Honda again.

*** NOTES 2/11/2013 11:58:53 AM, hkabage, Action Type : Note-General

Case reviewed by the T1 RM and T2 RM who requested the Inbound Specialist contact the customer and inform her to continue to work with her insurance company as the customer admits to having slammed the door, resulting in the system detecting an impact and deploying the SRS airbags.

*** SUBCASE N012013-02-0801318-1 CREATE 2/11/2013 12:05:48 PM, skhan

Created in WIP Default with Due Date 2/11/2013 12:05:48 PM.

*** CASE MODIFY 2/11/2013 12:09:50 PM, skhan

into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2013 12:33:38 PM, skhan

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

*** SUBCASE N012013-02-0801318-1 CLOSE 2/11/2013 12:33:38 PM, skhan

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 2/12/2013 6:37:58 AM, skhan

with Condition of Open and Status of Solving.

*** NOTES 2/12/2013 6:44:12 AM, skhan, Action Type : Call from Customer

Dustin McClure from Geico Insurance contacted AH. He stated that there was no impact on the driver side back rests airbag and the curtain airbag on the driver side. He stated that this was a result of mechanical internal failure and AH needs to fix the vehicle.

ACS advised the insurance adjuster that he would need to submit his claim in writing and offered to provide AH address. The customer stated that he will have someone else call back. ACS advised that the insurance company needs to submit their documents in writing and not over the phone. ACS thanked the customer for calling AH.

*** CASE CLOSE 2/12/2013 6:44:15 AM, skhan

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

*** CASE REOPEN 2/13/2013 2:22:25 PM, daugustu

with Condition of Open and Status of Solving.

*** NOTES 2/13/2013 2:26:33 PM, daugustu, Action Type : Call from Customer

Mr. Dryer called stating that he feels he is getting the run around. The customer advised that his insurance company is stating that due there being no collision they will not cover the repair. The customer advised that the insurance representative Justin gave him information that he can fax over.

ACS empathized with the customer and provided him with the fax number [REDACTED] and advised him to include his case number on the fax. ACS suggest

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM

that he call the insurance company too and find out what are their guidelines for if this is a issue they beleive should be handled by the manufacture. The customer thanked ACS and said he will do both.

No further assistance required.

*** CASE CLOSE 2/13/2013 2:26:40 PM, daugustu

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

*** CASE REOPEN 3/5/2013 8:02:06 AM, mmillen

with Condition of Open and Status of Solving.

*** NOTES 3/5/2013 8:03:49 AM, mmillen, Action Type : Letter/Fax

On 3/5/13 ACS received a 1-page fax cover from the customer with a 4-page GEICO Estimate of Record.

*** CASE DISPATCH 3/5/2013 8:04:31 AM, mmillen

from WIP default to Queue Honda Team H .

*** CASE ADD ATTACHMENT 3/5/2013 8:15:22 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0801318_1.PDF

*** CASE ACCEPT 3/5/2013 9:14:39 AM, kogawa

from Queue Honda Team H to WIP Default.

*** COMMIT 3/5/2013 1:38:55 PM, kogawa, Action Type : N/A

initial

*** NOTES 3/5/2013 2:14:02 PM, kogawa, Action Type : Note-General

Records suggest the customer purchased the vehicle used via 208014 in 8/2011 and 27k miles. Not a certified used car. Also on file a 2011 CRV.

*** NOTES 3/6/2013 6:30:40 AM, kogawa, Action Type : Call to Dealer

SM Tina has only record as being 8/2011 when car was sold a s a used car. No open ROs.

*** NOTES 3/6/2013 6:35:24 AM, kogawa, Action Type : Call from Dealer

SM Tina also shows via a carfax report that this vehicle was in a front impact collision in 10/5/2012 and SRS did not deply.

*** NOTES 3/6/2013 10:01:43 AM, kogawa, Action Type : Call to Customer

Message left on voicemail welcoming a call back. ACS received an "Estimate of Record" From Geico showing a projected \$2206.16 cost to repair. Vehicle was inspected on 2/11. Customer has a \$500 dedcutible.

*** CASE FULFILL 3/6/2013 10:01:53 AM, kogawa

Fulfilled for JENNIFER DRYER due 03/06/2013 12:00:00 AM.

*** COMMIT 3/6/2013 10:01:55 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 3/7/2013 8:05:23 AM, jnajee, Action Type : Call from Customer

Customer called in stating that she wanted to speak with the CM regarding her case.

ACS informed customer that CM is not available and ACS could transfer her to the VM. Customer agreed. ACS transferred customer to the VM. No further assistance required.

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM

*** NOTES 3/7/2013 9:51:49 AM, kogawa, Action Type : Call to Customer

Called the customer, message left on voicemail welcoming a call back to review.

*** CASE FULFILL 3/7/2013 9:52:55 AM, kogawa

Fulfilled for [REDACTED] due 03/13/2013 12:00:00 AM.

*** COMMIT 3/7/2013 9:52:57 AM, kogawa, Action Type : N/A

ccb?

*** CASE MODIFY 3/7/2013 12:57:19 PM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 3/7/2013 2:16:58 PM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 3/8/2013 10:05:10 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 3/8/2013 10:06:33 AM, kogawa, Action Type : Call to Customer

Message left on voicemail welcoming a call back to review.

*** CASE RULE ACTION 3/8/2013 12:58:30 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 3/8/2013 2:09:50 PM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 3/12/2013 11:30:42 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 3/12/2013 11:35:30 AM, kogawa, Action Type : Call to Customer

Message left on voicemail welcoming a call back to review.

*** CASE FULFILL 3/12/2013 11:36:18 AM, kogawa

Fulfilled for [REDACTED] due 03/14/2013 12:00:00 AM.

*** COMMIT 3/12/2013 11:36:20 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 3/12/2013 1:28:02 PM, kogawa, Action Type : Call to Customer

Spoke with spouse [REDACTED] Customer is looking for guidance. He regrets car has been unrepaired for a month, and is getting little by way of helpful feedback. Spouse had closed the door shut, she was in the car at the time, and key was not in the ignition. AHM had advised that he needed to work with insurance co. Dealer over the phone suggested that it shouldn't be possible for the SRS to deploy in the manner described. Insurance company declined to cover on the basis that there is no evidence of damage. ACS advised that indeed we would typically suggest he work with insurance co, and advised that some policies do include coverage for accidental SRS deployment. ACS informed of 3/36 expiration. Customer thinks he purchased a VSC from HondaEast. ACS advised without making any promises, we are willing to have dealer inspect the vehicle. Customer will contact SM Tina to arrange an inspection. ACS will notify SM Tina as well.

*** NOTES 3/12/2013 1:29:42 PM, kogawa, Action Type : Call to Dealer

Message to SM Tina advising of AHM willingness to inspect the vehicle, customer will be calling her.

*** CASE FULFILL 3/12/2013 1:29:57 PM, kogawa

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM

Fulfilled for [REDACTED] due 03/15/2013 12:00:00 AM.

*** COMMIT 3/12/2013 1:29:58 PM, kogawa, Action Type : N/A

status?

*** NOTES 3/13/2013 1:24:45 PM, kogawa, Action Type : Call from Dealer

SM Tina will await customer follow up.

*** CASE MODIFY 3/19/2013 6:12:47 AM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 3/19/2013 7:47:31 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 3/19/2013 8:17:59 AM, kogawa, Action Type : Call from Dealer

SM Tina will reach out to the customer. Customer had left ACS a message stating she has not heard from anyone. ACS had informed the customer's spouse to contact Tina, apparently they misunderstood. Tina will call the customer.

*** CASE FULFILL 3/19/2013 8:18:47 AM, kogawa

Fulfilled for [REDACTED] due 03/19/2013 12:00:00 AM.

*** COMMIT 3/19/2013 8:18:48 AM, kogawa, Action Type : N/A

call cust

*** NOTES 3/19/2013 10:40:16 AM, kogawa, Action Type : Call from Dealer

SM Tina advises customer contacted, inspecting tomorrow 10:00am.

*** NOTES 3/20/2013 8:43:03 AM, kogawa, Action Type : Call from Dealer

SM Tina has taken photos and there are certainly recent (not rusted over) gouges and scrapes in the undercarriage where it appears the car was struck hard, under the center of the car, as well as pass side floor board. Customer has continued to insist that the deployment occurred when pulling the door closed. SM will have techline contacted as well. SM will forward the photos. Of note is that there is clear evidence of past collision repairs, evidenced by aftermarket parts, car fax report showing an incident in 11/2012. Note: customer has insisted there has been no prior collision, contradicting the carfax evidence and vehicular evidence.

*** NOTES 3/20/2013 1:19:46 PM, kogawa, Action Type : Call from Dealer

SM Tina advises DPSM coming in on Friday to inspect. Customer did not ask for and was not offered a loaner.

*** CASE FULFILL 3/20/2013 1:20:26 PM, kogawa

Fulfilled for [REDACTED] due 03/21/2013 12:00:00 AM.

*** COMMIT 3/20/2013 1:20:42 PM, kogawa, Action Type : N/A

dSPM?

*** CASE ADD ATTACHMENT 3/21/2013 7:30:16 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0801318_2_2.pdf

*** NOTES 3/22/2013 1:17:45 PM, kogawa, Action Type : Call to Dealer

Message left on DPSM's voicemail - outcome?

*** CASE FULFILL 3/22/2013 1:35:11 PM, kogawa

Fulfilled for [REDACTED] due 03/22/2013 12:00:00 AM.

*** COMMIT 3/22/2013 1:35:14 PM, kogawa, Action Type : N/A

Case History

Case ID : N012013-02-0801318

Case Title : 4H [REDACTED] - AIRBAG DEPLOY/ NO IMPACT- DPSM AGREED TO COVER SOM
DPSM?

*** NOTES 3/22/2013 1:54:20 PM, kogawa, Action Type : Call from Dealer

DPSM advises he inspected, and decision was made to offer goodwill. Customer is being asked to pay \$600, AHM goodwill the rest.

*** CASE MODIFY 3/22/2013 1:54:43 PM, kogawa

into WIP 4H and Status of Solving.

*** CASE FULFILL 3/25/2013 10:02:52 AM, kogawa

Fulfilled for [REDACTED] due 03/25/2013 12:00:00 AM.

*** COMMIT 3/25/2013 10:02:54 AM, kogawa, Action Type : N/A

cust?

*** NOTES 3/26/2013 12:10:55 PM, kogawa, Action Type : Call to Dealer

SM Tina advises customer has scheduled a 4/1 appointment for the repair, provided customer is able to source the \$570+ they are being asked to participate with. At first customer accepted, then husband tried to argue the point, but now appointment is in place. Customer had been told of 2 weeks to take advantage of the offer.

*** CASE FULFILL 3/26/2013 12:12:54 PM, kogawa

Fulfilled for [REDACTED] due 03/27/2013 12:00:00 AM.

*** COMMIT 3/26/2013 12:12:55 PM, kogawa, Action Type : N/A

repaired? close

*** NOTES 4/4/2013 7:43:31 AM, kogawa, Action Type : Call from Dealer

SM Tina advises repairs completed, and customer has the car back.

*** NOTES 4/4/2013 7:48:56 AM, kogawa, Action Type : Call to Customer

Message left on voicemail in efforts to confirm satisfactory resolution on the recent repairs. I welcomed a call back.

*** CASE FULFILL 4/4/2013 7:49:01 AM, kogawa

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

*** COMMIT 4/4/2013 7:49:02 AM, kogawa, Action Type : N/A

ccb? close

*** NOTES 4/8/2013 7:25:48 AM, kogawa, Action Type : Note-General

No reply from the customer. Claim screens confirm DPSM authorized 83% off on the repairs, claims filed on 4/3/2013.

*** SUBCASE N012013-02-0801318-2 CREATE 4/8/2013 7:28:14 AM, kogawa

Created in WIP Default with Due Date 4/8/2013 7:28:14 AM.

*** SUBCASE N012013-02-0801318-2 CLOSE 4/8/2013 7:29:14 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/8/2013 7:29:15 AM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-01-2200561 Division : Honda - Auto Condition : Closed Open Date : 1/22/2008 10:02:31 AM
Case Originator : Tracey Green (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/4/2008 11:35:28 AM
Case Owner : Michael Nguyen (Team HC) Method : Phone Queue : Days Open : 13
Last Closed By : Michael Nguyen (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10D - [REDACTED] - PASSENGER SIDE AIR BAG DEPLOY **SHOWCASE** No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4745
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : PHX, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4745
VIN Type / No. : US VIN / 1HGCP36858A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688KNW / A
Miles / Hours : 2,500
In Service Date : 11/14/2007
Months In Use : 2
Engine Number : J35Z21014210
Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
Trim : EXLV6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207672 / SHOWCASE HONDA
Phone No. : 602-274-3800
Address : 1333 E. CAMELBACK RD
City / State / Zip : PHOENIX, AZ 85014
Svc District / Sls District : 10D / D10
Warranty Labor Rate / Date : \$130.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-01-2200561-1 / [REDACTED] - PR	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-01-2200561-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 1/28/2008 8:40:32 AM
Issue Owner : Michael Nguyen	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/4/2008 11:35:26 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-01-2200561

10D - [REDACTED] - PASSENGER SIDE AIR BAG DEPLOY **SHOWCASE**

*** CASE CREATE 1/22/2008 10:02:31 AM, tgreen

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

*** CASE VSC LOOKUP 1/22/2008 10:02:33 AM, tgreen

VSC-CUC CHECK 01/22/2008 10:02:33 AM tgreen

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/22/2008 10:02:36 AM, tgreen

CAMPAIGN CHECK 01/22/2008 10:02:36 AM tgreen

No data found for VIN

*** CASE CLAIMS LOOKUP 1/22/2008 10:02:39 AM, tgreen

CLAIM HISTORY CHECK 01/22/2008 10:02:39 AM tgreen

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2008 10:02:43 AM, tgreen

WARRANTY CHECK 01/22/2008 10:02:43 AM tgreen

No data found for VIN.

*** CASE MODIFY 1/22/2008 10:03:40 AM, tgreen

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/22/2008 11:44:01 AM, tgreen

CLAIM HISTORY CHECK 01/22/2008 11:44:01 AM tgreen

No data found for VIN.

*** CASE VSC LOOKUP 1/22/2008 11:44:05 AM, tgreen

VSC-CUC CHECK 01/22/2008 11:44:05 AM tgreen

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/22/2008 11:44:09 AM, tgreen

CAMPAIGN CHECK 01/22/2008 11:44:09 AM tgreen

No data found for VIN

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2008 11:44:13 AM, tgreen

WARRANTY CHECK 01/22/2008 11:44:13 AM tgreen

No data found for VIN.

*** NOTES 1/22/2008 2:34:24 PM, tgreen, Action Type : Call from Customer

Showcase Honda S/M: Darren

Customer contact information verified.

Customer called AH requesting assistance with airbag deployment concerns.

Customer called AH stating she was coming out of the mall parking lot and her son opened and released the passenger door and the passenger side curtain airbag deployed. Customer says she was advised by the SM that she may have hit the curb earlier and when her son closed the passenger door it triggered the sensor causing it to deploy. Customer says she did not hit anything. Customer was advised this is an insurance company concern first. However in the interest of customer satisfaction ACS offered to forward this concern to a RCM for review for assistance

ACS apologized to customer for the failure and indicated we would like to consider all options to provide assistance I informed her that I have documented

Case History

Case ID : N012008-01-2200561

10D - [REDACTED] - PASSENGER SIDE AIR BAG DEPLOY **SHOWCASE**

her concern and will forward the case to a RCM who will review her request. I informed her that there is no guarantee that AHM will be able to assist her. I informed her that the RCM will contact her within 1-2 business days.

*** NOTES 1/22/2008 2:35:18 PM, tgreen, Action Type : Call from Customer

Case reviewed by TL-AY and okay to dispatch.

*** CASE MODIFY 1/22/2008 2:35:59 PM, tgreen

into WIP default and Status of Solving.

*** CASE DISPATCH 1/22/2008 2:36:46 PM, tgreen

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 1/22/2008 2:38:19 PM, wparker

N012008-01-2200561 to eclogg, WIP

*** CASE RULE ACTION 1/22/2008 2:38:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 1/22/2008 2:41:54 PM, eclogg

N012008-01-2200561 to mnguyen, WIP

*** CASE RULE ACTION 1/22/2008 2:41:55 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/28/2008 8:39:51 AM, mnguyen

into WIP default and Status of Solving.

*** SUBCASE N012008-01-2200561-1 CREATE 1/28/2008 8:40:32 AM, mnguyen

Created in WIP Default with Due Date 1/28/2008 8:40:32 AM.

*** CASE MODIFY 1/28/2008 8:40:42 AM, mnguyen

into WIP default and Status of Solving.

*** COMMIT 1/28/2008 8:40:43 AM, mnguyen, Action Type : N/A

Made to [REDACTED] due 01/28/2008 10:00:00 AM.

Call customer, discuss. **SHOWCASE**

*** CASE MODIFY 1/28/2008 8:40:59 AM, mnguyen

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 1/28/2008 5:38:12 PM, mnguyen

with [REDACTED] due 01/29/2008 10:00:00 AM.

*** NOTES 1/29/2008 2:08:50 PM, mnguyen, Action Type : Call to Customer

Driver = [REDACTED] (mother)

Passenger = [REDACTED] (sons)

In strip mall at a stop, son came into the car and "slammed" the door shut and simultaneously the PASSENGER CURTAIN DEPLOYED.
No serious injuries.

Laurie drives the vehicle 90% of the time.

Ellie (husband) drives 10% of the time.

Son drives 1% of the time.

Case History

Case ID : N012008-01-2200561 [REDACTED] 10D - [REDACTED] - PASSENGER SIDE AIR BAG DEPLOY **SHOWCASE**

Husband admits driving over a pot hole once but no airbags deployed at that time.

Customer states there are no external damages and the car is brand new.

Customer had the dealer inspect the undercarriage already.

*** CASE MODIFY COMMITMENT 1/29/2008 2:09:20 PM, mnguyen

with [REDACTED] due 01/30/2008 12:00:00 PM.

*** CASE MODIFY 1/29/2008 2:09:21 PM, mnguyen

into WIP *MISC CASES* and Status of Solving.

*** NOTES 1/30/2008 2:24:53 PM, mnguyen, Action Type : Call to Dealer

SM Darren.

2 stories.

1/ Driver's son "slammed" the passenger door and the passenger curtain airbag deployed.

2/ Driver's husband hit a pot hole causing the right front rim to be dented/damaged and slight damages undercarriage.

Dealer had the:

-Body shop manager inspect.

-SM inspected.

Concluded that it is not a manufacturer defect and encouraged the customer to contact her insurance company.

Tech Line involved and states curtain airbags may deploy if the door was slammed hard enough.

*** NOTES 1/30/2008 2:32:44 PM, mnguyen, Action Type : Call to Dealer

Left message for the DPSM Robert R. to look into it.

*** CASE MODIFY COMMITMENT 1/30/2008 2:33:11 PM, mnguyen

with [REDACTED] due 01/31/2008 01:00:00 AM.

*** CASE MODIFY 1/30/2008 2:33:13 PM, mnguyen

into WIP *MISC CASES* and Status of Solving.

*** CASE MODIFY COMMITMENT 1/31/2008 4:35:17 PM, mnguyen

with [REDACTED] due 02/01/2008 01:00:00 AM.

*** NOTES 2/1/2008 9:16:22 AM, mnguyen, Action Type : Call from Dealer

DPSM R.R.

The vehicles I have inspected in the past for side airbag deploy all had damage on the underside of the vehicle near the area where the sensor is.

Have the customer contact their insurance company and if they think Honda is at fault, the insurance company will contact us.

*** CASE MODIFY 2/1/2008 9:19:19 AM, mnguyen

into WIP *MISC CASES* and Status of Solving.

*** NOTES 2/4/2008 11:27:29 AM, srugue, Action Type : Call from Customer

Customer called asking to speak to RCM.

ACS transfered the customer to her RCM.

*** NOTES 2/4/2008 11:35:02 AM, mnguyen, Action Type : Call from Customer

Customer called in and wanted to know an update for her case.

Case History

Case ID : N012008-01-2200561

10D - [REDACTED] - PASSENGER SIDE AIR BAG DEPLOY **SHOWCASE**

I explained to her that the facts are:

1/ Passenger Curtain AIRBAG deployed

2/ Son Slammed the passenger door.

3/ Vehicle has rim dented due to pot hole.

Tech Line advised that it is possible for the CURTAIN AIRBAG to deploy in both of those instances and is not considered a manufacturer defect.

Advised for the customer to visit her insurance company and after repair, if the insurance company finds a defect in the system, they will seek reimbursement through AHM legally.

Customer understands but feels that we should be involved.

Call ended.

Case closed.

*** CASE MODIFY 2/4/2008 11:35:26 AM, mnguyen

into WIP *MISC CASES* and Status of Solving.

*** SUBCASE N012008-01-2200561-1 CLOSE 2/4/2008 11:35:26 AM, mnguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/4/2008 11:35:28 AM, mnguyen

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-10-2600568 Division : Honda - Auto Condition : Closed Open Date : 10/26/2012 9:53:35 AM
Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/9/2012 1:51:33 PM
Case Owner : Charles Villanueva (Team HH) Method : Phone Queue : Days Open : 14
Last Closed By : Charles Villanueva (Team HH) Point of Origin : Customer Wipbin :
Case Title : 09B- (FRIENDLY HONDA) [REDACTED] - AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 47 T
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : POUGHKEEPSIE, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208468 / FRIENDLY HONDA
Phone No. : 845-454-2400
Address : 1143 DUTCHESS TURNPIKE
City / State / Zip : POUGHKEEPSIE, NY 12603
Svc District / Sls District : 09B / E09
Warranty Labor Rate / Date : \$106.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-2600568-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 47 T
VIN Type / No. : US VIN / 1HGCP26478A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 75,000
In Service Date : 10/05/2007
Months In Use : 60
Engine Number : K24Z21501665
Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-2600568-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 10/30/2012 6:17:43 AM
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 11/9/2012 1:51:33 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-10-2600568

Case Title : 09B- (FRIENDLY HONDA) [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 10/26/2012 9:53:35 AM, myyoungbl

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

*** CASE MODIFY 10/26/2012 9:55:54 AM, myyoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2012 9:56:26 AM, myyoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2012 10:01:38 AM, myyoungbl

into WIP default and Status of Solving.

*** NOTES 10/26/2012 10:04:26 AM, myyoungbl, Action Type : Call from Customer

Verified Customers Info.

Best Contact [REDACTED]

Probing questions: Customer states he stepped out of his car and when he came back the passenger seat and curtain airbags were deployed. He states there was no key in the ignition or impact when this happened, so the insurance company they would not assist him because this is a faulty issue with the Honda. Mr. Tashman states his car is currently at FRIENDLY HONDA and the SA-Scott quoted him \$4,700 to have this repaired. He states the SA was not able to advise him what caused this issue. Customer states he bought the car 2 years ago and still owes \$10k on it; therefore, he cannot afford to pay \$4,700 in repairs. Mr. Tashman states he believes this is a defective issue and would like financial assistance for this matter. Customer states the car has never been in an car accident where the airbags deployed. He states the car fax indicates the car was in a minor rear bumper fender bender, but the airbags did not deploy. Mr. Tashman states he would like financial assistance for this matter.

ACS informed customer that his concerns are documented. ACS informed customer that in interest of customer satisfaction his case will be dispatched to a RCM for assistance. ACS explained to the customer that each case is reviewed on a case by case basis; therefore, no guarantees can be made. ACS informed customer that a RCM will contact him/her within 1 business day.

Customer needed no further assistance.

*** CASE MODIFY 10/26/2012 10:04:29 AM, myyoungbl

into WIP default and Status of Solving.

*** CASE DISPATCH 10/26/2012 10:04:43 AM, myyoungbl

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 10/26/2012 2:31:03 PM, acaswell

N012012-10-2600568 to cmiller, WIP

*** CASE RULE ACTION 10/26/2012 2:31:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 10/29/2012 1:53:05 PM, cmiller

N012012-10-2600568 to cvillanu, WIP

*** CASE RULE ACTION 10/29/2012 1:53:05 PM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012012-10-2600568

Case Title : 09B- (FRIENDLY HONDA) [REDACTED] - AIRBAG DEPLOYMENT

*** CASE MODIFY 10/30/2012 6:11:38 AM, cvillanu

into WIP default and Status of Solving.

*** SUBCASE N012012-10-2600568-1 CREATE 10/30/2012 6:17:43 AM, cvillanu

Created in WIP Default with Due Date 10/30/2012 6:17:43 AM.

*** NOTES 10/30/2012 6:21:24 AM, cvillanu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Please confirm the diagnosis of the airbag deployment. Were there any manufacturer defects found?

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

Thank you for your attention to this matter.

Charles Villanueva

Automobile Customer Service

*** NOTES 10/30/2012 6:24:30 AM, cvillanu, Action Type : Call to Dealer

I spoke to the SA-Scott who advised that the customer states that the airbag deployment happened overnight when the key was not in the ignition. The technicians inspected the vehicle and the customer's story does not add up. The key had to be in the ignition if airbag went off. The customer wanted the SA to tell his insurance adjuster that the key was actually in the ignition. The SA feels that he is not getting the fully story since he feels the airbags should not just go off. The vehicle had a Code 4211. The customer's insurance company sent an adjuster over who inspected the vehicle and declined assistance since the key was not in the ignition when the airbags went off.

*** CASE MODIFY 10/30/2012 6:24:32 AM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2012 6:26:11 AM, cvillanu

into WIP default and Status of Solving.

*** COMMIT 10/30/2012 6:26:49 AM, cvillanu, Action Type : N/A

Call Customer\2nd\D

*** NOTES 10/30/2012 6:27:07 AM, cvillanu, Action Type : Call to Customer

I attempted to contact the customer at both day and evening numbers but was not successful. I left a voicemail stating that I will attempt to contact the customer again in 1-2 business days. I provided my extension x117741.

*** CASE MODIFY 10/30/2012 6:27:12 AM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2012 8:48:47 AM, cvillanu

into WIP Other Districts and Status of Solving.

*** CASE FULFILL 10/31/2012 8:14:49 AM, cvillanu

Fulfilled for [REDACTED] due 10/31/2012 05:00:00 PM.

Case History

Case ID : N012012-10-2600568

Case Title : 09B- (FRIENDLY HONDA) [REDACTED] - AIRBAG DEPLOYMENT

*** COMMIT 10/31/2012 8:14:51 AM, cvillanu, Action Type : N/A

Customer Call Back?\Contact letter

*** NOTES 10/31/2012 8:15:09 AM, cvillanu, Action Type : Call to Customer

I attempted to contact the customer at both day and evening numbers but was not successful. I left a voicemail with my extension x117741.

*** CASE MODIFY 10/31/2012 8:15:11 AM, cvillanu

into WIP Other Districts and Status of Solving.

*** NOTES 10/31/2012 10:30:08 AM, cvillanu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer had contacted AHM in regards to his airbag system. The customer stated that the side airbag deployed on its own. The customer has brought the vehicle to the dealership. The dealership inspected the vehicle. The customer feels that there is a defect with the system. The customer would like AHM to review the concerns with the dealership.

I advised the customer that I was able to review his concerns with the dealership. I concluded that the technicians did not find any defects that would cause the airbag to go off. The customer was referred to his insurance company who has already reviewed his concerns. I advised that they would investigate the issue further in order to determine if there was a manufacturer defect. If this was the case the Insurance Company would contact the appropriate parties at AHM. I explained that his insurance company has declined any coverage. I apologized to the customer and advised that AHM will not be able to provide assistance with the cost of repairs. The customer understood he had no further concerns and the call ended.

*** CASE MODIFY 10/31/2012 10:30:18 AM, cvillanu

into WIP Other Districts and Status of Solving.

*** CASE FULFILL 10/31/2012 10:30:36 AM, cvillanu

Fulfilled for [REDACTED] due 11/01/2012 05:00:00 PM.

*** COMMIT 10/31/2012 10:30:38 AM, cvillanu, Action Type : N/A

Further Concerns?\Case Closed

*** CASE MODIFY 10/31/2012 10:31:01 AM, cvillanu

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/9/2012 1:51:31 PM, cvillanu

into WIP Other Districts and Status of Solving.

*** SUBCASE N012012-10-2600568-1 CLOSE 11/9/2012 1:51:33 PM, cvillanu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/9/2012 1:51:33 PM, cvillanu

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-04-1100102 Division : Honda - Auto Condition : Closed Open Date : 4/11/2008 7:03:14 AM
Case Originator : Cynthia Sudario (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/13/2008 4:45:44 PM
Case Owner : Timothy Sonntag (Team TTS) Method : Phone Queue : Days Open : 32
Last Closed By : Timothy Sonntag (Team TTS) Point of Origin : Customer Wipbin :
Case Title : 03K-[REDACTED] - NON-ACCIDENT-AIR BAG DEPLOYMEN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 108
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : REFORM, AL
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208300 / CARL HOGAN HONDA
Phone No. : 662-328-8236
Address : 3621 HIGHWAY 45 NORTH
City / State / Zip : COLUMBUS, MS 39705
Svc District / Sls District : 03H / E07
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-04-1100102-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 104
VIN Type / No. : US VIN / JHMCP26868C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 7,974
In Service Date : 11/17/2007
Months In Use : 5
Engine Number : K24Z31407250
Originating Dealer No. / Name : 208300 / CARL HOGAN HONDA
Selling Dealer No. / Name : 208300 / CARL HOGAN HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-04-1100102-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Timothy Sonntag	Type 1 : Product	Status : Subcase Close	Open Date : 4/14/2008 9:43:26 AM
Issue Owner : Timothy Sonntag	Type 2 : Operation	Queue :	Close Date : 5/13/2008 4:45:41 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-04-1100102

Case Title : 03K-() - NON-ACCIDENT-AIR BAG DEPLOYMENT

*** CASE CREATE 4/11/2008 7:03:14 AM, csudario

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

*** CASE MODIFY 4/11/2008 7:08:18 AM, csudario

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/11/2008 7:08:24 AM, csudario

WARRANTY CHECK 04/11/2008 07:08:24 AM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/11/2008 7:08:29 AM, csudario

CLAIM HISTORY CHECK 04/11/2008 07:08:29 AM csudario

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/11/2008 7:08:34 AM, csudario

CAMPAIGN CHECK 04/11/2008 07:08:34 AM csudario

No data found for VIN

*** CASE VSC LOOKUP 4/11/2008 7:08:38 AM, csudario

VSC-CUC CHECK 04/11/2008 07:08:38 AM csudario

No data found for VIN.

*** CASE MODIFY 4/11/2008 7:09:05 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2008 7:09:05 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2008 7:09:17 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 4/11/2008 7:22:21 AM, csudario

into WIP default and Status of Solving.

*** NOTES 4/11/2008 7:31:46 AM, csudario, Action Type : Call from Customer

ACS verified customer information.

ACS received an inbound call from the customer's father, Mike Sparks stating that last Saturday the front passenger's and side airbags deployed.

Caller states that his daughter was at a party thrown for her boyfriend last Saturday night. Caller states that when his daughter closed the passenger's side door, the airbags deployed. Caller states that there were about 20 witnesses that saw this happen.

*** CASE MODIFY 4/11/2008 7:31:57 AM, csudario

into WIP default and Status of Solving.

*** NOTES 4/11/2008 8:08:27 AM, csudario, Action Type : Call from Customer

Caller states that he works for a Chevrolet Dealership and that his Boss, so happens to be a 3rd Owner of Carl Hogan Honda.

Caller states that when they took the vehicle back to the dealership, he spoke with GM-Jim Parham, who advised him that they are looking at the vehicle and that the DPSM will get back with him.

Case History

Case ID : N012008-04-1100102

Case Title : 03K-() - NON-ACCIDENT-AIR BAG DEPLOYMENT

Caller states that he received a call back and was told that the warranty was denied and that he would have to contact his Insurance Company because the noticed a small dent in the front panel by the front wheel. Caller states that the dealership informed him that his daughter must have run over something, but at this point, AHM will not assist.

Caller states is upset and would like his concern escalated to someone at AHM that can review his case.

Caller states that his daughter did not run over anything. ACS advised caller, cannot comment since ACS was not present, when the incident occurred.

*** CASE MODIFY 4/11/2008 8:08:30 AM, csudario

into WIP default and Status of Solving.

*** NOTES 4/11/2008 8:09:45 AM, csudario, Action Type : Call from Customer

ACS provided customer with case no. and informed him that a RCM will contact him within the next 1 to 2 business days.

*** CASE DISPATCH 4/11/2008 8:10:03 AM, csudario

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 4/11/2008 8:30:41 AM, wparker

N012008-04-1100102 to tsonnta1, WIP

*** CASE RULE ACTION 4/11/2008 8:30:42 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012008-04-1100102-1 CREATE 4/14/2008 9:43:26 AM, tsonnta1

Created in WIP Default with Due Date 4/14/2008 8:43:26 AM.

*** NOTES 4/14/2008 10:24:51 AM, tsonnta1, Action Type : Call to Customer

Called customer regarding his concern. Customer informed that his daughter was leaving her boyfriends birthday party and when she closed the passenger front door the side curtain airbag and side airbag went off. Customer took the vehicle to the dealership on Tuesday(04-08-08) and the dealership found a dent and that is what caused the airbags to go off. The dealership recommended the customer to take contact the insurance company to file a claim. Customer informed that he has not contacted the insurance company yet. Customer is requesting AHM to pay for the repairs because the vehicle is still under warranty. Informed customer that I will contact the dealership to get more information. Customer understood and thanked me for getting involved.

*** COMMIT 4/14/2008 10:24:55 AM, tsonnta1, Action Type : N/A

Call Dealership

*** NOTES 4/16/2008 8:52:02 AM, vmcdavid, Action Type : Call from Customer

Updated customer information

The customer called to speak with his RCM. He called in last Friday and hasnt heard from Honda. Transferred customer to the RCM. I ask if I could help with anything else and ended the call.

*** NOTES 4/17/2008 10:04:22 AM, jyu, Action Type : Call from Customer

The service manager, Darin, called requesting to speak to the RCM. I checked to see if the RCM was available and he was available to take the call. I proceeded to transfer the SM to the RCM. He needed no further assistance and thanked me.

*** NOTES 4/17/2008 10:11:32 AM, tsonnta1, Action Type : Call from Dealer

SM(Darrin) called regarding the case. SM informed that Bill Kirk(DPSM) looked at the vehicle and noticed that there was a dent on the car and that AHM would not cover the repairs of the airbags. SM informed that the customer has called him making threats of getting a lawyer and taking the vehicle to

Case History

Case ID : N012008-04-1100102

Case Title : 03K-() - NON-ACCIDENT-AIR BAG DEPLOYMENT

Wal-Mart and put signs on the car. SM did not have an estimate of how much it would cost for the airbags to be replaced. Informed SM that I will look further into the case and I will give him a call back. Thanked SM for his time.

*** CASE FULFILL 4/17/2008 10:11:47 AM, tsonnta1

Fulfilled for KS due 04/16/2008 11:00:00 PM.

*** COMMIT 4/17/2008 10:11:48 AM, tsonnta1, Action Type : N/A

Call Customer

*** NOTES 4/21/2008 2:52:04 PM, tsonnta1, Action Type : Field/DSM

Spoke with Bill Kirk(DPSM) regarding the case. He informed that when he looked at the vehicle he noticed that there was damage on the under body of the vehicle. He informed that he contacted tech line and they informed sometimes when the door is slammed hard enough the side curtain airbags could deploy. DPSM informed that if he did not see any damage on the under carriage on the side then he would assist the customer. Thanked DPSM for his time.

*** CASE MODIFY COMMITMENT 4/21/2008 2:52:20 PM, tsonnta1

with due 04/23/2008 11:00:00 PM.

*** NOTES 4/22/2008 8:18:49 AM, tsonnta1, Action Type : Call from Dealer

Jim(SA) from the dealership called me regarding the case. SA informed that the customer has been calling him saying that they are going to put the vehicle outside of their business with a sign saying of how horrible Honda is. Informed SA that I have spoke with the DPSM(Bill Kirk) regarding the issue and he informed that he has visually inspected the vehicle. DPSM informed that there was damage on the undercarriage and that could have caused the airbags to deploy. DPSM has contacted tech line and they informed that there have been some occasions that the customer would slam the door too hard and cause the airbags to deploy. Informed SA that AHM would not be able to assist the customer with the repairs. Informed SA that I will contact the customer to let him know about the situation. Thanked SA for calling.

*** CASE RULE ACTION 5/9/2008 6:03:14 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 5/13/2008 4:45:23 PM, tsonnta1, Action Type : Call to Customer

Called customer regarding the concern. Customer informed that he is going to contact his lawyer and handle it through them. Customer needs no further assistance from AHM. Closing case.

*** SUBCASE N012008-04-1100102-1 CLOSE 5/13/2008 4:45:41 PM, tsonnta1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/13/2008 4:45:44 PM, tsonnta1

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-04-3001531 Division : Honda - Auto Condition : Closed Open Date : 4/30/2012 10:29:49 AM
Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/11/2012 8:53:56 AM
Case Owner : Daniel Wentz (Team HD) Method : Phone Queue : Days Open : 11
Last Closed By : Daniel Wentz (Team HD) Point of Origin : Customer Wipbin :
Case Title : 12E - (STOCKTON HONDA) [REDACTED] - AIRBAG DEPLOY/NO IMPACT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1675
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : 2 [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : STOCKTON, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208118 / STOCKTON HONDA
Phone No. : 209-320-6700
Address : 2002 EAST HAMMER LANE
City / State / Zip : STOCKTON, CA 95210
Svc District / Sls District : 12D / C12
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-04-3001531-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1675
VIN Type / No. : US VIN / JHMCP26808C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 32,456
In Service Date : 11/28/2007
Months In Use : 53
Engine Number : K24Z31703007
Originating Dealer No. / Name : 208118 / STOCKTON HONDA
Selling Dealer No. / Name : 208118 / STOCKTON HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Issue Details

Issue ID : N012012-04-3001531-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Maribel Hernandez	Type 1 : Product	Status : Subcase Close	Open Date : 5/1/2012 10:48:28 AM
Issue Owner : Daniel Wentz	Type 2 : Operation	Queue :	Close Date : 5/11/2012 8:53:56 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-04-3001531

Case Title : 12E - (STOCKTON HONDA) [REDACTED] - AIRBAG DEPLOY/NO IMPACT

*** CASE CREATE 4/30/2012 10:29:49 AM, myyoungbl

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

*** CASE MODIFY 4/30/2012 10:49:37 AM, myyoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2012 10:49:45 AM, myyoungbl

into WIP default and Status of Solving.

*** NOTES 4/30/2012 10:54:23 AM, myyoungbl, Action Type : Call from Customer

Verified Customers Info.

Best Contact [REDACTED]

Probing questions: Customer states Saturday morning, 4/28/2012 her husband closed the front passenger door, the passenger airbag and rear curtain airbag deployed. She states her son was in the back seat and was hit on the arm with the airbag and is now scared to sit in the bag seat. Mrs. Roman states she took her son to the hospital later that day, but he did not have serious injuries. Mrs. Roman states she called STOCKTON HONDA and was suggested to call AHM by the SM-Mitch who also told her this would not be covered under warranty, which concerned her. She states she has not taken her car to a Honda dealer yet because she is scared to drive the car, but she has an appointment with them Friday. She states she is concerned because she was told this is not covered under warranty, also she would like to know if she could get a loaner car once she has her car diagnosed.

ACS informed customer that her concerns are documented. ACS informed customer that in interest of customer satisfaction her case will be dispatched to a RCM for assistance. ACS explained to the customer that each case is reviewed on a case by case basis; therefore, no guarantees can be made. ACS informed customer that a RCM will contact her within 1 business day.

Customer needed no further assistance.

*** CASE MODIFY 4/30/2012 10:54:31 AM, myyoungbl

into WIP default and Status of Solving.

*** CASE DISPATCH 4/30/2012 10:54:39 AM, myyoungbl

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 4/30/2012 11:12:05 AM, mhermand

from Queue Honda Team D to WIP default.

*** NOTES 5/1/2012 10:33:09 AM, jnakya, Action Type : Call from Customer

The customer called stating she opened up a case yesterday and was informed she would received a call back which she can't wait by the phone all day. ACS provided the customer with the CM extension number 117758 then transferred the call to the CM.

*** NOTES 5/1/2012 10:46:28 AM, mhermand, Action Type : Call to Customer

Spoke with customer about the airbag concern. She stated the vehicle was parked in the driveway, he husband closed the door and the side airbag went off. The airbag hit her son, she took him to ER and he is ok. Customer stated the vehicle has never been in an accident, she feels this is a defect. Customer advised the side door was repaired before by the dlr. She spoke with the SM and set up an appt for Friday. Customer is asking for AHM to cover the inspection, provide a rental and repair the airbag.

I emapthized and advised her case will be reviewed. I offered to cover the diagnosis and will check if a rental is available on Friday for her. Will follow up after the inspection is completed.

Case History

Case ID : N012012-04-3001531

Case Title : 12E - (STOCKTON HONDA) [REDACTED] - AIRBAG DEPLOY/NO IMPACT

*** SUBCASE N012012-04-3001531-1 CREATE 5/1/2012 10:48:28 AM, mhermand

Created in WIP Default with Due Date 5/1/2012 10:48:28 AM.

*** CASE MODIFY 5/1/2012 10:48:31 AM, mhermand

into WIP default and Status of Solving.

*** CASE MODIFY 5/1/2012 10:49:17 AM, mhermand

into WIP default and Status of Solving.

*** CASE MODIFY 5/1/2012 10:49:31 AM, mhermand

into WIP default and Status of Solving.

*** CASE MODIFY 5/1/2012 10:49:50 AM, mhermand

into WIP default and Status of Solving.

*** NOTES 5/1/2012 10:52:24 AM, mhermand, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer stated the vehicle was parked in the driveway, her husband closed the door and the side airbag went off. Customer stated the vehicle has never been in an accident, she feels this is a defect. Customer advised the side door was repaired before by the dlr. She set up an appt for Friday.

Please follow up with me once the inspection is completed.

Thank you for your attention to this matter.

Maribel Hernandez
Automobile Customer Service
310-783-7758

*** COMMIT 5/1/2012 10:52:36 AM, mhermand, Action Type : N/A

Stockton - repair follow up/close

*** CASE MODIFY 5/1/2012 10:52:53 AM, mhermand

into WIP default and Status of Solving.

*** NOTES 5/1/2012 5:24:41 PM, mhermand, Action Type : Field Service

Spoke with the DPSM. The SM made him aware of the case. He would like to inspect the vehicle on Thursday.

I will contact the customer to see if she can stop by the dlr on Thursday instead of Friday.

*** NOTES 5/1/2012 5:29:19 PM, mhermand, Action Type : Call to Customer

Contacted the customer. I asked if we can reschedule her appt for Thursday. Customer agreed to drop off the vehicle on Wednesday night. AHM will cover the rental for her. And the dlr will inspect her vehicle on Thursday.

*** CASE MODIFY 5/1/2012 5:29:24 PM, mhermand

into WIP 12E - Steve Tuleja and Status of Solving.

*** CASE MODIFY 5/1/2012 5:29:37 PM, mhermand

into WIP 12E - Steve Tuleja and Status of Solving.

Case History

Case ID : N012012-04-3001531

Case Title : 12E - (STOCKTON HONDA) [REDACTED] - AIRBAG DEPLOY/NO IMPACT

*** CASE MODIFY COMMITMENT 5/1/2012 5:31:39 PM, mhernand

with [REDACTED] due 05/03/2012 12:00:00 AM.

*** NOTES 5/4/2012 8:51:24 AM, mhernand, Action Type : Field Service

DPSM advised no problems were found, per HNA the repair is being goodwill 100%.

The customer is in a rental and the repair should be completed by Monday.

*** CASE MODIFY COMMITMENT 5/4/2012 8:51:51 AM, mhernand

with JOANNA ROMAN due 05/08/2012 12:00:00 AM.

*** CASE MODIFY 5/4/2012 8:51:54 AM, mhernand

into WIP 12E - Steve Tuleja and Status of Solving.

*** CASE YANKED 5/9/2012 9:50:07 AM, dwentz01

Yanked by dwentz01 into WIPbin NEW CASES.

*** CASE MODIFY 5/9/2012 9:51:29 AM, dwentz01

into WIP NEW CASES and Status of Solving.

*** NOTES 5/9/2012 10:13:02 AM, dwentz01, Action Type : Call to Customer

I attempted to call the customer to follow up, but was only able to reach the VM. I left a VM with my contact information and my work hours, and invited the customer to call me back.

*** CASE FULFILL 5/9/2012 10:13:45 AM, dwentz01

Fulfilled for [REDACTED] due 05/08/2012 12:00:00 AM.

*** COMMIT 5/9/2012 10:13:46 AM, dwentz01, Action Type : N/A

Call Customer - F/U on repairs - 2nd

*** CASE MODIFY 5/9/2012 10:14:06 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE MODIFY 5/9/2012 10:14:07 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE MODIFY 5/9/2012 10:14:12 AM, dwentz01

into WIP Other districts and Status of Solving.

*** NOTES 5/11/2012 8:52:51 AM, dwentz01, Action Type : Call to Dealer

I contacted the dealership to confirm the repair has been completed, and was advised by Mitch SA that the repair was completed on Monday 5/7/12

*** CASE MODIFY 5/11/2012 8:52:53 AM, dwentz01

into WIP Other districts and Status of Solving.

*** CASE FULFILL 5/11/2012 8:52:59 AM, dwentz01

Fulfilled for [REDACTED] due 05/11/2012 05:00:00 PM.

*** SUBCASE N012012-04-3001531-1 YANKED 5/11/2012 8:53:36 AM, dwentz01

Yanked by dwentz01 into WIPbin NEW CASES.

*** SUBCASE N012012-04-3001531-1 MODIFY 5/11/2012 8:53:50 AM, dwentz01

into WIP NEW CASES and Status of Solving.

Case History**Case ID :** N012012-04-3001531**Case Title :** 12E - (STOCKTON HONDA) [REDACTED] - AIRBAG DEPLOY/NO IMPACT***** SUBCASE N012012-04-3001531-1 CLOSE 5/11/2012 8:53:56 AM, dwentz01**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 5/11/2012 8:53:56 AM, dwentz01**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-04-0801254 Division : Honda - Auto Condition : Closed Open Date : 4/8/2009 3:31:16 PM
Case Originator : Karl Lehtinen (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/8/2009 4:13:18 PM
Case Owner : Jeremy Rudner (Team HC) Method : Phone Queue : Days Open : 0
Last Closed By : Jeremy Rudner (Team HC) Point of Origin : Customer Wipbin :
Case Title : 07J - [REDACTED] - DEPLOYMENT OF SIDE AND CURTAIN AIRBAGS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1354
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED] 4
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : JACKSONVILLE, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1354
VIN Type / No. : US VIN / 1HGCP26368A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 37,000
In Service Date : 10/17/2007
Months In Use : 18
Engine Number : K24Z21004698
Originating Dealer No. / Name : 208418 / HONDA OF THE AVENUES
Selling Dealer No. / Name : 208418 / HONDA OF THE AVENUES
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208418 / HONDA OF THE AVENUES
Phone No. : 904-370-1300
Address : 11333 PHILLIPS HIGHWAY
City / State / Zip : JACKSONVILLE, FL 32256
Svc District / Sls District : 07H / H07
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0801254-1 / [REDACTED] - PROD	Subcase Close	Product	Accident/Injury	751	Side Airbag
N012009-04-0801254-2 / [REDACTED] - PROD	Subcase Close	Product	Operation	920	Door, right fron

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-0801254-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2009 3:45:03 PM
Issue Owner : Karl Lehtinen	Type 2 : Accident/Injury	Queue :	Close Date : 4/8/2009 4:13:17 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-04-0801254-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2009 3:53:54 PM
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 4/8/2009 4:13:17 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 920 / Door, right fron
Condition Code Desc : Any 9200
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : 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 : N012009-04-0801254

Case Title : 07J - [REDACTED] - DEPLOYMENT OF SIDE AND CURTAIN AIRBAGS

*** CASE CREATE 4/8/2009 3:31:16 PM, klehtine

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

*** CASE MODIFY 4/8/2009 3:32:26 PM, klehtine

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/8/2009 3:36:14 PM, klehtine

WARRANTY CHECK 04/08/2009 03:36:14 PM klehtine

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/8/2009 3:36:17 PM, klehtine

CLAIM CHECK 04/08/2009 03:36:17 PM klehtine

The following Claim History information was found

0; 2008-04-01; 208418; 366731; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE CAMPAIGN LOOKUP 4/8/2009 3:36:18 PM, klehtine

CAMPAIGN CHECK 04/08/2009 03:36:18 PM klehtine

No data found for VIN

*** CASE VSC LOOKUP 4/8/2009 3:36:22 PM, klehtine

VSC CHECK 04/08/2009 03:36:21 PM klehtine

The following VSC information was found

GONZALO;CONCEPCION;FH00150797;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2008-11-08;2014-10-16;100000;35576;208418;0.00

*** CASE CUC LOOKUP 4/8/2009 3:36:22 PM, klehtine

CUC CHECK 04/08/2009 03:36:22 PM klehtine

The following CUC information was found

GONZALO;CONCEPCION;ACTIVE;100000;35576;48000;2010-10-17;2014-10-17;;2008-11-08;2008-11-08;208418;;0;2008-11-30;2008-11-25

*** CASE MODIFY 4/8/2009 3:41:00 PM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-04-0801254-1 CREATE 4/8/2009 3:45:03 PM, klehtine

Created in WIP Default with Due Date 4/8/2009 3:45:03 PM.

*** CASE MODIFY 4/8/2009 3:49:56 PM, klehtine

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 3:50:07 PM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-04-0801254-2 CREATE 4/8/2009 3:53:54 PM, klehtine

Created in WIP Default with Due Date 4/8/2009 3:53:54 PM.

*** CASE MODIFY 4/8/2009 3:55:24 PM, klehtine

into WIP default and Status of Solving.

*** NOTES 4/8/2009 4:10:58 PM, klehtine, Action Type : Call from Customer

Case History

Case ID : N012009-04-0801254

Case Title : 07J - [REDACTED] - DEPLOYMENT OF SIDE AND CURTAIN AIRBAGS

Updated Customer Information
PHONE: [REDACTED]

Situation: Customers side and passenger seat airbags deployed when she closed the door in her driveway.

Request: Customer would like an exchange of the vehicle or assistance with the \$500 deductible.

Probing Questions: Customer purchased vehicle a month ago. 2 weeks ago customer closed passenger door and the side airbags on the passenger side went off. Entire side curtain air bag deployed. Passenger seat airbag also went off. Customer states she has never been in an accident. Customer states HONDA OF THE AVENUES checked the vehicle and could find no reason for the air bag going off. Customer states her insurance company also could not find any reason for the air bag going off. Customer states she had to pay \$500 deductible for the airbag repair. Customer was DEALER REFERRED by TIM TAYLOR.

Insurance Company: 21st Century
Location: Customers Driveway
Time: 1 PM, 2 weeks ago.
Point of Impact: none.
Injury: none.

Customer talked to her lawyer. Customer was told by her lawyer that the vehicle had been in an accident in the past.

Customer is also stating that there is an issue with the paint on the passenger side door.

Customer advised she would like a Spanish Interpreter. I brought a Spanish interpreter onto the line.

Customer stated that she closed the door harder than normal 2 weeks ago, and that is what set off the air bag. After this happened the dealership and insurance have worked on things until today. Customer received a rental car and payment for the incident from her insurance company. Customers rental car runs out today.

Customer asked if she could put the service manager, Brian West, at the phone with me. I agreed. Brian West took over the phone call. Brian West was in touch with Techline. Techline states repair is not warrantable and that the DPSM would back that up. Insurance company paid dealership for repairs.

Brian West put customer back on phone. I advised customer one more time of AHMs decision.

In-bound Summary: I advised customer that she should continue to work with her insurance company. I advised customer that AHM would not assist with repairs at this time. I advised customer that her deductible is an agreement between her and her insurance company. I advised customer that regardless of whether her vehicle is hit by another car or the door is closed too hard an accident did occur and the insurance company coverage is the responsibility of the customer, not AHM. Customer put her husband on the line who informed me he would be contacting a lawyer.

*** CASE MODIFY 4/8/2009 4:11:44 PM, klehtine

into WIP default and Status of Solving.

*** CASE ASSIGN 4/8/2009 4:11:53 PM, klehtine

N012009-04-0801254 to jrudner, WIP

Case History

Case ID : N012009-04-0801254

Case Title : 07J - [REDACTED] - DEPLOYMENT OF SIDE AND CURTAIN AIRBAGS

*** NOTES 4/8/2009 4:11:53 PM, klehtine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer: [REDACTED]
VIN: 1HGCP26368A [REDACTED]
Service Manager: TIM TAYLOR

AHM has advised this customer that AHM will not be assisting with insurance deductible payments at this time.

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

Thank you for your attention to this matter.

Karl Lehtinen
Automobile Customer Service

*** CASE RULE ACTION 4/8/2009 4:11:53 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/8/2009 4:13:09 PM, jrudner, Action Type : Note-General

TL reviewed and closed case as customer is continuing to work with insurance company.

*** SUBCASE N012009-04-0801254-1 CLOSE 4/8/2009 4:13:17 PM, jrudner

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-04-0801254-2 CLOSE 4/8/2009 4:13:17 PM, jrudner

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/8/2009 4:13:18 PM, jrudner

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-10-1003457 Division : Honda - Auto Condition : Closed Open Date : 10/10/2011 1:49:31 PM
Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/25/2011 7:39:30 AM
Case Owner : Sergio Salvador (Team MA) Method : Phone Queue : Days Open : 15
Last Closed By : Sergio Salvador (Team MA) Point of Origin : Customer Wipbin :
Case Title : (CAUSEWAY)5K [REDACTED] - SIDE AIRBAG DEPLOYMENT NO AC No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 900
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BARNEGAT, NJ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 900
VIN Type / No. : US VIN / 1HGCP26798A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 123,900
In Service Date : 03/01/2008
Months In Use : 43
Engine Number : K24Z31013731
Originating Dealer No. / Name : 207449 / DCH KAY HONDA
Selling Dealer No. / Name : 207449 / DCH KAY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : 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 : 208317 / CAUSEWAY HONDA
Phone No. : 609-597-0033
Address : 457 ROUTE 72 WEST
City / State / Zip : MANAHAWKIN, NJ 08050
Svc District / Sls District : 05J / G05
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1003457-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-10-1003457-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2011 7:42:06 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 10/25/2011 7:39:23 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-10-1003457

(CAUSEWAY)5K - SIDE AIRBAG DEPLOYMENT NO ACCIDEN

*** CASE CREATE 10/10/2011 1:49:31 PM, kheaton

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

*** CASE MODIFY 10/10/2011 1:58:08 PM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2011 2:06:17 PM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2011 2:07:13 PM, kheaton

into WIP default and Status of Solving.

*** NOTES 10/10/2011 2:17:32 PM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that his side airbag has deployed with no accident.

Request: Customer is seeking advice on what he can do next.

Probing Questions: Customer states that he was parked however the vehicle was on and upon shutting the drivers side door the airbag in the side curtain airbag (in the seat) and the curtain airbag that runs along the side pillars deployed. Customer states that he has contacted both his Honda dealer and his insurance company who explained to him that since there was no impact, the matter would be considered a mechanical issue. Customer states that he has spoken to the SM Paul at Causeway Honda who suggested that he have the vehicle towed to the dealer, however he believes that the root of the issue would be insurance related. Customer states that the dealer has not offered any temporary vehicle which is one of his main concerns. Insurance Provider Geico indicated that they would be able to send an adjuster to the Honda dealer in the next couple of business days. Customer also mentioned that he plans to have his vehicle towed to the dealer by tomorrow (10-11-2011)

Customer states that on Saturday Morning this incident took place. Customer states that the vehicle has never been involved in any accidents.

SM Paul

Customers best daytime contact (

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting him in the next 1 to 2 business days in regards to his request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 10/10/2011 2:17:36 PM, kheaton

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2011 2:17:44 PM, kheaton

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/10/2011 2:41:33 PM, galbu

N012011-10-1003457 to ssalvado, WIP

*** CASE RULE ACTION 10/10/2011 2:41:34 PM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012011-10-1003457 [REDACTED] (CAUSEWAY)5K [REDACTED] - SIDE AIRBAG DEPLOYMENT NO ACCIDEN

*** SUBCASE N012011-10-1003457-1 CREATE 10/11/2011 7:42:06 AM, ssalvado

Created in WIP Default with Due Date 10/11/2011 7:42:06 AM.

*** COMMIT 10/11/2011 7:42:09 AM, ssalvado, Action Type :

Made to P [REDACTED] due 10/14/2011 07:42:13 PM.

DCS Follow-Up

*** NOTES 10/11/2011 7:43:03 AM, ssalvado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/14/2011

Good Morning

The purpose of this message is regarding a recent contact by customer [REDACTED], 1HGCP26798A [REDACTED]. Customer contacted ACS regarding an issue with the side airbag deploying. ACS is currently seeking information regarding the case. Would you contact ACS back to discuss

- The Date and Mileage the vehicle was in for the issue
- The Repair Order Number
- What was the diagnosis of the issue that the customer is concern with
- What is currently the recommended action to address the issue
- Was the DPSM involved
- What the customer pay price would be for the repair
- What would be the warranty price for the repair
- Was Tech Line contacted in regards to the customer concern

Thank you for your attention to this matter.

Sergio Salvador
American Honda Motor Co., Inc.
Direct: (310) 783-7736
Fax: (310) 783-3023

*** NOTES 10/11/2011 7:48:28 AM, ssalvado, Action Type : Call to Dealer

ACS spoke with Paul, SM, who informed ACS that the vehicle was just towed in and was at about 124K miles. SM stated that the customer claimed that the airbag deployed after he slammed the door. SM stated that the vehicle was dropped off but he customer kept the keys, so not to much of an inspection was performed. SM stated that he did pull two codes on the SRS system, one for the OPDS sensor and one for the side airbag deployment. SM stated that the customer contacted the insurance company, Geico, who is said to come out tomorrow for an inspection and the DPSM is said to be at his location on Thursday. SM was asked to have the DPSM inspect the vehicle if the vehicle was still available. ACS and SM agreed that since the insurance company was involved, ACS would hold off on a decision until the insurance company rendered their own decision. ACS obligation over the vehicle long expired with the warranty and any further review would be for the possibility of goodwill consideration if the insurance company declines the customer claim.

*** NOTES 10/11/2011 2:20:44 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left message on 6092766564, requesting a call back to discuss case.

*** CASE MODIFY 10/11/2011 2:21:01 PM, ssalvado

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

*** CASE MODIFY 10/11/2011 2:21:26 PM, ssalvado

Case History

Case ID : N012011-10-1003457 [REDACTED] (CAUSEWAY)5K [REDACTED] - SIDE AIRBAG DEPLOYMENT NO ACCIDEN

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

*** NOTES 10/12/2011 6:33:46 AM, wwalker1, Action Type : Warm Transfer

Warm transfer x17736

*** NOTES 10/12/2011 6:46:57 AM, ssalvado, Action Type : Call from Customer

ACS received a call from the customer who informed ACS that purpose of his call was to request assistance in the repair. Customer stated that on Saturday, 8/10/2011, at about 12PM he pulled up to his apartment complexes dumpster to throw away trash from his trunk. Customer stated that he put the vehicle in park, vehicle was still on, and he closed the door when the driver side, side airbags deployed. Customer stated that Geico just inspected the vehicle and informed him that they were not going to cover the cost of the repairs as there was not damage to the vehicle and they felt it was a manufacturing concern. Customer stated that the dealership inspected the vehicle and all they told him was that they did not see any damages. Customer stated that he requested assistance and was informed that the DPSM would have to be involved and he would be in on Thursday. Customer was informed that ACS would like the opportunity to review the case and would call him back with an update on Friday. Customer stated that he needed some form of alternative transportation and was advised that ACS would authorize a rental up until Friday.

*** NOTES 10/12/2011 7:25:13 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Paul, SM, who confirmed that Geico came in last night and inspected the vehicle. SM stated that the adjusted told him that they were not looking at paying for the repairs as there was not signs of damages. SM stated that they looked over the vehicle as well and found no damages. SM stated that all they have is the DTC set due to the deployment. SM stated that the customer requested assistance on the repair cost and was informed that the request would be reviewed with the DPSM tomorrow.

*** NOTES 10/12/2011 7:28:32 AM, ssalvado, Action Type : Field Service

ACS spoke with the DPSM who was informed of the customer concern and was asked to inspect the vehicle for any sign of damages or reason for the deployment of the airbags. DPSM was informed that ACS may be interested in covering the cost of the repairs if there was no indication of a cause for the deployment.

*** CASE MODIFY 10/12/2011 7:28:47 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 10/13/2011 10:00:40 AM, ssalvado, Action Type : Field Service

ACS called DPSM who informed ACS that the customer ACS that he inspected the customer vehicle, which was at about 123K miles. DPSM stated that the customer did have minor cosmetic damage on the front end of the vehicle and a dent in the passenger side rocker, but could not confirm any damages on the driver side that could have caused the passenger side curtain and side airbag to deploy. DPSM stated that he authorized full coverage over the repairs as a one time goodwill gesture. DPSM confirmed that the customer was present during the inspection and decision over the case.

*** NOTES 10/14/2011 9:10:14 AM, ssalvado, Action Type : Call to Customer

ACS called customer who confirmed the meeting with the DPSM. Customer stated that he is still in the rental until the vehicle was going to be repaired as advised by Paul. Customer stated that he spoke with the DPSM who explained in detail the inspection. Customer stated that the DPSM offered to cover the entire cost of the repair which he was thrilled with. Customer stated that the vehicle is currently being repaired and he should have the vehicle back by Wednesday. Customer was informed that ACS would follow up on Thursday to follow up on the repairs and confirmed that everything worked out to his satisfaction.

*** CASE FULFILL 10/14/2011 9:10:23 AM, ssalvado

Fulfilled for [REDACTED] due 10/14/2011 07:42:13 PM.

*** COMMIT 10/14/2011 9:10:25 AM, ssalvado, Action Type : N/A

follow up on repairs (10/24)

*** CASE MODIFY 10/14/2011 9:10:45 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 10/20/2011 2:15:45 PM, ssalvado, Action Type : Call to Customer

Case History

Case ID : N012011-10-1003457

(CAUSEWAY)5K - SIDE AIRBAG DEPLOYMENT NO ACCIDEN

ACS called customer who informed ACS that eh received a call from Paul, SM, this morning informing him that the vehicle was ready to pick up. Customer stated that he went down to pick up the vehicle and found that the rear driver side door had the weather stripping coming off and the rear portion of the driver side seat was also not attached properly. Customer stated that he left the vehicle and kept the loaner. Customer stated that the SA informed him that they would inform Paul and they would call him once the concern was repaired. Customer was informed taht ACS would follow up on Monday for an update.

*** NOTES 10/20/2011 2:16:09 PM, ssalvado, Action Type : Call to Dealer

ACS left message for Paul informing him of the pending concerns.

*** CASE MODIFY COMMITMENT 10/20/2011 2:18:18 PM, ssalvado

with due 10/24/2011 05:00:00 PM.

*** CASE MODIFY 10/20/2011 2:18:22 PM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** NOTES 10/24/2011 4:52:41 PM, ssalvado, Action Type : Call from Dealer

ACS received a message from Paul, SM, who informed ACS that the customer vehicle was repaired , cleaned and returned to the customer on 10/21.

*** NOTES 10/25/2011 7:27:01 AM, ssalvado, Action Type : Call to Customer

ACS called customer who confirmed that the vehicle was repaired and returned to him on Friday. Customer stated that everything worked out to his satisfaction , thanked ACS for the assistance and call ended.

*** NOTES 10/25/2011 7:39:10 AM, ssalvado, Action Type : Note-Resolution

DPSM involved? yes

Total Rental Cost \$ 360.00

Total Amount Authorized for claim: \$ 360.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** SUBCASE N012011-10-1003457-1 CLOSE 10/25/2011 7:39:23 AM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/25/2011 7:39:29 AM, ssalvado

into WIP 5K - Steve Luccese and Status of Solving.

*** CASE CLOSE 10/25/2011 7:39:30 AM, ssalvado

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-05-3102261 Division : Honda - Auto Condition : Closed Open Date : 5/31/2011 3:44:34 PM
Case Originator : Samantha Ouk (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2011 11:07:38 AM
Case Owner : John Ragan (Team AA) Method : Phone Queue : Days Open : 41
Last Closed By : John Ragan (Team AA) Point of Origin : Customer Wipbin :
Case Title : 7M- - AIRBAG PASSENGER DEPLOY/ASST REQUEST No. of Attachments : 0

Site / Contact Info :

Site Name : 757
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : NORTH PALM BEACH, FL
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 757
VIN Type / No. : US VIN / JHMCP26768C
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 44,664
In Service Date : 08/07/2008
Months In Use : 33
Engine Number : K24Z31408855
Originating Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Selling Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207487 / BRAMAN HONDA OF PALM BEACH
Phone No. : 561-966-5000
Address : 5200 LAKE WORTH ROAD
City / State / Zip : GREENACRES, FL 33463
Svc District / Sls District : 07M / C07
Warranty Labor Rate / Date : \$110.82 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-05-3102261-1 - PRO	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-05-3102261-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Ragan	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2011 6:02:24 AM
Issue Owner : John Ragan	Type 2 : Operation	Queue :	Close Date : 6/9/2011 11:53:52 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Repaired/Cust. Pay
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487-[REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

*** CASE CREATE 5/31/2011 3:44:34 PM, souk

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

*** NOTES 5/31/2011 4:09:49 PM, souk, Action Type : Call from Customer

Updated cust info

Best contact: [REDACTED]

The customer is calling because the airbag deployed when the passenger door was slammed on 5/27/11. The customer took the vehicle in on 5/31/11 and the dlr stated to the customer that the car has been in an accident and there was damage done to the vehicle. The customer's SA name is Jay Pender and the customer states there has been no claim made against the vehicle for any accidents. The customer feels this is a defect and has been a loyal Honda owner for the past 20 years. There were no injuries, however, the quote for the repair is \$6000. The customer does most of their servicing at the dlr.

ACS informed the customer that his case will be dispatched to a case manager for further review because he is a loyal Honda owner and he is the original owner of the vehicle. ACS informed the customer that there are no guarantees for financial assistance and a case manager will get back to him within 1-2 business days. The customer understood and no further assistance is required at this time.

*** CASE MODIFY 5/31/2011 4:10:11 PM, souk

into WIP default and Status of Solving.

*** CASE DISPATCH 5/31/2011 4:10:24 PM, souk

from WIP default to Queue Honda Team E.

*** CASE MODIFY 5/31/2011 4:10:32 PM, souk

into WIP default and Status of Solving.

*** CASE ASSIGN 6/1/2011 5:59:55 AM, ltafoya

N012011-05-3102261 to jragan, WIP

*** CASE RULE ACTION 6/1/2011 5:59:55 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-05-3102261-1 CREATE 6/1/2011 6:02:24 AM, jragan

Created in WIP Default with Due Date 6/1/2011 6:02:24 AM.

*** COMMIT 6/1/2011 6:02:34 AM, jragan, Action Type : N/A

Made to [REDACTED] due 06/01/2011 02:00:00 PM.

1st 24hr call

*** CASE MODIFY 6/1/2011 6:03:25 AM, jragan

into WIP default and Status of Solving.

*** NOTES 6/1/2011 8:02:14 AM, jragan, Action Type : Call to Customer

ACS called the customer at 561-309-3257 and left a VM providing the telephone number, extension and office hours of the RCM.

*** CASE MODIFY 6/1/2011 8:02:23 AM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE FULFILL 6/1/2011 8:02:28 AM, jragan

Fulfilled for [REDACTED] due 06/01/2011 02:00:00 PM.

*** COMMIT 6/1/2011 8:02:32 AM, jragan, Action Type : N/A

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487- [REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

Call the customer.

*** CASE MODIFY 6/1/2011 8:02:56 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/3/2011 12:22:39 PM, jragan, Action Type : Call to Customer

ACS called the customer at [REDACTED] and left a VM requesting the customer call her RCM.

*** CASE MODIFY 6/3/2011 12:22:46 PM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/6/2011 9:36:16 AM, jragan, Action Type : Call to Dealer

ACS called the SM and left a VM requesting he call the RCM.

*** CASE MODIFY 6/6/2011 9:36:46 AM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE MODIFY 6/6/2011 9:36:50 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/6/2011 9:50:48 AM, jragan, Action Type : Call to Customer

ACS called the customer at [REDACTED] and the customer advised that she took her vehicle to Braman Honda for an inspection after her nephew slammed the passenger door and the passenger air bag went off. The customer was denied assistance and was told to contact her insurance company because the vehicle had been in an accident previously. The customer indicated that the vehicle has never been in an accident. The customer contacted her insurance company and the vehicle is at a body shop being repaired. The customer indicated that she is disappointed that AHM did not assist but at this point she is having her vehicle repaired and does not need further assistance.

*** CASE MODIFY 6/6/2011 9:53:56 AM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE FULFILL 6/6/2011 9:54:04 AM, jragan

Fulfilled for [REDACTED] due 06/06/2011 12:00:00 AM.

*** COMMIT 6/6/2011 9:54:08 AM, jragan, Action Type : N/A

Call the DPSM

*** CASE MODIFY 6/6/2011 9:54:22 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/6/2011 11:05:29 AM, jragan, Action Type : Note-General

ACS received the following electronic correspondence from the dealership:

We did 1st inspect. Found the side air curtains and seat air bag had deployed and tore headliner etc. no obvious signs of damage to explain. We Called tech line, they did not have a lot of information about it.

I spoke with Dale about the vehicle. He did authorize us to repair for customer once I recheck a certain area 1st and look for an impact mark around the area of the B pillar.

I called and spoke with the customer. Explaining the situation and would need to perform another inspection. Once this is done and all clear, we could start repairs. Mrs. [REDACTED] wanted a 100% that it would be handled. I could not until after we inspected the vehicle. She was not happy about that.

Case History

Case ID : N012011-05-3102261

Case Title : 7M-[REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

She claimed she has made arrangements with her insurance company to handle.

*** CASE MODIFY 6/6/2011 11:05:52 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/6/2011 2:11:37 PM, jragan, Action Type : Call from Dealer

Dealer contact: Sean

Date at dealer: 05/31/11

R/O: 57355

Mileage: 44664

Customers complaint: The side and seat air bag had deployed after slamming the door.

Dealers diagnosis: None was determined due to no further opportunity to inspect the vehicle.

Dealer resolution: The dealership recommended that the customer come back for a second inspection and she declined.

Service history at dealer: The customer is a regular service customer.

DPSM involvement: YES

Notes/Dealership input: The DPSM had authorized repair once inspection had been completed. The customer declined to have the dealership inspect the vehicle further and indicated that she would call her insurance company.

*** NOTES 6/6/2011 2:11:56 PM, jragan, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Dealer contact: Sean

Date at dealer: 05/31/11

R/O: 57355

Mileage: 44664

Customers complaint: The side and seat air bag had deployed after slamming the door.

Dealers diagnosis: None was determined due to no further opportunity to inspect the vehicle.

Dealer resolution: The dealership recommended that the customer come back for a second inspection and she declined.

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487- [REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

Service history at dealer: The customer is a regular service customer.

DPSM involvement: YES

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

Thank you for your attention to this matter.

John Ragan
Automobile Customer Service

*** CASE MODIFY COMMITMENT 6/6/2011 2:12:17 PM, jragan
with [REDACTED] due 06/07/2011 12:00:00 AM.

*** CASE MODIFY 6/6/2011 2:12:23 PM, jragan
into WIP 7M Dale and Status of Solving.

*** NOTES 6/9/2011 11:51:54 AM, jragan, Action Type : Field Service

ACS spoke to the DPSM about the customer's concern. The DPSM advised the RCM that he had authorized the dealership to repair the vehicle pending a second inspection to verify that there was no impact damage on the vehicle. ACS advised the DPSM that according to the SM at the dealership indicated that the customer declined to bring her vehicle back for a second inspection. The customer indicated that she was going to have her insurance take care of it and took it to an IRF for repairs.

*** CASE CLOSE 6/9/2011 11:53:52 AM, jragan

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

*** SUBCASE N012011-05-3102261-1 CLOSE 6/9/2011 11:53:52 AM, jragan

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 6/20/2011 1:37:27 PM, emataali

with Condition of Open and Status of Solving.

*** NOTES 6/20/2011 1:40:35 PM, emataali, Action Type : Call from Customer

Verified customers contact information

Best contact number: [REDACTED]

Customer wants to escalate to a Supervisor of the CM that he spoke with about his situation. Customer states he doesnt want to speak with the CM that he spoke with before.

ACS advised the customer that I will put a request in for a Supervisor to contact him back at his best contact number at 561-309-3257 (that is his only best contact number). Customer understood and didnt need further assistance from me.

*** CASE MODIFY 6/20/2011 1:40:54 PM, emataali
into WIP default and Status of Solving.

*** CASE DISPATCH 6/20/2011 1:41:13 PM, emataali
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 6/20/2011 1:49:37 PM, kmakaena

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487- [REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

N012011-05-3102261 to jragan, WIP +

*** CASE RULE ACTION 6/20/2011 1:49:38 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 6/21/2011 6:38:56 AM, jragan, Action Type : N/A

Made to [REDACTED] due 06/21/2011 02:00:00 PM.

1st 24hr call

*** CASE MODIFY 6/21/2011 6:39:16 AM, jragan

into WIP default and Status of Solving.

*** NOTES 6/21/2011 1:40:43 PM, jragan, Action Type : Call to Customer

ACS called the customer at 561-309-3257 and provided the telephone number, extension and office hours of the RCM.

*** CASE MODIFY 6/21/2011 1:40:57 PM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE FULFILL 6/21/2011 1:41:05 PM, jragan

Fulfilled for [REDACTED] due 06/21/2011 02:00:00 PM.

*** COMMIT 6/21/2011 1:41:14 PM, jragan, Action Type : N/A

Call the customer

*** CASE MODIFY 6/21/2011 1:41:42 PM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 6/27/2011 8:34:18 AM, jragan, Action Type : Call to Customer

ACS called the customer at 561-309-3257 and provided the telephone number, extension and office hours of the RCM.

*** CASE MODIFY 6/27/2011 8:34:26 AM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE FULFILL 6/27/2011 8:34:40 AM, jragan

Fulfilled for [REDACTED] due 06/27/2011 12:00:00 AM.

*** COMMIT 6/27/2011 8:34:46 AM, jragan, Action Type : N/A

Call the customer

*** CASE MODIFY 6/27/2011 8:35:01 AM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE RULE ACTION 6/28/2011 2:44:34 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 6/30/2011 11:32:24 AM, jragan, Action Type : Call to Customer

ACS called the customer at 561-309-3257 and provided the telephone number, extension and office hours of the RCM.

*** CASE FULFILL 6/30/2011 11:33:15 AM, jragan

Fulfilled for [REDACTED] due 06/30/2011 12:00:00 AM.

*** COMMIT 6/30/2011 11:33:21 AM, jragan, Action Type : N/A

Call the customer

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487- [REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

*** CASE MODIFY 6/30/2011 11:33:40 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 7/6/2011 6:21:15 AM, jragan, Action Type : Call to Dealer

The SM advised that the customer had the vehicle repaired at Wayne Acres Ford and the repairs were not completed properly and the SRS light remained on and the vehicle was brought back to the Honda dealership for diagnosis. The insurance had the vehicle taken back to Wayne Acres Ford for a recheck as they did not want to pay the Honda dealership for diagnosis.

*** CASE MODIFY 7/6/2011 6:21:36 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 7/6/2011 7:50:03 AM, jragan, Action Type : Call to Customer

ACS called the customer at 561-309-3257 and she advised that the dealership offered to inspect her vehicle for impact marks at her convenience and she declined as she indicated that she could not wait to have her vehicle repaired and filed a claim with her insurance company. The customer indicated that the insurance company referred her to Wayne Acres Ford for the repair. The vehicle still has a concern with the SRS light staying on after the repair and the vehicle was taken to Braman Honda for diagnosis. The customer indicated that Braman Honda did not diagnose the vehicle and the vehicle was eventually taken to Ed Morse Honda where it was diagnosed and repaired. The customer is seeking reimbursement for her \$500 deductible that she paid to Geico.

*** NOTES 7/6/2011 8:05:34 AM, jragan, Action Type : Field Service

ACS notified the DPSM of the customer's request for reimbursement of her insurance deductible. The DPSM will review her request and advise the RCM on AHM's position.

*** CASE FULFILL 7/6/2011 8:05:42 AM, jragan

Fulfilled for [REDACTED] due 07/06/2011 12:00:00 AM.

*** COMMIT 7/6/2011 8:05:46 AM, jragan, Action Type : N/A

Call the customer

*** CASE MODIFY 7/6/2011 8:06:06 AM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 7/6/2011 12:55:41 PM, jragan, Action Type : Field Service

The DPSM advised that the customer paid for the diagnosis and repair of her SRS concern at Ed Morse Honda and advised that AHM is not currently in a position to reimburse her for her insurance deductible.

*** CASE MODIFY 7/6/2011 12:55:54 PM, jragan

into WIP 7M Dale and Status of Solving.

*** CASE MODIFY 7/8/2011 1:33:24 PM, jragan

into WIP 7M Dale and Status of Solving.

*** NOTES 7/8/2011 1:35:17 PM, jragan, Action Type : Call to Customer

ACS called the customer at [REDACTED] and provided the telephone number, extension and the office hours of the RCM.

*** CASE FULFILL 7/8/2011 1:35:30 PM, jragan

Fulfilled for [REDACTED] due 07/08/2011 12:00:00 AM.

*** COMMIT 7/8/2011 1:35:34 PM, jragan, Action Type : N/A

Call the customer

*** CASE MODIFY 7/8/2011 1:35:54 PM, jragan

Case History

Case ID : N012011-05-3102261

Case Title : 7M-7487-[REDACTED] - AIRBAG PASSENGER DEPLOY/ASST REQUEST

into WIP 7M Dale and Status of Solving.

*** NOTES 7/11/2011 11:07:26 AM, jragan, Action Type : Call to Customer

ACS called the customer at [REDACTED] and advised that her request for reimbursement has been reviewed by AHM and at this time AHM would not be in a position to reimburse her for her \$500 insurance deductible. The customer understood and ACS apologized that AHM was not able to meet expectations at this time and thanked the customer for her time and ended the call.

*** CASE CLOSE 7/11/2011 11:07:38 AM, jragan

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-11-2100100 Division : Honda - Auto Condition : Closed Open Date : 11/21/2011 6:23:54 AM
Case Originator : Kangsan Kim (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 3/1/2012 10:52:07 AM
Case Owner : Fenton Hulse (Team HC) Method : Phone Queue : Days Open : 101
Last Closed By : Fenton Hulse (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *E No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1306
Dealer No. :
Site Phone No. : [REDACTED] 5
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : 8 [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : VENTURA, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207756 / VISTA HONDA
Phone No. : 805-654-0066
Address : 6450 LELAND STREET
City / State / Zip : VENTURA, CA 93003
Svc District / Sls District : 01A / B01
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-11-2100100-1 / [REDACTED]	- Subcase Close	Product	Operation	752	SRS
N012011-11-2100100-2 / [REDACTED]	- Subcase Close	Product	Operation - "Safety"	752	SRS
N012011-11-2100100-3 / [REDACTED]	- Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1306
VIN Type / No. : US VIN / 1HGCP36808A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688KNW / A
Miles / Hours : 96,000
In Service Date : 01/19/2008
Months In Use : 46
Engine Number : J35Z21507397
Originating Dealer No. / Name : 207942 / HONDA OF THOUSAND OAKS
Selling Dealer No. / Name : 207942 / HONDA OF THOUSAND OAKS
Trim : EXLV6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-11-2100100-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 11/21/2011 6:34:31 AM
Issue Owner : Maribel Hernandez	Type 2 : Operation	Queue :	Close Date : 12/14/2011 9:21:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012011-11-2100100-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Product	Status : Subcase Close	Open Date : 11/21/2011 10:38:39
Issue Owner : Ernest Henderson	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/14/2011 9:21:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012011-11-2100100-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Product	Status : Subcase Close	Open Date : 11/21/2011 10:46:51
Issue Owner : Ernest Henderson	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/14/2011 9:21:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-11-2100100 [REDACTED] [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

*** CASE CREATE 11/21/2011 6:23:54 AM, kkim

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

*** NOTES 11/21/2011 6:33:59 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

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

The customer called ACS and stated that her boyfriend got out of the vehicle, and when he shut the door, the side and front passenger airbags deployed. The customer contacted her insurance provider, and was told that it was a safety issue, and to contact AHM. The customer would like to know what to do next.

ACS advised the customer to begin working with her insurance provider, and stated that if the insurance provider feels that AHM should be involved, that they can submit their request in writing to AHM. The customer then stated she will also take the vehicle to a Honda dealership as well as work with her insurance provider, and was provided the case number n012011-11-2100100.

The customer understood and required no further assistance.

*** CASE MODIFY 11/21/2011 6:34:06 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE N012011-11-2100100-1 CREATE 11/21/2011 6:34:31 AM, kkim

Created in WIP Default with Due Date 11/21/2011 6:34:31 AM.

*** CASE MODIFY 11/21/2011 6:34:58 AM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2011 6:45:54 AM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2011 6:46:03 AM, kkim

into WIP default and Status of Solving.

*** NOTES 11/21/2011 6:47:38 AM, kkim, Action Type : Call to Customer

ACS called the customer back after review with TL. ACS asked what dealership the customer is going to, and the customer stated that she will take the vehicle to VISTA HONDA, and speak with SM Mike Sheetz. ACS advised that the case will be forwarded to further investigation, and stated that the case manager will contact the customer back within 1-2 business days.

*** NOTES 11/21/2011 6:47:51 AM, kkim, Action Type : Note-General

Case coded in error.

*** CASE MODIFY 11/21/2011 6:47:53 AM, kkim

into WIP default and Status of Solving.

*** CASE DISPATCH 11/21/2011 6:48:02 AM, kkim

from WIP default to Queue Honda Team D.

*** SUBCASE N012011-11-2100100-1 DISPATCH 11/21/2011 6:48:15 AM, kkim

from WIP default to Queue Honda Team D.

*** CASE YANKED 11/21/2011 10:32:02 AM, ehenders

Yanked by ehenders into WIPbin default.

Case History

Case ID : N012011-11-2100100 [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

*** SUBCASE N012011-11-2100100-2 CREATE 11/21/2011 10:38:39 AM, ehenders

Created in WIP Default with Due Date 11/21/2011 10:38:39 AM.

*** SUBCASE N012011-11-2100100-1 ACCEPT 11/21/2011 10:38:40 AM, mhermand

from Queue Honda Team D to WIP Subcases.

*** COMMIT 11/21/2011 10:45:45 AM, ehenders, Action Type : N/A

Made to [REDACTED] due 11/24/2011 10:45:49 AM.

customer call back?/close case

*** NOTES 11/21/2011 10:46:13 AM, ehenders, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 11/24/2011

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

****AIRBAG DEPLOYMENT-NO IMPACT

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 provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)
- * DPSM involvement?

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

Ernest Henderson
Regional Case Manager
Automobile Customer Service
800-999-1009 ext 117759

*** SUBCASE N012011-11-2100100-3 CREATE 11/21/2011 10:46:51 AM, ehenders

Created in WIP Default with Due Date 11/21/2011 10:46:51 AM.

*** CASE MODIFY 11/21/2011 10:47:02 AM, ehenders

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2011 10:47:03 AM, ehenders

into WIP default and Status of Solving.

*** NOTES 11/21/2011 10:54:51 AM, ehenders, Action Type : Field Service

I spoke to the dpsm in reference to the customer stating the airbags deployed without impact. The dpsm advised the dealer can conduct a vehicle inspection and if they determine there is a defect that caused them to deploy then they would contact her to advise. Otherwise, if no defect is found the customer can work with the insurance company and if they disagree with the dealers findings then they would have to pursue the matter through AHM.

*** NOTES 11/21/2011 11:18:41 AM, ehenders, Action Type : Call to Dealer

Case History

Case ID : N012011-11-2100100

- PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

I called the dealer and spoke to the SA Jasmine who advised the SM Mike Sheets would not return to the dealer until 11/28/11. I advised the SA that the customer would need to have the vehicle inspected because the side airbags deployed without impact according to the customer. The SA advised she would advise the shop foreman George to be aware that the customer may come in soon for the inspection because he would be handling the concern in the SM's absence.

*** NOTES 11/21/2011 11:20:03 AM, ehenders, Action Type : Call to Customer

I spoke to the customer and introduced myself as the RCM assigned to her case at this time. I advised that I was sorry to hear of her concerns and provided my contact information at 1800-999-1009 extension 117759 for reference. I also provided her with the case number. The customer advised on 11/19/11 at about 7:30pm. The customer was in a doctors parking lot and after her boyfriend closed the doors the side airbags deployed on the passenger side. The customer stated the front airbags did not deploy. The customer stated her 2 year old was on the right rear passenger side of the vehicle at the time of the incident. The customer stated the child was secured in the child seat. The customer stated no one was injured at the time. The customer advised the vehicle is driveable and is currently in her possession. The customer advised the weather was clear. The customer advised no police report was filed and the insurance company has been contacted. The customer stated she intends to take the vehicle to the dealer this week. The customer stated the insurance company advised the customer to contact AHM to have the vehicle inspected due to it being a safety concern. I advised the customer to speak to the shop foreman George who would be handling the inspection.

*** CASE MODIFY COMMITMENT 11/21/2011 11:20:22 AM, ehenders

with [REDACTED] due 11/28/2011 10:45:49 AM.

*** CASE MODIFY 11/21/2011 11:20:34 AM, ehenders

into WIP default and Status of Solving.

*** NOTES 11/28/2011 9:50:32 AM, ehenders, Action Type : Call to Dealer

I called the SM Mike and he advised the vehicle was inspected on 11/26/11-RO# 105265. The customer was given a RO. The shop foreman George inspected the vehicle and found a code F4-11 which indicates the front passenger side airbag curtain deployed. The dealer also advised the front passenger side seat belt tensioner deployed because of force that occurred on the right side. The dealer stated that potentially the vehicle likely hit a pothole which would have given a strong enough jolt to cause deployment even though there is no apparent evidence of vehicle damage.

*** NOTES 11/28/2011 9:51:19 AM, ehenders, Action Type : Call to Dealer

The SM advised there was no evidence of a vehicle defect.

*** NOTES 11/28/2011 9:51:40 AM, ehenders, Action Type : Call to Customer

I left the customer a message to follow up regarding the airbag deployment.

*** CASE MODIFY COMMITMENT 11/28/2011 9:52:49 AM, ehenders

with [REDACTED] due 12/01/2011 10:45:49 AM.

*** CASE MODIFY 11/28/2011 9:52:55 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 11/28/2011 11:23:53 AM, ehenders, Action Type : Call from Customer

The customer called and wanted to follow up regarding the vehicle inspection. I advised the customer the dealer inspected the vehicle and found no defects that caused the deployment. The dealer stated that based on their inspection they determined they found a code F4-11 which indicates the front passenger side airbag curtain deployed. The dealer also advised the front passenger side seat belt tensioner deployed because of force that occurred on the right side. The dealer stated that potentially the vehicle likely may have hit something (pothole potentially) which would have given a strong enough jolt to cause deployment even though there is no apparent evidence of vehicle damage. The customer disagrees with the dealers findings. The customer stated she contacted the insurance company and they took pictures. The customer stated the insurance company advised the customer they would not cover the repairs because deployment was not accident related in her opinion. The customer wanted to know the next steps. I advised the customer to have the insurance company contact AHM and provide the following:

1. A detailed summary of the alleged incident.
2. All photos and images of the subject vehicle and property.

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

3. All investigative reports (police, fire, claims, etc..)
 4. All statements from the insured and any witnesses
 5. Determination of cause of failure and any technical inspection reports.
- The customer understood.

*** CASE MODIFY COMMITMENT 11/28/2011 11:24:27 AM, ehenders
with [REDACTED] due 12/06/2011 10:45:49 AM.

*** CASE MODIFY 11/28/2011 11:24:53 AM, ehenders
into WIP 1A-MHatch and Status of Solving.

*** CASE MODIFY 11/28/2011 11:25:02 AM, ehenders
into WIP 1A-MHatch and Status of Solving.

*** NOTES 11/29/2011 1:32:02 PM, tspencer, Action Type : Escalation

RM received an inbound executive call from the customer who stated that she is very upset that the air bags deployed on her vehicle for no apparent reason and stated that she fully expects AHM to repair the vehicle. She stated that she has seen numerous complaints online with airbags deploying for no apparent reason. The customer stated that her case manager referred her to her insurance company who told her that a claim can not be made because there was no accident. The customer stated that she expects a call back from her case managers supervisor and AHM to repair the vehicle at no cost to her. I apologized to her for any frustrations and advised her that her request would be made, however according to the case notes the vehicle may have hit a pothole hard enough to have caused the deployment. I informed the customer that I would print her case and forward to the supervisor. The customer requested my information and I provided my name and extension.

*** NOTES 11/29/2011 2:09:44 PM, ehenders, Action Type : Call from Customer

The customer called and advised her insurance company is not taking care of the repairs needed to the airbag because there was no damage to the vehicle. The customer stated the insurance adjuster came out and inspected the vehicle and advised her she would be receiving a letter of denial to document this. The customer stated she would fax in the denial letter once she receives it. The customer stated that she is requesting AHM take responsibility and cover the cost of the air bag repairs because she stated they deployed with no impact. The customer stated she shut the door and the deployment occurred. I advised the customer the dpsm would have to inspect the vehicle and I would contact her when she is available. The customer stated she could take the vehicle to the dealer this coming Thursday 12/1/11 for the inspection if possible. I advised the customer I would coordinate the scheduling and return her call.

*** NOTES 11/29/2011 2:12:35 PM, ehenders, Action Type : Field Service

I spoke to the dpsm. I advised the dpsm the customer has been denied by her insurance company and the customer stated she would be receiving a letter of denial. I advised the dpsm the customer is requesting AHM cover the cost of the repairs needed to the airbag because she feels they deployed without impact. I advised the dpsm the dealer seems to believe that the deployment was likely caused by a pothole because the seat belt tensioner also deployed. The dpsm advised she would be available to inspect the vehicle on Thursday. The dpsm advised the vehicle inspection would take a few hours and the customer should have the vehicle back the same day. The dpsm advised the customer can actually have a rental if needed and advised me to make the dealer aware the customer would be coming to drop the vehicle off for inspection on 12/1/11.

*** NOTES 11/29/2011 2:15:11 PM, ehenders, Action Type : Call to Dealer

I spoke to the SA David Alvarez who advised he would leave a message for the SM Mike regarding my phone call. I advised the SA that the customer would be bringing her vehicle to the dealer on Thursday 12/1/11 to have the vehicle inspected by the dpsm. I advised the dealer the dpsm has approved a rental vehicle if needed.

*** NOTES 11/29/2011 2:16:42 PM, ehenders, Action Type : Call to Customer

I spoke to the customer. I advised the customer the dpsm could inspect the vehicle on Thursday 12/1/11 and would return the vehicle back to the customer

Case History

Case ID : N012011-11-2100100 [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

the same day after the inspection. I advised the customer if a rental is needed it would be available. The customer stated a rental would not be necessary.
The customer stated she would just ask the dealer to take her home since she lives close to the dealer.

*** NOTES 11/29/2011 2:17:21 PM, ehenders, Action Type : Field Service

I spoke to the dpsm and confirmed the customer would be bringing the vehicle to the dealer on 12/1/11 for the inspection.

*** CASE MODIFY COMMITMENT 11/29/2011 2:17:45 PM, ehenders

with [REDACTED] due 12/02/2011 10:45:49 AM.

*** CASE MODIFY 11/29/2011 2:18:00 PM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 11/30/2011 9:25:11 AM, ehenders, Action Type : Call from Dealer

The SM Mike called back and advised he received my message. The dealer advised he would provide a rental for the customer if necessary or provide a shuttle at the customers request. The SM advised he is also aware the dpsm would be inspecting the vehicle on Thursday.

*** CASE MODIFY 11/30/2011 9:25:14 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 12/2/2011 7:40:32 AM, ehenders, Action Type : Field Service

I left the dpsm a message requesting a call back.

*** NOTES 12/2/2011 7:42:35 AM, ehenders, Action Type : Call to Dealer

I left a message for the SM Mike requesting a call back.

*** CASE MODIFY COMMITMENT 12/2/2011 7:42:53 AM, ehenders

with [REDACTED] due 12/05/2011 10:45:49 AM.

*** CASE MODIFY 12/2/2011 7:42:58 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 12/2/2011 9:06:25 AM, ehenders, Action Type : Call from Dealer

The SM Mike called back and advised the dpsm inspected the vehicle and did not find that the vehicle airbags operated abnormally. The RO# is 105265.
The SM advised the dpsm offered to cover the replacement of the side airbags at a cost of approximately \$3500 if the customer agreed to pay about \$1450 in prevent maintenance (including a timing belt repair, power steering service, etc.) because the dpsm advised the customer has not been taken care of properly.
The SM Mike advised she did not feel the offer was fair and picked up the vehicle. The SM advised the customer told the dealer that she would contact the dealer if she wishes to accept the offer extended.

*** CASE MODIFY 12/2/2011 9:07:01 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 12/2/2011 9:07:25 AM, ehenders, Action Type : Call to Customer

I left the customer a message requesting a call back.

*** CASE MODIFY COMMITMENT 12/2/2011 9:07:55 AM, ehenders

with [REDACTED] due 12/07/2011 10:45:49 AM.

*** CASE MODIFY 12/2/2011 9:08:00 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 12/2/2011 9:58:28 AM, ehenders, Action Type : Call from Dealer

The dpsm called back and verified the information the SM gave. The dpsm advised the vehicle airbags operated as designed. The dpsm advised the vehicle was

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

in poor shape in reference to maintenance so the dpsm offered to cover the cost of the airbags if the customer agreed to have the vehicle maintenance done at the dealer for about \$1450. The dpsm advised this is AHM's offer given the circumstances and it was made in the interest of customer satisfaction.

*** CASE MODIFY 12/2/2011 9:58:31 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 12/2/2011 9:58:56 AM, ehenders, Action Type : Field Return Call

CORRECTION TO CODING: The dpsm called back and verified the information the SM gave. The dpsm advised the vehicle airbags operated as designed. The dpsm advised the vehicle was in poor shape in reference to maintenance so the dpsm offered to cover the cost of the airbags if the customer agreed to have the vehicle maintenance done at the dealer for about \$1450. The dpsm advised this is AHM's offer given the circumstances and it was made in the interest of customer satisfaction.

*** NOTES 12/6/2011 11:10:11 AM, ehenders, Action Type : Call to Customer

I left a message for the customer is requesting a call back.

*** NOTES 12/6/2011 11:11:14 AM, ehenders, Action Type : Note-General

December 6, 2011

[REDACTED]
Ventura, CA, [REDACTED]

Re: VIN 1HGCP36808A [REDACTED]

Dear Ms. [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord .

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117759, Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. Pacific Time.
We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Ernest Henderson
Automobile Customer Service
File No. N012011-11-2100100

*** CASE MODIFY COMMITMENT 12/6/2011 11:11:35 AM, ehenders

with SHANNELLE WOODRUFF due 12/14/2011 10:45:49 AM.

*** CASE MODIFY 12/6/2011 11:11:40 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

Case History

Case ID : N012011-11-2100100 [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

*** CASE MODIFY 12/14/2011 9:21:01 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** CASE MODIFY 12/14/2011 9:21:07 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** SUBCASE N012011-11-2100100-2 CLOSE 12/14/2011 9:21:10 AM, ehenders

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-11-2100100-1 CLOSE 12/14/2011 9:21:10 AM, ehenders

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-11-2100100-3 CLOSE 12/14/2011 9:21:10 AM, ehenders

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/14/2011 9:21:11 AM, ehenders

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

*** CASE REOPEN 1/19/2012 4:37:47 PM, bphilbin

with Condition of Open and Status of Solving.

*** NOTES 1/19/2012 4:52:49 PM, bphilbin, Action Type : Escalation

Customer indicates that she was dissatisfied with her experience both with ACS and the dealership's repair. Customer indicates that after AHM denied assistance with the airbag repair, she made an appointment to take the vehicle back to Vista Honda for repair and the vehicle sat for 11 days before they informed her that the part would not be available until 01/12/12. Customer indicates that after returning to have the airbag repaired, the back of her passenger car seat fell off, so she contacted the dealership again and they agreed to repair it. Customer indicates that she then found a plastic piece on the back of the seat that had been dislodged. Customer indicates that she contacted the dealership once again and they initially avoided responsibility, but upon advising the dealership that no one ever used her passenger seat, they then agreed to look at the vehicle. Customer indicates that she continues to have to return to the dealership, spend time off of work to complete the repairs and she also was not offered any alternate transportation by Vista Honda after repeated visits to complete this single repair correctly. Customer requests that someone contact her back and requested that RCM ehenders not be the contact for the case, as she has not had communication from him since 11/29/11. Inquired if customer received 10 day letter. Customer advises that she never received any correspondence from ACS.

Informed customer that I will forward her case and notify the RM for the team that handles her area of the country as to her requests and that an RCM will contact her within 1-2 business days.

Customer indicates that she is taking the vehicle in on Saturday to Vista Honda and a call tomorrow would be preferred.

Advised customer that I have documented her request to that effect. Informed customer that, while we do not run the dealership's day-to-day business, in the interest of customer satisfaction, we will contact them on her behalf to review her experience and see what the dealership is willing to do and work toward a satisfactory resolution.

Customer thankful for review.

*** CASE MODIFY 1/19/2012 4:53:18 PM, bphilbin

into WIP Default and Status of Solving.

*** CASE DISPATCH 1/19/2012 4:53:28 PM, bphilbin

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

from WIP Default to Queue Honda Team D.

*** CASE YANKED 1/19/2012 4:59:47 PM, ehenders

Yanked by ehenders into WIPbin default.

*** CASE MODIFY 1/20/2012 9:17:54 AM, ehenders

into WIP default and Status of Solving.

*** NOTES 1/20/2012 9:33:25 AM, ehenders, Action Type : Call to Dealer

I spoke to the SA Mike Sheets who provided the following information in reference to a time line of events.

The dealer advised the dpsm inspected the vehicle 12/1/11 and determined AHM was not at fault in reference to the airbag deployment but extended an offer to repair the airbags for the customer at no cost if she agreed to have scheduled maintenance repairs completed at a cost of \$1450 (maintenance repairs would include a timing belt repairs, major service, brakes, power steering, and replacing a microfilter. The vehicle was returned to the customer the same day.

12/8/11-The customer called and agreed to have the recommended maintenance done and accepted the offer.

12/17/11-The customer dropped the vehicle off at the dealer for the airbag and maintenance repairs. The dealer kept the vehicle until 12/27/11. The dealer advised due to the holidays there were delays in repairing the vehicle. The SM advised they discovered upon repairs that there was a parts delay for the OPDS unit until 1/12/12. The SM advised the dpsm offered a rental vehicle until the part actually arrived but the customer declined the offer and picked up the vehicle. The SM later complained about the passenger side seat being broken. The SM acknowledged this and advised the customer to return to the dealer.

12/31/11-The customer returned and the dealer repaired the passenger side seat clip and missing covers. The vehicle was returned the same day.

1/7/12-the customer returned to have the OPDS unit installed. The vehicle repairs were completed the same day.

1/17/12-the customer called the dealer and advised the blower motor was making noise and stated the plastic covers that covers the seat tracks were damaged. The SM stated the plastic covers would be repaired at no cost and they would inspect the blower motor at no cost to determine if the dealer is responsible for the noise. The SM advised the dealer did some repairs to the micron filter that may have led to blower motor noise. The SM advised he would be able to determine this upon inspection. The SM advised the customer has an appointment scheduled for 1/26/12. The dealer advised if they are not at fault then the customer would have to pay for those repairs. The dealer advised if they are at fault then they would also provide rental coverage if the vehicle needs to be kept.

The SM also advised the customer gave them a bad survey score which he feels was unfair. The SM stated it is unreasonable for the customer to assume she would not have to return to the dealer given the amount of work that was performed on the vehicle. The SM advised he is not willing to anything beyond inspecting the vehicle at no cost and if it is determined that they are at fault they would cover the blower motor repairs and offer the customer a rental if necessary until those repairs are completed. The SM advised if the dealer determines they are not at fault then the customer would be responsible for the repairs and any rental expenses if needed.

*** NOTES 1/20/2012 11:34:32 AM, ehenders, Action Type : Note-General

Reviewed case with RM. An \$100 service credit is approved and may be applicable.

*** NOTES 1/20/2012 11:45:47 AM, jstradfo, Action Type : Note-General

RM reviewed the case and approved the service credit.

*** NOTES 1/20/2012 11:53:36 AM, ehenders, Action Type : Note-General

3 Service Credit letters totalling \$150 (\$50 increments) were sent today.

*** NOTES 1/20/2012 11:53:47 AM, ehenders, Action Type : Note-General

January 20, 2012

[REDACTED]
Ventura, CA [REDACTED]

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

Dear Ms. [REDACTED],

Thank you for contacting American Honda Motor Company regarding your 2008 Honda Accord , VIN 1HGCP36808A [REDACTED] and giving us the opportunity to be of service.

Because American Honda Motor Co., Inc. values your loyalty, we would like to extend to you a complimentary credit of \$50 towards your next service or purchase of a Honda part or accessory, at any authorized Honda dealership of your choice.

Please present this original letter to the Service Manager at the authorized Honda dealership of your choice prior to having any service performed. This offer is valid only for the vehicle indicated above and valid for one year from the date of this letter.

This offer is non-transferable and must be used during a single dealer visit.

Should you have any questions, please feel free to contact me at 1-800-999-1009, Ext 117759, Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. Pacific Time.

Sincerely,

American Honda Motor Co., Inc.

Ernest Henderson
Automobile Customer Service
Case No. N012011-11-2100100

*** CASE MODIFY 1/20/2012 11:53:49 AM, ehenders
into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2012 11:53:50 AM, ehenders
into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2012 11:53:58 AM, ehenders
into WIP default and Status of Solving.

*** NOTES 1/20/2012 11:57:37 AM, fhulse, Action Type : Escalation

Returned Escalated Call 8054073315. Spoke with Ms. [REDACTED]

Ms. [REDACTED] stated that he has been very frustrated with the vehicle and the dealer. She stated that she has been back to the dealer 4-5 times over the last month. She is tired of returning to address the same issues. She stated that for all her trouble, she requested a few free oil changes from the dealer. The SA initially told her "no", then after offered 1 service at no charge. She wants AHM to provide this to her.

I apologized for the concerns. I did explain that the dealer is a separate entity and they are responsible for service and repairs. I did also advised that AHM understands the frustration she has been going through the last month and will be more than happy to provide some sort of compensation. I offered dealer service credit totaling \$150, which will be separated into 3 letters \$50 each, that she can use towards services at any Honda dealer in the future. Ms.

[REDACTED] agreed. She thanked myself for the assistance. She requested call back next week to make sure she received the letters. I will return the call 01/25

*** COMMIT 1/20/2012 11:59:06 AM, ehenders, Action Type : N/A

ask Alex to f/up

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

*** CASE MODIFY 1/20/2012 11:59:27 AM, ehenders

into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2012 12:05:19 PM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 1/24/2012 12:56:30 PM, fhulse, Action Type : Call from Dealer

Received call from SM Mike

SM Mike advised customer did bring vehicle in 01/21. He stated that a portion of the seat track cover may have been damaged while last in the dealer.

The dealer covered the cost of this repair at their cost. He also stated that the blower motor was making noise. On further inspection, the dealer determined the blower motor itself needed to be replaced. This failure would not be related to any of the work they previously provided. He is under the impression the customer will have the repairs performed at another Honda dealer.

*** CASE MODIFY COMMITMENT 1/25/2012 8:52:50 AM, fhulse

with [REDACTED] due 01/30/2012 05:00:00 PM.

*** NOTES 1/25/2012 8:52:53 AM, fhulse, Action Type : Call to Customer

RCM contacted 8054073315. Spoke with Ms. Woodruff

Ms. [REDACTED] confirmed that she did receive the 3 dealer service credit letters. She stated that each letter has a 1-year expiration. She stated that she does not want troubles using these in the future and will return these forms in place of forms with no expiration. I apologized for the mix up. I advised that 3 new dealer credit letters with no expiration date will be re mailed. Ms. Woodruff once again asked for a follow up call. RCM will contact customer 01/30

*** CASE MODIFY 1/25/2012 8:57:50 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 1/25/2012 8:58:49 AM, ehenders, Action Type : Note-General

January 25, 2012

[REDACTED]
Ventura, CA [REDACTED]

Dear Mr. [REDACTED],

Thank you for contacting American Honda Motor Company regarding your 2008 Honda Accord , VIN 1HGCP36808A [REDACTED] and giving us the opportunity to be of service.

Because American Honda Motor Co., Inc. values your loyalty, we would like to extend to you a complimentary credit of \$50 towards your next service or purchase of a Honda part or accessory, at any authorized Honda dealership of your choice.

Please present this original letter to the Service Manager at the authorized Honda dealership of your choice prior to having any service performed.

This offer is non-transferable and must be used during a single dealer visit.

Should you have any questions, please feel free to contact me at 1-800-999-1009, Ext 117759, Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. Pacific Time.

Case History

Case ID : N012011-11-2100100 [REDACTED] [REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

Sincerely,

American Honda Motor Co., Inc.

Ernest Henderson
Automobile Customer Service
Case No. N012011-11-2100100

*** CASE MODIFY 1/25/2012 8:58:52 AM, ehenders

into WIP 1A-MHatch and Status of Solving.

*** NOTES 1/25/2012 10:37:08 AM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]

I advised that during inspection 01/21, the dealer indicated the ac noise may have been coming from the blower motor. They removed the filter, cleaned and reinstalled it. The noise ceased. There is no further repair recommendation at this time, but if the noise returns the blower motor may need to be replaced.

I advised that she keep the first 3 service credit letters and she may use these towards repairs if necessary. AHM is still mailing 3 more service credit letters \$50 each with no expiration date. Ms. [REDACTED] understood and agreed.

*** CASE ASSIGN 1/27/2012 4:53:08 PM, ehenders

N012011-11-2100100 to segwuonw, WIP -25 16:14:14

*** CASE RULE ACTION 1/27/2012 4:53:08 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 1/30/2012 10:51:55 AM, segwuonw

N012011-11-2100100 to fhulse, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 1/30/2012 10:51:55 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 1/30/2012 11:09:53 AM, fhulse, Action Type : Call to Customer

RCM contacted 8054073315. Left message regarding delivery of service credit letters

RCM advised that case will be closed 02/01 if no further contact

Provided x117760 for call back

*** CASE MODIFY 1/30/2012 11:10:39 AM, fhulse

into WIP default and Status of Solving.

*** CASE FULFILL 1/30/2012 11:10:42 AM, fhulse

Fulfilled for [REDACTED] due 01/30/2012 05:00:00 PM.

*** COMMIT 1/30/2012 11:10:43 AM, fhulse, Action Type : N/A

1A - RM review

*** CASE MODIFY 1/30/2012 11:11:04 AM, fhulse

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 2/1/2012 9:25:45 AM, fhulse

with [REDACTED] due 02/08/2012 12:00:00 AM.

Case History

Case ID : N012011-11-2100100

[REDACTED] - PASSENGER AIRBAG DEPLOYED/NO ACCIDENT *EXECUTI

*** CASE MODIFY 2/1/2012 9:25:46 AM, fhulse

into WIP 1B and Status of Solving.

*** NOTES 2/8/2012 8:51:25 AM, fhulse, Action Type : Note-General

pending RM review

*** CASE MODIFY COMMITMENT 2/8/2012 8:51:33 AM, fhulse

with [REDACTED] due 02/15/2012 12:00:00 AM.

*** CASE MODIFY 2/8/2012 8:51:34 AM, fhulse

into WIP 1B and Status of Solving.

*** CASE MODIFY COMMITMENT 2/17/2012 9:24:40 AM, fhulse

with [REDACTED] due 02/24/2012 12:00:00 AM.

*** NOTES 2/17/2012 9:24:46 AM, fhulse, Action Type : Note-General

pending RM review

*** CASE MODIFY 2/17/2012 9:24:49 AM, fhulse

into WIP 1B and Status of Solving.

*** NOTES 2/24/2012 10:33:44 AM, fhulse, Action Type : Note-General

pending RM review

*** CASE MODIFY COMMITMENT 2/24/2012 10:33:53 AM, fhulse

with [REDACTED] due 03/02/2012 12:00:00 AM.

*** CASE MODIFY 2/24/2012 10:33:54 AM, fhulse

into WIP 1B and Status of Solving.

*** CASE CLOSE 3/1/2012 10:52:07 AM, fhulse

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-10-2901180 Division : Honda - Auto Condition : Closed Open Date : 10/29/2008 2:10:28 PM
Case Originator : Joshua Roach (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 11/14/2008 9:18:06 AM
Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 16
Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
Case Title : 1D - (ROBERTSON HONDA) - [REDACTED] - SIDE AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1112
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WHITTIER, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206511 / ROBERTSON HONDA
Phone No. : 818-508-3800
Address : 5841 LANKERSHIM BLVD.
City / State / Zip : NORTH HOLLYWOOD, CA 91601
Svc District / Sls District : 01B / B01
Warranty Labor Rate / Date : \$119.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2901180-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1112
VIN Type / No. : US VIN / 1HGCP36848A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 7,000
In Service Date : 03/29/2008
Months In Use : 7
Engine Number : J35Z21507627
Originating Dealer No. / Name : 208045 / DIAMOND HONDA
Selling Dealer No. / Name : 208253 / RIVERSIDE HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-2901180-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 10/29/2008 3:20:45 PM
Issue Owner : Wayne Zitter	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/30/2008 10:12:27
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-2901180

Case Title : 1D - (ROBERTSON HONDA) - [REDACTED] - SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 10/29/2008 2:10:28 PM, jroach

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

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2008 2:10:32 PM, jroach

WARRANTY CHECK 10/29/2008 02:10:31 PM jroach

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2008 2:10:35 PM, jroach

CLAIM HISTORY CHECK 10/29/2008 02:10:34 PM jroach

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/29/2008 2:10:37 PM, jroach

CAMPAIGN CHECK 10/29/2008 02:10:37 PM jroach

No data found for VIN

*** CASE VSC LOOKUP 10/29/2008 2:10:40 PM, jroach

VSC-CUC CHECK 10/29/2008 02:10:40 PM jroach

No data found for VIN.

*** CASE MODIFY 10/29/2008 2:11:43 PM, jroach

into WIP default and Status of Solving.

*** NOTES 10/29/2008 2:33:47 PM, jroach, Action Type : Call from Customer

I updated the customers contact information.

Situation: The customer's passenger side curtain airbags.

Request: The customer wants AHM to pay for the replacement of his airbags 100% and his vehicle rental.

Probing Questions: The customer states that his friend closed the passenger door on his vehicle and the side curtain airbags deployed. The customer took the vehicle to ROBERTSON HONDA, but does not remember who he spoke with, nor does the dealer have a record of him being there. The dealer instructed the customer to go through Insurance Co. Infinity-insurance told the customer that the vehicle was not in an accident, and no coverage would apply. The repairs are quoted at \$2,479.01 by an after market body shop. The customer also wants AHM to cover his rental expenses of \$622. The customer states that his and his friend's lives were put at risk, and his friends ears are still ringing. The customer states he has contacted a lawyer.

Inbound Conclusion: I informed the customer that I would dispatch his case to a RCM who would review his information and contact him back within 1-2 business days. I informed the customer that I could not guarantee that he would receive any sort of compensation, but each case is reviewed on a case by case basis. I provided the customer his case number and he stated he had no further requests at this time. Case dispatched.

*** CASE MODIFY 10/29/2008 2:34:01 PM, jroach

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/29/2008 2:34:44 PM, jroach

WARRANTY CHECK 10/29/2008 02:34:44 PM jroach

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/29/2008 2:34:46 PM, jroach

CLAIM HISTORY CHECK 10/29/2008 02:34:46 PM jroach

Case History

Case ID : N012008-10-2901180

Case Title : 1D - (ROBERTSON HONDA) - [REDACTED] - SIDE AIRBAG DEPLOYMENT

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/29/2008 2:34:49 PM, jroach

CAMPAIGN CHECK 10/29/2008 02:34:49 PM jroach

No data found for VIN

*** CASE VSC LOOKUP 10/29/2008 2:34:51 PM, jroach

VSC-CUC CHECK 10/29/2008 02:34:51 PM jroach

No data found for VIN.

*** CASE MODIFY 10/29/2008 2:34:54 PM, jroach

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2008 2:34:55 PM, jroach

into WIP default and Status of Solving.

*** CASE DISPATCH 10/29/2008 2:35:03 PM, jroach

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 10/29/2008 3:18:57 PM, dpippin

N012008-10-2901180 to wzitter, WIP

*** CASE RULE ACTION 10/29/2008 3:18:58 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/29/2008 3:19:41 PM, wzitter

into WIP Default and Status of Solving.

*** COMMIT 10/29/2008 3:19:48 PM, wzitter, Action Type :

Made to [REDACTED] due 11/01/2008 03:19:51 PM.

DCS Follow-Up

*** NOTES 10/29/2008 3:20:16 PM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/1/2008

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

Air Bag Deployment - Non-Accident

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

The customer states that his friend closed the passenger door on his vehicle and the side curtain airbags deployed. The customer took the vehicle to ROBERTSON HONDA, but does not remember who he spoke with, nor does the dealer have a record of him being there. The dealer instructed the customer to go through Insurance Co. Infinity-insurance told the customer that the vehicle was not in an accident, and no coverage would apply. The repairs are quoted at \$2,479.01 by an after market body shop. The customer also wants AHM to cover his rental expenses of \$622. The customer states that his and his friend's lives were put at risk, and his friends ears are still ringing. The customer states he has contacted a lawyer.

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.

Case History

Case ID : N012008-10-2901180

Case Title : 1D - (ROBERTSON HONDA) - [REDACTED] - SIDE AIRBAG DEPLOYMENT

Wayne Zitter
Automobile Customer Service

*** CASE MODIFY 10/29/2008 3:20:44 PM, wzitter

into WIP Default and Status of Solving.

*** SUBCASE N012008-10-2901180-1 CREATE 10/29/2008 3:20:45 PM, wzitter

Created in WIP Default with Due Date 10/29/2008 3:20:45 PM.

*** NOTES 10/29/2008 4:03:32 PM, wzitter, Action Type : Call to Customer

Called the customer in regards to the air bag deployment. The customer states that on 10/11/2008 at around 7pm he closed his door, and the side air bag deployed for no reason. The customer states that the incident happened on Schrader Blvd. Customer opened up a claim with Infinity Insurance Company, Claim # 10000631778 and originally they were going to cover the repairs so he brought the vehicle to Precise Auto Body located at 5610 Hollywood Blvd, Los Angeles Ca. 90028. Their phone # 323-466-8900. Customer is working with Mike. Customer states that the vehicle is ready to be picked up, but his insurance company is now denying assistance in regards to his claim. The customer states that he originally brought the vehicle to Robertson Honda, which they advised him that he would need to contact his insurance company. Customer states that the dealership has no paperwork to confirm that he was there. The customer states that he is now requesting that AHM pays for the repairs. The customer states that he has contacted an attorney. The customer states that one of his passengers still has ringing in the ear from the air bags deploying but did not seek medical attention. I explained to the customer that I would go ahead and further review the case and get back with him no later than Tuesday. Verified the customer contact information.

*** CASE MODIFY 10/29/2008 4:10:54 PM, wzitter

into WIP Default and Status of Solving.

*** NOTES 10/29/2008 4:19:38 PM, wzitter, Action Type : Call from Dealer

SM, Robbie called ACS to give a heads up in regards to this customer maybe contacting ACS. I explained to him that the customer already did, but has not been dispatched to me at that time. SM, Robbie indicated that the DPSM is already aware of this customer, as the customer. SM, Robbie indicated that the vehicle needs to be inspected by the DPSM. SM, Robbie indicated that the DPSM is going to be at the dealership in Tuesday.

*** CASE MODIFY 10/29/2008 4:46:57 PM, wzitter

into WIP Default and Status of Solving.

*** NOTES 10/29/2008 4:52:39 PM, wzitter, Action Type : Field/DSM

The DPSM and the RCM did discuss the customer concerns. I explained to the customer that the customer has had the vehicle repaired at an IRF and that AHM has not had the opportunity to inspect the vehicle. I explained to the DPSM that the customer did indicate to ACS that his insurance company initially indicated to him that they would pay for the repairs, and then came back to him that they would not. DPSM and RCM feels that this is now between him and his insurance company, as they initially according to the customer indicated to him that they would pay for the repairs. ACS informed the DPSM that we are going to refer the customer back to his insurance company.

*** CASE MODIFY 10/29/2008 4:52:46 PM, wzitter

into WIP Default and Status of Solving.

*** CASE MODIFY 10/29/2008 4:53:04 PM, wzitter

into WIP Default and Status of Solving.

*** NOTES 10/30/2008 10:01:40 AM, wzitter, Action Type : Call to Dealer

Spoke with the SM, Robbie Cottrell in regards to the customer concerns to see if the customer has an RO with the dealership for any type of inspection. The SM, Robbie indicated that they do not have any RO's indicating that the customer came in and they actually inspected the vehicle.

*** NOTES 10/30/2008 10:12:01 AM, wzitter, Action Type : Call to Customer

Spoke with the customer in regards to the concerns of the air bag deployment. I explained to the customer that I did speak with the SM, Robbie and that

Case History

Case ID : N012008-10-2901180

Case Title : 1D - (ROBERTSON HONDA) - [REDACTED] - SIDE AIRBAG DEPLOYMENT

he has no RO indicating that they actually inspected the vehicle. I explained to the customer that because the vehicle is at the IRF and they have made the necessary repairs to the vehicle, AHM is not able to inspect the vehicle at this time. I also indicated to the customer that according to what he has told ACS he indicated that his insurance company would initially would pay for he repairs, make a verbal agreement between him and his insurance company. ACS indicated to the customer that we are denying any type of assistance at this time. The customer immediately wanted ACS corporate address, which I provided to the customer. Customer stated that he will contact his attorney. Verified the customer contact information.

*** SUBCASE N012008-10-2901180-1 CLOSE 10/30/2008 10:12:27 AM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/30/2008 10:12:30 AM, wzitter

into WIP 1D - Walter Adams and Status of Solving.

*** CASE CLOSE 10/30/2008 10:12:32 AM, wzitter

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

*** CASE REOPEN 11/13/2008 1:48:06 PM, ahsieh

with Condition of Open and Status of Solving.

*** NOTES 11/13/2008 1:48:40 PM, ahsieh, Action Type : Letter/Fax

On 11/13/08 ACS rec'd a 3 page fax from the customer.

*** CASE DISPATCH 11/13/2008 1:49:08 PM, ahsieh

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 11/13/2008 2:50:53 PM, wzitter

from Queue Honda Team D to WIP Default.

*** CASE MODIFY 11/13/2008 3:36:31 PM, wzitter

into WIP Default and Status of Solving.

*** NOTES 11/14/2008 9:09:13 AM, wzitter, Action Type : Letter/Fax

Letter from customer. Customer faxed ACS 12 different times the exact same letter in regard to his airbags.

*** NOTES 11/14/2008 9:17:49 AM, wzitter, Action Type : Call to Customer

Called the customer in regards to the fax and I did indicate to him that we have received all his correspondence in regards to the air bags, and that we have reviewed the concerns. I did explain to the customer again because we did not have an opportunity to review the concerns of the air bags at this time AHM is not going to participate in the cost of the repairs I apologized to the customer that AHM did not have an opportunity to review the concerns. Verified the customer contact information. .

*** CASE CLOSE 11/14/2008 9:18:06 AM, wzitter

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012013-02-2101341	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/21/2013 12:30:54 PM
Case Originator :	Ray Saeini (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/5/2013 2:39:57 PM
Case Owner :	Ray Saeini (Team SB)	Method :	Phone	Queue :		Days Open :	43
Last Closed By :	Ray Saeini (Team SB)	Point of Origin :	Dealer	Wipbin :			
Case Title :	03F - (HOLMES) [REDACTED]		AIRBAG DEPLOYMENT/NO ACCIDENT	No. of Attachments :	1		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26788A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 56,686
In Service Date : 02/09/2008
Months In Use : 60
Engine Number : K24Z31016603
Originating Dealer No. / Name : 206685 / HOLMES HONDA
Selling Dealer No. / Name : 206685 / HOLMES HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206685 / HOLMES HONDA
Phone No. : 318-869-4800
Address : 1331 E BERTKOUNS
City / State / Zip : SHREVEPORT, LA 71105
Svc District / Sls District : 03F / D03
Warranty Labor Rate / Date : \$91.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-02-2101341-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-02-2101341-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 2/21/2013 12:32:05 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 2/21/2013 4:10:03 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-02-2101341

Case Title : 03F - (HOLMES) [REDACTED] - AIRBAG DEPLOYMENT/NO ACCIDENT

*** CASE CREATE 2/21/2013 12:30:54 PM, rsaeini

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

*** NOTES 2/21/2013 12:30:55 PM, rsaeini, Action Type :

The DPSM and the SM, Daryl, at Holmes Honda contacted me to discuss an airbag deployment case. The vehicle was inspected by the dealership and they have found impact marks on the frame rails, the passenger front door, the bumper, the wheels and the tow hooks. The customer was requesting to have the repairs paid for by AHM. ACS advised the dealership that the customer should be referred to their insurance company.

*** CASE MODIFY 2/21/2013 12:31:26 PM, rsaeini

into WIP default and Status of Solving.

*** SUBCASE N012013-02-2101341-1 CREATE 2/21/2013 12:32:05 PM, rsaeini

Created in WIP Default with Due Date 2/21/2013 12:32:05 PM.

*** NOTES 2/21/2013 12:33:04 PM, rsaeini, Action Type : Call to Customer

Call to customer is not needed at this point in time. The case was created to document the dealership's findings and to document the photos taken by the dealership.

TechLine and DPSM were contacted.

*** CASE MODIFY 2/21/2013 12:33:15 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 2/21/2013 12:42:07 PM, rsaeini, Action Type : Note-General

54 photos attached

*** CASE MODIFY 2/21/2013 12:42:09 PM, rsaeini

into WIP default and Status of Solving.

*** CASE ADD ATTACHMENT 2/21/2013 12:45:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-2101341_1_1.zip

*** CASE MODIFY 2/21/2013 4:09:44 PM, rsaeini

into WIP default and Status of Solving.

*** SUBCASE N012013-02-2101341-1 CLOSE 2/21/2013 4:10:03 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/21/2013 4:10:05 PM, rsaeini

into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2013 4:10:09 PM, rsaeini

into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2013 4:10:10 PM, rsaeini

into WIP default and Status of Solving.

*** CASE CLOSE 2/21/2013 4:10:12 PM, rsaeini

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

*** CASE REOPEN 3/6/2013 7:23:31 AM, ssann

with Condition of Open and Status of Solving.

*** NOTES 3/6/2013 7:32:28 AM, ssann, Action Type : Call from Customer

Case History

Case ID : N012013-02-2101341

Case Title : 03F - (HOLMES) [REDACTED] - AIRBAG DEPLOYMENT/NO ACCIDENT

Updated:

[REDACTED]
BOSSIER CITY LA [REDACTED]

Case ID: N012013-02-2101341

Best # [REDACTED]

Customer states that she called in yesterday about her concerns. Customer states that on February 3rd, 2013 when she got out of the vehicle her airbag deployed. Customer stated that she went to Holmes Honda. Holmes Honda told the customer that they couldn't find anything wrong with the vehicle. Customer states that she still didn't have an answer and wasn't satisfied.

ACS asked if the customer has contacted her insurance company. Customer stated yes, and the insurance company is requesting documentation from the dealership. ACS advised the customer that at this point, to work with her insurance company accordance to their policies and procedures. ACS advised that if they feels there is a problem, then they should submit all supporting documentation by mail. ACS stated that ACS understand her concerns and appreciates her calling AHM.

Call end.

*** CASE CLOSE 3/6/2013 7:32:37 AM, ssann

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

*** CASE REOPEN 4/1/2013 1:33:46 PM, grijos

with Condition of Open and Status of Solving.

*** NOTES 4/1/2013 1:37:46 PM, grijos, Action Type : Call from Customer

Customer stated she contacted her insurance company and was informed they do not cover this issue due to not being in a collision. Customer stated took vehicle to Holmes Honda. Customer stated spoke to SM Darrell Oliver and was informed would have to speak to the DM. Customer stated received a call from SM Darrell and was informed there is nothing wrong with the vehicle. Customer seeking financial assistance with the repair of the airbag.

*** NOTES 4/1/2013 1:39:39 PM, grijos, Action Type : Call from Customer

Customer stated she contacted her insurance company and was informed they do not cover this issue due to not being in a collision. Customer stated took vehicle to Holmes Honda. Customer stated spoke to SM Darrell Oliver and was informed would have to speak to the DM. Customer stated received a call from SM Darrell and was informed there is nothing wrong with the vehicle. Customer seeking financial assistance with the repair of the airbag. ACS informed customer that case will be forwarded to a CM for further assistance and that they will receive a call back at phone #318)210-5964 no later than the end of the next business day. Customer thanked me and required no further assistance. Call end.

*** CASE MODIFY 4/1/2013 1:39:57 PM, grijos

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 1:40:07 PM, grijos

into WIP default and Status of Solving.

*** CASE DISPATCH 4/1/2013 1:40:34 PM, grijos

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 4/2/2013 8:29:30 AM, ksulliva

N012013-02-2101341 to rsaeini, WIP

Case History

Case ID : N012013-02-2101341

Case Title : 03F - (HOLMES) [REDACTED] - AIRBAG DEPLOYMENT/NO ACCIDENT

*** NOTES 4/2/2013 3:30:57 PM, rsaeini, Action Type : Call to Customer

Called the customer using phone number 318-210-5964

Left a voicemail for the client. Asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 4/2/2013 3:31:14 PM, rsaeini

into WIP default and Status of Solving.

*** COMMIT 4/2/2013 3:31:18 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 04/08/2013 03:31:20 PM.

call customer again

*** CASE MODIFY 4/2/2013 3:31:30 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 4/4/2013 2:38:43 PM, xchristo, Action Type : Call from Customer

I verified the customers contact information. The best contact phone is 318-210-5964

E mail address [REDACTED]

Customer called to speak to her case number. The case manager was not available and advised that she will call the customer back. Customer advised me that she was on break and if she calls back to leave a message. No further assistance requested. Call ended.

*** NOTES 4/4/2013 3:00:47 PM, rsaeini, Action Type : Call to Customer

Called Mrs. Patton using phone number [REDACTED]

Left a voicemail for the client. Asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 4/4/2013 3:01:04 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** CASE MODIFY 4/4/2013 3:01:14 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** NOTES 4/5/2013 1:41:02 PM, rsaeini, Action Type : Call to Dealer

Called the SM, Daryl, at Holmes Honda. He noted that the customer was at the dealership today and had a meeting with the GM of the dealership. The SM also spoke to the customer and referred the customer to the insurance company.

*** NOTES 4/5/2013 1:42:05 PM, rsaeini, Action Type : Call to Customer

Called Mrs. [REDACTED] using phone number 318-210-5964

Left a voicemail for the client. Asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 4/5/2013 1:42:14 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** CASE MODIFY COMMITMENT 4/5/2013 1:42:48 PM, rsaeini

with [REDACTED] due 04/12/2013 03:31:20 PM.

*** CASE MODIFY 4/5/2013 1:42:52 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** NOTES 4/5/2013 2:38:38 PM, rsaeini, Action Type : Call from Customer

The customer called me back to discuss the case.

We went over the details of the case. The customer stated that shes frustrated because her insurance company will not cover the repairs. I explained to the customer that AHM does not feel this is a manufacturer defect and we are not willing to offer financial assistance towards the repair. I referred the customer

Case History

Case ID : N012013-02-2101341

Case Title : 03F - (HOLMES) [REDACTED] - AIRBAG DEPLOYMENT/NO ACCIDENT

to the insurance company and I explained that if the insurance company feels this is a manufacturers defect they can contact us directly. The customer thanked me and stated she will contact her insurance company further about it.

*** CASE MODIFY 4/5/2013 2:39:54 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** CASE CLOSE 4/5/2013 2:39:57 PM, rsaeini

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-07-0602022 Division : Honda - Auto Condition : Closed Open Date : 7/6/2009 3:33:51 PM
Case Originator : Sekou Stewart (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/18/2009 2:00:48 PM
Case Owner : Matt Caldarella (Team HG) Method : Phone Queue : Days Open : 43
Last Closed By : Matt Caldarella (Team HG) Point of Origin : Customer Wipbin :
Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 247
VIN Type / No. : US VIN / 1HGCP26408A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 57,000
In Service Date : 11/14/2007
Months In Use : 20
Engine Number : K24Z21502622
Originating Dealer No. / Name : 207794 / EBERSOLE HONDA
Selling Dealer No. / Name : 207794 / EBERSOLE HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207794 / EBERSOLE HONDA
Phone No. : 717-273-7611
Address : 1900 CUMBERLAND STREET
City / State / Zip : LEBANON, PA 17042
Svc District / Sls District : 05L / D05
Warranty Labor Rate / Date : \$88.89 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : DPSM Party 3 : Not Applicable
Party 2 : AHM Management Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-07-0602022-1 / [REDACTED] - P	Subcase Close	Product	Operation	752	SRS
N012009-07-0602022-2 / [REDACTED] - P	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-07-0602022-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Sekou Stewart	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2009 3:43:56 PM
Issue Owner : Sekou Stewart	Type 2 : Operation	Queue :	Close Date : 7/6/2009 3:45:39 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-07-0602022-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 7/27/2009 12:41:19 PM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 8/18/2009 1:58:31 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

*** CASE CREATE 7/6/2009 3:33:51 PM, sstewart

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

*** CASE CAMPAIGN LOOKUP 7/6/2009 3:34:53 PM, sstewart

CAMPAIGN CHECK 07/06/2009 03:34:52 PM sstewart

No data found for VIN

*** CASE VSC LOOKUP 7/6/2009 3:34:55 PM, sstewart

VSC-CUC CHECK 07/06/2009 03:34:55 PM sstewart

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/6/2009 3:34:58 PM, sstewart

CLAIM HISTORY CHECK 07/06/2009 03:34:58 PM sstewart

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/6/2009 3:35:00 PM, sstewart

WARRANTY CHECK 07/06/2009 03:35:00 PM sstewart

No data found for VIN.

*** SUBCASE N012009-07-0602022-1 CREATE 7/6/2009 3:43:56 PM, sstewart

Created in WIP Default with Due Date 7/6/2009 3:43:56 PM.

*** NOTES 7/6/2009 3:45:25 PM, sstewart, Action Type : Call from Customer

Updated Customer Contact Information

Contact Number: [REDACTED]

Situation:

Customer has airbag deployment.

Request:

Customer looking to see if there are any known issues

Probing question:

Airbags deployed when customer closed front door and airbag deployed front passenger side. Customer says vehicle has not been hit or damaged in any way.

Inbound conclusion:

ACS apologized for the issue and provided him with case number. Customer is going to get vehicle fixed on 7/9/09. Advised when he gets diagnosis from DLR to give us a call and advised us of what the cause was. Customer has no other issues at this time.

*** CASE CLOSE 7/6/2009 3:45:39 PM, sstewart

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

*** SUBCASE N012009-07-0602022-1 CLOSE 7/6/2009 3:45:39 PM, sstewart

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 7/22/2009 1:21:43 PM, lvaughn

with Condition of Open and Status of Solving.

*** NOTES 7/22/2009 1:37:28 PM, lvaughn, Action Type : Call from Customer

Customers Information Verified

Customer is working with SA Mike at the dealership

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

The customer indicated that he was getting out of the vehicle on the passenger side, the customer shut the door and the side air bag deployed. There was no one injured at the time of deployment. The customer took the vehicle to the dealership last Monday July 13th. The customer indicated that he took the vehicle to the dealership for inspection and informed the dealer he had a case open with Honda. The dealership indicate to him because he had a case open they would have to have a Honda field representative come and inspect the vehicle.

The customer got a call today and was informed by the dealer that the field representative notified the dealership ship that there was no an open case for this concern. The customer has the understand the vehicle has not been inspected by the field representative at this time.

ACS informed the customer that his case would be forwarded on to a case manager for review. I informed the customer that assistance is never guaranteed and that the case manager has 1-2 business days to contact the customer. The customer understood.

ACS was reviewing information given by the customer and the call was dropped.

*** CASE EXTENDED WARRANTY LOOKUP 7/22/2009 1:37:50 PM, lvaughn

WARRANTY CHECK 07/22/2009 01:37:50 PM lvaughn
No data found for VIN.

*** CASE CLAIMS LOOKUP 7/22/2009 1:37:54 PM, lvaughn

CLAIM HISTORY CHECK 07/22/2009 01:37:54 PM lvaughn
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/22/2009 1:37:57 PM, lvaughn

CAMPAIGN CHECK 07/22/2009 01:37:57 PM lvaughn
No data found For VIN

*** CASE VSC LOOKUP 7/22/2009 1:38:24 PM, lvaughn

VSC-CUC CHECK 07/22/2009 01:38:24 PM lvaughn
No data found for VIN.

*** CASE MODIFY 7/22/2009 1:39:00 PM, lvaughn

into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2009 1:39:20 PM, lvaughn

into WIP default and Status of Solving.

*** CASE MODIFY 7/22/2009 1:39:57 PM, lvaughn

into WIP default and Status of Solving.

*** CASE DISPATCH 7/22/2009 1:40:19 PM, lvaughn

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 7/22/2009 1:49:02 PM, aharlan

N012009-07-0602022 to mcaldare, WIP

*** CASE RULE ACTION 7/22/2009 1:49:02 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/23/2009 6:18:06 AM, mcaldare

into WIP default and Status of Solving.

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

*** NOTES 7/23/2009 6:22:04 AM, mcaldare, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

[REDACTED] called ACS stating that his 2008 Honda Accord Side Airbag when off when he slammed his door closed. He was told the dealership was waiting for the DPSM. Has the customer contacted his insurance company to inspect the vehicle?

Call me. [REDACTED]

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

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service

*** COMMIT 7/23/2009 6:22:13 AM, mcaldare, Action Type : N/A

Made to JASON PENNYPACKER due 07/23/2009 05:00:00 PM.
intro to customer

*** CASE MODIFY 7/23/2009 6:22:27 AM, mcaldare
into WIP default and Status of Solving.

*** NOTES 7/23/2009 11:00:52 AM, mcaldare, Action Type : Field/DSM

I contacted the DPSM to discuss this customers concerns. I stated that [REDACTED] called ACS stating that his 2008 Honda Accord Side Airbag deployed in his vehicle without impact. I informed the DPSM that AHM needs him to inspect this vehicle and determine if there has been an impact that would have caused this customers airbag to deploy. The DPSM said he would call [REDACTED], SM at Ebersole Honda and get some information on this customers vehicle. He informed me that he may be able to take a look at the car tomorrow. The DPSM will call me later today to confirm that he can inspect this vehicle. I informed that AHM management has said if there is no sign of impact, AHM should take care of the cost of this repair, if there is impact damage, this is an insurance issue. The DPSM understood.

*** NOTES 7/23/2009 11:09:38 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] and introduced myself as his RCM. I informed the customer that I did review his case notes seeing that he feels his vehicles passenger side airbag deployed with no impact involved. The customer stated that is correct. He stated that what scared him is his 3 year old daughter was in the back seat when he exited the vehicle, closed his door and then witnessed the airbag go off. I apologized to the customer for the experience and empathized with his situation. I then informed Mr. Pennypacker that I have contacted the DPSM in his area to discuss his concerns. I let the customer know that the DPSM is hopefully going to be available to inspect this vehicle tomorrow and make a determination on whether this airbag deployed due to impact or a defect. [REDACTED] understood. I said that I will call him tomorrow if the DPSM can make it out to the dealership to inspect his vehicle and let him know what is going to happen. I informed that if this is deemed a defect, AHM will address the concern but if there is signs of impact then this is something AHM will respectfully request he contact his insurance company to take a look at. The customer understood and thanked me for the prompt follow up. I provided the customer my contact information and invited any questions or concerns.

*** CASE FULFILL 7/23/2009 11:09:54 AM, mcaldare

Fulfilled for [REDACTED] due 07/23/2009 05:00:00 PM.

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

*** COMMIT 7/23/2009 11:09:59 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 07/24/2009 05:00:00 PM.

review with customer and DPSM

*** CASE MODIFY 7/23/2009 11:10:21 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/23/2009 12:31:04 PM, mcaldare, Action Type : Call to Customer

I received a call from the DPSM. He stated that he did speak with the SM at the dealership and SA who looked at this vehicle. The DPSM stated that he is going to go to the dealership and inspect this vehicle tomorrow. He stated that the dealership did find a few scuffs on the vehicle and minor damage to the under carriage. The customer admitted to the SA at last year sometime he did go over a rock at some point. The dealership confirmed the floor pan was slightly dented as were a few emissions components. The DPSM said he would call back tomorrow after looking at the dealership and let AHM know whether he feels this is a manufacturing issue or insurance issue. I thanked him for the follow up.

*** CASE MODIFY 7/23/2009 12:31:28 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/24/2009 2:18:26 PM, mcaldare, Action Type : Call from Customer

I called the DPSM to discuss this case and his findings. The DPSM stated that he did have an opportunity to inspect this customers vehicle. He stated that he did find a few interesting dents and dings on the vehicles under carriage. The DPSM stated that on the drivers side floor board, from underneath there is a quarter sized puncture in the floor board metal. He stated that is actually starting to developed a little bit of rust as well. The vehicles fuel line and evaporator line has small chunks missing out of them which is a big concern because this is by the catalytic converter and close enough to it that is fuel leaked it could easily start a fire. He stated that pictures have been taken and he is going to forward these to me Monday. From the DPSM's opinion, he does not think this is a case where there was a defect involved in the deployment of the airbag and thinks this may be something better left up to the customers insurance company. The DPSM stated that the ECM did not have any stored codes.

He said that was odd is the customers side airbags have been tucked neatly back into the side bolster of the seat and back into the head liner. He does not know when or where this was done but it was not at Ebersole Honda and the customer made no mention of it. The DPSM does not recommend releasing this vehicle to the customer with the fuel line damage the way it is because he feels that is a potential safety concern. I thanked the him for the update and stated that I will wait for his pictures Monday then present this to management to see what they would like to do. He understood. I thanked him for the update.

*** CASE FULFILL 7/24/2009 2:18:39 PM, mcaldare

Fulfilled for [REDACTED] due 07/24/2009 05:00:00 PM.

*** COMMIT 7/24/2009 2:18:42 PM, mcaldare, Action Type : N/A

Made to JASON PENNYPACKER due 07/27/2009 05:00:00 PM.

verify pictures received

*** CASE MODIFY 7/24/2009 2:19:04 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/27/2009 11:54:14 AM, mcaldare, Action Type : Call to Dealer

I contacted the DPSM and informed that his pictures have been received. I stated that I do show the damage to the EVAP and Fuel line and agreed that these and that whole in the bottom of the vehicle definitely need to be addressed ASAP by the customers insurance company as that fuel line being damaged is very dangerous. The DPSM agreed and stated that he will wait back for a call on what ACS feels is right but he thinks that this should to through the customers insurance company although he doesn't really believe that the damage found on the vehicle could have been enough to cause the side airbags to deploy. I thanked the DPSM and will follow up with management to see what they want to do, then call him back. The DPSM understood.

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

*** CASE FULFILL 7/27/2009 11:55:02 AM, mcaldare

Fulfilled for [REDACTED] due 07/27/2009 05:00:00 PM.

*** COMMIT 7/27/2009 11:55:20 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 07/29/2009 05:00:00 PM.

verify appointment

*** CASE MODIFY 7/27/2009 11:55:45 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/27/2009 12:01:33 PM, mcaldare, Action Type : Manager

I reviewed this case with ACS management and forwarded pictures of the vehicle from the DPSM. Management is going to research this a little further and advise on what direction AHM will be taking in this situation. I will follow up with the customer when I find out.

*** NOTES 7/27/2009 12:02:54 PM, mcaldare, Action Type : Field/DSM

I speaking with the DPSM he did say that Ebersole Honda has called the customer and advised of the under carriage damage to this vehicle that he needs to have repaired, especially the fuel line damage because that is potentially a safety hazard. Ebersole advised the customer to call his insurance company for the under carriage collision damage if anything.

*** CASE MODIFY 7/27/2009 12:03:00 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/27/2009 12:34:19 PM, mcaldare, Action Type : Manager

I reviewed this case with ACS Senior management and was informed that AHM will be covering the airbag deployment on this vehicle at this time as a one time goodwill gesture in the interest of customer satisfaction. The Fuel line, evap line and floor board damage is going to be something the customer will need to have covered by his insurance company before this vehicle leaves the dealership because the fuel line especially is a safety concern. I will call the DPSM with this news, then the dealership.

*** NOTES 7/27/2009 12:38:02 PM, mcaldare, Action Type : Field/DSM

I contacted the DPSM and informed him that AHM is going to cover the customers side airbag deployment as a one time goodwill gesture in the interest of customer satisfaction. The DPSM understood and I am going to run this under my authorization number being that the approval came from ACS offices. The DPSM understood. I stated that the dealership is still going to have to have his insurance company involved in this vehicles repairs however because the fuel line, evap line and under carriage still need to be repaired before this vehicle is released. The DPSM understood.

*** NOTES 7/27/2009 12:40:47 PM, mcaldare, Action Type : Call to Dealer

I contacted [REDACTED], SM at Ebersole Honda. I informed him that AHM is going to be covering the customers side impact airbag deployment as a one time goodwill gesture. He understood and was provided my authorization on this. I then stated that the customer is still going to have to involve his insurance company in this repair because the vehicle is not going to be released until his fuel line, evap line and floor board are repaired. [REDACTED] understood and stated that he will call the customer to provide this information.

*** SUBCASE N012009-07-0602022-2 CREATE 7/27/2009 12:41:19 PM, mcaldare

Created in WIP Default with Due Date 7/27/2009 12:41:19 PM.

*** CASE MODIFY 7/27/2009 12:41:24 PM, mcaldare

into WIP 5M and Status of Solving.

*** CASE MODIFY 7/27/2009 12:41:29 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 7/29/2009 8:01:43 AM, mcaldare, Action Type : Call to Customer

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

I contacted [REDACTED] and asked if Ebersole Honda contacted him regarding his vehicle. He stated that they have and thanked AHM for the assistance towards his vehicles airbag repairs. I welcomed the customer and asked if they discussed the other repairs that needed to be performed on this vehicle for safety reasons due to him running over a rock. He stated that they did and he is going to wait to get a quote from the dealership on that repair before contacting his insurance company. I stated that I can understand that and informed that the fuel line being damaged in the past is a big safety concern. The customer understood and thanked me again for the follow up. I welcomed the customer and will follow up early next week to verify the repair status of his vehicle.

*** CASE FULFILL 7/29/2009 8:18:12 AM, mcaldare

Fulfilled for [REDACTED] due 07/29/2009 05:00:00 PM.

*** COMMIT 7/29/2009 8:18:15 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/04/2009 05:00:00 PM.

verify repair status

*** CASE MODIFY 7/29/2009 8:18:32 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE RULE ACTION 8/3/2009 2:33:51 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/4/2009 7:59:58 AM, mcaldare, Action Type : Call to Dealer

I contacted [REDACTED], SM at Ebersole Honda. He informed me that the dealership has parts on order for Mr. [REDACTED] vehicle. He said that the customer also informed the dealership that he is going to pay for the under carriage damage to his vehicle out of pocket instead of going through his insurance company. [REDACTED] told me this customers vehicle should be repaired by this weekend. I thanked Jason for the update.

*** CASE FULFILL 8/4/2009 8:01:45 AM, mcaldare

Fulfilled for [REDACTED] due 08/04/2009 05:00:00 PM.

*** COMMIT 8/4/2009 8:01:49 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/07/2009 05:00:00 PM.

call customer to discuss his case

*** CASE MODIFY 8/4/2009 8:02:14 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 8/7/2009 8:35:57 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] to discuss his case. I stated that I was under the impression that he was going to be paying for his vehicles repairs needed to the under carriage out of his pocket. The customer stated that this is not the case. He stated that he has been waiting for a quote from the dealership to determine whether he would be going through his insurance company or paying for this repair out of pocket. I apologized for the miscommunication and informed Mr. [REDACTED] that I am going to call the dealership to ask that they follow up with him and provide a quote on this repair in order for him to make a decision. The customer understood.

*** NOTES 8/7/2009 8:44:19 AM, mcaldare, Action Type : Call to Dealer

I contacted [REDACTED], SM at Ebersole Honda to discuss this customers case. I informed him that this customer has been waiting for a quote from his dealership on the under carriage damage in order to determine whether he is going to go through his insurance or pay for this repair out of pocket. Jason said he will run the car over to their body shop while waiting for airbag parts and obtain an estimate for this repair then follow up with the customer. I thanked him for the help and asked that he make sure this happens today. Jason said it will.

*** CASE FULFILL 8/7/2009 8:45:04 AM, mcaldare

Fulfilled for [REDACTED] due 08/07/2009 05:00:00 PM.

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M- [REDACTED] - SIDE AIRBAG DEPLOYED

*** COMMIT 8/7/2009 8:45:06 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/12/2009 05:00:00 PM.

verify ro and amount

*** CASE MODIFY 8/7/2009 8:45:42 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 8/12/2009 12:57:15 PM, mcaldare, Action Type : Call to Dealer

I contacted Mark, SA at Ebersole Honda to verify this customers vehicle repair status. I was informed that the dealership is almost done with this cars repairs but they are still working out a few glitches. I asked that they call me when this vehicle has been completely repaired. The dealership agreed to do so. I thanked them for the update.

*** CASE FULFILL 8/12/2009 12:57:24 PM, mcaldare

Fulfilled for [REDACTED] due 08/12/2009 05:00:00 PM.

*** COMMIT 8/12/2009 12:57:26 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/14/2009 05:00:00 PM.

verify repair status, call customer

*** CASE MODIFY 8/12/2009 12:57:42 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 8/14/2009 1:00:12 PM, mcaldare, Action Type : Call to Dealer

I have not received a call back from Jason at Ebersole Honda. He did informed me that it would be early next week before this vehicles repairs are completed however. I will call the dealership early next week to verify the status.

*** CASE FULFILL 8/14/2009 1:00:23 PM, mcaldare

Fulfilled for [REDACTED] due 08/14/2009 05:00:00 PM.

*** COMMIT 8/14/2009 1:00:25 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/18/2009 05:00:00 PM.

verify repair status

*** CASE MODIFY 8/14/2009 1:02:10 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 8/18/2009 12:05:04 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Jason, SM at Ebersole Honda. He was unavailable. I left a voice message for the SM requesting a call back to verify the status of this customers repairs. I provided my direct contact for a call back.

*** CASE FULFILL 8/18/2009 12:05:31 PM, mcaldare

Fulfilled for [REDACTED] due 08/18/2009 05:00:00 PM.

*** COMMIT 8/18/2009 12:05:33 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 08/21/2009 05:00:00 PM.

verify repair status

*** CASE MODIFY 8/18/2009 12:06:15 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 8/18/2009 1:12:33 PM, mcaldare, Action Type : Call from Dealer

Case History

Case ID : N012009-07-0602022

Case Title : (EBERSOLE) -5M-[REDACTED] - SIDE AIRBAG DEPLOYED

I received a call from Jason, SM at Ebersole Honda. He informed me that this customers vehicle has been repaired and the claim for coverage has been filed.

I attempted to call him back but he was unavailable. He did not provide the RO and Amount for this repairs cost. I asked that he do so.

*** NOTES 8/18/2009 1:56:59 PM, mcaldare, Action Type : Call from Dealer

Jason called and provide the RO and AMount. RO is 89557, amount is 3658.98

*** NOTES 8/18/2009 1:57:50 PM, mcaldare, Action Type : Note-General

DPSM involved? Yes

Customer pay quote from Dealership: \$ 4,500.00

Total Warranty Repair Cost \$ 3,658.98

Total Amount Authorized for claim: \$ 3,658.98

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** CASE MODIFY 8/18/2009 1:58:17 PM, mcaldare

into WIP 5M and Status of Solving.

*** SUBCASE N012009-07-0602022-2 CLOSE 8/18/2009 1:58:31 PM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/18/2009 2:00:38 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Mr. [REDACTED]. The customer was unavailable. I left a voice message for the customer informing that I have confirmed his vehicle has been repaired with [REDACTED], SM at Ebersole Honda. I thanked the customer for the opportunity to assist him. Nothing further was required. Closing case.

*** CASE CLOSE 8/18/2009 2:00:48 PM, mcaldare

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-04-2400054 Division : Honda - Auto Condition : Closed Open Date : 4/24/2009 6:37:47 AM
Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/8/2009 12:02:05 PM
Case Owner : Edward Lopez (Team AC) Method : Phone Queue : Days Open : 14
Last Closed By : Edward Lopez (Team AC) Point of Origin : Customer Wipbin :
Case Title : 9K-(DARLINGS HONDA) [REDACTED]-SIDE AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] S PO B
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 8 [REDACTED]
Evening Phone No. : 5 [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MIDDLEBORO, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 149
VIN Type / No. : US VIN / 1HGCP26488A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 41,000
In Service Date : 12/08/2007
Months In Use : 16
Engine Number : K24Z21502544
Originating Dealer No. / Name : 206909 / DARLING'S HONDA
Selling Dealer No. / Name : 206909 / DARLING'S HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206909 / DARLING'S HONDA
Phone No. : 207-941-1460
Address : 114 SYLVAN ROAD
City / State / Zip : BANGOR, ME 04401
Svc District / Sls District : 09J / D09
Warranty Labor Rate / Date : \$85.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-2400054-1 /	[REDACTED]	- PROD	Subcase Close	Product	Operation	751	Side Airbag
N012009-04-2400054-2 /	[REDACTED]	- PROD	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-2400054-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2009 7:03:50 AM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 4/24/2009 7:10:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / 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 : N012009-04-2400054-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2009 3:20:21 PM
Issue Owner : Edward Lopez	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/8/2009 12:01:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-2400054

Case Title : 9K-(DARLINGS HONDA)-[REDACTED]-SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 4/24/2009 6:37:47 AM, ccastano

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

*** NOTES 4/24/2009 6:59:27 AM, ccastano, Action Type : Call from Customer

Updated customers contact information

Situation: Customer indicated that her airbags deployed for no reason.

Request: Customer wants to let AHM know of the issue.

Probing questions: Customer indicated that the side airbags deployed on the vehicle. She indicated that the incident happened on 04/22/09. The vehicle was on but it was parked and it occurred around 3:00 p.m. Her cousin was sitting on the front passenger seat and she was on the outside of the car when she closed the front passenger door all the side airbags deployed. She indicated that the radio nor the air conditioner were not on. Her cousin suffers from a brain injury which causes him to have seizures. He was hit in the head when the airbags deployed and therefore because of it he is having seizures more frequently. The vehicle was taken to DARLING'S HONDA. She has not contacted her insurance company. She is dealing with Jeff service manager. The dealership is currently taking the interior apart of the vehicle.

Inbound Summary: ACS informed the customer that the incident had been documented. At this point she would need to contact her insurance company and have them inspect the vehicle. If they find any issue with the air bag then her insurance company would need to contact AHM directly. ACS provided the customer with the case number as reference that her issue was documented. No further assistance is needed.

*** CASE MODIFY 4/24/2009 6:59:30 AM, ccastano

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2009 6:59:34 AM, ccastano

into WIP default and Status of Solving.

*** NOTES 4/24/2009 7:03:25 AM, ccastano, Action Type : Call from Customer

Customer did not have the VIN number because the vehicle was currently at the dealership.

*** SUBCASE N012009-04-2400054-1 CREATE 4/24/2009 7:03:50 AM, ccastano

Created in WIP Default with Due Date 4/24/2009 7:03:50 AM.

*** SUBCASE N012009-04-2400054-1 CLOSE 4/24/2009 7:10:21 AM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/24/2009 7:23:21 AM, mfooster, Action Type : Note-General

Case notes reviewed by TL MFoster and dispatching to CM for further review.

*** CASE MODIFY 4/24/2009 7:23:55 AM, ccastano

into WIP default and Status of Solving.

*** CASE DISPATCH 4/24/2009 7:24:11 AM, ccastano

from WIP default to Queue Honda Team H .

*** NOTES 4/24/2009 8:41:23 AM, kperez, Action Type : Call for Case Mgr

Updated the customers information.

Situation:

Merina Daniels, from Travelers Insurance, called to discuss the status of the case.

Case History

Case ID : N012009-04-2400054

Case Title : 9K-(DARLINGS HONDA)-[REDACTED]-SIDE AIRBAG DEPLOYMENT

Request:

To know if AHM, Co. will discuss the airbag deployment.

Probing Questions:

ACS added the following:

Travelers Insurance

P.O. Box 111

Middleboro, MA 02344

(800)422-3340 ext. 6449

(508) 946-6449

Inbound Summary:

ACS advised that the case is being reviewed and that someone will be in touch after reviewing the matter. No further assistance was needed.

*** CASE RULE ACTION 4/25/2009 6:24:11 AM, sa

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

*** CASE RULE ACTION 4/26/2009 6:24:11 AM, sa

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

*** CASE ASSIGN 4/27/2009 6:01:03 AM, codulio

N012009-04-2400054 to elopez01, WIP ø òü ó☐|>←q

*** CASE RULE ACTION 4/27/2009 6:01:03 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/27/2009 3:15:51 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:15:58 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:16:14 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:16:51 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:16:52 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:16:56 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:17:01 PM, elopez01

into WIP default and Status of Solving.

Case History

Case ID : N012009-04-2400054

Case Title : 9K-(DARLINGS HONDA)-[REDACTED]-SIDE AIRBAG DEPLOYMENT

*** CASE MODIFY 4/27/2009 3:17:04 PM, elopez01

into WIP default and Status of Solving.

*** NOTES 4/27/2009 3:19:43 PM, elopez01, Action Type : Call to Customer

U left a message for customer introducing myself & I left my contact information to call me back to discuss this case. I advised customer that I will contact the dealer but she needs to be advised that this may have to go through her insurance company with the side air bag deployment issue. I advised her that I will contact her back by 05/05/09.

*** SUBCASE N012009-04-2400054-2 CREATE 4/27/2009 3:20:21 PM, elopez01

Created in WIP Default with Due Date 4/27/2009 3:20:21 PM.

*** CASE MODIFY 4/27/2009 3:20:35 PM, elopez01

into WIP default and Status of Solving.

*** COMMIT 4/27/2009 3:20:40 PM, elopez01, Action Type : N/A

f/u SM/DPSM/cust

*** CASE MODIFY 4/27/2009 3:21:07 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:22:06 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 3:22:09 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 4/28/2009 9:47:12 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/28/2009 9:47:35 AM, elopez01

WARRANTY CHECK 04/28/2009 09:47:35 AM elopez01

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/28/2009 9:47:44 AM, elopez01

CLAIM CHECK 04/28/2009 09:47:44 AM elopez01

The following Claim History information was found

0; 2008-09-02; 206909; 681961; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE CAMPAIGN LOOKUP 4/28/2009 9:47:46 AM, elopez01

CAMPAIGN CHECK 04/28/2009 09:47:46 AM elopez01

No data found For VIN

*** CASE VSC LOOKUP 4/28/2009 9:47:49 AM, elopez01

VSC-CUC CHECK 04/28/2009 09:47:49 AM elopez01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/28/2009 9:48:01 AM, elopez01

CAMPAIGN CHECK 04/28/2009 09:48:01 AM elopez01

No data found For VIN

Case History

Case ID : N012009-04-2400054

Case Title : 9K-(DARLINGS HONDA) [REDACTED]-SIDE AIRBAG DEPLOYMENT

*** CASE MODIFY 4/28/2009 9:48:08 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 4/28/2009 9:48:10 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 4/28/2009 9:51:11 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 4/28/2009 9:51:14 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 4/28/2009 9:51:25 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 4/28/2009 2:10:54 PM, ahurel, Action Type : Call for Case Mgr

The customer called AHM and requested to speak with the C/M. I contacted the C/M through IM and the case manager was not available. I informed the customer the case manager was not available at the moment, but I will send the C/M a message letting the C/M know she requested a call back. The customer thanked me and needed no further assistance.

*** CASE MODIFY 4/29/2009 7:31:54 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 4/29/2009 8:17:32 AM, eashley, Action Type : Call from Customer

The customer contact was added (name, address, phone number was added [REDACTED]).
[REDACTED] address of the customer.

The customer called about her airbags deploying in her vehicle. She called the dealer on yesterday and the Manager told her that AHM was not willing to fix the airbag.

*** NOTES 4/29/2009 8:21:11 AM, eashley, Action Type : Call from Customer

She spoke with someone from AHM who told her that this is not the case and she feels that the dealership is not being honest with her. I told her that she will need to speak with the product concerns department (press option 7) and mentioned that she reached the campaign department. I told her that I will document the information she shared with me which is noted above. She thanked me. I transferred the call (*5).

There were no other inquiries when asked. I thanked the caller for calling AHM and ended the call.

*** NOTES 4/29/2009 8:24:03 AM, eashley, Action Type : Note-General

I added the customer's contact information in the notes above as I could not change it in the contact screen. Everytime I go to save it, it showed the name of the insurance agency representative and contact information.

*** CASE MODIFY 5/8/2009 10:02:50 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 10:04:18 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 10:04:33 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 11:38:39 AM, elopez01

Case History

Case ID : N012009-04-2400054

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] NA-SIDE AIRBAG DEPLOYMENT

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 11:40:02 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 11:40:12 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 11:40:19 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 5/8/2009 11:42:10 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 5/8/2009 11:58:54 AM, elopez01, Action Type : Note-Third Party

I contacted Travelers Insurance company & tried to reach [REDACTED] but she is out of the office for the next few weeks & they transferred me to Kristen Jacobs & the claim #UAM0547 for a deployed air bag issue. I advised her that if they feel that this is some type of defect they need to contact our legal department in writing to address their issue. Representative Kristin understood & said that will do that. I advised her that I will be documenting & closing the case at this time & she thanked me for calling.

*** SUBCASE N012009-04-2400054-2 CLOSE 5/8/2009 12:01:54 PM, elopez01

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 5/8/2009 12:01:59 PM, elopez01

Fulfilled for [REDACTED] due 05/05/2009 12:00:00 AM.

*** CASE CLOSE 5/8/2009 12:02:05 PM, elopez01

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-04-2900297 Division : Honda - Auto Condition : Closed Open Date : 4/29/2009 8:26:36 AM
Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/2/2009 12:31:31 PM
Case Owner : Michael Fenner (Team HB) Method : Phone Queue : Days Open : 156
Last Closed By : Michael Fenner (Team HB) Point of Origin : Customer Wipbin :
Case Title : 9K-(DARLINGS HONDA)- - AIR BAG DEPLOYMENT/NO ACCI No. of Attachments : 0

Site / Contact Info :

Site Name : 149
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. : 1
Fax No. : () -
Address :
City / State / Zip : ORRINGTON, ME
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206909 / DARLING'S HONDA
Phone No. : 207-941-1460
Address : 114 SYLVAN ROAD
City / State / Zip : BANGOR, ME 04401
Svc District / Sls District : 09J / D09
Warranty Labor Rate / Date : \$85.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGCP26488A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 49,956
In Service Date : 12/08/2007
Months In Use : 16
Engine Number : K24Z21502544
Originating Dealer No. / Name : 206909 / DARLING'S HONDA
Selling Dealer No. / Name : 206909 / DARLING'S HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : C.R. Party 3 : DPSM
Party 2 : BBB Party 4 : Not Applicable

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-2900297-1 /		- SERVI	Subcase Close	Service - Dealer	Loaner/Rental	752	SRS
N012009-04-2900297-2 /		- PRODU	Subcase Close	Product	Operation	751	Side Airbag
N012009-04-2900297-3 /		- PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-2900297-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 4/29/2009 8:36:11 AM
Issue Owner : Mary Stapleton	Type 2 : Loaner/Rental	Queue :	Close Date : 4/29/2009 8:36:34 AM
Issue Title : [REDACTED] - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-04-2900297-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2009 3:10:57 PM
Issue Owner : Edward Lopez	Type 2 : Operation	Queue :	Close Date : 8/12/2009 1:09:50 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-2900297-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Edward Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2009 2:37:34 PM
Issue Owner : Michael Fenner	Type 2 : Operation	Queue :	Close Date : 10/2/2009 12:31:20 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE CREATE 4/29/2009 8:26:36 AM, mstaplet

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

*** NOTES 4/29/2009 8:35:48 AM, mstaplet, Action Type : Call from Customer

Verified the customers information.

The customer did not have the VIN.

The customer called regarding side airbag deployment.

The customer said she closed the door and all of the side airbags deployed.

The customer took the vehicle to Darlings Honda for service and was advised that the issue would be taken care of under warranty.

The customer spoke to Jeff-SM.

The customer said she was called by the dealer and told to return the vehicle because AHM was not covering the cost of the repair.

The customer said she had an open case with AHM and the decision has not been made to assist or not.

I explained the vehicle is owned by the dealer and is not connected to her case with AHM.

I explained that if the dealer asks for the vehicle back she would have to comply.

The customer understood.

No further assistance requested.

*** CASE MODIFY 4/29/2009 8:35:56 AM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE N012009-04-2900297-1 CREATE 4/29/2009 8:36:11 AM, mstaplet

Created in WIP Default with Due Date 4/29/2009 8:36:11 AM.

*** SUBCASE N012009-04-2900297-1 CLOSE 4/29/2009 8:36:34 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2009 8:36:37 AM, mstaplet

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

*** CASE REOPEN 4/30/2009 8:18:19 AM, mstaplet

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/30/2009 8:19:11 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2009 8:19:35 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2009 8:39:48 AM, mstaplet

into WIP default and Status of Solving.

*** CASE CLOSE 4/30/2009 8:39:53 AM, mstaplet

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

*** CASE REOPEN 8/7/2009 2:21:02 PM, pbongco

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/7/2009 2:22:07 PM, pbongco

into WIP default and Status of Solving.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** NOTES 8/7/2009 2:24:59 PM, pbongco, Action Type : Letter/Fax

On 08/07/09 ACS received a BBB call record# HON0942633 stating:

"the curtain passenger side air bags deployed without accident. I would like the vehicle repaired at no cost to myself. There is about \$3,000.00 in damages to the vehicle because of a mechanical defect."

*** CASE MODIFY 8/7/2009 2:25:29 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2009 2:25:34 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 8/7/2009 2:26:25 PM, pbongco

from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 8/8/2009 1:26:25 PM, sa

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

*** CASE RULE ACTION 8/9/2009 1:26:25 PM, sa

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

*** CASE YANKED 8/10/2009 6:25:00 AM, elopez01

Yanked by elopez01 into WIPbin default.

*** SUBCASE N012009-04-2900297-2 CREATE 8/10/2009 3:10:57 PM, elopez01

Created in WIP Default with Due Date 8/10/2009 3:10:57 PM.

*** CASE MODIFY 8/10/2009 3:11:22 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2009 3:11:29 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2009 3:12:51 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/11/2009 6:35:04 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/11/2009 6:42:40 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/11/2009 8:35:34 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 9:27:20 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:31:24 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:31:51 PM, elopez01

into WIP default and Status of Solving.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE MODIFY 8/12/2009 12:35:31 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:39:36 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:39:58 PM, elopez01

into WIP default and Status of Solving.

*** NOTES 8/12/2009 12:54:39 PM, elopez01, Action Type : Call to Dealer

I contacted the SM Jeff Adams at Darlings Honda #206909 & we discussed this case. SM advised me that the customer brought the vehicle in back on 04/23/09 at 41,382 miles & they inspected the vehicle & their was no type of damage to cause the air bag to deploy. The dealer called tech line on reference #2810219 & was told to call their insurance company by tech line & the DPSM Joe Rose & do not drive the vehicle. Apparently there was a passenger in the vehicle claiming personal injury from the deployment & customer was also referred to her insurance company because of this issue also. Customer took the vehicle out of the dealer & was advised to go through her insurance company & if they feel there was a defect in the air bag they will have to contact our legal department in writing. SM said that the vehicle was in the other day for a oil change & the vehicle is still in the same condition it was in back in April 2009. I thanked him for the information.

*** CASE MODIFY 8/12/2009 12:55:12 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:55:33 PM, elopez01

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/12/2009 12:55:41 PM, elopez01

WARRANTY CHECK 08/12/2009 12:55:41 PM elopez01
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/12/2009 12:55:49 PM, elopez01

CLAIM CHECK 08/12/2009 12:55:49 PM elopez01
The following Claim History information was found
0; 2008-09-02; 206909; 681961; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL
SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE CAMPAIGN LOOKUP 8/12/2009 12:55:50 PM, elopez01

CAMPAIGN CHECK 08/12/2009 12:55:50 PM elopez01
No data found For VIN

*** CASE VSC LOOKUP 8/12/2009 12:55:59 PM, elopez01

VSC-CUC CHECK 08/12/2009 12:55:59 PM elopez01
No data found for VIN.

*** CASE MODIFY 8/12/2009 12:56:03 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2009 12:56:14 PM, elopez01

into WIP default and Status of Solving.

*** NOTES 8/12/2009 1:08:42 PM, elopez01, Action Type : Call to Customer

I contacted customer to discuss the BBB notice we received regarding her passenger side air bag deploying when closing the door. I advised customer that I

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS [REDACTED]) - AIR BAG DEPLOYMENT/NO ACCIDENT / B

spoke to the dealer SM Jeff Adams at Darling's Honda & he advised me of the visit to the dealer & that the DPSM was involved & customer had someone in the vehicle that is claiming a personal injury. I advised customer that she has to pursue this matter through her insurance company & if they feel that their is a defect with this that they have to contact our legal department in writing. Customer said she was not aware of that. Customer said she spoke to her insurance yesterday. Customer said she will let them know & thanked me for the information & for calling. I advised customer that I will be closing the case at this time.

*** SUBCASE N012009-04-2900297-2 CLOSE 8/12/2009 1:09:50 PM, elopez01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2009 1:09:54 PM, elopez01

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

*** CASE REOPEN 8/31/2009 11:01:12 AM, fdiaz

with Condition of Open and Status of Solving.

*** NOTES 8/31/2009 11:02:39 AM, fdiaz, Action Type : Letter/Fax

On 08/31/09 ACS received a 1 page fax form Travelers Insurance. The letter is from [REDACTED]. The fax was forwarded from John Casanova with HNA Law. Insurance company states that when air bags deployed that is was a mechanical failure.

*** CASE DISPATCH 8/31/2009 11:02:58 AM, fdiaz

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 8/31/2009 2:22:09 PM, mcooley

N012009-04-2900297 to elopez01, WIP [REDACTED]

*** CASE RULE ACTION 8/31/2009 2:22:10 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/1/2009 1:59:48 PM, elopez01

into WIP default and Status of Solving.

*** SUBCASE N012009-04-2900297-3 CREATE 9/1/2009 2:37:34 PM, elopez01

Created in WIP Default with Due Date 9/1/2009 2:37:34 PM.

*** CASE MODIFY 9/1/2009 2:37:47 PM, elopez01

into WIP default and Status of Solving.

*** NOTES 9/2/2009 10:17:33 AM, elopez01, Action Type : Field Service

I contacted the DPSM Joe Rose regarding this case & he remembers this vehicle & he said that he will not inspect the vehicle again because the customer was claiming that the passenger was claiming personal injury. I advised him that I will speak to my supervisor.

*** NOTES 9/2/2009 10:26:50 AM, elopez01, Action Type : Manager

I spoke to my RM Mike & he advised me to have the dealer fax me the repair order from the air bag inspection visit.

*** NOTES 9/2/2009 10:29:34 AM, elopez01, Action Type : Call to Dealer

I contacted the SM Jeff Adams at Darling's Honda #206909 & asked him to send me the repair order for this air bag inspection. SM said he will fax that over to me. I gave him my fax number.

*** CASE MODIFY 9/2/2009 10:30:49 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2009 10:30:57 AM, elopez01

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS [REDACTED]) - AIR BAG DEPLOYMENT/NO ACCIDENT / B

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2009 10:32:23 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2009 10:35:56 AM, elopez01

into WIP default and Status of Solving.

*** COMMIT 9/2/2009 10:36:15 AM, elopez01, Action Type : N/A

waiting fax for air bag issue

*** CASE MODIFY 9/2/2009 10:36:49 AM, elopez01

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/2/2009 10:37:22 AM, elopez01

WARRANTY CHECK 09/02/2009 10:37:22 AM elopez01

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/2/2009 10:37:31 AM, elopez01

CLAIM CHECK 09/02/2009 10:37:31 AM elopez01

The following Claim History information was found

0; 2008-09-02; 206909; 681961; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE CAMPAIGN LOOKUP 9/2/2009 10:37:32 AM, elopez01

CAMPAIGN CHECK 09/02/2009 10:37:32 AM elopez01

No data found For VIN

*** CASE VSC LOOKUP 9/2/2009 10:37:36 AM, elopez01

VSC-CUC CHECK 09/02/2009 10:37:36 AM elopez01

No data found for VIN.

*** CASE MODIFY 9/2/2009 10:37:41 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2009 11:10:22 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 11:10:48 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 11:10:54 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 11:10:57 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:21:21 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/2/2009 12:23:06 PM, elopez01, Action Type : Manager

I was instructed by my RM To have the DPSM Joe Rose make arrangements with the dealer to inspect the vehicle for this air bag issue.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE MODIFY 9/2/2009 12:25:17 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:25:48 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:25:49 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:26:21 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:26:36 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:26:46 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:26:54 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:27:19 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:27:24 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:27:28 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/2/2009 12:30:52 PM, ahsieh, Action Type : Letter/Fax

On 09/02/09 ACS recd a 3-page fax from the customer. Customer faxed over copies of ROs from Darling's Honda.

*** CASE MODIFY 9/2/2009 12:31:09 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:32:44 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:32:46 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:32:49 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:33:01 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:33:16 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** COMMIT 9/2/2009 12:33:29 PM, elopez01, Action Type :

Made to [REDACTED] due 09/05/2009 12:33:38 PM.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

DCS Follow-Up

*** NOTES 9/2/2009 12:38:10 PM, elopez01, Action Type : Field Service

I contacted the DPSM Joe Rose & advised him that I was instructed by RM to have him inspect the vehicle for this air bag issue. DPSM said that it will be 2 or 3 weeks until he is at the dealer & he will have the SM Jeff Adams set up the appointment.

*** NOTES 9/2/2009 12:39:27 PM, elopez01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/5/2009 1

JEFF ADAMS

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

*** NOTES 04/29/2009 08:35:48 mstaplet Action Type: Call from Customer

Verified the customers information.

The customer did not have the VIN.

The customer called regarding side airbag deployment.

The customer said she closed the door and all of the side airbags deployed.

The customer took the vehicle to Darlings Honda for service and was advised that the issue would be taken care of under warranty.

The customer spoke to Jeff-SM.

The customer said she was called by the dealer and told to return the vehicle because AHM was not covering the cost of the repair.

The customer said she had an open case with AHM and the decision has not been made to assist or not.

I explained the vehicle is owned by the dealer and is not connected to her case with AHM.

I explained that if the dealer asks for the vehicle back she would have to comply.

The customer understood.

No further assistance requested.

** NOTES 08/07/2009 14:24:59 pbongco Action Type: Letter/Fax

On 08/07/09 ACS received a BBB call record# HON0942633 stating:

"the curtain passenger side air bags deployed without accident. I would like the vehicle repaired at no cost to myself. There is about \$3,000.00 in damages to the vehicle because of a mechanical defect."

*** NOTES 08/12/2009 12:54:39 elopez01 Action Type: Call to Dealer

I contacted the SM Jeff Adams at Darlings Honda #206909 & we discussed this case. SM advised me that the customer brought the vehicle in back on 04/23/09 at 41,382 miles & they inspected the vehicle & their was no type of damage to cause the air bag to deploy. The dealer called tech line on reference #2810219 & was told to call their insurance company by tech line & the DPSM Joe Rose & do not drive the vehicle. Apparently there was a passenger in the vehicle claiming personal injury from the deployment & customer was also referred to her insurance company because of this issue also. Customer took the vehicle out of the dealer & was advised to go through her insurance company & if they feel there was a defect in the air bag they will have to contact our legal department in writing. SM said that the vehicle was in the other day for a oil change & the vehicle is still in the same condition it was in back in April 2009.

I thanked him for the information.

*** NOTES 08/12/2009 13:08:42 elopez01 Action Type: Call to Customer

I contacted customer to discuss the BBB notice we received regarding her passenger side air bag deploying when closing the door. I advised customer that I spoke to the dealer SM Jeff Adams at Darling's Honda & he advised me of the visit to the dealer & that the DPSM was involved & customer had someone in the vehicle that is claiming a personal injury. I advised customer that she has to pursue this matter through her insurance company & if they feel that their is a defect with this that they have to contact our legal department in writing. Customer said she was not aware of that. Customer said she spoke to her insurance yesterday. Customer said she will let them know & thanked me for the information & for calling. I advised customer that I will be closing the case at this time.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

** NOTES 08/31/2009 11:02:39 fdiaz Action Type: Letter/Fax

On 08/31/09 ACS received a 1 page fax form Travelers Insurance. The letter is from Marina Daniels. The fax was forwarded from John Casanova with HNA Law. Insurance company states that when air bags deployed that is was a mechanical failure.

*** NOTES 09/02/2009 10:17:33 elopez01 Action Type: Field Service

I contacted the DPSM Joe Rose regarding this case & he remembers this vehicle & he said that he will not inspect the vehicle again because the customer was claiming that the passenger was claiming personal injury. I advised him that I will speak to my supervisor.

*** NOTES 09/02/2009 10:26:50 elopez01 Action Type: Manager

I spoke to my RM Mike & he advised me to have the dealer fax me the repair order from the air bag inspection visit.

** NOTES 09/02/2009 12:38:10 elopez01 Action Type: Field Service

I contacted the DPSM Joe Rose & advised him that I was instructed by RM to have him inspect the vehicle for this air bag issue. DPSM said that it will be 2 or 3 weeks until he is at the dealer & he will have the SM Jeff Adams set up the appointment.

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

JEFF,
THIS IS THE CASE INFORMATION
KEEP ME POSTED.
THANKS

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

Edward Lopez
Automobile Customer Service
310-783-7741 (DIRECT)

*** CASE MODIFY 9/2/2009 12:40:00 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE FULFILL 9/2/2009 12:40:05 PM, elopez01
Fulfilled for KIMBERLY LOCH due 09/05/2009 12:33:38 PM.

*** CASE FULFILL 9/2/2009 12:40:14 PM, elopez01
Fulfilled for KIMBERLY LOCH due 09/03/2009 12:00:00 AM.

*** CASE MODIFY 9/2/2009 12:41:25 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:49:24 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** COMMIT 9/2/2009 12:49:26 PM, elopez01, Action Type : N/A
waiting for confirmation w/DPSM inspect appt.

*** CASE MODIFY 9/2/2009 12:50:26 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/2/2009 12:55:36 PM, elopez01, Action Type : Note-Third Party

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS [REDACTED]) - AIR BAG DEPLOYMENT/NO ACCIDENT / B

I left a message for Marina Daniels at Travelers Insurance & I advised her that we would like to inspect the vehicle but the DPSM will not be at this dealer for a 2 to 3 weeks. I advised her that the customer will be contacted by the SM Jeff Adams at Darling's Honda for when the appointment is.

*** CASE MODIFY 9/2/2009 12:55:53 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/2/2009 12:58:03 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 10:23:26 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 10:23:49 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 10:24:16 AM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 1:13:29 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/8/2009 2:10:55 PM, elopez01, Action Type : Field Service

The DPSM Joe Rose advised me that he will be at the Darling's Honda on 09/15/09. DPSM said he will contact the SM & have him contact the customers for DPSM to inspect the vehicle for the air bag issue. I thanked him for the information

*** CASE MODIFY 9/8/2009 2:11:06 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:11:40 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE FULFILL 9/8/2009 2:11:45 PM, elopez01

Fulfilled for [REDACTED] due 09/10/2009 12:00:00 AM.

*** COMMIT 9/8/2009 2:11:50 PM, elopez01, Action Type : N/A

f/u DPSM inspection today

*** CASE MODIFY 9/8/2009 2:12:16 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:12:26 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:12:30 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:12:34 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:12:47 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/8/2009 2:12:52 PM, elopez01

into WIP 9K- ALL DEALERS and Status of Solving.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS HONDA)-[REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE MODIFY 9/8/2009 2:16:22 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/15/2009 7:33:19 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/15/2009 9:42:43 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/15/2009 1:25:14 PM, elopez01, Action Type : Field Service

I contacted the DPSM returning his call & he advised me that he inspected this vehicle & stated that this vehicle does not have any undercarriage damage with the visual inspection. DPSM said their is no signs of any impact or damage. I advised him that I will speak to my Supervisor & thanked him for the information.

*** CASE MODIFY 9/15/2009 1:25:38 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/15/2009 1:25:43 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/15/2009 1:27:12 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE FULFILL 9/15/2009 1:31:59 PM, elopez01
Fulfilled for [REDACTED] due 09/15/2009 12:00:00 AM.

*** COMMIT 9/15/2009 1:32:02 PM, elopez01, Action Type : N/A
under review w/RM

*** CASE MODIFY 9/15/2009 1:32:21 PM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/16/2009 9:28:32 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/16/2009 9:33:00 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** CASE MODIFY 9/16/2009 9:34:43 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

*** NOTES 9/16/2009 9:40:04 AM, elopez01, Action Type : Field Service

I contacted the DPSM returning his call & he advised me that he spoke to the zone office & the DPSM is stating that we should get a letter from the Legal department or a e-mail instructing them to authorize & do the repair. The DPSM said he will not authorize the repairs because initially the customer told the dealer that a passenger suffered injuries. I advised DPSM that I will speak to my RM & get back to him.

*** CASE FULFILL 9/16/2009 9:40:21 AM, elopez01
Fulfilled for [REDACTED] due 09/16/2009 12:00:00 AM.

*** COMMIT 9/16/2009 9:40:33 AM, elopez01, Action Type : N/A
under review w/management

*** CASE MODIFY 9/16/2009 9:40:56 AM, elopez01
into WIP 9K- ALL DEALERS and Status of Solving.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS [REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE MODIFY COMMITMENT 9/18/2009 2:30:49 PM, elopez01

with [REDACTED] due 09/21/2009 12:00:00 AM.

*** CASE ASSIGN 9/21/2009 6:44:53 AM, elopez01

N012009-04-2900297 to mfenner, WIP

*** CASE RULE ACTION 9/21/2009 6:44:54 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-04-2900297-3 ASSIGN 9/21/2009 6:47:04 AM, elopez01

N012009-04-2900297-3 to mfenner, WIP ¶¶eC!ñ¥7+

*** SUBCASE N012009-04-2900297-3 RULE ACTION 9/21/2009 6:47:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 9/21/2009 12:43:36 PM, mfenner

N012009-04-2900297 to mcooley, WIP

*** CASE RULE ACTION 9/21/2009 12:43:37 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 9/21/2009 1:23:57 PM, mfenner

Yanked by mfenner into WIPbin Default.

*** SUBCASE N012009-04-2900297-3 MODIFY 9/23/2009 6:12:33 AM, mfenner

into WIP Subcases and Status of Solving.

*** NOTES 9/23/2009 8:41:49 AM, mfenner, Action Type : HNA Law

Contact under review by HNA

*** NOTES 9/23/2009 1:59:43 PM, mfenner, Action Type : Manager

ACS was advised by AHM management that repairs for the side airbag should be covered at no cost to the customer.

ACS advised that all parties would be contacted and the dealer would be advised to schedule an appointment with the customer to have the vehicle repaired.

*** NOTES 9/23/2009 2:01:36 PM, mfenner, Action Type : Field Service

ACS contacted the ZM and DPSM regarding this contact.

ACS advised that the contact was repaired by AHM management and HNA and it was indicated repairs should be performed on the vehicle at no charge to the customer. ACS advised that this office would contact the dealer and offer authorization for repairs to be completed.

*** NOTES 9/23/2009 2:15:19 PM, mfenner, Action Type : Call to Dealer

Spoke with Jeff Adams - SM on 23 Sept.

ACS advised the dealer that the ZM and DPSM have been notified of this contact and AHM will be authorizing repairs to the airbags at no cost to the customer.

The dealer was requested to contact the customer, make an appointment and repair the vehicle. It was indicated if the customer requires alternate transportation, the dealer should offer it again at no charge.

ACS provided authorization for the repairs.

Case History

Case ID : N012009-04-2900297

Case Title : 9K-(DARLINGS [REDACTED] - AIR BAG DEPLOYMENT/NO ACCIDENT / B

*** CASE CLAIMS LOOKUP 9/30/2009 1:36:39 PM, mfenner

CLAIM CHECK 09/30/2009 01:36:38 PM mfenner

The following Claim History information was found

0; 2008-09-02; 206909; 681961; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREAS

*** NOTES 10/2/2009 11:02:53 AM, mfenner, Action Type : Call to Customer

Left messages for the customer. 2 numbers indicated in CRMS are no longer valid.

ACS sent 10 day letter and will close case unless otherwise indicated.

*** SUBCASE N012009-04-2900297-3 MODIFY 10/2/2009 12:31:15 PM, mfenner

into WIP Subcases and Status of Solving.

*** SUBCASE N012009-04-2900297-3 CLOSE 10/2/2009 12:31:20 PM, mfenner

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/2/2009 12:31:31 PM, mfenner

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-0100248 Division : Honda - Auto Condition : Closed Open Date : 4/1/2013 7:12:47 AM
Case Originator : Jennifer Pacheco (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2013 1:38:53 PM
Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 28
Last Closed By : Daun Craig (Team HH) Point of Origin : Third Party Wipbin :
Case Title : 9A- [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 185
VIN Type / No. : US VIN / 1HGCP36868A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 56,855
In Service Date : 07/12/2008
Months In Use : 57
Engine Number : J35Z21025020
Originating Dealer No. / Name : 206649 / VALLEY HONDA
Selling Dealer No. / Name : 207509 / BLAIR HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206657 / RALPH HONDA
Phone No. : 585-225-3200
Address : 3939 WEST RIDGE ROAD
City / State / Zip : ROCHESTER, NY 14626
Svc District / Sls District : 09A / A09
Warranty Labor Rate / Date : \$93.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-0100248-1 /	[REDACTED]	- PR	Subcase Close	Product	Operation	751	Side Airbag
N012013-04-0100248-2 /	[REDACTED]	- PR	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-0100248-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Product	Status : Subcase Close	Open Date : 4/1/2013 2:07:55 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 4/29/2013 1:38:50 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-04-0100248-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2013 1:36:16 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 4/29/2013 1:38:53 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side SRS-Light 7513
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-0100248

Case Title : 9A-[REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

*** CASE CREATE 4/1/2013 7:12:47 AM, jpacheco

Contact = HEATHER MCKINNEY, Priority = N/A, Status = Solving.

*** CASE MODIFY 4/1/2013 7:13:10 AM, jpacheco

into WIP default and Status of Solving.

*** NOTES 4/1/2013 7:14:41 AM, jpacheco, Action Type : Note-Third Party

ACS spoke to Paul Coluchi who was calling from used car dlr Auction Direct.

He said that he sold this car to the current owner and she called to tell him that on Sunday she and her boyfriend got out of the car and when he closed the door the side air bag deployed and destroyed the seat.

ACS advised that I would advised him to tell her to call us to review further. Case closed for now.

*** CASE MODIFY 4/1/2013 7:14:50 AM, jpacheco

into WIP default and Status of Solving.

*** CASE YANKED 4/1/2013 7:22:08 AM, mtaylor

Yanked by mtaylor into WIPbin default.

*** CASE MODIFY 4/1/2013 7:22:37 AM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 7:29:15 AM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 7:30:14 AM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 7:32:09 AM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 7:32:20 AM, mtaylor

into WIP default and Status of Solving.

*** NOTES 4/1/2013 7:34:37 AM, mtaylor, Action Type : Call from Customer

I updated the customers information.

The customers best contact number is: [REDACTED]

The customer contacted ACS and stated that she is calling because the airbag deployed on the passenger side of the seat. She stated that the side curtain airbag also came out, when she closed the passenger door. She stated that she called her insurance company today and they advised her that they will inspect it tomorrow. She stated that they advised her that it will be a \$500 deductible. She stated that they advised her that there may be a recall and she needs to take it to the dealer to let them inspect it. She stated that this happened on 3/31/2013 at around 3:30 pm. She stated that they were getting out the vehicle.

ACS empathized with the customer and documented her concern. ACS advised the customer that her information will be dispatched to a CM for further review. ACS advised the customer that she will need to have her vehicle inspected at a Honda dealer. ACS advised the customer that she will receive a call no later than the end of the business day tomorrow. ACS advised the customer that no guarantees can be provided as to the outcome as all information is reviewed on a case by case basis. ACS provided the customer with the case number for reference.

Case History

Case ID : N012013-04-0100248

Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

The customer required no further assistance at this time.

*** CASE MODIFY 4/1/2013 7:34:50 AM, mtaylor

into WIP default and Status of Solving.

*** CASE DISPATCH 4/1/2013 7:35:10 AM, mtaylor

from WIP default to Queue Honda Team G.

*** CASE YANKED 4/1/2013 7:35:20 AM, mtaylor

Yanked by mtaylor into WIPbin default.

*** CASE DISPATCH 4/1/2013 7:35:39 AM, mtaylor

from WIP default to Queue Honda Team H .

*** CASE YANKED 4/1/2013 2:01:03 PM, aesquive

Yanked by aesquive into WIPbin default.

*** NOTES 4/1/2013 2:07:29 PM, aesquive, Action Type : Field Service

I spoke with the DPSM regarding this case.

He advised that he has spoken with TJ in the body shop at Ralph Honda. The dealership is to inspect the vehicle and determine if there is any impact or previous damage. They are also to locate previous repair history. He advised the dealership is to speak with the customers on Thursday 4/4/13.

He advised if needed, he will inspect the vehicle on 4/8/13.

I advised I am to speak with the customer tomorrow 4/2/13 and I will advise them that they wait for the dealership to complete an inspection.

*** COMMIT 4/1/2013 2:07:33 PM, aesquive, Action Type : N/A

intro - air bag (ralph)

*** CASE MODIFY 4/1/2013 2:07:48 PM, aesquive

into WIP default and Status of Solving.

*** SUBCASE N012013-04-0100248-1 CREATE 4/1/2013 2:07:55 PM, aesquive

Created in WIP Default with Due Date 4/1/2013 2:07:55 PM.

*** CASE MODIFY 4/1/2013 2:08:33 PM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2013 2:08:41 PM, aesquive

into WIP default and Status of Solving.

*** NOTES 4/2/2013 7:03:45 AM, aesquive, Action Type : Call to Customer

I contacted Mrs. [REDACTED] and introduced myself. She advised she is about to clock into work and has a long shift. She asked me to contact her mother [REDACTED].

*** NOTES 4/2/2013 7:34:15 AM, aesquive, Action Type : Call to Customer

I contacted [REDACTED], mother of the owner [REDACTED]. She advised that she dropped her daughter off at work and because of her job; she is unable to take my call during her work hours.

Case History

Case ID : N012013-04-0100248

Case Title : 9A-(RALPH) [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

She advised that she is on her way to Ralph Honda to drop off the 2008 Accord. She contacted Ralph Honda this morning and confirmed with TJ that he would be expecting her and he would be doing an inspection.

She customer advised that she is very worried for her daughter because the side air bags deployed after only closing the front doors. She asked if AHM will help with this because the air bag replacement will be very expensive and they feel the air bags were defective.

I explained AHM will review her request but it begins with first an inspection. She explained that the dealership yesterday had advised her daughter that AHM may possibly help with the repair and a loaner vehicle. I explained that maybe possible but again, the vehicle needs to first be inspected. She states that the vehicle was not in any accidents prior to its purchase less than 2 weeks ago.

She provided her daughters works schedule for 4/3/12 - 4/4/12, 9am - 6pm. Friday, 4/5/13, her daughter leaves for Florida and will not return until Tuesdays 4/9/13. I explained that I will follow up no later than Thursday 4/4/13 and attempt to contact her around her work hours. I provided my name and my contact information.

*** CASE FULFILL 4/2/2013 7:34:18 AM, aesquive

Fulfilled for [REDACTED] due 04/02/2013 07:00:00 AM.

*** COMMIT 4/2/2013 7:34:19 AM, aesquive, Action Type : N/A

f/u Ralph Honda - side air bag

*** CASE MODIFY 4/2/2013 7:34:32 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/3/2013 1:24:32 PM, aesquive, Action Type : Call to Dealer

I spoke with the SM Max. He states an insurance adjustor from Gecko has visited his dealership and reviewed the vehicle with SA Steven. The Body Shop Manager TJ Marino has inspected the vehicle but has left for the day.

I left a VM for TJ Marino to return my call.

*** CASE MODIFY COMMITMENT 4/3/2013 1:32:00 PM, aesquive

with [REDACTED] due 04/04/2013 12:00:00 AM.

*** NOTES 4/4/2013 7:18:57 AM, aesquive, Action Type : Call from Dealer

TJ, Body Shop Manager at Ralph Honda returned my call.

He advised there appears to be no structure damage to indicate possible impact. There were no scares or scratches found on the frame of the vehicle. He explained the front fenders and bumper have been painted before.

Purchase the vehicle from Auction Direct 2 weeks ago. They referred the customer to Ralph Honda.

He explained that mother described the air by deploying by the daughters Boyfriend exiting the front passenger side of the vehicle during the rain and when he closed the door, the side air bag went off.

Geicko Insurance was at Ralph Honda yesterday 4/3/13 and also wrote up an estimate but they have not indicated they will be covering the cost of this.

He advised he has taken photos and will review them with DPSM_MH on 4/8/13 when he visits his dealership.

Case History

Case ID : N012013-04-0100248

Case Title : 9A-(RALPH) [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

*** CASE MODIFY 4/4/2013 11:48:28 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/4/2013 11:59:48 AM, aesquive, Action Type : Call to Customer

I attempted to contact the customer at [REDACTED] but reached her VM. I left a VM apologizing that I am not able to call her before her begins her work shift because of my office hours.

I advised that I have spoken with Ralph Honda and confirmed the dealership has taken photos of the vehicle and will be reviewing these as well as results from an inspection with a field manager on Monday 4/8/13. I advised the dealership would be contacting her with a decision but advised I would also follow up by 4/9/13. I provided my contact information if she needs to reach me.

*** CASE FULFILL 4/4/2013 11:59:52 AM, aesquive

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

*** COMMIT 4/4/2013 11:59:52 AM, aesquive, Action Type : N/A

f/u ralph - side air bag

*** CASE MODIFY 4/4/2013 12:00:04 PM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/9/2013 6:47:00 AM, aesquive, Action Type : Field Service

I left DPSM_MH a VM regarding the inspection

*** CASE MODIFY 4/9/2013 6:47:04 AM, aesquive

into WIP 9A and Status of Solving.

*** CASE MODIFY COMMITMENT 4/9/2013 6:47:14 AM, aesquive

with [REDACTED] due 04/09/2013 12:00:00 PM.

*** NOTES 4/9/2013 8:10:19 AM, aesquive, Action Type : Call to Dealer

I left TJ at Ralphs Collision Shop a VM to return my call.

*** NOTES 4/9/2013 10:30:20 AM, aesquive, Action Type : Call from Dealer

TJ from Ralph returned my call. He advised the DPSM requested to see the vehicle. He has attempted to contact the customer but she is coming home from Florida today. He will notify me when he sets up an appt with her to return the vehicle.

*** NOTES 4/9/2013 10:36:02 AM, aesquive, Action Type : Call to Customer

I contacted the customer and asked if she has spoken with Ralph Honda. She states she has not and is disappointed that her vehicle is not fixed. She states that she was told the vehicle would be repaired while she was in Florida. I explained that the field manager has requested to see the vehicle in person. I explained that she has not been denied assistance from AHM but rather, a more extension inspection is requested. I referred her to TJ at Ralph Honda to set up something. I advised I would follow up with the dealership. She thanked me for contacting her and we ended the call.

*** CASE MODIFY COMMITMENT 4/9/2013 10:36:18 AM, aesquive

with [REDACTED] due 04/10/2013 12:00:00 PM.

*** CASE MODIFY 4/9/2013 10:36:20 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/10/2013 7:33:14 AM, aesquive, Action Type : Field Service

DPSM advised he has met with the costumer and discussed her concerns. He also reviewed the case with his Zone Manager. He advised that he will be contacting tech line and contacting the customer back today 4/10/13. I thanked him and he states he will contact me once he has had the chance to speak with the customer

Case History

Case ID : N012013-04-0100248

Case Title : 9A-(RALPH) [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

to provide her with his decision on assistance with side air bag repair.

*** CASE MODIFY COMMITMENT 4/10/2013 7:33:21 AM, aesquive

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

*** CASE MODIFY 4/10/2013 7:33:23 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/12/2013 8:56:39 AM, aesquive, Action Type : Call to Dealer

I spoke with TJ in the Body shop at Ralph Honda. He referred me to the Service Dept because the DPSM has authorized the repair.

I contacted SM Max. He confirmed DPSM has provided authorization and the parts have been ordered. He advised the vehicle should be completed Tuesday 4/16.

*** NOTES 4/12/2013 9:05:56 AM, aesquive, Action Type : Call to Customer

I attempted to contact Ms. Lebron at 407-865-4085 but reached her VM. I left a VM advising that I am following up on the repair and advised I will follow up again on 4/17/13. I provided my contact information if she needs to reach me prior.

*** CASE FULFILL 4/12/2013 9:06:07 AM, aesquive

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

*** COMMIT 4/12/2013 9:06:08 AM, aesquive, Action Type : N/A

f/u cust - air bag repair (ralph)

*** CASE MODIFY 4/12/2013 9:06:19 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/17/2013 7:57:44 AM, aesquive, Action Type : Call to Dealer

SM Max was unavailable. I spoke with SA Brian. He advised the air bag has not arrived. He also explained the seat frame was ordered late and that also needs to arrive before the air bag will be installed.

*** NOTES 4/17/2013 8:10:47 AM, aesquive, Action Type : Call to Customer

I contacted the customer at 407-865-4085 and advised I am following up. She states the dealer made her aware the parts may take time to arrive. I confirmed this and apologized for the delay. I advised I will follow up in another week, 4/24/13.

*** CASE MODIFY COMMITMENT 4/17/2013 8:11:10 AM, aesquive

with [REDACTED] due 04/24/2013 12:00:00 AM.

*** CASE MODIFY 4/17/2013 8:11:11 AM, aesquive

into WIP 9A and Status of Solving.

*** NOTES 4/24/2013 6:35:04 AM, aesquive, Action Type : Call to Dealer

I contacted SA Brian at Ralph Honda. He advised that he spoke with the customer yesterday and advised her that the parts arrived yesterday 4/23/13. The technician will hopefully complete the repair today.

*** NOTES 4/24/2013 6:35:50 AM, aesquive, Action Type : Call to Customer

I attempted to contact the Mrs. Lebron at 407-865-4085 but reached her VM. I stated that I was following up on the repair. I provided my contact information if she would like to speak with me.

*** CASE FULFILL 4/24/2013 6:35:58 AM, aesquive

Fulfilled for [REDACTED] due 04/24/2013 12:00:00 AM.

*** COMMIT 4/24/2013 6:35:59 AM, aesquive, Action Type : N/A

Case History

Case ID : N012013-04-0100248

Case Title : 9A-(RALPH) [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

side air bag completed? (ralph)

*** CASE MODIFY 4/24/2013 6:36:22 AM, aesquive

into WIP 9A and Status of Solving.

*** CASE ASSIGN 4/25/2013 7:48:18 AM, aesquive

N012013-04-0100248 to dcraig, WIP

*** CASE FULFILL 4/26/2013 6:30:28 AM, dcraig

Fulfilled for [REDACTED] due 04/26/2013 12:00:00 AM.

*** COMMIT 4/26/2013 6:30:30 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 04/26/2013 03:10:15 PM.

call cust/call dealer/vehicle repair

*** CASE MODIFY 4/26/2013 6:30:49 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 4/26/2013 9:54:16 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking about the repair. I informed her that I am taking over the case for my colleague and wanted to speak with her regarding this issue. I provided my phone number and the extension 117740 with a call back on 5/1/2013.

*** NOTES 4/26/2013 10:10:48 AM, dcraig, Action Type : Call to Dealer

I spoke to the service advisor, Brian who is working on the repairs to the vehicle. I provided my phone number regarding the issue with the vehicle about the air bag. He said the repairs will be finished today and they will call the customer to come and pick up the vehicle. She is not being charged for any of the cost for the repair and I thanked him for that information.

*** CASE MODIFY 4/26/2013 10:11:04 AM, dcraig

into WIP Open Cases and Status of Solving.

*** CASE FULFILL 4/26/2013 10:11:48 AM, dcraig

Fulfilled for [REDACTED] due 04/26/2013 03:10:15 PM.

*** COMMIT 4/26/2013 10:11:49 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 04/29/2013 03:10:15 PM.

call cust/vehicle repair status

*** CASE MODIFY 4/26/2013 10:12:08 AM, dcraig

into WIP Open Cases and Status of Solving.

*** NOTES 4/29/2013 1:31:54 PM, dcraig, Action Type : Call to Customer

I spoke to the customer regarding the issue with the vehicle. I asked if the vehicle been repaired and she said it was. She said that everything is operating very well and there are no other issues she has seen. I thanked her for that information and for calling Honda.

*** NOTES 4/29/2013 1:33:11 PM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Thank you for your assistance with the customer's airbag repair need.
She is very happy with the way the vehicle has been operating and we

Case History

Case ID : N012013-04-0100248

Case Title : 9A-(RALPH) [REDACTED] - SIDE AIR BAG DEPLOYED - NO IMPACT

will close the case at this time.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 4/29/2013 1:33:35 PM, dcraig
into WIP Open Cases and Status of Solving.

*** CASE MODIFY 4/29/2013 1:33:37 PM, dcraig
into WIP Open Cases and Status of Solving.

*** SUBCASE N012013-04-0100248-2 CREATE 4/29/2013 1:36:16 PM, dcraig
Created in WIP Default with Due Date 4/29/2013 1:36:16 PM.

*** CASE MODIFY 4/29/2013 1:36:18 PM, dcraig
into WIP Open Cases and Status of Solving.

*** SUBCASE N012013-04-0100248-1 YANKED 4/29/2013 1:36:56 PM, dcraig
Yanked by dcraig into WIPbin default.

*** SUBCASE N012013-04-0100248-1 MODIFY 4/29/2013 1:38:48 PM, dcraig
into WIP default and Status of Solving.

*** SUBCASE N012013-04-0100248-1 CLOSE 4/29/2013 1:38:50 PM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-04-0100248-2 CLOSE 4/29/2013 1:38:53 PM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2013 1:38:53 PM, dcraig
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012013-01-1801044	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/18/2013 11:45:49 AM
Case Originator :	Sean Scott (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/18/2013 11:58:28 AM
Case Owner :	Sean Scott (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sean Scott (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - NO IMPACT AIRBAG DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 394
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : INDIAN MOUND, TN [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMCP26728 [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 100,000
In Service Date : 04/04/2008
Months In Use : 57
Engine Number : K24Z31409958
Originating Dealer No. / Name : 206925 / JENKINS AND WYNNE HONDA
Selling Dealer No. / Name : 206925 / JENKINS AND WYNNE HONDA
Trim : EX
No. Of Doors : 4
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
N012013-01-1801044-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-01-1801044-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 1/18/2013 11:58:13 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 1/18/2013 11:58:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-01-1801044

Case Title : [REDACTED] - NO IMPACT AIRBAG DEPLOYMENT

*** CASE CREATE 1/18/2013 11:45:49 AM, sscott2

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

*** CASE MODIFY 1/18/2013 11:48:15 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 1/18/2013 11:55:37 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

Mr. Charlie Zeehandler from State Auto Insurance requested information to start a claim for his client, the owner of the vehicle. Mr. Zeehandler stated that the owner parked the vehicle in their garage on 12/27/2012, exited the vehicle, closed the door, and the airbag deployed. Mr. Zeehandler stated that the vehicle is in the process of being repaired and he wanted to start a claim for possible reimbursement. Mr. Zeehandler stated that no one was injured. Mr. Zeehandler was given the address to AHM to mail in his request 1919 Torrance Bl, Torrance, CA. 90501. Mr. Charlie Zeehandler was also given the case number.

No further assistance required

*** SUBCASE N012013-01-1801044-1 CREATE 1/18/2013 11:58:13 AM, sscott2

Created in WIP Default with Due Date 1/18/2013 11:58:13 AM.

*** SUBCASE N012013-01-1801044-1 CLOSE 1/18/2013 11:58:24 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/18/2013 11:58:26 AM, sscott2

into WIP default and Status of Solving.

*** CASE CLOSE 1/18/2013 11:58:28 AM, sscott2

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-09-1100695 Division : Honda - Auto Condition : Closed Open Date : 9/11/2013 10:25:38 AM
Case Originator : Xenia Christopher (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/13/2013 12:59:11 PM
Case Owner : Jonathan Yu (Team HD) Method : Phone Queue : Days Open : 2
Last Closed By : Jonathan Yu (Team HD) Point of Origin : Customer Wipbin :
Case Title : 12E (SERRAMONTE) - [REDACTED] - AIRBAG DEPLOY NO IMPACT/ASSIST No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] P.O.
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 6 [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SAN FRANCISCO, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] P.O.
VIN Type / No. : US VIN / 1HGCP26438A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 58,023
In Service Date : 10/31/2007
Months In Use : 71
Engine Number : K24Z21502660
Originating Dealer No. / Name : 206894 / GRACE HONDA
Selling Dealer No. / Name : 206894 / GRACE HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
Phone No. : 650-758-4800
Address : 485 SERRAMONTE BLVD.
City / State / Zip : COLMA, CA 94014
Svc District / Sls District : 12E / B12
Warranty Labor Rate / Date : \$137.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-1100695-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-09-1100695-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2013 12:58:45 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 9/13/2013 12:58:58 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-1100695

Case Title : 12E (SERRAMONTE) - [REDACTED] - AIRBAG DEPLOY NO IMPACT/ASSISTANCE R

*** CASE CREATE 9/11/2013 10:25:38 AM, xchristo

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

*** CASE MODIFY 9/11/2013 10:36:00 AM, xchristo

into WIP default and Status of Solving.

*** NOTES 9/11/2013 10:36:43 AM, xchristo, Action Type : Call from Customer

I verified the customers contact information. The best contact [REDACTED]

Email address is [REDACTED]

Concern - passenger side airbag deployed

SA - Daryl Wilson

SM - John Cisek

On last Saturday 09/07/2013 at 1:30 pm while sitting in a parking lot the airbag deployed. Customer states that her friend got out of the car and closed the door and the airbag deployed. Customer stresses that there was no impact and she took the car to the dealership and they informed her that the repair is going to cost \$7409.18. Customer would like AHM to cover the cost of the repair because it was not something that she caused. Customer states the car is currently in her driveway as she cant drive it until the airbags are repaired.

ACS thanked the customer for calling and empathized with her regarding the issue. ACS informed the customer that the information she provided would be forwarded to a case manager for further review and someone will contact her back before the end of the next business day. ACS provided the customer with her case number. No further assistance requested. Call ended.

*** CASE MODIFY 9/11/2013 10:36:47 AM, xchristo

into WIP default and Status of Solving.

*** CASE MODIFY 9/11/2013 10:37:01 AM, xchristo

into WIP default and Status of Solving.

*** CASE DISPATCH 9/11/2013 10:37:14 AM, xchristo

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 9/11/2013 11:44:59 AM, jyu

from Queue Honda Team D to WIP default.

*** COMMIT 9/12/2013 6:22:15 PM, jyu, Action Type :

Made to [REDACTED] due 09/13/2013 06:22:18 PM.

DCS Follow-Up

*** NOTES 9/12/2013 6:22:27 PM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/13/2013

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

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

On last Saturday 09/07/2013 at 1:30 pm while sitting in a parking lot the airbag deployed. Customer states that her friend got out of the car and closed the door and the airbag deployed. Customer stresses that there was no impact and she took the car to the dealership and they informed her that the repair is going to cost \$7409.18. Customer would like AHM to cover the cost of the repair because it was not something that she caused. Customer states the car is currently in her driveway as she cant drive it until the airbags are repaired.

Case History

Case ID : N012013-09-1100695

Case Title : 12E (SERRAMONTE) - [REDACTED] - AIRBAG DEPLOY NO IMPACT/ASSISTANCE R

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.

Jonathan Yu
Automobile Customer Service

*** NOTES 9/12/2013 6:22:58 PM, jyu, Action Type : Call to Customer

I left a message for the customer welcoming her to return my call. I stated if I do not hear back from the customer I will try again tomorrow. I attempted to reach the customer on all available numbers.

*** CASE MODIFY 9/12/2013 6:23:22 PM, jyu

into WIP default and Status of Solving.

*** NOTES 9/13/2013 12:40:06 PM, jyu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 Case Manager. The customer had an argument with her boyfriend and he slammed the passengers side door which caused the airbag on the side door to deploy. The customer believes this to be a manufacturers defect and had spoken with a sergeant that said he has never seen that happen before. I advised her that slamming the door on the vehicle hard enough can cause the airbags to deploy in some cases. The customer had already contacted her insurance company and had told them that she believes it is a manufacturers defect. The customer would like AHM to pay for the fees that she had to incur.

I advised her that we would have to perform an investigation if AHM received a subrogation claim which we haven't yet. If the insurance company feels that we are at fault, then AHM will be subrogated by her insurance company. We will not be taking responsibility for the issue at this point in time. The customer thanked me and the call ended.

*** NOTES 9/13/2013 12:44:08 PM, jyu, Action Type : Call from Dealer

I received a call from John (SM) at Honda of Serramonte regarding the customer's situation. He met with this customer and had reviewed the situation with the DPSM. The SM confirmed the cause of the issue and indicated that her boyfriend caused the passenger's side airbag to deploy and the passenger's side front seat airbag. The SM advised me that the module and the airbags would need to be replaced. This is not considered a manufacturer's defect. The DPSM reviewed the situation and declined the request. The call ended.

*** CASE MODIFY 9/13/2013 12:46:25 PM, jyu

into WIP default and Status of Solving.

*** SUBCASE N012013-09-1100695-1 CREATE 9/13/2013 12:58:45 PM, jyu

Created in WIP Default with Due Date 9/13/2013 12:58:45 PM.

*** SUBCASE N012013-09-1100695-1 CLOSE 9/13/2013 12:58:58 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/13/2013 12:58:59 PM, jyu

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2013 12:59:09 PM, jyu

into WIP default and Status of Solving.

*** CASE CLOSE 9/13/2013 12:59:11 PM, jyu

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-07-2600509 Division : Honda - Auto Condition : Closed Open Date : 7/26/2010 8:35:09 AM
Case Originator : Max Ruiz (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/18/2010 11:42:01 AM
Case Owner : Marlene Wells (Team SC) Method : Phone Queue : Days Open : 23
Last Closed By : Marlene Wells (Team SC) Point of Origin : Customer Wipbin :
Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1862
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : WANTAGH, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 302
VIN Type / No. : US VIN / 1HGCP36748A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3678JW / A
Miles / Hours : 20,000
In Service Date : 08/30/2008
Months In Use : 23
Engine Number : J35Z21508102
Originating Dealer No. / Name : 208109 / MIDDLETOWN HONDA
Selling Dealer No. / Name : 208109 / MIDDLETOWN HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208226 / HONDA CITY
Phone No. : 516-735-8900
Address : 3859 HEMPSTEAD TURNPIK
City / State / Zip : LEVITTOWN, NY 11756
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-07-2600509-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-07-2600509-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2010 11:59:48 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 8/2/2010 1:17:25 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern, Provided Information,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-07-2600509

Case Title : 05B-[REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

*** CASE CREATE 7/26/2010 8:35:09 AM, mruiz

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

*** CASE MODIFY 7/26/2010 8:48:56 AM, mruiz

into WIP default and Status of Solving.

*** NOTES 7/26/2010 9:03:14 AM, mruiz, Action Type : Call from Customer

Updated customer info.

Best Contact #: [REDACTED]

Customer is calling on behalf of Mr. [REDACTED], the owner. Customer claims that Mr. [REDACTED] entered the passenger side of the vehicle and the side airbag deployed. Customer stated that no one was injured. Customer states that there was no impact to the vehicle and that he had not yet started the car. Customer states that he brought the vehicle to Honda City and was told that the side airbags were not covered. Customer also wanted information regarding the rear brakes class action lawsuit for a 2009 Accord.

ACS advised customer that the case will be dispatched to a case manager. ACS gave customer the case number and advised the customer that he will be contacted within the next 1 to 2 business days. Regarding th class action suit, ACS referred the customer to Chino, where he can get more information about the suit. ACS returned customer to the phone menu.

*** CASE MODIFY 7/26/2010 9:03:59 AM, mruiz

into WIP default and Status of Solving.

*** CASE DISPATCH 7/26/2010 9:04:24 AM, mruiz

from WIP default to Queue Honda Team G.

*** CASE MODIFY 7/26/2010 9:04:55 AM, mruiz

into WIP default and Status of Solving.

*** CASE YANKED 7/26/2010 9:08:57 AM, mruiz

Yanked by mruiz into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 7/26/2010 9:09:22 AM, mruiz

WARRANTY CHECK 07/26/2010 09:09:22 AM mruiz

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/26/2010 9:09:28 AM, mruiz

CLAIM CHECK 07/26/2010 09:09:28 AM mruiz

The following Claim History information was found

0; 2010-04-05; 208226; 972680; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.

INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S/B#

*** CASE CAMPAIGN LOOKUP 7/26/2010 9:09:30 AM, mruiz

CAMPAIGN CHECK 07/26/2010 09:09:30 AM mruiz

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 7/26/2010 9:09:31 AM, mruiz

VSC-CUC CHECK 07/26/2010 09:09:31 AM mruiz

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

No data found for VIN.

*** CASE MODIFY 7/26/2010 9:09:41 AM, mruiz

into WIP default and Status of Solving.

*** CASE DISPATCH 7/26/2010 9:10:07 AM, mruiz

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 7/26/2010 11:05:41 AM, wmenjiva

from Queue Honda Team G to WIP 05B.

*** CASE MODIFY 7/26/2010 11:08:19 AM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/26/2010 11:22:39 AM, wmenjiva

WARRANTY CHECK 07/26/2010 11:22:38 AM wmenjiva

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/26/2010 11:22:48 AM, wmenjiva

CLAIM CHECK 07/26/2010 11:22:48 AM wmenjiva

The following Claim History information was found

0; 2010-04-05; 208226; 972680; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.

INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S

*** CASE CAMPAIGN LOOKUP 7/26/2010 11:22:51 AM, wmenjiva

CAMPAIGN CHECK 07/26/2010 11:22:51 AM wmenjiva

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ;

*** CASE VSC LOOKUP 7/26/2010 11:22:52 AM, wmenjiva

VSC-CUC CHECK 07/26/2010 11:22:52 AM wmenjiva

No data found for VIN.

*** NOTES 7/26/2010 11:59:11 AM, wmenjiva, Action Type : Field Service

RCM left voice message for DPSM letting him know about this case and asking for a call back to discuss same.

*** SUBCASE N012010-07-2600509-1 CREATE 7/26/2010 11:59:48 AM, wmenjiva

Created in WIP Default with Due Date 7/26/2010 11:59:48 AM.

*** NOTES 7/26/2010 1:35:39 PM, wmenjiva, Action Type : Call to Customer

RCM contacted Mr. [REDACTED] and introduced myself as the Honda RCM handling this case, regarding side airbag deployment.

I asked Mr. [REDACTED] if he could provide RCM with vehicle owner's contact information, to discuss case directly with him?

He stated that he did not currently have it with him, but would provide him with RCM's contact information for him to follow up with RCM.

I provided Mr. [REDACTED] with my contact information.

Asked Mr. [REDACTED] what was his relationship with Mr. [REDACTED], vehicle owner?

He stated that he is his cousin.

I informed Mr. [REDACTED] that RCM will be awaiting owner's call, or RCM would follow up with Mr. Alongi by Wednesday.

He thanked for the quick response.

He had no further questions.

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

*** COMMIT 7/26/2010 1:35:52 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 07/28/2010 01:30:00 PM.

(City) Awaiting cust call

*** COMMIT 7/26/2010 1:37:23 PM, wmenjiva, Action Type :

Made to [REDACTED] due 07/29/2010 01:37:26 PM.

DCS Follow-Up

*** CASE MODIFY 7/26/2010 1:41:39 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/26/2010 1:41:43 PM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/29/2010

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

Customer is calling on behalf of Mr. [REDACTED] the owner. Customer claims that Mr. [REDACTED] entered the passenger side of the vehicle and the side airbag deployed. Customer stated that no one was injured.

Customer stated that there was no impact to the vehicle and that he had not yet started the car.

Customer stated that he brought the vehicle to Honda City and was told that the side airbags were not covered.

Customer feels it is a defect.

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:

Has Techline or DPSM been consulted?

Were there any photos taken?

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

Walter Menjivar

Automobile Customer Service

310-783-7706

*** CASE MODIFY 7/26/2010 1:42:08 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/26/2010 2:24:53 PM, wmenjiva, Action Type : Field Service

RCM discussed case with DPSM.

DPSM asked that dealer look at the vehicle first, to inspect for any possible impact damage(s).

DPSM would not have an issue inspecting the vehicle, if Honda dealer is unable to find any outside influence factors in this case.

*** CASE MODIFY 7/26/2010 2:24:59 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/27/2010 8:09:25 AM, wmenjiva, Action Type : Call to Dealer

RCM left message for Honda City SM-Mark asking for a call back.

*** CASE MODIFY 7/27/2010 8:09:50 AM, wmenjiva

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

into WIP 05B and Status of Solving.

*** NOTES 7/27/2010 9:11:09 AM, elim, Action Type : Warm Transfer

Mr. [REDACTED] calling to speak with the CM and was warm transferred. No further comments.

*** NOTES 7/27/2010 9:23:35 AM, wmenjiva, Action Type : Call from Customer

RCM spoke with customer, Mr. [REDACTED]

RCM obtained his mailing address and contact number.

He stated that he had the vehicle towed into Honda City, yesterday, right after RCM spoke with his cousin.

He stated that he received a call from dealer SA-Mike, earlier today, to provide him repair estimate, \$1800.

He stated that this is a defect, and he shouldn't be responsible for any of the repair cost.

I informed customer that RCM understood, and would need to look into it further.

I asked customer what happened?

He stated that this happened Sunday morning.

He stated that it was very hot outside, so he got into the vehicle, started it, and had the door open.

He stated that he was in the driver's seat, no one else was in the vehicle.

He stated that he got out of the vehicle, left the engine running, and closed the door. This is when the airbags deployed, for no rhyme or reason.

I informed customer that I would need to speak with dealer regarding his concern.

I informed customer that RCM would follow up with customer by Friday, but if RCM has information sooner, RCM will contact customer sooner.

He stated that he paid for towing and will have to pay for a rental, being that the dealer is not providing him a loaner.

I informed customer that I understood.

I thanked customer for his time.

Best contact number, [REDACTED] cell

*** CASE FULFILL 7/27/2010 9:23:53 AM, wmenjiva

Fulfilled for [REDACTED] due 07/28/2010 01:30:00 PM.

*** CASE FULFILL 7/27/2010 9:23:59 AM, wmenjiva

Fulfilled for [REDACTED] due 07/29/2010 01:37:26 PM.

*** COMMIT 7/27/2010 9:24:05 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 07/30/2010 01:00:00 PM.

(City) Follow up with cust

*** NOTES 7/27/2010 12:16:26 PM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City SM-Mark, who informed me that he received RCM's DCS.

SM stated that dealer contacted Techline, ref# 3036701, who referred dealer to contact their DPSM.

SM stated that SM spoke with DPSM who asked SM to speak with customer, Mr. [REDACTED], and get his side of the story. Also, DPSM asked SM to take a lot of digital photos and to send those to DPSM for review.

I informed SM that RCM had spoken with customer, Mr. Difazio, earlier today, and provided SM with what the customer had told RCM happened.

*** CASE MODIFY 7/27/2010 12:16:48 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/28/2010 8:56:16 AM, wmenjiva, Action Type : Field Service

RCM discussed case with DPSM.

DPSM stated that he spoke with SM-Mark, yesterday, and is awaiting digital pictures from dealer.

*** CASE MODIFY 7/28/2010 8:56:23 AM, wmenjiva

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

into WIP 05B and Status of Solving.

*** NOTES 7/28/2010 10:01:47 AM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City SM-Mark, who informed RCM that SM had forwarded digital pictures to DPSM, earlier today.
SM stated that dealer found no proof of any impact damages underneath vehicle.
SM awaiting word from DPSM.

*** CASE MODIFY 7/28/2010 10:01:59 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/29/2010 8:08:30 AM, wmenjiva, Action Type : Call from Customer

RCM picked up voice message from customer, Mr. Difazio, asking for a call back with an update.

*** NOTES 7/29/2010 8:10:01 AM, wmenjiva, Action Type : Call to Dealer

RCM left message for Honda City SM-Mark asking for a call back.

*** CASE MODIFY 7/29/2010 8:10:21 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/29/2010 1:17:46 PM, mwimby, Action Type : Call from Customer

Customer called to speak with RCM. ACS connected with vmail.

*** NOTES 7/29/2010 1:54:17 PM, wmenjiva, Action Type : Field Service

RCM spoke with DPSM.
DPSM stated that after further review of digital pictures, there is no impact damages found. However, it appears airbags deployed due to the high impact of the door closing, door was closed too hard.
DPSM stated that AHM will goodwill repair. If parts are ordered tomorrow morning, they should arrive Saturday or Tuesday.
Loaner or rental will not be provided.

*** NOTES 7/29/2010 2:10:20 PM, wmenjiva, Action Type : Call to Customer

RCM contacted customer (Mr. [REDACTED] cell, and introduced myself.
Explained to customer that AHM will have an answer for customer by tomorrow morning, and dealer will contact customer to advise.
Explained to customer that dealer had taken digital pictures of the exterior of his vehicle, and under carriage, and forward same to AHM.
Explained to customer that there is no sign of impact damage on the body of the vehicle. However, it appears airbag sensors went off due to the impact of the door closing, might have been closed too hard.
Informed customer that AHM hopes to have a favorable decision for customer.
Apologized to customer for the delay in the process and for RCM following up, today.
Informed customer that RCM understands that he is without a vehicle and in need of it.
He understood and thanked RCM for following up with him, promptly.
Informed customer that RCM will follow up with customer, tomorrow, to verify dealer has contacted him to provide him decision.
He thanked.
Customer had no further questions.

*** CASE MODIFY 7/29/2010 2:10:47 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/30/2010 6:13:24 AM, wmenjiva, Action Type : Call from Dealer

RCM picked up voice message from Honda City SM-Mark, from last night, stating that SM had spoken with DPSM, and DPSM had agreed to cover repair cost, as a one-time goodwill gesture.

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

SM stated that SM spoke with customer, last night, and informed customer of same.

*** CASE MODIFY 7/30/2010 6:13:36 AM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 7/30/2010 6:13:43 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/30/2010 9:47:20 AM, wmenjiva, Action Type : Call to Customer

RCM contacted customer (Mr. [REDACTED]) cell, no answer. RCM left customer voice message introducing myself and letting him know RCM was following up on his case to verify that the dealer had contacted him, already, with AHM's decision on his case?

Informed customer that RCM had spoken with Honda City SM-Mark, and SM had indicated to RCM that dealer had already spoken with customer.

Asked customer to please give RCM a call back to advise RCM whether dealer contacted him, already, or nit.

Provided customer my contact information and thanked customer.

*** CASE FULFILL 7/30/2010 9:47:35 AM, wmenjiva

Fulfilled for [REDACTED] due 07/30/2010 01:00:00 PM.

*** COMMIT 7/30/2010 9:47:44 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 08/02/2010 01:00:00 PM.

(City) Awaiting cust response

*** CASE MODIFY 7/30/2010 9:48:22 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 7/30/2010 12:16:11 PM, wmenjiva, Action Type : Call from Customer

RCM picked up voice message from customer (Mr. [REDACTED]) letting RCM know that he had received a call from SM-Mark letting him know that Honda was going to cover the entire repair cost.

He stated that SM told him that parts have been placed on order, and dealer would contact him once repairs have been completed.

He asked RCM to give him a call back, if RCM had any questions.

He thanked.

*** CASE MODIFY 7/30/2010 12:16:24 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 7/30/2010 12:16:28 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 8/2/2010 1:14:19 PM, wmenjiva

Fulfilled for [REDACTED] due 08/02/2010 01:00:00 PM.

*** CASE MODIFY 8/2/2010 1:15:02 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 8/2/2010 1:15:12 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 8/2/2010 1:15:29 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 8/2/2010 1:16:41 PM, wmenjiva

into WIP 05B and Status of Solving.

Case History

Case ID : N012010-07-2600509

Case Title : 05B-[REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

*** CASE MODIFY 8/2/2010 1:17:21 PM, wmenjiva
into WIP 05B and Status of Solving.

*** SUBCASE N012010-07-2600509-1 CLOSE 8/2/2010 1:17:25 PM, wmenjiva
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/2/2010 1:17:26 PM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/9/2010 7:03:31 AM, rrichard
with Condition of Open and Status of Solving.

*** NOTES 8/9/2010 7:09:06 AM, rrichard, Action Type : Warm Transfer

The customer is calling to speak to his CM. I located the CM's extension and the call was warm transferred. No further assistance was needed.

updated and verified contact 5168606437

*** CASE CLOSE 8/9/2010 7:47:56 AM, rrichard
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 8/9/2010 10:26:07 AM, wmenjiva, Action Type : Call from Customer

RCM spoke with customer (Mr. [REDACTED]).

He stated that he got a call from Honda City SM-Mark letting him know that dealer is still waiting for 1 part, and they are not sure of its ETA.

He stated that vehicle is going on its 2nd week at dealer, and he would like to be compensated.

He stated that his lease is due in September, and was wondering if Honda would be able to extend his lease an extra 2 weeks for the 2 weeks that his vehicle would be at dealer for repairs?

Explained to customer that RCM would speak with dealer and try to obtain information on what the current issue is with his vehicle, and would follow up with him by tomorrow.

As with regards to AHM extending his lease for an extra 2 weeks, AHM would not be in a position to do so.

As with regards to compensation, AHM would not be in a position to provide him any compensation.

He stated that dealer did not provide him a loaner and he feels that his airbag issue is more of a defect than anything else.

Reiterated to customer that RCM would look further into the concern of the part with dealer and would follow up with customer, tomorrow.

He thanked.

Thanked customer for his time and apologized for any inconvenience.

*** CASE REOPEN 8/9/2010 10:26:55 AM, wmenjiva
with Condition of Open and Status of Solving.

*** NOTES 8/9/2010 10:29:27 AM, wmenjiva, Action Type : Call from Dealer

RCM spoke with Honda City ASM-Ralph, who informed RCM that SM had informed ASM that as of Friday, the part was in PA., no ETA.

Asked ASM if he could speak with SM, who is currently on vacation, if part is in PA. at a dealer or warehouse.

ASM understood.

Informed ASM that RCM would follow up with ASM, later today, on this matter.

ASM understood.

*** COMMIT 8/9/2010 10:29:46 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 08/10/2010 01:00:00 PM.

(City) Follow up with cust

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

*** CASE MODIFY 8/9/2010 10:30:23 AM, wmenjiva

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

*** NOTES 8/9/2010 1:21:05 PM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City ASM-Ralph, who informed RCM that part, headliner, should be in tomorrow.

Informed ASM that RCM would follow up with dealer, tomorrow.

ASM asked RCM that customer had asked if Honda could extend the lease 2 more weeks, being that his vehicle is going on its 2nd week at dealer?

Explained to ASM that RCM had already discussed same with customer and RCM had informed customer that AHM would not be in a position to extend his lease beyond its due date.

*** CASE MODIFY 8/9/2010 1:21:33 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 8/10/2010 9:10:09 AM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City ASM-Ralph, SM-Mark is on vacation all week.

ASM stated that part was received, today, repairs should be completed by end of day today or tomorrow morning.

*** NOTES 8/10/2010 10:59:09 AM, wmenjiva, Action Type : Call to Customer

RCM contacted customer (Mr. [REDACTED] cell, no answer. RCM left customer voice message introducing myself and letting him know RCM had spoken with dealer, and dealer had received part, headliner.

Informed customer, per dealer, vehicle repairs should be completed by end of day today or tomorrow. Dealer will contact customer to advise, once vehicle repairs are completed.

Asked customer to feel free to give RCM a call back, if he has any related questions, and provided my contact information.

*** CASE FULFILL 8/10/2010 10:59:18 AM, wmenjiva

Fulfilled for [REDACTED] due 08/10/2010 01:00:00 PM.

*** COMMIT 8/10/2010 10:59:25 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 08/11/2010 11:00:00 AM.

(City) Check repair status with dlr

*** CASE MODIFY 8/10/2010 11:00:01 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 8/10/2010 1:12:33 PM, ehenders, Action Type : Call for Case Mgr

The customer called to speak to the CM's supervisor. I advised the customer ACS would make the request and he would receive a call within 24-48 hours.

ACS set the expectation that his concerns would ultimately have to be addressed by the CM. The customer understood.

*** NOTES 8/10/2010 1:37:57 PM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City ASM-Ralph who informed RCM repairs would be completed by tomorrow.

*** CASE MODIFY 8/10/2010 1:38:10 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 8/10/2010 1:38:13 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 8/11/2010 10:39:18 AM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Honda City ASM-Ralph, who informed RCM that the vehicle repairs would be completed by today.

*** NOTES 8/11/2010 10:45:53 AM, wmenjiva, Action Type : Manager

Case History

Case ID : N012010-07-2600509

Case Title : 05B- [REDACTED] - (CITY) AIRBAG DEPLOYMENT/REAR BRAKE PADS

RCM reviewed case with RM.

*** NOTES 8/11/2010 10:46:34 AM, wmenjiva, Action Type : Escalation

RCM contacted customer (Mr. [REDACTED] cell, no answer. Left customer voice message introducing myself and letting him know RCM had spoken with dealer, earlier today, ad dealer had assured RCM that the vehicle repairs would be completed by today, and they would follow up with customer. Explained to customer that RCM was also, responding to his escalation request, after reviewing the case with RCM's manager. Asked customer, if he has any related issues to discuss with AHM or feedback, he is welcome to reach RCM, and provided my contact information.

*** CASE FULFILL 8/11/2010 10:46:53 AM, wmenjiva

Fulfilled for [REDACTED] due 08/11/2010 11:00:00 AM.

*** CASE MODIFY 8/11/2010 10:47:08 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 8/12/2010 8:54:00 AM, wmenjiva, Action Type : Call from Dealer

RCM spoke with Honda City SA-Greg, who spoke with ASM-Ralph. Customer picked up his vehicle, this morning.

*** NOTES 8/12/2010 9:54:12 AM, wmenjiva, Action Type : Escalation

RCM contacted customer (Mr. [REDACTED] cell, no answer. Left customer voice message introducing myself and letting him know RCM had spoken with dealer, earlier today, ad dealer had informed RCM that customer had picked up his vehicle, this morning. RCM wanted to verify with customer that he was back in his vehicle? Asked customer, if he has any related issues to discuss with AHM or feedback, he is welcome to reach RCM, and provided my contact information. Thanked customer for working with AHM.

*** CASE MODIFY 8/12/2010 9:54:27 AM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE CLOSE 8/12/2010 9:54:29 AM, wmenjiva

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

*** CASE REOPEN 8/18/2010 11:37:09 AM, mwells

with Condition of Open and Status of Solving.

*** NOTES 8/18/2010 11:40:54 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS verified customer information

Customer requested to speak to the case managers supervisor. ACS advised that his request is sent in the form of an email and he would be contacted back within 24hrs. Customer stated that he went that route and still the case manager called him back. ACS advised him that his complaint was understood and documented, However ACS cannot guarantee that he would be contacted back by any other person but the case manager. He was advised that he may write in for his concern, However again he may be contacted back by the case manager. Customer thanked ACS and had no further requests

*** CASE MODIFY 8/18/2010 11:41:41 AM, mwells

into WIP default and Status of Solving.

*** CASE CLOSE 8/18/2010 11:42:01 AM, mwells

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-10-1000054 Division : Honda - Auto Condition : Closed Open Date : 10/10/2013 6:32:37 AM
Case Originator : Daniell Tate (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/11/2013 7:38:53 AM
Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 32
Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 24 S
VIN Type / No. : US VIN / 1HGCP26898A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 92,152
In Service Date : 12/12/2007
Months In Use : 70
Engine Number : K24Z31505470
Originating Dealer No. / Name : 206675 / BALISE HONDA
Selling Dealer No. / Name : 206675 / BALISE HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207184 / ATAMIAN HONDA
Phone No. : 978-851-4356
Address : 150 MAIN STREET
City / State / Zip : TEWKSBURY, MA 01876
Svc District / Sls District : 09H / C09
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-1000054-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012013-10-1000054-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2013 1:52:49 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 11/11/2013 7:38:53 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

*** CASE CREATE 10/10/2013 6:32:37 AM, dtate

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

*** CASE MODIFY 10/10/2013 6:43:22 AM, dtate

into WIP default and Status of Solving.

*** NOTES 10/10/2013 6:44:56 AM, dtate, Action Type : Call from Customer

Updated customer info.

Best #: [REDACTED] 7

Customer states her elderly father closed the front passenger side door and the passenger side air bag deployed without warning. Customer states there was no impact. States she contacted her selling DLR in Alaska, and was advised that the air bag is not covered under warranty and recommended that she contact her insurance company and AHM.

Customer seeks AHM to alert her of her next step and seeks assistance with the repair.

ACS apologized and empathized. ACS reviewed case with TL and advised the case will be forwarded to a CM for further review. Advised the CM will require to have the vehicle inspected by her local Honda DLR. Customer understood and stated she'll be able to have her vehicle taken to Atamian Honda sometime today. ACS provided the case# and advised the CM will contact the customer by the end of the next business day. Customer thanked.

ACS dispatched case.

*** CASE MODIFY 10/10/2013 6:45:16 AM, dtate

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 6:45:16 AM, dtate

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 6:45:21 AM, dtate

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 6:45:22 AM, dtate

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 6:45:22 AM, dtate

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2013 6:45:30 AM, dtate

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 10/10/2013 1:18:58 PM, dcraig

from Queue Honda Team H to WIP default.

*** CASE MODIFY 10/11/2013 1:49:02 PM, dcraig

into WIP default and Status of Solving.

*** SUBCASE N012013-10-1000054-1 CREATE 10/11/2013 1:52:49 PM, dcraig

Created in WIP Default with Due Date 10/11/2013 1:52:49 PM.

*** CASE MODIFY 10/11/2013 1:52:56 PM, dcraig

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

into WIP default and Status of Solving.

*** COMMIT 10/11/2013 1:53:01 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/11/2013 03:00:15 PM.
first call

*** NOTES 10/11/2013 1:58:15 PM, dcraig, Action Type : Call to Customer

The customer and I spoke about the issue with the airbag. She said her father got into the car and closed the door which caused the airbag to deploy without an impact. She has not taken the vehicle in for inspection yet and is waiving assistance from Honda. I informed her that she is welcome to take the vehicle into the dealership, have them inspect it and we will speak back with her and/or the dealership regarding this issue to explore the possibility of assistance. She understood and I will speak back with her on 10/17. She agreed, I provided my phone number and the extension 117740 and I thanked her for calling Honda.

*** CASE MODIFY 10/11/2013 1:58:53 PM, dcraig

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2013 1:59:34 PM, dcraig

into WIP default and Status of Solving.

*** CASE FULFILL 10/11/2013 1:59:47 PM, dcraig

Fulfilled for [REDACTED] due 10/11/2013 03:00:15 PM.

*** COMMIT 10/11/2013 1:59:47 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/17/2013 03:10:15 PM.
call cust/reveiw airbag inspection

*** CASE MODIFY 10/11/2013 2:00:28 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 10/15/2013 11:43:19 AM, cherrera, Action Type : Call for Case Mgr

Customer contacted ACS wanting to speak to the CM.

ACS advised customer that the CM is currently not in the office. Customer states that she would like CM extension. ACS advised customer that CM extension is 117740. Customer states that she will contact CM tomorrow 10/16/2013. Call ended.

*** NOTES 10/16/2013 9:01:14 AM, aparalej, Action Type : Letter/Fax

On 10/16/13 ACS received a 1page cover fax with 8 page of supporting documents from the customer regarding previous issue.

*** CASE ADD ATTACHMENT 10/16/2013 9:30:22 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-1000054_1.PDF

*** NOTES 10/17/2013 12:45:15 PM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer regarding the fax that was received. I explained that I will speak back with her once we have fully reviewed the information in the RO and I will call her back on 10/21.

*** CASE FULFILL 10/17/2013 12:45:34 PM, dcraig

Fulfilled for [REDACTED] due 10/17/2013 03:10:15 PM.

*** COMMIT 10/17/2013 12:45:37 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/21/2013 03:10:15 PM.
review case information with the RM/call the cust

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

*** CASE MODIFY 10/17/2013 12:45:58 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/21/2013 6:27:03 AM, dcraig, Action Type : Call to Customer

I spoke to the customer regarding the inspection of the vehicle. She explained the dealer did inspect everything she needed and charged her the inspection cost but did not provide an estimate. I explained that I will speak back with the dealership and review this information with them giving her a call back no later than 10/22 and she understood.

*** CASE MODIFY 10/21/2013 6:27:07 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/21/2013 6:27:12 AM, dcraig

Fulfilled for [REDACTED] due 10/21/2013 03:10:15 PM.

*** COMMIT 10/21/2013 6:27:13 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/21/2013 03:11:15 PM.
call dealer regarding estimate/review w/ RM/call cust 10/22

*** CASE MODIFY 10/21/2013 6:27:46 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/21/2013 10:41:40 AM, dcraig

Fulfilled for [REDACTED] due 10/21/2013 03:11:15 PM.

*** COMMIT 10/21/2013 10:41:42 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/22/2013 03:10:15 PM.
contact DPSM/call cust

*** CASE MODIFY 10/21/2013 10:42:07 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/22/2013 7:53:21 AM, dcraig, Action Type : Field Service

I sent a message to the DPSM regarding the issue with the air bag deployment. I also informed the AZM for his review. I will wait for their contact back.

*** CASE MODIFY 10/22/2013 7:53:24 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/22/2013 8:07:54 AM, dcraig, Action Type : Call to Customer

I spoke to the customer regarding the further review Honda is doing on her air bag issue in the vehicle. I explained that we will need someone else to come out and take a look at her vehicle and she understood. I am waiting for feedback from them and I will speak back with her no later than 10/25 and she understood.

*** CASE MODIFY 10/22/2013 8:07:59 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/22/2013 8:08:03 AM, dcraig

Fulfilled for [REDACTED] due 10/22/2013 03:10:15 PM.

*** COMMIT 10/22/2013 8:08:04 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/25/2013 03:10:15 PM.
DPSM response/call cust w/ update information

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

*** CASE MODIFY 10/22/2013 8:08:23 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/25/2013 9:38:43 AM, dcraig, Action Type : Field Return Call

The AZM is going to speak with the service manager regarding the issue with the vehicle. He explained that because they have no one that can go out to his area, they will have the service manager inspect the vehicle for this issue and give him a call back with the needed information to identify any issues with the deployment of the airbag. If nothing is found he may authorize coverage for this from Honda.

*** NOTES 10/25/2013 9:47:05 AM, dcraig, Action Type : Call to Customer

I spoke to the customer regarding the update to her case. I explained that Honda is working on her case regarding the issue with the air bag. I explained that we normally have someone go out to the dealership to take a look at the vehicle but we are working with another colleague at this time to get the best resolution for this issue. She understood and I will speak back with her on 10/29 for further discussion regarding the issue after the full review. She understood and said she has an inspection on her vehicle coming up in December and I said I will note that and mention it to my colleague and I thanked her for contacting Honda.

*** CASE MODIFY 10/25/2013 10:03:26 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/25/2013 10:03:29 AM, dcraig

Fulfilled for [REDACTED] due 10/25/2013 03:10:15 PM.

*** COMMIT 10/25/2013 10:03:31 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/29/2013 03:11:15 PM.
dealer call back/call cust

*** CASE MODIFY 10/25/2013 10:03:49 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/29/2013 11:28:40 AM, dcraig, Action Type : Call to Dealer

I spoke to the service manager, Greg who said he spoke to the AZM, Roger regarding the issue with the vehicle. He spoke directly with the customer asking her to please bring the vehicle in and she agreed to do so after she finds another vehicle to drive in the meantime. He is waiting for her call back.

*** NOTES 10/29/2013 11:30:02 AM, dcraig, Action Type : Call to Customer

The customer and I spoke about the issue with the vehicle. She did speak directly with the service manager and she is going to take the vehicle in tonight and have them take a look at it while she drives her husbands vehicle. I will speak back with her on 11/1 and she understood.

*** CASE MODIFY 10/29/2013 11:30:05 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/29/2013 11:30:10 AM, dcraig

Fulfilled for [REDACTED] due 10/29/2013 03:11:15 PM.

*** COMMIT 10/29/2013 11:30:12 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 11/01/2013 03:10:15 PM.
call cust/vehicle repair status

*** CASE MODIFY 10/29/2013 11:30:29 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 11/1/2013 10:17:28 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking if the vehicle has been repaired. I left my contact information for a call back.

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

*** CASE MODIFY 11/1/2013 10:17:58 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 11/1/2013 11:40:23 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 11/1/2013 12:37:09 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 11/1/2013 12:43:30 PM, dcraig, Action Type : Call to Customer

I left a 2nd voice mail message for the customer asking if the vehicle has been repaired. I left my contact information for a call back.

*** CASE MODIFY 11/1/2013 12:43:32 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 11/1/2013 12:54:05 PM, dcraig, Action Type : Letter/Fax
November 1, 2013

[REDACTED]
[REDACTED]

Methuen, MA, [REDACTED]

Re: VIN 1HGCP26898A [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117740, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Daun Craig
Automobile Customer Service
File No. N012013-10-1000054

*** CASE MODIFY 11/1/2013 1:01:25 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 11/1/2013 1:01:32 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 11/1/2013 1:01:39 PM, dcraig

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

Fulfilled for [REDACTED] due 11/01/2013 03:10:15 PM.

*** COMMIT 11/1/2013 1:01:40 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 11/12/2013 03:10:15 PM.

10-day letter sent

*** CASE MODIFY 11/1/2013 1:02:17 PM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 11/1/2013 1:02:22 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 11/4/2013 2:28:05 PM, dcraig, Action Type : Call from Customer

The customer contacted our office saying she has an appointment for the vehicle to go back into the dealership as of 11/4. I will speak back with her on 11/6 for the details of the inspection.

*** CASE MODIFY 11/4/2013 2:28:49 PM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 11/4/2013 2:28:53 PM, dcraig

Fulfilled for [REDACTED] due 11/12/2013 03:10:15 PM.

*** COMMIT 11/4/2013 2:28:54 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 11/06/2013 03:10:15 PM.

call cust/vehicle inspection complete

*** CASE MODIFY 11/4/2013 2:29:48 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 11/6/2013 7:31:59 AM, dcraig, Action Type : Call to Customer

The customer regarding the issue with the vehicle. She said there has been no call back from the dealership regarding repair but she asked for assistance with the cost of the rental vehicle. I explained that we are happy to cover the cost for the vehicle she has had for 3 days and this would have her to be responsible for the diagnosis fee. She understood and I will call her back no later than 11/7 to find out if the vehicle has been repaired and how it is operating. She understood and I thanked her for contacting Honda.

*** NOTES 11/6/2013 7:36:34 AM, dcraig, Action Type : Call to Dealer

I spoke to the service manager, Greg asking about the repair to the vehicle. He explained they are still working on the vehicle at this time and should be finished by today. He will make sure to contact her once the vehicle is ready to be picked up. I also said Honda will cover the cost for the rental vehicle she picked up on Monday and he understood.

*** CASE FULFILL 11/6/2013 7:36:51 AM, dcraig

Fulfilled for [REDACTED] due 11/06/2013 03:10:15 PM.

*** COMMIT 11/6/2013 7:36:53 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 11/07/2013 03:10:15 PM.

call cust/vehicle repair status

*** CASE MODIFY 11/6/2013 7:37:18 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 11/7/2013 12:19:45 PM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking for a call back repair of the vehicle. I left my contact information with a call back on 11/11.

Case History

Case ID : N012013-10-1000054

Case Title : 9H-(ATAMIAN) - [REDACTED] - (ND) AIR BAG DEPLOYMENT/NO IMPACT/ASSIST

*** CASE MODIFY 11/7/2013 12:20:53 PM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 11/7/2013 12:20:59 PM, dcraig

Fulfilled for [REDACTED] due 11/07/2013 03:10:15 PM.

*** COMMIT 11/7/2013 12:21:00 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 11/11/2013 03:10:15 PM.

call cust/vehicle repair status

*** CASE MODIFY 11/7/2013 12:21:20 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 11/11/2013 7:35:11 AM, dcraig, Action Type : Call to Customer

The customer explained the vehicle has been repaired and she is very happy with it. The dealership is continuing to work with her because her visor broke and they have ordered her another one. It will arrive in about 5 days and she is happy to wait and continue to work with them. I thanked her for that information and explained that she can speak back with us for any other needs she may have and I thanked her for contacting Honda.

*** NOTES 11/11/2013 7:36:48 AM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Thank you for your assistance with the airbag issue in the vehicle.
The customer is very happy with the repair and explained that she is still working with you regarding the replacement of the sun visor.
I will close the case at this time and thank you for your assistance.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 11/11/2013 7:38:09 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 11/11/2013 7:38:48 AM, dcraig

into WIP 9H and Status of Solving.

*** SUBCASE N012013-10-1000054-1 CLOSE 11/11/2013 7:38:53 AM, dcraig

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/11/2013 7:38:53 AM, dcraig

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-07-1600359 Division : Honda - Auto Condition : Closed Open Date : 7/16/2008 8:27:03 AM
Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/15/2008 2:45:24 PM
Case Owner : Albert Chan (Team HD) Method : Phone Queue : Days Open : 30
Last Closed By : Albert Chan (Team HD) Point of Origin : Customer Wipbin :
Case Title : 01C- - AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : 805-415-9994
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : VENTURA, CA
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address : 1500 E. VENTURA BLVD.
City / State / Zip : OXNARD, CA 93030
Svc District / Sls District : 01A / B01
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-07-1600359-1 / - PRO	Subcase Close	Product	Accident/Injury	751	Side Airbag

Product Info :

Unit Owner : JUSTINE MIRAFLORES
VIN Type / No. : / JHMCP26408C
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours :
In Service Date : 01/12/2008
Months In Use : 6
Engine Number :
Originating Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
Selling Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-07-1600359-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2008 10:31:57 AM
Issue Owner : Mary Stapleton	Type 2 : Accident/Injury	Queue :	Close Date : 7/16/2008 10:32:05 AM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1600359

Case Title : 01C- [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 7/16/2008 8:27:03 AM, mstaplet

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

*** CASE MODIFY 7/16/2008 8:36:54 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2008 9:29:51 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2008 9:30:00 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 7/16/2008 9:40:25 AM, mstaplet, Action Type : Call from Customer

Verified the owners information.

The customer called regarding air bag deployment.

The customer said his vehicle was parked in a parking lot and when he entered the vehicle and closed the door the airbags deployed.

The customer said he took the vehicle to DCH Honda for service.

The customer said that Lee-service advisor had the airbags inspected and it was determined that it would not be covered under warranty.

The customer is asking Honda to review the issue because the airbags deployed apparently for no reason and that should mean a defect in the system.

I asked the customer if his insurance company had been contacted.

The customer said he is awaiting an inspection date from his insurance company.

The customer wants a call from AHM explaining why the airbag would deploy if there is no defect.

I informed the customer that he would be contacted by AHM in one to two business days.

The customer understood and needed no further assistance.

*** CASE MODIFY 7/16/2008 9:40:28 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2008 9:40:28 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 7/16/2008 10:16:57 AM, mstaplet, Action Type : Call from Customer

Verified the owners information.

The customer called regarding air bag deployment.

The customer said his vehicle was parked in a parking lot and when he entered the vehicle and closed the door the airbags deployed.

The customer said he took the vehicle to DCH Honda for service.

The customer said that Lee-service advisor had the airbags inspected and it was determined that it would not be covered under warranty.

The customer is asking Honda to review the issue because the airbags deployed apparently for no reason and that should mean a defect in the system.

I asked the customer if his insurance company had been contacted.

The customer said he is awaiting an inspection date from his insurance company.

The customer wants a call from AHM explaining why the airbag would deploy if there is no defect.

Case History

Case ID : N012008-07-1600359

Case Title : 01C- [REDACTED] - AIRBAG DEPLOYMENT

I urged the customer to continue to work with his insurance company and informed the customer that he would be contacted by AHM in one to two business days.

Per TL-MF the side impact thrust from closing the door had a reaction to the force applied.

Advised to close the case until the insurance company contacts AHM.

The customer needed no further assistance.

*** NOTES 7/16/2008 10:31:22 AM, mstaplet, Action Type : Call from Customer

Verified the owners information.

The customer called regarding air bag deployment.

The customer said his vehicle was parked in a parking lot and when he entered the vehicle and closed the door the airbags deployed.

The customer said he took the vehicle to DCH Honda for service.

The customer said that Lee-service advisor had the airbags inspected and it was determined that it would not be covered under warranty.

The customer is asking Honda to review the issue because the airbags deployed apparently for no reason and that should mean a defect in the system.

I asked the customer if his insurance company had been contacted.

The customer said he is awaiting an inspection date from his insurance company.

The customer wants a call from AHM explaining why the airbag would deploy if there is no defect.

I urged the customer to continue to work with his insurance company and informed the customer that he would be contacted by AHM in one to two business days.

Per TL-MF the side impact thrust from closing the door had a reaction to the force applied.

Advised to close the case until the insurance company contacts AHM.

The customer needed no further assistance.

*** SUBCASE N012008-07-1600359-1 CREATE 7/16/2008 10:31:57 AM, mstaplet

Created in WIP Default with Due Date 7/16/2008 10:31:57 AM.

*** SUBCASE N012008-07-1600359-1 CLOSE 7/16/2008 10:32:05 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2008 10:32:07 AM, mstaplet

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

*** CASE REOPEN 7/21/2008 9:22:18 AM, csherrar

with Condition of Open and Status of Solving.

*** NOTES 7/21/2008 9:31:41 AM, csherrar, Action Type : Call from Customer

Customer states that he wants to know why he has not received a

ACS informed customer that the dealership determined that the damage is not warrantable because of the impact from closing the door which caused the air bag reaction to the force and that the customer would need to work with their insurance company for inspection.

Customer understood, thanked ACS and needed no further assistance at this time.

Case closed.

*** CASE MODIFY 7/21/2008 9:31:42 AM, csherrar

into WIP default and Status of Solving.

Case History

Case ID : N012008-07-1600359

Case Title : 01C- [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CLOSE 7/21/2008 9:31:44 AM, csherrar

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

*** CASE REOPEN 8/15/2008 10:00:45 AM, jpasquin

with Condition of Open and Status of Solving.

*** NOTES 8/15/2008 10:02:39 AM, jpasquin, Action Type : Call from Customer

The customer called back stating that he was informed that the airbags will not be covered under the insurance company because they found that it is a manufacturers defect.

ACS advised the customer that the insurance company needs to contact AHM for next step in order to have his issue resolved.

ACS apologized to the customer for the inconvenience.

No further assistance is needed.

*** CASE CLOSE 8/15/2008 10:02:42 AM, jpasquin

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

*** CASE REOPEN 8/15/2008 2:12:12 PM, achan

with Condition of Open and Status of Solving.

*** NOTES 8/15/2008 2:17:24 PM, achan, Action Type : Call from Customer

Received a call from Benny Perez insurance claims adjuster. They diagnosed the air bag deployment to be from a defect with the vehicle and they are not covering the claim. They would like AHM to repair the vehicle, i explained the decision to cover this repair would be up to myself or anyone in this department. I advised him to contact his legal department and have them handle this through subrogation. He asked for the contact information to HNA legal, i explained i do not have the information to HNA law and he would have to seek that information through his legal department. He became irritated and began to raise his voice threatening to sue Honda for denying assistance. I explained i never denied assistance, i just provided information. He will contact the customer and have him pursue other avenues for assistance. He thanked me for my time and ended the call.

*** NOTES 8/15/2008 2:44:44 PM, achan, Action Type : Call to Customer

Called the customer informed him i received a call from his insurance company. I explained our position to him so he understands what the correct process would be. The insurance would need to handle this case through subrogation. That is the process for AHM to handle air bag deployment cases. Customer did not understand, i explained to him in detail the process. He understood our position however he is concerned with the deductible amount of \$1k. I advised him to speak to his insurance company. I provided my information and invited a call back if he had any questions. He thanked me for my time and ended the call.

*** CASE MODIFY 8/15/2008 2:45:21 PM, achan

into WIP default and Status of Solving.

*** CASE CLOSE 8/15/2008 2:45:24 PM, achan

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-06-1501227 Division : Honda - Auto Condition : Closed Open Date : 6/15/2011 11:21:02 AM
Case Originator : Jessica Ward (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/20/2011 12:53:43 PM
Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 5
Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
Case Title : 9F-(BOCH) - NO ACCID/PASSENGER AIR BAGS DEPLOYED/W No. of Attachments : 0

Site / Contact Info :

Site Name : 14 T
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : MILTON, MA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 14 T
VIN Type / No. : US VIN / 1HGCP26808A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 25,000
In Service Date : 09/22/2008
Months In Use : 33
Engine Number : K24Z31506191
Originating Dealer No. / Name : 208285 / BOCH HONDA
Selling Dealer No. / Name : 208285 / BOCH HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208285 / BOCH HONDA
Phone No. : 781-255-6000
Address : 279 PROVIDENCE HIGHWAY
City / State / Zip : NORWOOD, MA 02062
Svc District / Sls District : 09F / F09
Warranty Labor Rate / Date : \$114.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-1501227-1 / - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-06-1501227-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 6/16/2011 6:18:11 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 6/20/2011 12:53:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-06-1501227

Case Title : 9F-(BOCH) [REDACTED] - NO ACCID/PASSENGER AIR BAGS DEPLOYED/WARRAN

*** CASE CREATE 6/15/2011 11:21:02 AM, jward

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

*** CASE MODIFY 6/15/2011 11:26:06 AM, jward

into WIP default and Status of Solving.

*** CASE MODIFY 6/15/2011 11:26:21 AM, jward

into WIP default and Status of Solving.

*** CASE MODIFY 6/15/2011 11:31:01 AM, jward

into WIP default and Status of Solving.

*** CASE MODIFY 6/15/2011 11:31:13 AM, jward

into WIP default and Status of Solving.

*** NOTES 6/15/2011 11:55:01 AM, jward, Action Type : Call from Customer

Updated contact information.

Best contact number: [REDACTED]

Customer called stating her son slammed the front passenger door and all the air bags on the passenger side deployed. Customer states she took vehicle to (208285) BOCH HONDA and was provided a quote of \$4000 for the repair. Customer states the DLR informed her Insurance company would cover the repair. Customer states her insurance company inspected the vehicle and informed the repair would not be covered, for there was no collision involved. Customer states the DLR informed they would like to further diagnose the issue and requested the customers permission for 4 hours of labor. Customer states she does not believe the cost of repair she be her responsibility. Customer states the vehicle is covered under warranty, so the repair should be covered by AHM. Customer states she has a meeting with the SM Dennis to discuss the issue further. Customer states she would like AHM to get involved, for Dennis informed the decision to cover the repair would have to be made by AHM.

Customer did not inform the date and time of the incident. Customer did not state whether indicator lights were on.

ACS informed case will be forwarded for review. Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

*** CASE DISPATCH 6/15/2011 11:55:16 AM, jward

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 6/16/2011 6:15:07 AM, dcraig

from Queue Honda Team H to WIP default.

*** CASE MODIFY 6/16/2011 6:16:49 AM, dcraig

into WIP default and Status of Solving.

*** SUBCASE N012011-06-1501227-1 CREATE 6/16/2011 6:18:11 AM, dcraig

Created in WIP Default with Due Date 6/16/2011 6:18:11 AM.

*** CASE MODIFY 6/16/2011 6:18:17 AM, dcraig

into WIP default and Status of Solving.

*** COMMIT 6/16/2011 6:18:20 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/16/2011 03:00:15 PM.

Case History

Case ID : N012011-06-1501227

9F-[REDACTED] - NO ACCID/PASSENGER AIR BAGS DEPLOYED/WARRAN

first call

*** CASE MODIFY 6/16/2011 6:18:44 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 6/16/2011 7:05:27 AM, dcraig, Action Type : Call to Customer

I spoke to the customer about the air bag deployment. She explained her son slammed the passenger side door of the vehicle and the air bag deployed. She called Boch Honda about 30 minutes of this happening. She took the vehicle into the dealership where they inspected the air bag and the service advisor informed her she would need to contact her insurance company and they should take care of her issue. She left the vehicle over night and the insurance company was supposed to look at the vehicle on 6/14/11. The adjuster inspected the vehicle and said this is an issue that should be covered by AHM due to no collision or body damage. He encouraged her to contact AHM because this should be covered by AHM for this issue. She will go back to the dealership as of today regarding this issue. I thanked her for that information and explained that I will give a call to the dealership about this issue and I will speak back with her on 6/20/11. I apologized for the issue and I provided my phone number. I thanked him for calling AHM.

*** CASE MODIFY 6/16/2011 7:05:34 AM, dcraig

into WIP 9F and Status of Solving.

*** CASE MODIFY 6/16/2011 7:07:55 AM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 6/16/2011 7:08:03 AM, dcraig

Fulfilled for [REDACTED] due 06/16/2011 03:00:15 PM.

*** COMMIT 6/16/2011 7:08:06 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/17/2011 03:15:15 PM.
call dealer

*** CASE MODIFY 6/16/2011 7:08:53 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 6/17/2011 2:27:57 PM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager asking for a call back regarding the customer's case. I provided my phone number for contact.

*** CASE MODIFY 6/17/2011 2:28:07 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 6/17/2011 2:28:12 PM, dcraig

Fulfilled for [REDACTED] due 06/17/2011 03:15:15 PM.

*** COMMIT 6/17/2011 2:28:17 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/21/2011 03:15:15 PM.
dealer call

*** CASE MODIFY 6/17/2011 2:29:41 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE MODIFY 6/17/2011 2:30:06 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 6/20/2011 12:49:10 PM, dcraig, Action Type : Call to Dealer

The service advisor explained the customer brought the vehicle into the dealership for inspection and they tried to get her insurance company involved. They denied the claim and the DPSM will be covering the cost of the replacement.

Case History

Case ID : N012011-06-1501227

Case Title : 9F-(BOCH) [REDACTED] - NO ACCID/PASSENGER AIR BAGS DEPLOYED/WARRAN

*** NOTES 6/20/2011 12:51:11 PM, dcraig, Action Type : Call to Customer

I spoke to the customer about the replacement part for her vehicle. She explained the dealership is going to pick up the cost of the replacement air bag needed for the vehicle. She is very happy about that and I thanked her for that information. I thanked her for calling AHM.

*** CASE MODIFY 6/20/2011 12:51:42 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 6/20/2011 12:52:42 PM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Thank you for your assistance with the replacement part needed in the customer's vehicle. She is very happy with the assistance and the repair. Thank you again.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 6/20/2011 12:52:55 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE MODIFY 6/20/2011 12:53:41 PM, dcraig

into WIP 9F and Status of Solving.

*** SUBCASE N012011-06-1501227-1 CLOSE 6/20/2011 12:53:43 PM, dcraig

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/20/2011 12:53:43 PM, dcraig

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-12-0400333 Division : Honda - Auto Condition : Closed Open Date : 12/4/2009 9:03:54 AM
Case Originator : Reginald Richardson (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 12/8/2009 12:37:21 PM
Case Owner : Sharon Egwuonwu (Team HD) Method : Phone Queue : Days Open : 4
Last Closed By : Sharon Egwuonwu (Team HD) Point of Origin : Customer Wipbin :
Case Title : 7K (AUTOWAY) [REDACTED] - LIAISON AIR BAG DEPLOYMENT - NO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 851
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : 7
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : CLEARWATER, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208048 / AUTONATION HONDA CLEARWATER
Phone No. : 727-531-0444
Address : 17275 US HWY.19 NORTH
City / State / Zip : CLEARWATER, FL 33764
Svc District / Sls District : 07K / F07
Warranty Labor Rate / Date : \$102.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-0400333-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 2284
VIN Type / No. : US VIN / 1HGCP26848A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 21,000
In Service Date : 05/28/2008
Months In Use : 19
Engine Number : K24Z31020241
Originating Dealer No. / Name : 208048 / AUTONATION HONDA CLEARWAT
Selling Dealer No. / Name : 208048 / AUTONATION HONDA CLEARWATE
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Issue Details

Issue ID : N012009-12-0400333-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sharon Egwuonwu	Type 1 : Product	Status : Subcase Close	Open Date : 12/8/2009 12:36:28 PM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation	Queue :	Close Date : 12/8/2009 12:37:20 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-12-0400333

Case Title : 7K (AUTOWAY) [REDACTED] - LIAISON AIR BAG DEPLOYMENT - NO ACCID

*** CASE CREATE 12/4/2009 9:03:54 AM, rrichard

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

*** NOTES 12/4/2009 9:03:55 AM, rrichard, Action Type :

verified contact [REDACTED]

*** NOTES 12/4/2009 9:09:15 AM, rrichard, Action Type : Call from Customer

The customer is calling because he passenger air bag deployed without being in an accident. The customer states that she took the vehicle to Autoway Honda on 12/02/09. The customer states that she was dealing with Mike (SA). The customer states that she was letting out a passenger and he slammed the door with the windows up, the customer states that suddenly the side airbags deployed. The customer states that the dealer informed her that the repairs will not be covered as the cause of the deployment was caused by the door being slammed. The customer states that she was given an estimate of \$5000.00. The customer wants to know if there is anything Honda can do for her. The customer states that this is not her fault and the door was not slammed hard enough for the door to be slammed. I informed the customer that in the interest of customer satisfaction I would forward the case to a CM to act as a liaison between you and the dealer to see if we can find a resolution to this problem. I asked the customer to keep in mind that each case is reviewed on a case by case basis and there are no guarantees. The customer understood and I provided the customer with the case number and no further assistance was needed.

*** CASE MODIFY 12/4/2009 9:09:48 AM, rrichard

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/4/2009 9:09:51 AM, rrichard

WARRANTY CHECK 12/04/2009 09:09:50 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/4/2009 9:09:53 AM, rrichard

CLAIM HISTORY CHECK 12/04/2009 09:09:53 AM rrichard

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/4/2009 9:09:57 AM, rrichard

CAMPAIGN CHECK 12/04/2009 09:09:56 AM rrichard

No data found for VIN

*** CASE VSC LOOKUP 12/4/2009 9:10:00 AM, rrichard

VSC-CUC CHECK 12/04/2009 09:10:00 AM rrichard

No data found for VIN.

*** CASE YANKED 12/8/2009 8:14:37 AM, cmiller

Yanked by cmiller into WIPbin default.

*** CASE DISPATCH 12/8/2009 8:17:26 AM, cmiller

from WIP default to Queue Honda Team E.

*** NOTES 12/8/2009 8:22:07 AM, cmiller, Action Type : Call from Customer

Customer is calling for RCM. ACS explained to the customer that the RCM was still reviewing the case and she should be hearing from her shortly. Customer understood and the call was ended.

*** CASE ACCEPT 12/8/2009 10:01:39 AM, segwuonw

from Queue Honda Team E to WIP default.

*** CASE MODIFY 12/8/2009 10:54:02 AM, segwuonw

into WIP default and Status of Solving.

Case History

Case ID : N012009-12-0400333

Case Title : 7K (AUTOWAY) [REDACTED] - LIAISON AIR BAG DEPLOYMENT - NO ACCID

*** NOTES 12/8/2009 12:36:08 PM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purpose. Customer states she took the vehicle to the dealership and informed it is under warranty but, the dealer informed the repairs will not be covered under warranty. Customer states her passenger closed the door abruptly and the air bag went off. Customer states the door was shut harder than usually but, she does not think it was that hard and the air bag deployed. Customer feels it was defect. I informed it seems as though the impact from closing door caused the sensor to go off and the air bag to deploy. I informed based on the information she provided the airbags are operating as designed. I informed if the dealer did not find a defect in the vehicle then the repairs would not be covered under warranty. Customer states she has owned many Hondas and that has never happened; customer states many people close their doors the same ways and their airbags did not deploy. I informed it may all look the same but; the pressure/force may be different. I informed in her case her air bags operated as designed. I informed she is more than welcomed to get a second opinion from another Honda dealer to see if they provide her the same or different information. I inquired if she has contacted her insurance company. Customer states no because she feels this should be covered by warranty. I apologized for the outcome of her case. Customer understood and notes she will get a second opinion.

No further assistance needed at this time.

Case closed.

*** SUBCASE N012009-12-0400333-1 CREATE 12/8/2009 12:36:28 PM, segwuonw

Created in WIP Default with Due Date 12/8/2009 12:36:28 PM.

*** CASE MODIFY 12/8/2009 12:37:16 PM, segwuonw

into WIP default and Status of Solving.

*** SUBCASE N012009-12-0400333-1 CLOSE 12/8/2009 12:37:20 PM, segwuonw

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2009 12:37:21 PM, segwuonw

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-10-0801116 Division : Honda - Auto Condition : Closed Open Date : 10/8/2008 1:54:02 PM
Case Originator : Kyanna Lee (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 10/17/2008 4:13:44 PM
Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 9
Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
Case Title : 03J BILLY NAVARRE HONDA* [REDACTED] INSURANCE ADJUSTER (CL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2 NI
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : IOWA, LA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2 NI
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 14,210
In Service Date : 01/02/2008
Months In Use : 9
Engine Number : K24Z31022309
Originating Dealer No. / Name : 208342 / PREMIER HONDA
Selling Dealer No. / Name : 208123 / BILLY NAVARRE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208123 / BILLY NAVARRE HONDA
Phone No. : 337-474-1999
Address : 1320 E. COLLEGE STREET
City / State / Zip : LAKE CHARLES, LA 70607
Svc District / Sls District : 03G / E03
Warranty Labor Rate / Date : \$75.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-0801116-1 / [REDACTED] - PRO	Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012008-10-0801116-2 / [REDACTED] - PRO	Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-0801116-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kyanna Lee	Type 1 : Product	Status : Subcase Close	Open Date : 10/8/2008 2:14:23 PM
Issue Owner : Kyanna Lee	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/8/2008 2:17:09 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-10-0801116-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 10/17/2008 4:13:30 PM
Issue Owner : Brian Perez	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/17/2008 4:13:40 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Sent Literature
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-0801116

Case Title : 03J BILLY NAVARRE HONDA* [REDACTED] INSURANCE ADJUSTER (CLAIM REI

*** CASE CREATE 10/8/2008 1:54:02 PM, klee01

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

*** SUBCASE N012008-10-0801116-1 CREATE 10/8/2008 2:14:23 PM, klee01

Created in WIP Default with Due Date 10/8/2008 2:14:23 PM.

*** SUBCASE N012008-10-0801116-1 CLOSE 10/8/2008 2:17:09 PM, klee01

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/8/2008 2:44:06 PM, klee01, Action Type : Call from Customer

Customer's contact info confirmed:

Situation: Customer's insurance adjuster (Noel Greenwalt from American National Insurance) called in for reimbursement for airbag deployment (non accident)

Request: Customer would like to have AHM cover the cost or reimbursed

Probing Questions: Customer's side airbags deployed on Sept. 30th due to car door being closed. Customer took the vehicle to Billy Navarre Honda and they said the cost would not be covered under warranty. Insurance company is paying cost but seeks AHM to reimburse them or to cover cost right away under warranty.

Inbound Conclusion: ACS informed Mr. [REDACTED] that he would need to mail in a written request and supporting documentation. Mr. [REDACTED] made the comment that he would expect AHM to cover this under warranty and how soon would it take. ACS informed him that the case would be handled by a RCM and the sooner the documentation came in the sooner the situation could be addressed by an RCM. Mr. [REDACTED] stated that AHM is not trying to assist their customer and ACS informed him that was not the case, that there is information that must be received before the case could be reviewed. ACS provided the insurance adjuster the address of 1919 Torrance Blvd., Torrance, CA 90501 ATT: ACS. Mr. [REDACTED] also requested the fax # and e-mail, (ACS informed him the documentation had to be sent in writing and that there is not an e-mail for ACS) ACS gave the # of [REDACTED]. No further assistance at this time.

*** CASE MODIFY 10/8/2008 2:44:18 PM, klee01

into WIP default and Status of Solving.

*** CASE CLOSE 10/8/2008 2:44:20 PM, klee01

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

*** CASE REOPEN 10/14/2008 11:02:12 AM, fdiaz

with Condition of Open and Status of Solving.

*** NOTES 10/14/2008 11:03:34 AM, fdiaz, Action Type : Letter/Fax

On 10/14/08 ACS received a 1 page letter from Noel Greenwalt, the Subrogation Specialist. Please see attached supporting documents and photos.

*** CASE DISPATCH 10/14/2008 11:04:13 AM, fdiaz

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 10/14/2008 11:14:20 AM, wparker

N012008-10-0801116 to sperez, WIP

*** CASE RULE ACTION 10/14/2008 11:14:20 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/15/2008 8:23:38 AM, sperez

Case History

Case ID : N012008-10-0801116

Case Title : 03J BILLY NAVARRE HONDA* [REDACTED] INSURANCE ADJUSTER (CLAIM REI

into WIP unsorted and Status of Solving.

*** CASE MODIFY 10/15/2008 8:23:52 AM, sperez

into WIP unsorted and Status of Solving.

*** NOTES 10/17/2008 12:44:10 PM, sperez, Action Type : Call to Dealer

Placed a call to dealership. Left a vm for Heath. I advised that I needed to discuss this case with him and it was important for him to call me as soon as he had further information. Provided my direct line.

*** CASE MODIFY 10/17/2008 12:46:16 PM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** COMMIT 10/17/2008 12:46:18 PM, sperez, Action Type : N/A

SM call back with info? Try again.

*** CASE MODIFY 10/17/2008 12:46:32 PM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** NOTES 10/17/2008 1:05:57 PM, sperez, Action Type : Call from Dealer

SM advises that his DPSM was involved in this case and so was tech line. SM advises that the customer slammed the door that, as detected by the sensors, simulated an impact which caused the airbags to deploy. He states that they did refuse to do work on the air bags as this was not something that would be covered under warranty.

SM expresses an additional concern about the length of time this is being drawn out. SM adds that he made contact with the insurance adjuster who already wrote up the check for the needed repairs. He states that the dealership has been unable to speak with the customer but has left her message advising that she needs to come in. SM advises that they may have to make a business decision to send the parts back as they have ordered roughly about 2,700.00 dollars worth of parts.

I advised SM that they had every right to make a business decision for a customer who is not willing to reciprocate cooperation. I thanked SM for his time and advised that I would follow up with him if I had any additional questions.

*** CASE MODIFY 10/17/2008 1:26:47 PM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** NOTES 10/17/2008 4:12:38 PM, sperez, Action Type : Letter/Fax

October 17, 2008

American National Corporate Centre
Subrogation Services
Attn: Mr. Noel D. Greenwalt
1949 East Sunshine
Springfield, MD 65899-1801

Re: Your Claim #: [REDACTED]

Your Insured: [REDACTED]

Date of Loss: September 30, 2008

Dear Mr. [REDACTED]:

Case History

Case ID : N012008-10-0801116

Case Title : 03J BILLY NAVARRE HONDA*DICKERSON, MISTY-INSURANCE ADJUSTER (CLAIM REI

American Honda Motor Co., Inc. (AHM) is in receipt of your correspondence dated October 8, 2008 that our office received on October 14, 2008 regarding Mr. and Mrs. [REDACTED] 2008 Accord, VIN# 1HGCP268X8A [REDACTED]. We would like to take this opportunity to respond.

AHM truly regrets to learn of the incident involving Mr. and Mrs. [REDACTED] vehicle. For your own information, airbag deployment is not directly related to the amount of damage that had occurred, but information received from the sensors, which would include, but not be limited to, vehicle deceleration rates and/or vibrations created from a forcefully closed door.

Upon receipt of your letter, AHM has reviewed your request. At the present time, we must decline your request for reimbursement. Billy Navarre Honda has evaluated the vehicle and has determined that the force applied to the door was substantial to cause air bag deployment. We regret to inform you that the information provided, at this time, is insufficient for AHM to be able to meet your request.

We appreciate you giving us the opportunity to review this matter. Should you wish to litigate, it is your duty to protect the evidence, to guard against spoliation.

Should you have any questions or concerns, please do not hesitate in contacting me directly.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Brian Perez
Automobile Customer Service
800-999-1009 ext. 117748
Reference # N012008-10-0801116

*** CASE MODIFY 10/17/2008 4:12:55 PM, sperez
into WIP Reviewed/Initial and Status of Solving.

*** CASE FULFILL 10/17/2008 4:12:57 PM, sperez
Fulfilled for MISTY DICKERSON due 10/20/2008 12:00:00 AM.

*** CASE MODIFY 10/17/2008 4:12:59 PM, sperez
into WIP Reviewed/Initial and Status of Solving.

*** SUBCASE N012008-10-0801116-2 CREATE 10/17/2008 4:13:30 PM, sperez
Created in WIP Default with Due Date 10/17/2008 4:13:30 PM.

*** SUBCASE N012008-10-0801116-2 CLOSE 10/17/2008 4:13:40 PM, sperez
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/17/2008 4:13:43 PM, sperez
into WIP Reviewed/Initial and Status of Solving.

*** CASE CLOSE 10/17/2008 4:13:44 PM, sperez
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012008-07-1800284	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/18/2008 8:24:18 AM
Case Originator :	Philicia Walker (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/18/2008 10:35:14 AM
Case Owner :	Philicia Walker (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Philicia Walker (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - AIR BAG DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 1329
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 8 [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : STILLWATER, OK [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26838A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 9,600
In Service Date : 03/21/2008
Months In Use : 4
Engine Number : K24Z31022415
Originating Dealer No. / Name : 208173 / DAVID MCDAVID HONDA OF IRVIN
Selling Dealer No. / Name : 206946 / MILO GORDON HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206946 / MILO GORDON HONDA
Phone No. : 580-355-1801
Address : 5010 NW CACHE ROAD
City / State / Zip : LAWTON, OK 73505
Svc District / Sls District : 10G / B10
Warranty Labor Rate / Date : \$84.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 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
N012008-07-1800284-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-07-1800284-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2008 10:35:04 AM
Issue Owner : Philicia Walker	Type 2 : Operation	Queue :	Close Date : 7/18/2008 10:35:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1800284

Case Title : [REDACTED] - AIR BAG DEPLOYMENT

*** CASE CREATE 7/18/2008 8:24:18 AM, pwalker

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

*** CASE MODIFY 7/18/2008 9:03:58 AM, pwalker

into WIP default and Status of Solving.

*** NOTES 7/18/2008 10:07:54 AM, pwalker, Action Type : Call from Customer

The customer called stating that he purchases a lot of Hondas for his employees. He states that on 6/25/08 one of his employees was driving this vehicle and while getting out and shutting the passenger side door, the passenger air bag deployed. The customer states that the vehicle was taken to the dealer and the dealer explained that the deployment was caused by a small ding on the door. He states that there are not any dings on the door and his insurance company state farm believes that this shouldn't have happened.

The customer states that the factory representative looked at the concern and determined the same diagnoses.

I apologized to the customer for the inconvenience and I explained that if the insurance company finds a problem with the airbags, that they will contact AHM directly. The customer states that he understood.

*** CASE MODIFY 7/18/2008 10:34:03 AM, pwalker

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/18/2008 10:34:06 AM, pwalker

WARRANTY CHECK 07/18/2008 10:34:06 AM pwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/18/2008 10:34:09 AM, pwalker

CLAIM HISTORY CHECK 07/18/2008 10:34:09 AM pwalker

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/18/2008 10:34:11 AM, pwalker

CAMPAIGN CHECK 07/18/2008 10:34:11 AM pwalker

No data found For VIN

*** CASE VSC LOOKUP 7/18/2008 10:34:14 AM, pwalker

VSC-CUC CHECK 07/18/2008 10:34:14 AM pwalker

No data found for VIN.

*** SUBCASE N012008-07-1800284-1 CREATE 7/18/2008 10:35:04 AM, pwalker

Created in WIP Default with Due Date 7/18/2008 10:35:04 AM.

*** SUBCASE N012008-07-1800284-1 CLOSE 7/18/2008 10:35:12 AM, pwalker

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/18/2008 10:35:14 AM, pwalker

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-3001644 Division : Honda - Auto Condition : Closed Open Date : 7/30/2012 9:18:48 AM
Case Originator : Leticia Muniz (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 8/22/2012 10:55:39 AM
Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 23
Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - PASSANGER SEAT / CURTAIN AIR BAGS DEPLOY NO IMPA No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1370
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : [REDACTED] 1
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : WINCHESTER, KY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1370
VIN Type / No. : US VIN / JHMCP26428C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 65,000
In Service Date : 12/29/2007
Months In Use : 55
Engine Number : K24Z21409021
Originating Dealer No. / Name : 208334 / VALENTINE HONDA
Selling Dealer No. / Name : 208334 / VALENTINE HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208505 / RICHMOND HONDA
Phone No. : 859-624-2288
Address : 1180DR.ROBERT R.MARTIN
City / State / Zip : RICHMOND, KY 40475
Svc District / Sls District : 04K / E04
Warranty Labor Rate / Date : \$99.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-3001644-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-07-3001644-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 7/31/2012 6:55:42 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 8/22/2012 10:55:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-3001644

Case Title : 04J- [REDACTED] - PASSANGER SEAT / CURTAIN AIR BAGS DEPLOY NO IMPACT

*** CASE CREATE 7/30/2012 9:18:48 AM, lmuniz

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

*** NOTES 7/30/2012 9:23:46 AM, lmuniz, Action Type : Call from Customer

I verified customers information

Best contact number is [REDACTED]

Customer states that on 7/20/2012 the right side passenger seat side airbag and curtain air bad deployed caused by the slamming of the door while the vehicle was in her driveway, no occupants. Mrs. [REDACTED] has addressed this concern with Honda of Richmond, where Owner, Mr. [REDACTED] has informed her Honda will not fix this for her. Customer states she has filed a claim with NHTSA, who referred her to ACS. She is seeking assistance in getting her vehicle repaired.

Customer purchased the vehicle as a HCUC in 2008, has this DLR do all service and maintenance. Has owned other Hondas in the past.

After empathizing with the customer on her failure, I advised that at this time I will have a CM review her case in the interest of customer satisfaction. I also informed customer, cases are reviewed on a case by case basis with no guarantee. Also, CM will be calling her by the end of the next business day. I provided customer with her case number for reference, Customer understood and case dispatched

*** CASE MODIFY 7/30/2012 9:23:54 AM, lmuniz

into WIP default and Status of Solving.

*** CASE DISPATCH 7/30/2012 9:24:06 AM, lmuniz

from WIP default to Queue Honda Team H .

*** CASE MODIFY 7/30/2012 9:24:07 AM, lmuniz

into WIP default and Status of Solving.

*** CASE ACCEPT 7/30/2012 10:11:05 AM, kogawa

from Queue Honda Team H to WIP Default.

*** NOTES 7/31/2012 6:50:13 AM, kogawa, Action Type : Call to Customer

Customer picked up the car yesterday. Dealer has apparently declined assistance/coverage on the needed repairs (side SRS, curtain SRS, seat belt).

Customer advises while parked in the driveway, engine running, upon exiting thru the passenger door, and then slammed the door shut, the side and curtain SRS deployed. She took it in to the dealer last Friday 7/27/2012 and yesterday she was denied assistance. She spoke with the GM of 208505, Bill Swope. Dealer declined coverage, suggesting there is enough evidence of miscellaneous damage to the bumpers, and issue with a tire (radial 'slip'?) to suggest that this was somehow her fault. She advises misc bumper scrapes from long ago should have no bearing. She finds many a complaint online (NHTSA, misc forums). Her insurance company led her to believe they would not cove it as they would likely find no causation. She is going now to a tire specialist to inquire further on what the dealer may have meant re the tires. ACS advised her frustration is understandable. ACS needs to gather more feedback on why assistance was declined, and to see if there are any further steps we would consider taking.

*** NOTES 7/31/2012 6:54:22 AM, kogawa, Action Type : Call to Dealer

Message left with SA Ian for SM Joe's call back.

*** NOTES 7/31/2012 6:54:36 AM, kogawa, Action Type : Field Service

Message to DPSM. Aware of this case?

*** SUBCASE N012012-07-3001644-1 CREATE 7/31/2012 6:55:42 AM, kogawa

Created in WIP Default with Due Date 7/31/2012 6:55:42 AM.

Case History

Case ID : N012012-07-3001644

Case Title : 04J- [REDACTED] - PASSANGER SEAT / CURTAIN AIR BAGS DEPLOY NO IMPACT

*** NOTES 7/31/2012 6:58:31 AM, kogawa, Action Type : Field Service

DPSM advises SM contacted techline and techline advised that indeed slamming a door hard enough can deploy the bags within a certain amount of time from key being turned off. DPSM declined based on Techline decline. No objections if ACS seeks a more favorable outcome for the customer.

*** NOTES 7/31/2012 7:38:50 AM, kogawa, Action Type : Call from Dealer

SM Joe advises techline was contacted and techline confirmed that the scenario as described by the customer is plausible, but is not indicative of a defect. DPSM declined on this basis. The dealer is unopposed to obtaining authorization from ACS if ACS is willing. He does caution that the customer is insistent on 100%. He does raise some concerns over liability should anyone seek to assist. He does not have an estimate, but we are talking about 2 airbags, a seat cover, headliner, control unit, easily several grand \$\$\$. Joe will call me back.

*** COMMIT 7/31/2012 7:38:58 AM, kogawa, Action Type : N/A

Joe?

*** NOTES 7/31/2012 2:13:23 PM, kogawa, Action Type : Note-General

DPSM ETA is 8/20.

SM Joe advises preliminary repair estimate is around \$2314.

*** NOTES 8/1/2012 9:11:41 AM, kogawa, Action Type : Field Service

DPSM advises he reviewed with AZM, and review lends one to suggest that we may well should consider some relief. He would suggest customer participation of approx \$500 towards the projected \$2500 repair. He can certainly inspect on 8/20, but in the interest of expediency and customer service that we accept dealer SM and GM involvement to assure us that we have been thorough in evaluating the car.

*** NOTES 8/1/2012 9:12:40 AM, kogawa, Action Type : Note-General

Reviewed DPSM's concerns with RM. Suggested we obtain the RO from the inspection before we proceed. ACS asked DPSM to provide me with a copy.

*** NOTES 8/2/2012 7:36:10 AM, kogawa, Action Type : Field Service

DPSM ETA to dlr is 8/20. He has discussed with AZM and recommendation is for assistance, perhaps as high as 90%. He asked the dealer for a copy of the RO, but the RO lacks detail. He would hope that ACS will be willing to proceed with the zone's recommendation. ACS advised that I would consult RM.

*** NOTES 8/2/2012 8:56:31 AM, kogawa, Action Type : Call from Customer

Customer advises she needs an expedient resolution as car will be a college bound car in the next 10 days. She will not hesitate to seek legal counsel. She knows the rep will be there on 8/20, but she will not afford the delay. She remains steadfast on her belief that this is a known manuf defect on this year and model. ACS advised we are still gathering feedback. WE do believe that the conditions she described on the deployment are plausible, but at the same time we would be hard pressed to say that this is indicative of a defect, the sensors are still powered and a hard closure has been known to trigger the sensors. I advised that we realize it is a costly \$2500 repair approx, we believe we may be able to offer some relief, hopefully at a rate she will be agreeable to work with. At this time it is a matter of whether we can address in the timeline she is requesting. Customer understood.

*** NOTES 8/2/2012 9:26:40 AM, kogawa, Action Type : Field Service

DPSM advises dealer was asked to reach out to the custmrer with a generous offer - maybe customer paying \$300 out of the potential >\$2.5k repair. He is comfrotable using his auth# on the repair.

*** NOTES 8/2/2012 9:27:43 AM, kogawa, Action Type : Field Service

I informed 4J DPSM that in further review with RM, that if we are considering assistance, we should be treating this a 0% or 100% not partial. DPSM ok with this. ACS will reach out to the customer.

*** NOTES 8/2/2012 9:31:25 AM, kogawa, Action Type : Call to Customer

Informed the customer the good news, we have had a chance to revisit, and we are prepared to one time goodwill this SRS repair. She was very appreciative.

Case History

Case ID : N012012-07-3001644

Case Title : [REDACTED] - PASSANGER SEAT / CURTAIN AIR BAGS DEPLOY NO IMPACT

I referred to service dept to take care of.

*** NOTES 8/2/2012 9:32:27 AM, kogawa, Action Type : Field Service

Notified DPSM that customer was given the good news, one time goodwill outside of new veh ltd warranty. I advised to make sure dealer carefully notes the RO accordingly.

*** CASE FULFILL 8/2/2012 9:32:36 AM, kogawa

Fulfilled for [REDACTED] due 08/03/2012 12:00:00 AM.

*** COMMIT 8/2/2012 9:32:37 AM, kogawa, Action Type : N/A

repaired?

*** NOTES 8/14/2012 8:45:15 AM, kogawa, Action Type : Call to Customer

Called the customer for an update. She advises car is in the shop, and ETA for repair completion is set tentatively for tomorrow.

*** CASE FULFILL 8/14/2012 8:45:21 AM, kogawa

Fulfilled for [REDACTED] due 08/14/2012 12:00:00 AM.

*** COMMIT 8/14/2012 8:45:23 AM, kogawa, Action Type : N/A

satisfied?

*** NOTES 8/17/2012 12:20:20 PM, kogawa, Action Type : Call to Dealer

Message left on SM Joe's voicemail - repairs done?

*** NOTES 8/17/2012 12:43:33 PM, kogawa, Action Type : Call from Dealer

SM Joe advises customer has the car back, and dealer is reaching out to the customer to ask that she return in the coming days (dealer will pick it up if needed) to do a quality control follow up to the repairs.

*** NOTES 8/17/2012 12:44:39 PM, kogawa, Action Type : Call to Customer

Customer confirms she has the car back, it is repaired. I referred her back to SM Joe, as dealer is looking to do a follow up QA check on the car.

*** CASE FULFILL 8/17/2012 12:44:44 PM, kogawa

Fulfilled for [REDACTED] due 08/17/2012 12:00:00 AM.

*** COMMIT 8/17/2012 12:44:45 PM, kogawa, Action Type : N/A

Joe?

*** NOTES 8/22/2012 10:50:48 AM, kogawa, Action Type : Call to Dealer

SM Joe advises vehicle is to be delivered back to the customer. They checked it out, passed all initialization checks.

*** NOTES 8/22/2012 10:53:50 AM, kogawa, Action Type : Call to Customer

Informed the customer that everything checked out ok, and dealer should be following up with the return of the car.

*** SUBCASE N012012-07-3001644-1 CLOSE 8/22/2012 10:55:39 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/22/2012 10:55:39 AM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-04-2700588 Division : Honda - Auto Condition : Closed Open Date : 4/27/2009 9:29:30 AM
Case Originator : Victor Aguilar (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/30/2009 2:37:03 PM
Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 3
Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
Case Title : JOYCE 5D - [REDACTED] - SIDE CURRENT AIR BAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 7 TO
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SUCCASUNNA, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207167 / JOYCE HONDA
Phone No. : 973-361-3000
Address : 3166 ROUTE 10
City / State / Zip : DENVILLE, NJ 07834
Svc District / Sls District : 05C / B05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-2700588-1 [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 7 TO
VIN Type / No. : US VIN / 1HGCP36838A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 32,000
In Service Date : 01/30/2008
Months In Use : 15
Engine Number : J35Z21032612
Originating Dealer No. / Name : 208473 / PAUL MILLER HONDA OF WEST CA
Selling Dealer No. / Name : 207249 / SUSSEX HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-2700588-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2009 10:04:16 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 4/30/2009 2:37:00 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-2700588

Case Title : JOYCE 5D - [REDACTED] - SIDE CURRENT AIR BAG DEPLOYMENT

*** CASE CREATE 4/27/2009 9:29:30 AM, vaguilar

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

*** CASE EXTENDED WARRANTY LOOKUP 4/27/2009 9:29:34 AM, vaguilar

WARRANTY CHECK 04/27/2009 09:29:34 AM vaguilar

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/27/2009 9:29:46 AM, vaguilar

CLAIM CHECK 04/27/2009 09:29:46 AM vaguilar

The following Claim History information was found

0; 2008-09-17; 207249; 266208; 510; 8601A9 ; FRONT SEAT BACK TRIM COVER, LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/27/2009 9:29:47 AM, vaguilar

CAMPAIGN CHECK 04/27/2009 09:29:47 AM vaguilar

No data found for VIN

*** CASE CUC LOOKUP 4/27/2009 9:29:54 AM, vaguilar

CUC CHECK 04/27/2009 09:29:54 AM vaguilar

The following CUC information was found

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

*** CASE VSC LOOKUP 4/27/2009 9:29:54 AM, vaguilar

VSC CHECK 04/27/2009 09:29:54 AM vaguilar

The following VSC information was found

[REDACTED];V003243542;D50;NEW 60MO/100K, \$0 DED;ACTIVE;;2008-01-30;2013-01-29;100000;50;207249;0.00

*** CASE MODIFY 4/27/2009 9:30:13 AM, vaguilar

into WIP default and Status of Solving.

*** NOTES 4/27/2009 9:47:32 AM, vaguilar, Action Type : Call from Customer

I verified the customers information

Situation:

Side curtain air bag deployment

Request:

assistance with the cost of repairs

Probing question:

Customer stated that on 4/5/09 his side curtain air bag deployed suddenly after he shut his drivers door. Customer stated that he then took the vehicle into JOYCE HONDA where he spoke to Ray Spenely to have the vehicle repairs. Customer stated that he was told that this was a weird situation and would have the vehicle repaired. Customer stated that the SA is now telling him it would need to be addressed with his insurance company and they could not assist him with the repairs. Customer stated that the DPSM was involved although have not addressed the issue and the dealership has had his vehicle for over three weeks now. Customer stated that he would like assistance with the dealership and the repairs.

Customer stated that about a week ago he was told that the parts were ordered and would not be working on he vehicle although he has not been updated of the current status. Customer stated that he believes this is a defect and should not be addressed by his insurance company.

Case History

Case ID : N012009-04-2700588

Case Title : JOYCE 5D - [REDACTED] - SIDE CURRENT AIR BAG DEPLOYMENT

ACS explained that air bag deployment should be addressed by his insurance company, customer asked why, ACS explained that with out the proper diagnosis of a defective part AHM would not be able to assist him. ACS explained that we could assist him with the dealership and requesting a status of the vehicle.

Customer stated that he would like assistance with both.

ACS explained that the case would be forwarded on to a RCM for further review for possible assistance; ACS explained that the assistance was not guaranteed although the case would be reviewed. ACS explained that the RCM would review the case for up to two business days and call them back in regards to the issue. Customer understood

Inbound Summary:

Customer needed no further assistance, call ended

*** CASE MODIFY 4/27/2009 9:47:35 AM, vaguilar

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2009 9:47:42 AM, vaguilar

into WIP default and Status of Solving.

*** CASE DISPATCH 4/27/2009 9:47:51 AM, vaguilar

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 4/27/2009 9:49:39 AM, kogawa

from Queue Honda Team G to WIP Default.

*** SUBCASE N012009-04-2700588-1 CREATE 4/27/2009 10:04:16 AM, kogawa

Created in WIP Default with Due Date 4/27/2009 10:04:16 AM.

*** COMMIT 4/27/2009 10:07:26 AM, kogawa, Action Type : N/A

initial

*** NOTES 4/27/2009 10:08:24 AM, kogawa, Action Type : Call to Customer

Left message on SM Aron's voicemail for call back to review.

*** NOTES 4/28/2009 8:18:38 AM, kogawa, Action Type : Call to Customer

Called customer, advises last contact with dealer was with Ray, about a week ago. Unsure what the status is, but he would have expected repairs to be completed by now.

He had entered his vehicle, started the car, and closed the door. When he closed the door, the driver side SRS and the curtain airbag deployed. Customer believes this should be covered by warranty, not by insurance, especially since every one he has talked to claims to have never heard of this happening. He does advise the insurance company has approved the claim, but customer is unwilling cash the check, does not want the rates to go up. Believes SRS light stayed on after deployment. ACS advised dealer will be consulted for status, review, and I will call him back.

*** CASE FULFILL 4/28/2009 8:19:48 AM, kogawa

Fulfilled for [REDACTED] due 04/28/2009 12:00:00 AM.

*** COMMIT 4/28/2009 8:19:55 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 04/28/2009 03:19:58 PM.
dpsm cb?

Case History

Case ID : N012009-04-2700588

Case Title : JOYCE 5D - [REDACTED] - SIDE CURRENT AIR BAG DEPLOYMENT

*** CASE MODIFY 4/28/2009 10:13:17 AM, kogawa

into WIP 5D and Status of Solving.

*** NOTES 4/28/2009 10:43:47 AM, kogawa, Action Type : Call to Dealer

SM Aron advises DPSM was in on Friday, believes with AHM legal personnel? Best to discuss with DPSM. ACS left message for DPSM 5D's call back to review.

*** NOTES 4/28/2009 2:41:03 PM, kogawa, Action Type : Field/DSM

DPSM advises he is awaiting further feedback, will let me know. There is a chance that zone engineering personnel may express an interest in the parts. Otherwise considered an insurance matter. Should get more feedback on 4/29/09.

*** CASE FULFILL 4/28/2009 2:41:42 PM, kogawa

Fulfilled for [REDACTED] due 04/28/2009 03:19:58 PM.

*** COMMIT 4/28/2009 2:41:44 PM, kogawa, Action Type : N/A

DPSM cb?

*** NOTES 4/30/2009 12:19:52 PM, rsugito, Action Type : Call for Case Mgr

Verified customer information

Customer called in to speak with RCM

I advised the customer that RCM is currently assisting another customer

Customer understood and requested to be transfer to RCM VM

*** NOTES 4/30/2009 12:34:21 PM, kogawa, Action Type : Field/DSM

Left message for DPSM, any update? Customer is advising that dealer is telling him the car is ready.

*** CASE FULFILL 4/30/2009 12:38:44 PM, kogawa

Fulfilled for [REDACTED] due 04/29/2009 12:00:00 AM.

*** COMMIT 4/30/2009 12:38:50 PM, kogawa, Action Type : N/A

dpsm cb? call cust

*** NOTES 4/30/2009 2:32:17 PM, kogawa, Action Type : Field/DSM

DPSM advises has heard from engineering and engineering is not interested in the parts, insurance company has already accepted responsibility and customer needs to be told to pay and p/u car.

*** NOTES 4/30/2009 2:35:30 PM, kogawa, Action Type : Call to Customer

Called customer and advised that case has been reviewed with DPSM, and ACS advised AHM is not assuming responsibility for this repair, referred to insurance.

Customer advises he finds online numerous complaints on SRS deployment, says it's a Honda issue. ACS advised I have also found anecdotal evidence online

- some honda, some other makes, and that in one instance in NY insurance took responsibility - similar circumstance to his, ie vehicle powered and door closed, triggering sensor. ACS advised not a defect, referred to dealer. Customer disatisfied, but appreciates the follow up.

*** SUBCASE N012009-04-2700588-1 CLOSE 4/30/2009 2:37:00 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/30/2009 2:37:03 PM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012008-08-0700857	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/7/2008 11:29:15 AM
Case Originator :	Marlene Wells (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/11/2008 10:13:41 AM
Case Owner :	Albert Chan (Team HD)	Method :	Phone	Queue :		Days Open :	4
Last Closed By :	Albert Chan (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	1E (WEST COVINA) - [REDACTED]		- AIR BAG DEPLOYED	No. of Attachments :	0		

Site / Contact Info :

Site Name :	[REDACTED]	467
Dealer No. :		
Site Phone No. :	[REDACTED]	
Contact Name :	[REDACTED]	
Day Phone No. :	[REDACTED]	
Evening Phone No. :	[REDACTED]	
Cell / Pager No. :		
Fax No. :	() -	
Address :	[REDACTED]	
City / State / Zip :	LOS ANGELES, CA	[REDACTED]
E Mail :		
Svc District / Sls District :	/	

Product Info :

Unit Owner :	[REDACTED]	701
VIN Type / No. :	US VIN / 1HGCP36838A	[REDACTED]
Model / Year :	ACCORD	/ 2008
Model ID / Product Line :	CP3688JNW	/ A
Miles / Hours :	2,400	
In Service Date :	03/09/2008	
Months In Use :	5	
Engine Number :	J35Z21509919	
Originating Dealer No. / Name :	208220 / NORM REEVES HONDA SUPERSTOR	
Selling Dealer No. / Name :	208220 / NORM REEVES HONDA SUPERSTOR	
Trim :	EXL-V6	
No. Of Doors :	4	
Transmission Code :	5AT	
Exterior Color :	GY	
Factory Warranty Start / End Date :		
Factory Warranty Cancellation Date :		
HPP/VSC Coverage Start / End Date :		
HPP/VSC Cancellation Date :		
Extended Warranty Start / End Date :		
Extended Warranty Cancellation Date :		

Current Dealer Info :

Current Dealer No. / Name :	208220 / NORM REEVES HONDA SUPERSTORE
Phone No. :	626-756-3800
Address :	1840 E. GARVEY AVE. SO
City / State / Zip :	WEST COVINA, CA 91791
Svc District / Sls District :	01D / D01
Warranty Labor Rate / Date :	\$108.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-08-0700857-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-08-0700857-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 8/8/2008 8:40:30 AM
Issue Owner : Albert Chan	Type 2 : Operation	Queue :	Close Date : 8/11/2008 10:13:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-08-0700857

Case Title : 1E (WEST COVINA) - [REDACTED] - AIR BAG DEPLOYED

*** CASE CREATE 8/7/2008 11:29:15 AM, mwells

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

*** NOTES 8/7/2008 11:47:27 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED] son of the owner

ACS verified contact information

Customer stated that the passenger side airbag deployed on its own and the vehicle was taken into the dealer. Customer stated that he was not sure what day the airbags deployed or when the vehicle was taken to the dealer. Customer stated that his mother had the vehicle at the time of the incident. His mother took the vehicle into the dealer in West Covina, name is not known. He stated that the dealer will not assist with repairs. Customer stated that there was no accident involved.

Customer stated that the time of the deployment the vehicle was not moving.

He stated that he feels that this is a manufacture defect and feels that Honda should repair.

ACS asked has the vehicle been diagnose and he stated that the insurance company stated that it looks like a defect. He stated that they would not be able to take care of it because there was no accident, But the dealer has diagnose the issue and provided that information to the insurance company

ACS advised that this information would be documented and reviewed by a case manager. He was advised that the name of the dealership of where the vehicle was taken to was needed. ACS advised that the case can be reviewed, since it is undetermined the cause of incident. He was provided the case number. He had no further requests

*** CASE MODIFY 8/7/2008 11:47:46 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2008 11:52:21 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2008 11:52:40 AM, mwells

into WIP default and Status of Solving.

*** NOTES 8/7/2008 11:53:01 AM, mwells, Action Type : Call from Customer

**note case has been reviewed by T/L MF

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2008 11:53:06 AM, mwells

WARRANTY CHECK 08/07/2008 11:53:06 AM mwells

No data found for VIN.

*** CASE VSC LOOKUP 8/7/2008 11:53:08 AM, mwells

VSC-CUC CHECK 08/07/2008 11:53:08 AM mwells

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2008 11:53:11 AM, mwells

CAMPAIGN CHECK 08/07/2008 11:53:11 AM mwells

No data found For VIN

*** CASE CLAIMS LOOKUP 8/7/2008 11:53:13 AM, mwells

CLAIM HISTORY CHECK 08/07/2008 11:53:13 AM mwells

Case History

Case ID : N012008-08-0700857

Case Title : 1E (WEST COVINA) - [REDACTED] - AIR BAG DEPLOYED

No data found for VIN.

*** NOTES 8/7/2008 11:54:03 AM, mwells, Action Type : Call from Customer

Mr. Steve Sandoval would like to be contacted on the cell number for the issue 310-294-7532. He was advised that it would be noted

*** CASE MODIFY 8/7/2008 11:54:09 AM, mwells

into WIP default and Status of Solving.

*** CASE DISPATCH 8/7/2008 11:54:18 AM, mwells

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 8/7/2008 1:11:32 PM, dpippin

N012008-08-0700857 to jyu, WIP

*** CASE RULE ACTION 8/7/2008 1:11:33 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012008-08-0700857-1 CREATE 8/8/2008 8:40:30 AM, jyu

Created in WIP Default with Due Date 8/8/2008 8:40:30 AM.

*** COMMIT 8/8/2008 8:40:33 AM, jyu, Action Type : N/A

Made to [REDACTED] due 08/08/2008 05:00:00 PM.

Contact Customer/Dealer

*** NOTES 8/8/2008 8:54:17 AM, jyu, Action Type : Call to Dealer

I left a message for Harold (SM) welcoming him to return my call.

*** NOTES 8/8/2008 9:46:59 AM, jyu, Action Type : Call to Customer

I spoke to the customer and he informed me his mother was driving the vehicle at the time. The customer doesn't know the details of the incident but does know that the vehicle was in the parked position in a parking lot. The customer's daughter exited the driver's side of the vehicle and when she closed it the side airbags deployed. The customer's mother was in the vehicle when this happened. The customer first contacted the dealership but they referred the customer to their insurance company. The insurance had their adjuster come out and there was no indication of damage to the vehicle. The insurance company doesn't want to pay for the airbags. The customer then had Honda inspect the vehicle and the Honda representative did not find anything wrong with the vehicle and relayed the information over to their insurance company. The customer's mother doesn't know how to speak English but that is alright since we have an interpreter service. I need to contact the dealership and DPSM to find out more information. The scheduled commitment to call the customer is Wednesday of next.

If new information is discovered, I will call the customer sooner.

*** CASE MODIFY 8/8/2008 9:47:58 AM, jyu

into WIP default and Status of Solving.

*** CASE MODIFY 8/8/2008 9:48:02 AM, jyu

into WIP default and Status of Solving.

*** CASE ASSIGN 8/8/2008 9:48:14 AM, jyu

N012008-08-0700857 to achan, WIP

*** CASE RULE ACTION 8/8/2008 9:48:14 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 8/8/2008 4:54:50 PM, achan

with [REDACTED] due 08/11/2008 05:00:00 PM.

Case History

Case ID : N012008-08-0700857

Case Title : 1E (WEST COVINA) - [REDACTED] - AIR BAG DEPLOYED

*** NOTES 8/11/2008 9:06:08 AM, achan, Action Type : Call to Dealer

Received a call from SM Mike Rickett, the vehicle came in with the side air bag deployed, they inspected the vehicle and found impact damage in the front however he is not sure if it would cause the airbag to deploy. They looked at the undercarriage of the vehicle and did not find any damage however there are some scratches indicating an impact may have occurred but they are not sure. He referred the customer to her insurance company and they denied any assistance because it wasn't caused by an accident. I explained to him, the customer's insurance company is supposed to handle this claim and if they feel that AHM is responsible, they will contact our appropriate department. He understands that from previous incidents and explained that to the customer. I stated I will call the customer and explain AHM's position. I thanked him for his time and ended the call.

*** SUBCASE N012008-08-0700857-1 YANKED 8/11/2008 9:07:58 AM, achan

Yanked by achan into WIPbin default.

*** NOTES 8/11/2008 9:25:29 AM, achan, Action Type : Call to Customer

Spoke to the customer in regards to his case, his insurance has determined the cause of the air bag deployment was from a defect so they are declining assistance. Since it was a defect, he feels AHM should be covering the repair. I informed him that his insurance company is supposed to contact our appropriate department regarding their findings. I explained slamming the door is not a defect and it cannot be determined what exactly caused the air bag to deploy and regardless of the cause, his insurance company is supposed to handle this case for him. If the insurance declined any further assistance, it is not our responsibility. He does not believe that is the resolution, however, he will contact his insurance. He asked for my contact information and my superiors information. Customer declined any further assistance. I thanked him for his time and ended the call.

*** CASE MODIFY 8/11/2008 10:13:40 AM, achan

into WIP default and Status of Solving.

*** CASE CLOSE 8/11/2008 10:13:41 AM, achan

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

*** SUBCASE N012008-08-0700857-1 CLOSE 8/11/2008 10:13:41 AM, achan

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-08-2100516 Division : Honda - Auto Condition : Closed Open Date : 8/21/2013 9:41:23 AM
Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2013 2:26:53 PM
Case Owner : David Mendoza (Team HC) Method : Phone Queue : Days Open : 104
Last Closed By : David Mendoza (Team HC) Point of Origin : Customer Wipbin :
Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDE No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 1009
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : SUMMIT, MS [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208422 / MIKE WHATLEY HONDA
Phone No. : 601-823-2400
Address : 115 HIGHWAY 51 NORTH
City / State / Zip : BROOKHAVEN, MS 39601
Svc District / Sls District : 03H / E03
Warranty Labor Rate / Date : \$80.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-2100516-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED] 1009
VIN Type / No. : US VIN / 1HGCP36888A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 70,000
In Service Date : 08/15/2008
Months In Use : 60
Engine Number : J35Z21033623
Originating Dealer No. / Name : 208422 / MIKE WHATLEY HONDA
Selling Dealer No. / Name : 208422 / MIKE WHATLEY HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-08-2100516-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2013 5:17:36 PM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 12/2/2013 4:22:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - AHM 100%, Assist - Loaner, No
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE CREATE 8/21/2013 9:41:23 AM, lkim

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

*** CASE MODIFY 8/21/2013 9:41:35 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2013 9:42:22 AM, lkim

into WIP default and Status of Solving.

*** NOTES 8/21/2013 9:47:15 AM, lkim, Action Type : Call from Customer

Verified info

[REDACTED]

SUMMIT MS [REDACTED]

Case ID: N012013-08-2100516

phone [REDACTED]

email declined

The customer stated his airbag deployed when he shut his door. The customer stated the car was on, he was leaving, jumped back in it because he was in a hurry, and then closed the door, then the airbag deployed. The customer stated the airbag deployed 2 days ago at 1:58pm at his father's house in Louisiana. The customer stated this happened at 8862 Hwy 961, Clinton LA 70722. The customer stated he contacted his insurance company and brought it to MIKE WHATLEY HONDA and they told him that they didn't detect any sensors that would cause the airbag to deploy and don't know why. The customer stated he spoke with Chris, the service advisor. The customer stated his car is still at the dealership. The customer stated it was the driver airbag that came out. The customer stated he wasn't injured but it hit him. The customer is requesting out of warranty assistance.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised A CM will call him back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance.

*** CASE MODIFY 8/21/2013 9:47:21 AM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 8/21/2013 9:47:27 AM, lkim

from WIP default to Queue Honda Team C.

*** NOTES 8/21/2013 9:47:52 AM, lkim, Action Type : Note-General

Customer stated he will have his VIN later.

*** CASE ASSIGN 8/21/2013 10:28:34 AM, jstradfo

N012013-08-2100516 to dmendoza, WIP

*** NOTES 8/22/2013 3:20:44 PM, kthomas, Action Type : Call from Customer

[REDACTED]

Customer called for RCM.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

ACS advised him to allow end of business day for the callback and provided the timezone, no further action needed.

*** SUBCASE N012013-08-2100516-1 CREATE 8/22/2013 5:17:36 PM, dmendoza

Created in WIP Default with Due Date 8/22/2013 5:17:36 PM.

*** NOTES 8/22/2013 5:17:48 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that Im an RCM at AHM and Ive been assigned his case. I verified his contact information. The customer states that he got out of the vehicle to get something and he was in a rush. He states that he shut the door when he got back in and the airbag went off. The customer states that both the side and side-curtain airbags have deployed. The customer states that his concern is that his insurance company has inspected the vehicle and they couldnt find any sensors that went off and called for the airbags to deploy. The customer is requesting that AHM cover the cost of the repair for him. He states that the dealership inspected the vehicle but they seemed to want him to take it back as soon as they got it. They did advise him that they dont know why the airbag went off. I advised the customer that I can look in to the case but I am in the information gathering stages at this point so I cant guarantee anything. I advised the customer that if ACS can consider any assistance in this situation there is a chance that it wouldnt be for the entire cost of the repair. The customer understood. We agreed on a follow up date of 8/9/13. The call ended.

*** COMMIT 8/23/2013 8:38:50 AM, dmendoza, Action Type : N/A

cf 3h \ cc tb

*** CASE MODIFY 8/23/2013 8:39:04 AM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2013 8:39:12 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 8/23/2013 12:02:44 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA. He advised me that the SM won't be back in the office until 2:30 PM. I thanked him for the update and the call ended.

*** CASE MODIFY 8/23/2013 12:03:20 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 8/23/2013 4:29:44 PM, dmendoza

with [REDACTED] due 08/26/2013 08:00:00 PM.

*** CASE MODIFY 8/23/2013 4:29:47 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/26/2013 9:13:29 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised him that I reached out to the dealership but I haven't been able to reach the SM yet. I advised the customer that I'm scheduled to do so today. The customer states that he's dropping the vehicle off at the dealership right now. He hasn't spoke to anyone at the dealership about that though he's just there now. I advised the customer that I do want to get a hold of the SM so as to inquire as to what they've done and make a determination as to what else needs to be done. The customer understood. I advised him that I do have some other questions for him though. The customer states that he was the only one in the car at the time of the deployment. There were no injuries, the airbag hit him and it hurt but he didn't seek medical attention. He states that the vehicle is drivable. He's taking it to the dealership right now. No other vehicles were involved in the deployment event as the vehicle was parked. He states that there was nothing notable about the operation of the vehicle prior to the deployment. It was a sunny day at the time. No police report was filed. He has spoken to his insurance carrier and filed a claim though. The customer does not know the name of his contact at Mike Whatley Honda. The customer states that he generally does all of his regular maintenance himself. The customer asked if he's supposed to bring the vehicle in to the dealership now. I advised him that it's up to him as I can't say since I haven't spoken to the SM. I advised the customer that once I get a hold of them there is a chance that they'll have done everything that ACS would require of them. The customer understood. He states that he's at the dealership now.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

I advised the customer that if they accept the vehicle then everything should be fine. The customer understood. We agreed I'd call back later today. The call ended.

*** CASE MODIFY 8/26/2013 9:16:58 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** COMMIT 8/26/2013 2:36:22 PM, dmendoza, Action Type :

Made to [REDACTED] due 08/29/2013 02:36:25 PM.

DCS Follow-Up

*** NOTES 8/26/2013 2:37:36 PM, dmendoza, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/29/2013

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

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

The customer contacted ACS to request assistance with the cost of an airbag repair that his vehicle required. He states that the vehicle has been diagnosed at Mike Whatley Honda.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

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

David Mendoza

Automobile Customer Service

Phone: 310-783-7746

*** NOTES 8/26/2013 2:37:49 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. I advised the SM that I'm calling in regards to the customer. He confirmed that the customer first came in on 8/20/13 at 74,189 miles. The customer's side and side curtain airbags have deployed. He states that they inspected the vehicle and found no evidence of a wreck or anything of that nature. He states that they did put the vehicle on a lift and they couldn't identify any damage. He states that they've sent the customer's vehicle to a body shop to have an estimate worked up. He doesn't have the details of the estimate himself though. The SM confirmed that the DPSM hasn't been involved in the customer's case. He states that the customer did drop the vehicle off today but he hasn't looked at it yet.

I advised the SM that I may need the DPSM to take a look at the vehicle. I advised the SM that I'll call again later on this week. The call ended.

*** NOTES 8/26/2013 3:22:08 PM, dmendoza, Action Type : Field Service

I received a call from the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM states that he's unfamiliar with him. I advised him that the customer's side and side curtain airbags have deployed. He's claimed that it was without and impact and he's contacted ACS to

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

request assistance with the cost of the repair. I advised the DPSM that the dealership has inspected the vehicle and they were unable to identify any evidence of an impact. The DPSM states that his understanding is that there is a process to follow when inspecting the vehicle. I advised the DPSM that I'm not familiar with it but he would have access to it. The DPSM states that he'll look in to it and follow up with me tomorrow. I thanked him for the help and the call ended.

*** CASE FULFILL 8/26/2013 3:22:41 PM, dmendoza

Fulfilled for [REDACTED] due 08/29/2013 02:36:25 PM.

*** CASE MODIFY 8/26/2013 3:22:51 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/26/2013 3:43:13 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to her case. I advised him that I've spoken to the dealership and their inspection seems to be largely independent. I've contacted the DPSM and he's made me aware that the dealership did not work with him during their inspection. As such, they may not have looked in to everything that ACS would require of them so as to make the best determination as to what can be done for him, the customer, in this instance. The DPSM is going to review the case so as to see what needs to be done and I'll be able to follow up with him then. The customer understood. We agreed on a follow up date of 8/28/13. The call ended.

*** CASE MODIFY COMMITMENT 8/26/2013 3:43:30 PM, dmendoza

with [REDACTED] due 08/27/2013 08:00:00 PM.

*** CASE MODIFY 8/26/2013 3:43:33 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/27/2013 3:08:46 PM, dmendoza, Action Type : Field Service

I called the 3H DPSM and left a message. I advised the DPSM that I'm calling to discuss the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY COMMITMENT 8/27/2013 3:10:03 PM, dmendoza

with [REDACTED] due 08/28/2013 08:00:00 PM.

*** CASE MODIFY 8/27/2013 3:10:15 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/28/2013 3:32:54 PM, dmendoza, Action Type : Field Service

I called the dealership and spoke to the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM states that he's spoken to the dealership and he is going to have to make arrangements to inspect the vehicle himself. He states that he is confident it will be next week but he can only tentatively say that he'd like it to be on Thursday. I asked the DPSM if he's comfortable if I tell the customer that it will be next week. The DPSM states that would be fine. I advised the DPSM that the customer has discussed the case with his insurance company. Also, the vehicle may be at the dealership now. The DPSM states that he isn't necessarily comfortable just putting the customer in the vehicle if he needs to pick it up. He states that he's comfortable arranging a loaner if the customer needs one. I advised him that I'll look in to it. The call ended.

*** CASE MODIFY 8/28/2013 3:33:08 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/28/2013 3:51:09 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

*** CASE MODIFY COMMITMENT 8/28/2013 3:52:01 PM, dmendoza

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

with [REDACTED] due 08/30/2013 08:00:00 PM.

*** CASE MODIFY 8/28/2013 3:52:04 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/30/2013 11:58:39 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I've spoken to his dealership and the DPSM. The DPSM would like to inspect the vehicle next week. The customer asked when. I advised him that I don't have a final date but he has said that he'll try on Thursday. It could be earlier or later that week though. The customer understood. He confirmed that the vehicle is still at the dealership. I asked the customer if he'll need a loaner vehicle for the week. I advised him that I can arrange one if necessary. The customer states that he would. I advised him that I'll call the dealership today but we may not be able to get one out until next week. The customer understood. We agreed on a follow up date of 9/3/13. The call ended.

*** NOTES 8/30/2013 12:05:59 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA, Jai. I advised the SA that I'm calling in regards to the customer. The SA states that the SM has gone home for the day. I advised the SM that ACS is open to arranging a loaner for the customer until the DPSM can inspect the vehicle. I asked the SA who I can arrange that with. The SA states that he'll look in to the rate and call me back. I thanked him for the help and the call ended.

*** CASE MODIFY 8/30/2013 12:06:05 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 8/30/2013 12:06:19 PM, dmendoza

with [REDACTED] due 09/03/2013 08:00:00 PM.

*** CASE MODIFY 8/30/2013 12:06:22 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/30/2013 12:21:30 PM, dmendoza, Action Type : Call from Dealer

I received a call from the SA, Jai. The SA states that he's calling in regards to the customer. He's spoken to Enterprise and they've told him that their rate for a vehicle is \$35.00 a day. I advised the SA that I can authorize a maximum of \$245.00 for the loaner vehicle. The SA understood. He asked how he can process that. I advised him that it would be through warranty. The SA states that he's not sure how to do that. I advised him to speak to his warranty admin or the DPSM. He agreed and the call ended.

*** CASE MODIFY 8/30/2013 12:21:37 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 8/30/2013 3:01:28 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. He states that he's calling in regards to his case. He'd like to know how long his loaner vehicle is good for. I advised him that is covered until next Friday. I advised the customer that we can consider it for long if necessary but at this point its just for the inspection. The customer understood. I advised him that Ill try to get a precise inspection date from the DPSM. We agreed on a follow up date of 9/3/13. The call ended.

*** CASE MODIFY 8/30/2013 3:01:31 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/3/2013 2:49:47 PM, dmendoza, Action Type : Field Service

I received a call from the 3H DPSM. The DPSM states that he'd like to know the status of the customer's case. I advised the DPSM that I have arranged a loaner vehicle for the customer. The DPSM confirmed that an SA did call him about a loaner but once he called back the SA said that it was taken care of. The DPSM states that it does appear that he's going to inspect the vehicle on Thursday. I thanked the DPSM for the update and the call ended.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** NOTES 9/3/2013 2:50:31 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

*** CASE MODIFY COMMITMENT 9/3/2013 2:50:43 PM, dmendoza

with [REDACTED] due 09/05/2013 08:00:00 PM.

*** CASE MODIFY 9/3/2013 2:50:46 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/5/2013 10:51:43 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE ADD ATTACHMENT 9/5/2013 12:00:24 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-2100516_1_1.pdf

*** NOTES 9/5/2013 12:43:18 PM, dmendoza, Action Type : Field Service

I received a call from the SM, Nick. The SM states that he has inspected the vehicle. He states that the vehicle appears to have been in wrecks on both sides. He states that it has been repainted before and poor body work has been done on the vehicle. The DPSM states that he's seen a number of paint runs. He states that he thinks that this might be an insurance issue. He asked if the customer had contacted them. I advised him that he had said he did and they told him that they couldn't see why the airbags would have deployed. The DPSM asked if I've confirmed this. I advised him that I could not. The DPSM states that he'd like me to take a look at the pictures and follow up with him. I agreed and the call ended.

*** CASE MODIFY 9/5/2013 12:43:22 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 9/5/2013 3:55:01 PM, dmendoza

with [REDACTED] due 09/06/2013 08:00:00 PM.

*** CASE MODIFY 9/5/2013 3:55:04 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/6/2013 5:04:01 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/9/2013 12:46:19 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/9/2013 3:07:43 PM, dmendoza, Action Type : Field Service

I called the 3H DPSM and left a message. I advised the DPSM that I'm calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY 9/9/2013 3:07:52 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/9/2013 3:07:57 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/9/2013 5:01:10 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY 9/9/2013 5:01:15 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/9/2013 5:01:28 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 9/9/2013 5:01:39 PM, dmendoza
with [REDACTED] due 09/10/2013 08:00:00 PM.

*** NOTES 9/10/2013 12:00:42 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM. I advised the SM that I'm calling in regards to the customer. The SM confirmed that the DPSM did inspect the vehicle but they do still have it. I thanked the SM for the update and the call ended.

*** CASE MODIFY 9/10/2013 12:00:56 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/10/2013 1:07:14 PM, dmendoza, Action Type : Field Service

I called the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. I advised the DPSM that I reviewed the pictures but I'm not equipped to make a determination based off of them myself. The DPSM states that from what he's seen the vehicle has been in accidents. He states that it's been re-painted on both sides and there were signs of damage. He states that there was most likely body work done to the vehicle. He states that ACS could take the pictures to TVL if necessary. From what he's seen though the vehicle has been in impacts that would cause the airbag to go off. I thanked the DPSM for the update and the call ended.

*** CASE MODIFY 9/10/2013 1:07:22 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/10/2013 2:49:18 PM, dmendoza, Action Type : Field Service

I called the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. I advised the DPSM that I reviewed the case with my RM and he's indicated that he, the DPSM, should contact TVL if he's uncertain of his determination. The DPSM states that he'll be able to do that tomorrow. I asked the DPSM how long he's comfortable with leaving the customer in a loaner. The DPSM states that he'd like to get him out of it by this Friday. I advised the DPSM that I will be out of the office for the rest of this week. I asked him if he's comfortable letting the dealership know his determination and arranging for them to discuss it with the customer. The DPSM states that would be fine. I thanked the DPSM for the help and the call ended.

*** CASE MODIFY 9/10/2013 2:49:32 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/10/2013 3:42:46 PM, dmendoza, Action Type : Field Service

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I reviewed the case with the DPSM and his dealership. The DPSM has inspected the vehicle and he's going to review his findings within AHM. I advised the customer that once he's able to make a determination he'll let the dealership know and the dealer will contact him with AHM's position. I advised the customer that if ACS isn't going to participate in the cost of the repair he will need to return the loaner vehicle by Friday. The dealership will let him know though. The customer understood. We agreed on a follow up date of 9/18/13. The call ended.

*** CASE MODIFY 9/10/2013 3:43:11 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/10/2013 5:15:43 PM, dmendoza, Action Type : Field Service

I sent a communication to the 3H DPSM. I advised the DPSM that if he does decide making a goodwill offer we will need the customer to sign a release a form. We'll also need to make sure that it's noted that the offer is made as a goodwill offer in the interest of customer satisfaction.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY COMMITMENT 9/10/2013 5:15:57 PM, dmendoza

with [REDACTED] due 09/17/2013 08:00:00 PM.

*** CASE MODIFY 9/10/2013 5:16:00 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/16/2013 10:01:19 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I asked the customer if he heard from the dealership at all last week. The customer states that he hasn't heard anything. He states that Enterprise called him and said that the rental needed to be returned on Friday. He hadn't heard anything though so he just kept it. I advised the customer that ACS will only be able to authorize the rental until Friday. The customer asked if it can be covered up to tomorrow. I advised him that I'll look in to it. The customer asked what the status of the repair is. I advised the customer that I can't say that any repair will be made. The customer understood. We agreed that I'd call back later today. The call ended.

*** CASE MODIFY 9/16/2013 10:02:06 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 9/16/2013 10:02:17 AM, dmendoza

with [REDACTED] due 09/16/2013 08:00:00 PM.

*** CASE MODIFY 9/16/2013 10:02:21 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/16/2013 2:52:45 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. He states that he's calling to check in on the status of his case. I advised him that I still haven't been able to reach the DPSM as of yet. The customer understood. We'd agree that I'd call back later today. The call ended.

*** NOTES 9/16/2013 2:53:51 PM, dmendoza, Action Type : Field Service

I called the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. I asked the SM to give me a call and provided my direct number.

*** NOTES 9/16/2013 2:54:20 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA. He advised me that the SM is gone for the day and he's unequipped to transfer me to his voicemail.

*** CASE MODIFY 9/16/2013 2:55:14 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/16/2013 4:28:22 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I've been unable to reach the DPSM so as of this point I can tell him that ACS will be able to cover his loaner vehicle until this Wednesday. I advised the customer that he will need to play on returning the vehicle then though regardless of the outcome. If there's a reason for it to be left to him for longer than that he will be notified but he shouldn't plan on it. I empathized with the customer and apologized for the fact that the dealership didn't contact him last week. The customer understood. We agreed that I'd call again tomorrow. The call ended.

*** CASE MODIFY COMMITMENT 9/16/2013 4:28:33 PM, dmendoza

with [REDACTED] due 09/17/2013 08:00:00 PM.

*** CASE MODIFY 9/16/2013 4:28:36 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/17/2013 2:36:20 PM, dmendoza, Action Type : Field Service

I received a communication from the 3H DPSM. The DPSM states that he asked the SM to contact the customer and inquire as to whether or not they had

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

any body shop work done as it's obvious that they have. He states that he wants to get a better idea as to what's been going on with the vehicle. The DPSM states that he might be inclined to participate in the repair depending on what he finds out. the DPSM states that there is a chance that the customer just slammed the door too hard. The SM asked that I give him a call if I have any questions.

*** NOTES 9/17/2013 2:37:42 PM, dmendoza, Action Type : Field Service

I received a communication from the 3H DPSM. The DPSM states that the customer admitted that they may have slammed their door a little too hard. He states that he's going to cover the air bag and he's instructed the SM to begin the repairs. I replied and advised the DPSM that we will need a release form and we will need the dealership to note that the offer is being made as a goodwill offer.

*** NOTES 9/17/2013 2:40:59 PM, dmendoza, Action Type : Field Service

I received a call from the 3H DPSM. The DPSM states that he's open to participating in the cost of the customer's repair. I advised the DPSM that we would need a release form signed before we authorize the repair. Also, we'd need to make sure that the dealership included that the offer is being made in a goodwill capacity somewhere in the R/O. The DPSM states that he'll ask the SM to stop the work until we get a release form. He states that he'll also make sure that the dealership includes the note we need. I thanked the DPSM for the help and the call ended.

*** CASE MODIFY 9/17/2013 2:41:27 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/18/2013 2:28:05 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that I've spoken to the DPSM and reviewed his case. I advised the customer that the DPSM indicated that he couldn't identify a sign of any defect in material or workmanship. However, in the interest of customer satisfaction and as a goodwill offer AHM will be in a position to cover the cost of his repair. However, he would need to sign a release form. The customer understood. I advised him that I will mail it today and I will need him to sign the original copy. The customer agreed. We agreed on a follow up date of 9/25/13. The call ended.

*** CASE FULFILL 9/18/2013 2:28:32 PM, dmendoza

Fulfilled for [REDACTED] due 09/17/2013 08:00:00 PM.

*** COMMIT 9/18/2013 2:28:34 PM, dmendoza, Action Type : N/A

cc refer to dlr

*** CASE MODIFY 9/18/2013 2:28:45 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 9/18/2013 4:57:09 PM, dmendoza

with [REDACTED] due 09/19/2013 08:00:00 PM.

*** CASE MODIFY 9/18/2013 4:57:14 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/18/2013 4:57:21 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/18/2013 4:57:23 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/19/2013 3:22:22 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA. I advised him that I need the customer's VIN. The SA states that its 1HGCP36888A032368. I thanked him for the help and the call ended.

*** CASE MODIFY 9/19/2013 3:22:51 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY 9/19/2013 5:03:26 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 9/19/2013 5:04:37 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/20/2013 10:23:22 AM, dmendoza, Action Type : Note-General
The customer's release form has been mailed.

*** CASE MODIFY COMMITMENT 9/20/2013 10:23:36 AM, dmendoza
with [REDACTED] due 09/25/2013 08:00:00 PM.

*** CASE MODIFY 9/20/2013 10:23:40 AM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/25/2013 2:26:36 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later this week.

*** CASE MODIFY COMMITMENT 9/25/2013 2:26:45 PM, dmendoza
with [REDACTED] due 09/27/2013 08:00:00 PM.

*** CASE MODIFY 9/25/2013 2:26:48 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 9/27/2013 4:26:37 PM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. He state that he's returning my call and he can be reached at 601-810-5669.

*** NOTES 9/27/2013 4:27:29 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised him that I'll call again next week.

*** CASE MODIFY COMMITMENT 9/27/2013 4:27:36 PM, dmendoza
with [REDACTED] due 10/01/2013 08:00:00 PM.

*** CASE MODIFY 9/27/2013 4:27:40 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/1/2013 12:25:01 PM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. He staets that he received the Honda disclaimer form and he's going to send it back as soon as possible. He asked that I give him a call back at 601-810-5669.

*** NOTES 10/1/2013 4:14:17 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised him that I'll call again later this week.

*** CASE MODIFY COMMITMENT 10/1/2013 4:14:26 PM, dmendoza
with [REDACTED] due 10/03/2013 08:00:00 PM.

*** CASE MODIFY 10/1/2013 4:14:28 PM, dmendoza
into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/2/2013 3:40:13 PM, dmendoza, Action Type : Call from Customer

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

I received a call from the customer. He states that he has received the release form, signed it and mailed it back in. The customer confirmed that it was the original copy and he mailed it on Monday. I advised the customer that we can move forward as soon as it arrives. We agreed on a follow up date of 10/7/13. The call ended.

*** CASE MODIFY COMMITMENT 10/2/2013 3:40:29 PM, dmendoza

with [REDACTED] due 10/04/2013 08:00:00 PM.

*** CASE MODIFY 10/2/2013 3:40:32 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 10/3/2013 4:32:02 PM, dmendoza

with [REDACTED] due 10/07/2013 08:00:00 PM.

*** CASE MODIFY 10/3/2013 4:32:05 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 10/7/2013 1:47:07 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/7/2013 3:35:45 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I haven't received his release form yet. I did want to check in with him again though as we had agreed to speak today. The customer understood. We agreed on a follow up date of 10/11/13. The call ended.

*** CASE MODIFY COMMITMENT 10/7/2013 3:36:00 PM, dmendoza

with [REDACTED] due 10/09/2013 08:00:00 PM.

*** CASE MODIFY 10/7/2013 3:36:03 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 10/8/2013 4:43:49 PM, dmendoza

with [REDACTED] due 10/10/2013 08:00:00 PM.

*** CASE MODIFY 10/8/2013 4:43:52 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 10/9/2013 4:21:26 PM, dmendoza

with [REDACTED] due 10/11/2013 08:00:00 PM.

*** CASE MODIFY 10/9/2013 4:21:31 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 10/10/2013 5:13:26 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/11/2013 4:26:55 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised him that I'll call again later next week.

*** CASE MODIFY COMMITMENT 10/11/2013 4:27:08 PM, dmendoza

with [REDACTED] due 10/15/2013 08:00:00 PM.

*** CASE MODIFY 10/11/2013 4:27:11 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** NOTES 10/14/2013 10:50:37 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that I had wanted to check in with him as I haven't received the release form yet. I advised the customer that I wanted to confirm when he had sent it in. The customer states that it definitely should have arrived by now as he sent it some time ago. I advised the customer that I there may have been an issue with the mail so I'll send out another one today to be certain. The customer states that he could just fax it in once it comes in. I advised the customer that I understand but faxing wouldn't suffice as we do need the original copy back. The customer understood. We agreed on a follow up date of 10/1/13. The call ended.

*** NOTES 10/14/2013 3:02:27 PM, kpittman, Action Type : Letter/Fax

On 10/14/13 ACS received a fully signed and executed "release form" from the customer.

*** CASE ADD ATTACHMENT 10/14/2013 3:30:26 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-2100516_2.PDF

*** NOTES 10/17/2013 10:30:17 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. I advised the SM that I'm calling in regards to the customer. The SM remembers him. I advised the SM that we've received his release form so we can move forward with his repair. The SM states that they'll send the vehicle to a body shop and start the work. He states that he'll talk to the DPSM for authorization. I advised the SM that I do need to remind him to include in the R/O that no defects in material or workmanship were found, the offer is a one time goodwill courtesy offer and the DPSM inspected the vehicle himself. The SM understood. He states that they'll get started today. The call ended.

*** NOTES 10/17/2013 10:34:41 AM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that his release form has arrived so we are moving forward with the repair. I asked the customer to give me a call and provided my contact information. I advised him that I'll check in again later on next week.

*** CASE MODIFY COMMITMENT 10/17/2013 10:35:01 AM, dmendoza

with [REDACTED] due 10/21/2013 08:00:00 PM.

*** CASE MODIFY 10/17/2013 10:35:06 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/21/2013 2:59:42 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. I advised the SM that I'm calling in regards to the customer. The SM states that the customer's vehicle is still at the body shop. He states that they have ordered the parts that they need but they're still working. The SM states that he doesn't have an ETA for the vehicle. I asked the SM to call me once we get an ETA. He agreed and the call ended.

*** CASE MODIFY COMMITMENT 10/21/2013 2:59:53 PM, dmendoza

with [REDACTED] due 10/23/2013 08:00:00 PM.

*** CASE MODIFY 10/21/2013 2:59:57 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/23/2013 1:40:41 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. The SM states that they're still working on the vehicle and they hope to have it ready by this Friday. I thanked the SM for the help and the call ended.

*** CASE MODIFY COMMITMENT 10/23/2013 1:41:16 PM, dmendoza

with [REDACTED] due 10/25/2013 08:00:00 PM.

*** CASE MODIFY 10/23/2013 1:41:19 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY 10/24/2013 11:39:55 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/25/2013 4:50:34 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that Im calling in regards to their case. I asked the customer to give me a call and provided my contact information. I advised the customer that Ill call again later on next week.

*** CASE MODIFY COMMITMENT 10/25/2013 4:50:44 PM, dmendoza

with [REDACTED] due 10/29/2013 08:00:00 PM.

*** CASE MODIFY 10/25/2013 4:50:46 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 10/28/2013 1:20:53 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/28/2013 1:25:15 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. He states that he's calling to inquire as to the status of his vehicle. I advised the customer that the dealership had expected it completed by last Friday. The customer states that he hasn't heard anything. I advised the customer that I'll talk to the dealer then and see what our options are. We agreed on a follow up date of 10/29/13. The call ended.

*** NOTES 10/28/2013 1:27:37 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. I advised the SM that I'm calling in regards to the customer. The SM states that he checked in with the body shop this morning and they expect the vehicle to be ready by this Thursday. He states that I should forward the customer to him for inquiries. I agreed and the call ended.

*** CASE MODIFY 10/28/2013 1:27:41 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 10/29/2013 4:34:27 PM, dmendoza, Action Type : Call to Customer

I called the customer at 225-588-0654. I advised the customer that the dealership expects the vehicle to be ready by this Thursday. I advised him that he should check in with the SM, Chuck, if he doesn't hear from him that day. The customer agreed. We agreed on a follow up date of 11/1/13. The call ended.

*** CASE MODIFY COMMITMENT 10/29/2013 4:34:36 PM, dmendoza

with [REDACTED] due 11/01/2013 08:00:00 PM.

*** CASE MODIFY 10/29/2013 4:34:39 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/1/2013 3:04:43 PM, dmendoza, Action Type : Call to Customer

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked him to give me a call and provided my contact information. I advised the customer that I'll call again next week.

*** CASE MODIFY COMMITMENT 11/1/2013 3:04:54 PM, dmendoza

with [REDACTED] due 11/06/2013 08:00:00 PM.

*** CASE MODIFY 11/1/2013 3:04:57 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/6/2013 3:25:52 PM, dmendoza, Action Type : Call to Customer

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

I called the customer at 601-810-5669 and left a message. I advised the customer that I'm calling in regards to his case. I asked him to give me a call and provided my contact information. I advised the customer that I'd like him to leave a message with the best time and number to reach him if he calls and I'm unavailable.

*** CASE MODIFY COMMITMENT 11/6/2013 3:26:26 PM, dmendoza

with [REDACTED] due 11/11/2013 08:00:00 PM.

*** CASE MODIFY 11/6/2013 3:26:29 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/6/2013 3:28:27 PM, dmendoza, Action Type : Note-General

The 10 day letter has been mailed.

*** CASE MODIFY 11/6/2013 3:28:30 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/11/2013 2:46:58 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. The SM states that they've ordered some sensors and other items that they still need to install. He states that the body shop had put the vehicle back together but the airbags wouldn't initialize. The SM states that he thinks that the car has been wrecked before. Regardless, they've replaced the seatbelt tensioner but now the airbags still won't initialize and it's telling them that some sensors are bad. The SM states that they're going to order the sensors and get them installed within the next day or two. I thanked the SM for the update and the call ended.

*** CASE MODIFY COMMITMENT 11/11/2013 2:47:34 PM, dmendoza

with [REDACTED] due 11/13/2013 08:00:00 PM.

*** CASE MODIFY 11/11/2013 2:47:38 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/13/2013 2:56:51 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. The SM states that the customer's repair has been completed. He's called the customer and asked him to pick the car up but the customer hasn't called back. The SM states that they finished the work about 30 minutes ago. I advised the SM that I'll ask the customer to give him a call. The call ended.

*** CASE MODIFY 11/13/2013 2:57:00 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 11/13/2013 4:07:04 PM, dmendoza

with [REDACTED] due 11/14/2013 08:00:00 PM.

*** CASE MODIFY 11/13/2013 4:07:07 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/14/2013 3:21:01 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Chuck. The SM states that the customer's repair has been completed and he's picked up the vehicle. He will be working with the DPSM for the authorizations he needs. I thanked the SM for the help and the call ended.

*** NOTES 11/14/2013 3:22:57 PM, dmendoza, Action Type : Call from Customer

I received a voicemail message on 11/13/13 at 8:37 AM. The customer states that the car hasn't been fixed and it's still at the dealership. he got a notice in the mail from ACS but the case will not be resolved until he gets his car back. He asked that I give him a call.

*** NOTES 11/14/2013 3:23:13 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked him to give me

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

a call and provided my contact information. I advised the customer that I'll call again next week.

*** CASE MODIFY COMMITMENT 11/14/2013 3:23:24 PM, dmendoza

with [REDACTED] due 11/19/2013 08:00:00 PM.

*** CASE MODIFY 11/14/2013 3:23:28 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/18/2013 1:47:49 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that the dealership has told me that they completed his repair and he's picked up the vehicle. He states that he's picked up the car and it is operating properly. I advised the customer that I'm happy to hear that. The customer has no other questions. I asked him to give me a call if he has any that come up in the future. The customer agreed and the call ended.

*** CASE FULFILL 11/18/2013 1:48:00 PM, dmendoza

Fulfilled for [REDACTED] due 11/19/2013 08:00:00 PM.

*** COMMIT 11/18/2013 1:48:07 PM, dmendoza, Action Type : N/A

review w\ RM - code and close

*** CASE MODIFY 11/18/2013 1:48:24 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 11/18/2013 5:04:33 PM, dmendoza

with [REDACTED] due 11/19/2013 08:00:00 PM.

*** CASE MODIFY COMMITMENT 11/19/2013 5:05:07 PM, dmendoza

with [REDACTED] due 11/20/2013 08:00:00 PM.

*** CASE MODIFY COMMITMENT 11/20/2013 5:04:02 PM, dmendoza

with [REDACTED] due 11/21/2013 08:00:00 PM.

*** NOTES 11/21/2013 8:48:58 AM, dmendoza, Action Type : Field Service

I received a communication from the 3H DPSM. The DPSM states that he's calling in regards to the customer as there is an issue with the claim being paid. He states that he believes that ACS authorized a rental but since it took so long to get the release form back the customer was in a rental for 73 days. The DPSM states that the rental amount is quite high. He was wondering if I had an authorization for the claim and if I'd happen to have the customer's case number. I replied and advised the DPSM that I can authorize it and I provided him with the case number.

*** NOTES 11/21/2013 8:50:42 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA. He advised me that the SM is currently unavailable. I asked him to have the SM call and provided my direct number. He agreed and the call ended.

*** CASE MODIFY 11/21/2013 8:50:45 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/21/2013 8:54:29 AM, dmendoza, Action Type : Call from Dealer

I received a call from the SM, Chuck. I advised the SM that I was calling in regards to the customer and his loaner vehicle, per the DPSM. The SM states that the total cost of the loaner was \$2,280.00 and the total cost of the repair was \$5,001.92. I advised the SM that I can authorize the \$2,280.00 for the loaner vehicle. I provided my authorization number. The call ended.

*** NOTES 11/21/2013 9:01:16 AM, dmendoza, Action Type : Note-General

The customer was extended a one time courtesy offer of \$2,280.00 towards the cost of a loaner vehicle that he was offered while his airbag was being repaired as a one time courtesy offer made by the DPSM. I have confirmed the customer as the 3rd owner of the vehicle and I've also been able to confirm his ownership

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

of a Honda Power Equipment 4x4. The customer has no documented dealership service history and I'm unaware of any associated SBs or Campaigns:

DPSM involved? Yes

Customer pay quote from Dealership: \$2,280.00

Total Warranty Repair Cost\$2,280.00

Total Amount Authorized for claim:\$2,280.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** CASE MODIFY 11/21/2013 9:01:56 AM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 11/22/2013 5:11:21 PM, dmendoza

with [REDACTED] due 11/25/2013 08:00:00 PM.

*** CASE MODIFY 11/22/2013 5:11:25 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 11/25/2013 5:08:31 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 11/25/2013 5:08:37 PM, dmendoza

with [REDACTED] due 11/26/2013 08:00:00 PM.

*** CASE MODIFY COMMITMENT 11/26/2013 4:51:25 PM, dmendoza

with [REDACTED] due 11/27/2013 08:00:00 PM.

*** CASE MODIFY 11/26/2013 4:51:29 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 11/27/2013 5:09:09 PM, dmendoza, Action Type : Note-General

The case will be revisited on 12/2/13.

*** CASE MODIFY 11/27/2013 5:09:13 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY COMMITMENT 11/27/2013 5:09:18 PM, dmendoza

with [REDACTED] due 12/02/2013 08:00:00 PM.

*** CASE MODIFY COMMITMENT 12/2/2013 3:19:34 PM, dmendoza

with [REDACTED] due 12/04/2013 08:00:00 PM.

*** CASE MODIFY 12/2/2013 3:20:47 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** NOTES 12/2/2013 4:13:36 PM, jstradfo, Action Type : Note-General

RM reviewed the case

*** SUBCASE N012013-08-2100516-1 CLOSE 12/2/2013 4:22:52 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/2/2013 4:42:59 PM, dmendoza

Case History

Case ID : N012013-08-2100516

Case Title : 3H (MIKE WHATLEY) - [REDACTED] - AIRBAG DEPLOYMENT - NO ACCIDENT

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE MODIFY 12/3/2013 2:26:51 PM, dmendoza

into WIP 3H - Nicholas Walker and Status of Solving.

*** CASE CLOSE 12/3/2013 2:26:53 PM, dmendoza

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-01-0402042 Division : Honda - Auto Condition : Closed Open Date : 1/4/2013 2:12:42 PM
Case Originator : Anthony Aldridge (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/28/2013 9:51:26 AM
Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 24
Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :
Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 3315
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : DENVER, CO [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3315
VIN Type / No. : US VIN / JHMCP26418C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 59,060
In Service Date : 07/19/2008
Months In Use : 54
Engine Number : K24Z21412199
Originating Dealer No. / Name : 207882 / AUTONATION HONDA 104
Selling Dealer No. / Name : 207882 / AUTONATION HONDA 104
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207882 / AUTONATION HONDA 104
Phone No. : 303-469-5551
Address : 2999 WEST 104TH AVENUE
City / State / Zip : WESTMINSTER, CO 80234
Svc District / Sls District : 10C / C10
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-01-0402042-1 / [REDACTED] - PRO	Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-01-0402042-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Todd Yamatsuka	Type 1 : Product	Status : Subcase Close	Open Date : 1/7/2013 9:10:43 AM
Issue Owner : Todd Yamatsuka	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/16/2013 8:32:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-01-0402042

Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE CREATE 1/4/2013 2:12:42 PM, aaldridg

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

*** NOTES 1/4/2013 2:35:15 PM, aaldridg, Action Type : Call from Customer

Customer verified information

Best contact number: [REDACTED]

Customer is contacting in regards to her airbag deploying with no impact to the vehicle. Customer says on December 28, 2012, the vehicle was parked at [REDACTED] in Thornton, CO. Customer says her husband exited the vehicle and shut the passenger door. Customer says when the passenger door was shut, the passenger front curtain, passenger rear curtain, and passenger front seat airbags deployed. Customer says this happened around 6:15 PM. Customer says she was sitting in the driver's seat when this happened.

Customer says there were 59060 miles on the vehicle when this happened. Customer says she is working with her insurance company, USAA insurance. Customer says the vehicle was taken to Abra Auto Body. Customer says that Abra Auto body inspected the vehicle and told her that she has a bad control module which caused the airbags to deploy. Customer says the repair will cost \$3000, and she has a \$1000 deductible that she has to pay through her insurance company to fix this. Customer says the vehicle is still at Abra Auto Body, but they are awaiting her answer to whether or not she wants them to order the parts to fix her car.

Customer wants to know why this happened.

Customer says if she needs to take the vehicle to a Honda dealer, it would be GO HONDA 104th.

ACS empathized with customer. ACS advised customer that I will forward her case to a CM for review. ACS advised customer we will contact her by the end of the next business day and provided case number for reference.

*** CASE MODIFY 1/4/2013 2:35:46 PM, aaldridg

into WIP default and Status of Solving.

*** CASE MODIFY 1/4/2013 2:36:04 PM, aaldridg

into WIP default and Status of Solving.

*** CASE DISPATCH 1/4/2013 2:36:19 PM, aaldridg

from WIP default to Queue Honda Team C.

*** CASE MODIFY 1/4/2013 2:36:23 PM, aaldridg

into WIP default and Status of Solving.

*** CASE ACCEPT 1/4/2013 4:57:55 PM, tyamatsu

from Queue Honda Team C to WIP Default.

*** SUBCASE N012013-01-0402042-1 CREATE 1/7/2013 9:10:43 AM, tyamatsu

Created in WIP Default with Due Date 1/7/2013 9:10:43 AM.

*** CASE MODIFY 1/7/2013 9:10:53 AM, tyamatsu

into WIP Default and Status of Solving.

*** COMMIT 1/7/2013 9:11:01 AM, tyamatsu, Action Type : N/A

Made to [REDACTED] due 01/14/2013 05:00:00 PM.

Case History

Case ID : N012013-01-0402042

Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT

10C- pending response from insurance co.

*** NOTES 1/7/2013 9:14:01 AM, tyamatsu, Action Type : Call to Customer

I left a message for Ms. [REDACTED] to call me to discuss her concerns.

*** CASE MODIFY 1/7/2013 9:14:31 AM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 1/7/2013 9:42:26 AM, tyamatsu, Action Type : Call to Customer

I called Ms. [REDACTED] to discuss her case. She is requesting Honda pay for the pending repairs for the airbag deployment on her 2008 Accord. She contends the airbags deployed due to a mfgs. defect. She stated noone was injured. She stated the vehicle is currently at Abra Auto Body (303-451-8993) in Thornton, CO. She stated her insurance co. USAA (800-531-8722 Laura Hecker #18817119) has not drawn any conclusions. I thanked her for the info and stated we would follow up with her by next week Monday.

*** CASE MODIFY 1/7/2013 9:42:41 AM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 1/7/2013 12:34:48 PM, tyamatsu, Action Type : Field Service

I reviewed case with DPSM 10C. DPSM 10C stated he would be at Go Honda 104th on Friday 1-11-2013. DPSM 10C recommended Ms. Turner bring her car to Go Honda 104th on Friday for an inspection.

*** NOTES 1/7/2013 12:44:36 PM, tyamatsu, Action Type : Call to Customer

I informed Ms. [REDACTED] that our Honda Rep will be at Go Honda 104th on Friday 1-11-2013 to inspect her car. Ms. [REDACTED] stated she will not be able to take her vehicle to the Honda dealership as it is in an unsafe condition for her to drive the vehicle. She would like Honda to inspect her vehicle at Abra Auto Body in Thornton, CO. I informed Ms. [REDACTED] that I would see if our Honda rep can inspect her vehicle at Abra Auto Body and follow up with her by 1-14.

*** NOTES 1/7/2013 12:54:26 PM, tyamatsu, Action Type : Field Service

I followed up with DPSM 10C. I informed him that Ms. [REDACTED] could not take her vehicle into the dealership and requested Honda inspect her vehicle at Abra Auto Body. DPSM 10C stated he would review the matter with his AZM for guidance and call me back to confirm our plan.

DPSM 10C called back. He stated he reviewed the case with his boss. In response to my question if he can inspect the vehicle at Abra Auto Body, DPSM 10C stated he would not. I thanked him for his response and we closed our call.

*** NOTES 1/7/2013 1:24:23 PM, tyamatsu, Action Type : Call to Customer

I followed up with Ms. [REDACTED] I stated that Honda would not inspect her vehicle at Abra Auto Body. I stated that if she took the vehicle to Go Honda 104th on Friday 1-11. our Honda rep will be there to inspect her vehicle. I also encouraged her to continue to work with her insurance company if she believes her airbags deployed due to a manufacturers defect. Ms. [REDACTED] agreed and we closed our call.

*** NOTES 1/7/2013 1:25:18 PM, tyamatsu, Action Type : Note-General

I informed my R.M. of the customers case.

*** CASE MODIFY 1/7/2013 1:25:43 PM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 1/7/2013 1:28:06 PM, tyamatsu, Action Type : Note-Third Party

I left a message for Laura Hecker @ USAA insurance (800-531-8722 x-40603) to discuss claim #18817119.

*** CASE MODIFY 1/7/2013 1:28:57 PM, tyamatsu

into WIP Default and Status of Solving.

Case History

Case ID : N012013-01-0402042

Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT

*** NOTES 1/8/2013 9:51:59 AM, tyamatsu, Action Type : Call from Customer

Ms. [REDACTED] called to inform me that she intends to have her vehicle towed to Go Honda 104th to inspect her vehicle. I stated the Honda rep will be at Go Honda 104th on Friday 1-11. I stated I would call Go Honda 104th to prepare them for her call to make arrangements to drop her vehicle off at their dealership.

*** NOTES 1/8/2013 9:59:06 AM, tyamatsu, Action Type : Call to Dealer

I spoke with Chad Bergstrom (S.M.) @ Go Honda 104th. Chad will be prepared for Ms. [REDACTED] call and he will contact DPSM 10C to prepare for an inspection.

*** CASE MODIFY 1/8/2013 9:59:08 AM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE MODIFY 1/8/2013 10:07:35 AM, tyamatsu

into WIP District 10C and Status of Solving.

*** NOTES 1/8/2013 11:41:58 AM, tyamatsu, Action Type : Field Service

DPSM 10C called to discuss case. I stated that Ms. [REDACTED] will be taking her vehicle to Go Honda 104th to have her vehicle inspected. DPSM 10C stated he needed to review the matter further and then call me back to confirm our plan of action.

*** CASE MODIFY 1/8/2013 11:42:42 AM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE MODIFY 1/8/2013 2:59:24 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** NOTES 1/8/2013 4:08:31 PM, tyamatsu, Action Type : Field Service

DPSM 10C confirmed the dealership / himself would inspect the vehicle and he will share their findings with me.

*** CASE MODIFY 1/8/2013 4:08:41 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** NOTES 1/8/2013 4:10:26 PM, tyamatsu, Action Type : Note-Third Party

Laura Hecker (USAA insurance) left a message for me stating she is not qualified to deem if the airbags were defective or not. She recommended Honda inspect the car.

*** CASE MODIFY 1/8/2013 4:10:43 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE FULFILL 1/8/2013 4:10:49 PM, tyamatsu

Fulfilled for [REDACTED] due 01/14/2013 05:00:00 PM.

*** COMMIT 1/8/2013 4:10:50 PM, tyamatsu, Action Type : N/A

Go Honda 104th- attach docs from DPSM to case file

*** CASE MODIFY 1/8/2013 4:11:33 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE MODIFY 1/8/2013 4:12:14 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** NOTES 1/9/2013 11:19:01 AM, tyamatsu, Action Type : Note-Third Party

I left a message for Laura Hecker (USAA Ins) inquiring if they intend to subrogate/support Ms. [REDACTED] claim that the airbags deployed due to a manufacturers

Case History

Case ID : N012013-01-0402042

Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT

defect.

*** NOTES 1/10/2013 11:11:56 AM, tyamatsu, Action Type : Note-Third Party

Laura Hecker from USAA insurance returned my call. She stated that USAA has not drawn any conclusions yet. She stated she will know more next week after their adjuster sees the vehicle. She stated that she would follow up with me next week to let Honda know if USAA insurance intends to subrogate. I thanked her for her feedback and closed the call.

*** CASE MODIFY 1/10/2013 11:13:47 AM, tyamatsu

into WIP District 10C and Status of Solving.

*** NOTES 1/11/2013 2:10:27 PM, tyamatsu, Action Type : Field Service

DPSM 10C called to update me. He stated he completed the inspection of the vehicle. DPSM 10C concluded there was no evidence to suspect a manufacturers defect caused the airbags to deploy. DPSM 10C stated that per his inspection, he found damage to the passenger side frame rail. In addition, the customer informed Go Honda 104th that the vehicle had been involved in 3 accidents prior to this incident.

DPSM 10C stated he will forward the inspection, repair invoice, and pictures to ACS.

*** NOTES 1/11/2013 2:33:31 PM, tyamatsu, Action Type : Field Service

DPSM 10C forwarded pictures of vehicle, inspection report, and repair invoice.

*** NOTES 1/11/2013 2:36:11 PM, tyamatsu, Action Type : Field Service

DPSM 10C informed me-

I inspected the 2008 Accord, VIN: JHMCP26418C [REDACTED] today at GO Honda 104th (207882). Upon inspection, I found that the vehicle had damage to the passenger side frame rail, and found that the rear bumper, radiator and hood have been replaced. Per the dealer, the customer states that the vehicle has been in three accidents previously, although none were her fault. I pulled the DTC's and found a F4-11 code, for side airbag deployed. Based on my inspection, it appears that whatever impacted the passenger frame rail caused the passenger side airbag and curtain to deploy.

*** CASE MODIFY 1/11/2013 2:44:23 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE MODIFY 1/11/2013 2:44:29 PM, tyamatsu

into WIP District 10C and Status of Solving.

*** CASE ADD ATTACHMENT 1/14/2013 8:15:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-01-0402042_1.zip

*** NOTES 1/14/2013 2:39:41 PM, tyamatsu, Action Type : Call from Customer

Ms. [REDACTED] called to find out what the inspection concluded. I informed her that based on the report of the Honda inspection, there was no evidence of a manufacturers defect that adversely affected the operation of the airbags. I also informed Ms. [REDACTED] that based on the Honda reps inspection, it appears that whatever impacted the passenger frame rail caused the passenger side airbag and curtain to deploy.

Ms. [REDACTED] requested the report. I stated that she can be given the repair invoice from the dealership. She requested the invoice be sent to her. She stated she would continue to fight this with Honda as she disagrees with the inspection and she disconnected the call.

*** NOTES 1/14/2013 2:45:05 PM, tyamatsu, Action Type : Note-General

I mailed a copy of the repair invoice 781479 to Ms, [REDACTED].

*** CASE FULFILL 1/14/2013 2:57:10 PM, tyamatsu

Fulfilled for [REDACTED] due 01/14/2013 05:00:00 PM.

Case History

Case ID : N012013-01-0402042

Case Title : GO HONDA 104TH- [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT

*** COMMIT 1/14/2013 2:57:14 PM, tyamatsu, Action Type : N/A
review with RM for close.

*** CASE MODIFY 1/14/2013 2:59:45 PM, tyamatsu
into WIP District 10C and Status of Solving.

*** NOTES 1/16/2013 8:32:41 AM, tyamatsu, Action Type : Note-General
I reviewed case and verified case has been addressed to completion.

*** SUBCASE N012013-01-0402042-1 CLOSE 1/16/2013 8:32:55 AM, tyamatsu
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/16/2013 8:32:56 AM, tyamatsu
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/28/2013 9:45:06 AM, tyamatsu
with Condition of Open and Status of Solving.

*** NOTES 1/28/2013 9:49:12 AM, tyamatsu, Action Type : Note-Third Party

I returned a call to USAA insurance. They wanted to know what Honda found in our inspection. I stated the repair invoice 781479 at Go Honda 104th stated-

Customer states passenger airbag went off when closing the passenger front door.

DPSM inspected vehicle and found the DTC for F4-11. Inspection found damage to the passenger side frame rail, deployment was not caused by defect in vehicle.

*** CASE MODIFY 1/28/2013 9:49:42 AM, tyamatsu
into WIP Default and Status of Solving.

*** CASE MODIFY 1/28/2013 9:51:18 AM, tyamatsu
into WIP Default and Status of Solving.

*** CASE CLOSE 1/28/2013 9:51:26 AM, tyamatsu
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-05-1400211 Division : Honda - Auto Condition : Closed Open Date : 5/14/2012 7:24:39 AM
Case Originator : Mohammad Alam (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/6/2012 9:25:53 AM
Case Owner : Crystal Smith (Team SC) Method : Phone Queue : Days Open : 23
Last Closed By : Crystal Smith (Team SC) Point of Origin : Customer Wipbin :
Case Title : 06C (COLONIAL) [REDACTED] - AIRBAG DEP/ BBB No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 1691
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : DISPUTANTA, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206916 / COLONIAL HONDA
Phone No. : 804-733-0700
Address : 2100 WALTHALL CENTER D
City / State / Zip : CHESTER, VA 23836
Svc District / Sls District : 06B / C06
Warranty Labor Rate / Date : \$99.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-1400211-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP264X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 80,000
In Service Date : 01/16/2008
Months In Use : 52
Engine Number : K24Z21013729
Originating Dealer No. / Name : 206916 / COLONIAL HONDA
Selling Dealer No. / Name : 206916 / COLONIAL HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : BBB Party 4 : Not Applicable

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-05-1400211-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 8:54:42 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 5/21/2012 11:13:36 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-05-1400211

Case Title : 06C ([REDACTED]) - AIRBAG DEP/ BBB

*** CASE CREATE 5/14/2012 7:24:39 AM, malam

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

*** CASE MODIFY 5/14/2012 7:24:46 AM, malam

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 7:32:12 AM, malam

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 7:38:02 AM, malam

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 7:40:25 AM, malam

into WIP default and Status of Solving.

*** NOTES 5/14/2012 8:01:53 AM, malam, Action Type : Call from Customer

Customer information verified.

Customer contacted AHM informing that her pasenger side airbags deployed. She informed that the passenger door had been slammed shut which caused the airbags to deploy. She informed that this incident took place on 5/11/2012. She contacted her insurance company, General, where they informed her that since there was no impact, they wouldn't cover it. State police also came on the scene and they looked at the vehicle for 30 minutes and informed the customer that there was absolutly no impact or accident. Vehicle was towed to Colonial Honda, where they inspected the vehicle and the SM, Karl, informed the customer there was no impact.

Customer purchased the vehicle as a CUC on 9/2011. Vehicle is currently at the DLR. Customer also contacted her lawyer concerning the situation, and states that she wants to sue AHM.

ACS documented and informed that case would be sent to RCM for review concerning this. RCM would contact by end of next business day.

ACS dispatching case since customer is planning on suing AHM and also got a lawyer involved in the situation.

Customer informed insurance company has open claim plus Police report has already been provided to customer.

*** CASE MODIFY 5/14/2012 8:01:56 AM, malam

into WIP default and Status of Solving.

*** CASE DISPATCH 5/14/2012 8:02:11 AM, malam

from WIP default to Queue Honda Team F.

*** CASE YANKED 5/14/2012 8:47:11 AM, lnoble

Yanked by lnoble into WIPbin default.

*** CASE MODIFY 5/14/2012 8:47:24 AM, lnoble

into WIP default and Status of Solving.

*** NOTES 5/14/2012 8:54:03 AM, lnoble, Action Type : Call from Dealer

SM Karl contacted me regarding the customer. SM stated someone slammed the door and the airbags deployed on the vehicle. SM stated he spoke with the DPSM and his initial response was to take care of it. SM stated he advised the DPSM that the customer had the insurance company pay for some cleaning of blood on the drivers seat. SM stated there was a argument on the freeway and pulled over and that's when the car door was slammed and the air bags deployed. SM stated the DPSM asked SM for pricing on the cost of the repair.

Case History

Case ID : N012012-05-1400211

Case Title : 06C (COLONIAL) [REDACTED] - AIRBAG DEP/ BBB

*** SUBCASE N012012-05-1400211-1 CREATE 5/14/2012 8:54:42 AM, Inoble

Created in WIP Default with Due Date 5/14/2012 8:54:42 AM.

*** COMMIT 5/14/2012 8:55:20 AM, Inoble, Action Type : N/A

Made to [REDACTED] due 05/17/2012 08:55:23 AM.

DCS Follow-Up

*** NOTES 5/14/2012 8:56:08 AM, Inoble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/17/2012

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

Side Airbay Deployment

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 provide the following information for all related repair orders if any:

Repair Order #:

Repair Order Mileage:

Diagnostic / Recommendation:

Tech line / DPSM involved:

Customer Rate: Parts:

Labor:

Warranty Rate: Parts:

Labor:

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.

Loretta Noble

Automobile Customer Service

310-783-7727

*** NOTES 5/15/2012 8:06:16 AM, Inoble, Action Type : Field Service

ACS spoke with the DPSM regarding the customer. DPSM stated he would not be in a position to assist at this time. ACS advised him that I would let the customer know.

*** NOTES 5/15/2012 8:11:14 AM, Inoble, Action Type : Call to Dealer

ACS contacted SM Karl regarding the customer. ACS advised the SM that the DPSM stated he wouldn't be in position to assist at this time. SM stated they still have the vehicle there and the customer is paying for a rental for a couple of days. SM stated the DPSM stated he would contact him back today and let him know. SM stated he thought the customer was trying to contact him then. ACS advised the SM that I would speak with the DPSM to double check.

*** NOTES 5/15/2012 8:11:53 AM, Inoble, Action Type : Field Service

ACS left the DPSM a voicemail advising him to contact me back regarding the decision.

*** NOTES 5/15/2012 10:39:16 AM, Inoble, Action Type : Field Service

DPSM contacted me back regarding the customer. DPSM the force by slamming the door is what caused the air bags to deploy and it wasn't a malfunction. DPSM stated AHM is not going to be in position to assist.

*** NOTES 5/15/2012 12:33:31 PM, Inoble, Action Type : Call to Customer

Case History

Case ID : N012012-05-1400211

Case Title : 06C (COLONIAL) [REDACTED] - AIRBAG DEP/ BBB

ACS contacted the customer regarding the customer's concern. Customer stated the insurance people are going out today to look at the vehicle. Customer stated the insurance is going to prove that it's AHM. Customer stated she's already called a lawyer. Customer stated no one has ever heard of an air bag deploying when they slam the door. Customer stated she took the vehicle to West Broad Honda and they stated that it seems to be a Honda issue. Customer wanted to know where the sensors are in the vehicle and how hard an impact the vehicle has to be in to make the airbag deploy. ACS advised the customer that she could find the information in her warranty or online at www.automobiles.honda.com under owner resources. ACS advised the customer that I would contact the dealership and speak with them.

*** CASE MODIFY 5/15/2012 1:00:09 PM, Inoble

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 5/15/2012 1:00:24 PM, Inoble

with [REDACTED] due 05/16/2012 08:55:23 AM.

*** NOTES 5/15/2012 2:34:50 PM, smcdanie, Action Type : Warm Transfer

Verified Customer's Info

Customer called for CM.

ACS warm transferred the call to CM.

Customer understood and required no further assistance.

*** NOTES 5/15/2012 2:45:13 PM, Inoble, Action Type : Call from Customer

Customer contacted the ACS back and the insurance person has left. Customer stated the insurance man wanted to know what the G force could be to cause that airbag to deploy. Customer stated the insurance is going to prove that it was a defect. Customer stated she feels that if it's a defective sensor that AHM should cover the cost of the repair. Customer wanted to know who she could get to that would get AHM to cover the cost of the repair. Customer stated the SM stated he wants to fix it but he cannot do anything until Honda says yes. Customer stated the insurance company has ruled this as a mechanical failure and they will get all their documents together to submit to Honda. ACS advised the customer that her case has already been reviewed by the DPSM and he has denied assistance at this time. ACS advised the customer that even though it was a defect the vehicle is outside of the warranty parameters of 3/36. ACS advised the customer that AHM's warranty on the air bags is for 3 years or 36,000 miles whichever comes first against any manufacture defect in material or workmanship and at this point her vehicle is outside of those warranty parameters. ACS advised the customer that her insurance company would have to submit to AHM in writing to have the vehicle inspected but at this point the dealership has already done that. Customer stated she would get them to do that.

*** NOTES 5/15/2012 4:40:08 PM, rwatkins, Action Type : Call from Customer

[REDACTED] called for CM. Checked and advised customer CM is unavailable. Customer informed that she will call CM tomorrow morning. Customer ended call.

*** NOTES 5/16/2012 8:02:32 AM, Inoble, Action Type : Call from Dealer

Assistant SM Eddie from Westbroad contacted me back regarding the customer. SM stated he had no information on the customer ever being in the dealership. SM stated he would ask around to his SA's and see if anyone has spoken to her. SM stated he would also have them look out for her in case she comes into the dealership.

*** NOTES 5/16/2012 10:32:33 AM, malam, Action Type : Warm Transfer

Customer called requesting to speak to RCM.

ACS warm transferred to RCM/

*** NOTES 5/16/2012 10:36:17 AM, cpillow, Action Type : Warm Transfer

Customer called to speak with CM. ACS warm transferred customer to CM after customer declined CM's ext.

Case History

Case ID : N012012-05-1400211

Case Title : 06C (COLONIAL) [REDACTED] - AIRBAG DEP/ BBB

*** NOTES 5/16/2012 11:11:26 AM, Inoble, Action Type : Call from Customer

Customer contacted me back and stated the SM at the dealership wants me to visit some websites where people are having the same problem. Customer stated it's www.safetyrecord.com. Customer stated her insurance company is getting the paperwork ready to prove it was a defect. ACS advised the customer to have the insurance company submit to AHM in writing to have the vehicle inspected. Customer doesn't understand why AHM won't cover the cost of the repair. Customer stated the vehicle has been deemed unsafe to drive. Customer stated she doesn't have any documentation that says it wasn't defective. Customer stated she has \$5,000 in damages and 2 kids. Customer stated if she could get AHM to put something in writing that it wasn't defective then the insurance company would pay for it. ACS advised the customer that I would speak with the DPSM again.

*** NOTES 5/16/2012 1:32:14 PM, Inoble, Action Type : Call to Dealer

ACS contacted SM Karl regarding the customer's concern. SM stated he did show the DPSM the website the customer was talking about. SM stated the customer contacted him and he sent her over to the body shop for an estimate and they quoted her \$2,300 for the repair. SM stated the customer told him that the insurance company is going to send out an engineer to look at the vehicle. SM stated he did speak with the DPSM and he stated that Honda would stand by his decision. ACS advised the SM that the insurance company would have to submit something to AHM in writing. SM understood.

*** CASE FULFILL 5/16/2012 1:32:23 PM, Inoble

Fulfilled for [REDACTED] due 05/16/2012 08:55:23 AM.

*** COMMIT 5/16/2012 1:32:25 PM, Inoble, Action Type : N/A

Customer follow Up

*** CASE YANKED 5/17/2012 12:45:06 PM, mmillen

Yanked by mmillen into WIPbin default.

*** CASE MODIFY 5/17/2012 12:48:54 PM, mmillen

into WIP default and Status of Solving.

*** NOTES 5/17/2012 12:52:21 PM, mmillen, Action Type : Letter/Fax

On 5/17/12 ACS received a BBB call record # HON1219524 stating:

"I want Honda to repair car due to manufacturer defect. Insurance said not insurance claim -- it's manufacture. And reimbursement for rental while vehicle is being fixed."

*** CASE DISPATCH 5/17/2012 12:53:13 PM, mmillen

from WIP default to Queue Honda Team F.

*** CASE ADD ATTACHMENT 5/17/2012 1:00:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-05-1400211_1.PDF

*** CASE YANKED 5/17/2012 2:15:24 PM, Inoble

Yanked by Inoble into WIPbin default.

*** CASE MODIFY 5/17/2012 2:15:41 PM, Inoble

into WIP default and Status of Solving.

*** NOTES 5/18/2012 1:26:59 PM, Inoble, Action Type : Field Service

ACS contacted DPSM and left him a voicemail message advising him that the customer filed a BBB and for him to contact me back.

*** CASE MODIFY COMMITMENT 5/18/2012 2:18:27 PM, Inoble

with [REDACTED] due 05/21/2012 12:00:00 AM.

*** NOTES 5/21/2012 11:11:51 AM, Inoble, Action Type : Call from Customer

Customer contacted ACS regarding her concern. Customer stated she wanted to know if I had anything from the dealership. Customer stated an engineer is coming

Case History

Case ID : N012012-05-1400211

Case Title : 06C (COLONIAL) [REDACTED] - AIRBAG DEP/ BBB

out from the insurance company. ACS advised the customer that AHM did receive her BBB and I did speak with the DPSM and AHM's position still stands AHM will not be in a position to assist. Customer stated she doesn't think that the engineer is going to be able to determine if it was a defect or not. Customer wanted to know how the engineer would be able to determine that. ACS advised the customer that I'm not an engineer and wouldn't be able to answer that question. Customer stated she didn't know how long it would take for them to send out an engineer to look at the vehicle. Customer required no further assistance.

*** NOTES 5/21/2012 11:13:21 AM, Inoble, Action Type : Note-General

After reviewing case with RM customer's case will now be closed

*** SUBCASE N012012-05-1400211-1 CLOSE 5/21/2012 11:13:36 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/21/2012 11:13:37 AM, Inoble

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

*** CASE REOPEN 6/4/2012 2:03:58 PM, cmsmith

with Condition of Open and Status of Solving.

*** NOTES 6/4/2012 2:05:51 PM, cmsmith, Action Type : Call from Customer

The insurance company called on behalf of the customer and requested the mailing address to mail some documentations.

ACS provided the mailing address to the insurance company, 1919 Tortance Blvd, Torrance, Ca 90501

The customer understood and no further assistance needed.

*** CASE MODIFY 6/4/2012 2:06:40 PM, cmsmith

into WIP default and Status of Solving.

*** NOTES 6/5/2012 8:20:22 AM, lduckswo, Action Type : Warm Transfer

The customer called back in because her insurance company is refusing to pay for the repairs on her vehicle. The customer wants a letter from AHM stating that the vehicle operated normally.

AHM WT call to CM.

*** NOTES 6/5/2012 8:24:50 AM, Inoble, Action Type : Call from Customer

Customer contacted ACS regarding her claim. ACS advised the customer that the insurance company did contact us for an address and once they send us a request we will respond. Customer stated the insurance company wants to charge her \$5,000 to have an inspector to come out and inspect the vehicle. Customer stated the insurance company is trying to say it's a mechanical failure. Customer stated they have to prove it's a mechanical failure. ACS advised the customer that once AHM receives the letter we will send a response to the insurance company. Customer stated the insurance company paid \$1,000 for blood in her seat but won't pay for an air bag. Customer stated it doesn't make any sense. ACS advised the customer that once the paperwork is received AHM will respond.

customer understood case closed

*** CASE CLOSE 6/6/2012 9:25:53 AM, cmsmith

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-10-1501220 Division : Honda - Auto Condition : Closed Open Date : 10/15/2012 10:46:12
Case Originator : Sean Scott (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/17/2012 11:30:04
Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 2
Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
Case Title : 06J (ROGERS HONDA) [REDACTED] - NO IMPACT AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 729
VIN Type / No. : US VIN / 1HGCP264X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 112,031
In Service Date : 12/22/2007
Months In Use : 58
Engine Number : K24Z21014369
Originating Dealer No. / Name : 208343 / LUMBERTON HONDA
Selling Dealer No. / Name : 208343 / LUMBERTON HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208243 / ROGERS HONDA
Phone No. : 704-484-0422
Address : 4421 EAST DIXON BLVD.
City / State / Zip : SHELBY, NC 28152
Svc District / Sls District : 06H / E06
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-1501220-1 [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-1501220-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2012 2:33:31 PM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 10/17/2012 11:30:04
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-10-1501220

Case Title : 06J (ROGERS HONDA) [REDACTED] - NO IMPACT AIRBAG DEPLOYMENT

*** CASE CREATE 10/15/2012 10:46:12 AM, sscott2

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

*** CASE MODIFY 10/15/2012 10:48:18 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 10:57:57 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 11:07:38 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 11:08:33 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 10/15/2012 11:50:18 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

The customer stated that she purchased the vehicle 4 months ago from a used car dlr. The customer stated that her daughter drives the vehicle. The customer stated that her daughter drove to Sam's Club on July 27th or 28th. The customer stated that when her daughter exit the vehicle and closed the door, the passenger side front airbag and curtain airbag deployed without impact from another vehicle. The customer stated that the vehicle was inspected by 3 technicians at the dlr with a lot of experience regarding the airbags and the SM-Dennis Wilson informed her that the airbags could have deployed from a lightning strike. The customer stated that the SA asked if her daughter remembers if there was a rain storm the day of the airbag deployment and she said there was a rain storm. The customer stated that her insurance company inspected the vehicle and informed her that Honda would have to pay for the airbag repair because there was no rain storm and the deployment was caused by a malfunction of the vehicle. The customer stated that the insurance company also informed her that if the SM will fax documentation of the cause of the airbag deployment then they will take care of the repair. The customer stated that the SM faxed the documentation and the insurance company still would not assist. The customer stated that the SM started a case (possibly with the DPSM), but the SM informed her to contact AHM regarding the issue. After empathizing with the customer, I informed her that I would dispatch her case to a case manager. The customer was given her case number. I informed the customer that there was no guarantee for the outcome, however, her case would be reviewed on a case by case basis and that a CM would contact her by the end of the next business day.

The customer understood and required no further assistance

*** CASE MODIFY 10/15/2012 11:50:38 AM, sscott2

into WIP default and Status of Solving.

*** CASE DISPATCH 10/15/2012 11:50:48 AM, sscott2

from WIP default to Queue Honda Team F.

*** CASE MODIFY 10/15/2012 11:50:51 AM, sscott2

into WIP default and Status of Solving.

*** CASE YANKED 10/15/2012 2:32:34 PM, Inoble

Yanked by Inoble into WIPbin default.

*** SUBCASE N012012-10-1501220-1 CREATE 10/15/2012 2:33:31 PM, Inoble

Created in WIP Default with Due Date 10/15/2012 2:33:31 PM.

Case History

Case ID : N012012-10-1501220

Case Title : 06J (ROGERS HONDA) [REDACTED] - NO IMPACT AIRBAG DEPLOYMENT

*** CASE MODIFY 10/15/2012 2:33:37 PM, Inoble

into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2012 2:33:40 PM, Inoble

into WIP default and Status of Solving.

*** COMMIT 10/15/2012 2:33:41 PM, Inoble, Action Type : N/A

Made to [REDACTED] due 10/16/2012 02:33:44 PM.

DCS Follow-Up

*** NOTES 10/15/2012 2:34:07 PM, Inoble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/16/2012

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

Side Airbag Deployment

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 provide the following information for all related repair orders if any:

Repair Order #:

Repair Order Mileage:

Diagnostic / Recommendation:

Tech line / DPSM involved:

Customer Rate: Parts:

Labor:

Warranty Rate: Parts:

Labor:

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.

Loretta Noble

Automobile Customer Service

310-783-7727

*** CASE MODIFY 10/15/2012 2:34:16 PM, Inoble

into WIP default and Status of Solving.

*** NOTES 10/16/2012 7:17:48 AM, Inoble, Action Type : Field Service

ACS spoke with the DPSM regarding the customer. ACS advised the DPSM that the customer is not listed as the owner of the vehicle and it has no service history. DPSM stated 3 different technicians looked at the vehicle and determined that lighting might have stuck the vehicle but there is no way to determine that. ACS advised the DPSM that vehicle has high mileage and even if it was under warranty AHM does not cover acts of nature. DPSM stated he agrees and advised the customer should go back to her insurance company.

*** NOTES 10/16/2012 7:19:39 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail and advised her that I would follow up on Wednesday 10/17/2012

*** CASE MODIFY COMMITMENT 10/16/2012 7:24:36 AM, Inoble

with [REDACTED] due 10/17/2012 02:33:44 PM.

*** CASE MODIFY 10/16/2012 2:05:07 PM, Inoble

Case History

Case ID : N012012-10-1501220

Case Title : 06J (ROGERS HONDA) [REDACTED] - NO IMPACT AIRBAG DEPLOYMENT

into WIP 6J and Status of Solving.

*** NOTES 10/17/2012 9:34:21 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail and advised her that I would follow up again on Friday 10/19/2012

*** CASE MODIFY COMMITMENT 10/17/2012 9:34:30 AM, Inoble

with [REDACTED] due 10/19/2012 02:33:44 PM.

*** NOTES 10/17/2012 11:29:40 AM, Inoble, Action Type : Call from Customer

Customer contacted me back regarding her case. ACS advised the customer that given the age and mileage of the vehicle AHM will not be in a position to offer any assistance at this time. Customer stated her daughter has cut the airbags out of the vehicle being that she couldn't see. Customer stated she would have to just give the vehicle back to the dealership because she cannot afford to fix it being the repair would cost \$5,000. ACS empathized with the customer and advised that the vehicle is too far outside the warranty parameters. Customer stated the insurance company wouldn't fix it either stating it was a Honda problem. ACS advised the customer that even if it was a defect in material and workmanship Honda's warranty is for 3/36 and currently the vehicle is well past those parameters. Customer understood. Customer required no further assistance case closed

*** CASE MODIFY 10/17/2012 11:30:00 AM, Inoble

into WIP 6J and Status of Solving.

*** SUBCASE N012012-10-1501220-1 CLOSE 10/17/2012 11:30:04 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/17/2012 11:30:04 AM, Inoble

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-01-0901980 Division : Honda - Auto Condition : Closed Open Date : 1/9/2012 1:38:33 PM
Case Originator : Rio Wardana (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 1/9/2012 1:44:45 PM
Case Owner : Rio Wardana (Team MA) Method : Phone Queue : Days Open : 0
Last Closed By : Rio Wardana (Team MA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - AIRBAG REPAIR FIN ASSIST REQ No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 5200
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 2 [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : KILLEEN, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5200
VIN Type / No. : US VIN / 1HGCP26388A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 39,158
In Service Date : 12/11/2007
Months In Use : 49
Engine Number : K24Z21504548
Originating Dealer No. / Name : 208337 / ATLANTIC HONDA
Selling Dealer No. / Name : 208332 / MILLENNIUM HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-01-0901980-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS
N012012-01-0901980-2 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-01-0901980-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2012 1:44:12 PM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 1/9/2012 1:44:44 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-01-0901980-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rio Wardana	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2012 1:44:32 PM
Issue Owner : Rio Wardana	Type 2 : Operation	Queue :	Close Date : 1/9/2012 1:44:45 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-01-0901980

Case Title : [REDACTED] - AIRBAG REPAIR FIN ASSIST REQ

*** CASE CREATE 1/9/2012 1:38:33 PM, rwardana

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

*** NOTES 1/9/2012 1:43:45 PM, rwardana, Action Type : Note-Third Party

Mr. [REDACTED] called ACS in regards to requesting financial assistance towards repairs on the airbags of this 2008 Accord. Mr. [REDACTED] is from an independent automotive dealership. He states that on Saturday, 1/7/2012 the vehicle was shown to a potential buyer. When the potential buyer was closing the drivers side door, the Front passengers side airbag, and the curtain airbag on the passenger side both deployed.

ACS advised Mr. Curry that AHM would not be assisting towards the repair costs for this vehicle.

No further assistance was needed.

*** SUBCASE N012012-01-0901980-1 CREATE 1/9/2012 1:44:12 PM, rwardana

Created in WIP Default with Due Date 1/9/2012 1:44:12 PM.

*** SUBCASE N012012-01-0901980-2 CREATE 1/9/2012 1:44:32 PM, rwardana

Created in WIP Default with Due Date 1/9/2012 1:44:32 PM.

*** CASE MODIFY 1/9/2012 1:44:42 PM, rwardana

into WIP default and Status of Solving.

*** SUBCASE N012012-01-0901980-1 CLOSE 1/9/2012 1:44:44 PM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-01-0901980-2 CLOSE 1/9/2012 1:44:45 PM, rwardana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/9/2012 1:44:45 PM, rwardana

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

Case Detail Report

Run Date : 02/04/2014

Case Details

Case ID : N012013-10-0701838 Division : Honda - Auto Condition : Closed Open Date : 10/7/2013 2:55:11 PM
Case Originator : Anthony Aldridge Sub Division : Customer Relations Status : Closed Close Date : 10/24/2013 6:08:31 AM
Case Owner : Liz Clogg Method : Mail Queue : Days Open : 17
Point of Origin : Third Party Wipbin :
Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG DEPLO No. of Attachments : 11

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 4 [REDACTED]
Evening Phone No. : 4 [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : MILWAUKEE, WI [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
Phone No. : 414-328-3500
Address : 3450 SO. 108TH STREET
City / State / Zip : MILWAUKEE, WI 53227
Svc District / Sls District : 08D / D08
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [REDACTED] 4011
VIN Type / No. : US VIN / 1HGCP26818A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 45,000
In Service Date : 05/14/2008
Months In Use : 65
Engine Number : K24Z31032156
Originating Dealer No. / Name : 208435 / HONDA ON GRAND
Selling Dealer No. / Name : 207671 / DAVID HOBBS HONDA
Trim : EX-L
No. of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-0701838-1 / [REDACTED] - PR	Subcase Close	Complaint	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012013-10-0701838-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 10/8/2013 5:54:03 AM
Issue Owner : Wayne Zitter	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/21/2013 8:26:42 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS

Condition Code Desc : Front-Deploy 7521

Campaign Code / Desc : /

Temperament

Resolutions : Documented Concern, Forward to HNA Law

Component Category : 14 - Air Bags

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

*** CASE CREATE 10/7/2013 2:55:11 PM, aaldridg

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

*** NOTES 10/7/2013 3:03:49 PM, aaldridg, Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED]

Customer says today October 7, 2013, at around 2:40 PM Milwaukee, WI, the airbags deployed with no impact to the vehicle. Customer says the vehicle was parked at a gas station on 70th and Adler Street. Customer says that the driver, her fiancé, closed the driver's side door and airbags in the vehicle deployed. Customer says that the front passenger side seat airbag as well as the side curtain airbags deployed when the driver's door closed. Customer says her son was hit in the head by an airbag and he suffered bruising on his head, but did not require emergency assistance.

Customer says she contacted her insurance company, State Farm insurance. Customer says that she will have the vehicle inspected by a Honda dealership, SCHLOSSMANN'S HONDA CITY on Wednesday. Customer is wanting to know why this would happen.

ACS empathized with customer about her concerns. ACS advised customer I will forward this case to a CM for review. ACS provided customer with case number for reference and advised her we will contact her by the end of the next business day.

Customer says that the best time to reach her is after 1:30 pm Pacific time.

*** CASE MODIFY 10/7/2013 3:04:01 PM, aaldridg

into WIP default and Status of Solving.

*** CASE MODIFY 10/7/2013 3:04:27 PM, aaldridg

into WIP default and Status of Solving.

*** CASE DISPATCH 10/7/2013 3:04:37 PM, aaldridg

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 10/8/2013 5:47:06 AM, wzitter

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 10/8/2013 5:53:22 AM, wzitter

into WIP Default and Status of Solving.

*** SUBCASE N012013-10-0701838-1 CREATE 10/8/2013 5:54:03 AM, wzitter

Created in WIP Default with Due Date 10/8/2013 5:54:03 AM.

*** CASE MODIFY 10/8/2013 5:54:07 AM, wzitter

into WIP Default and Status of Solving.

*** CASE MODIFY 10/8/2013 5:54:15 AM, wzitter

into WIP Default and Status of Solving.

*** COMMIT 10/8/2013 5:54:27 AM, wzitter, Action Type :

Made to [REDACTED] due 10/09/2013 05:54:48 AM.

DCS Follow-Up

*** NOTES 10/8/2013 5:54:50 AM, wzitter, Action Type : Dealer Communication

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/9/2013

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

Front Air Bag Deploy

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

- * Diagnostic (complaint - cause - correction)
- * Is the customer the original owner of the vehicle?
- * Customer repair cost?
- * Warranty Rate? Parts :\$Labor Cost:\$
- * Is the dealership willing to participate in the cost of the repairs?
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)
- * Is there any type of body damage and/or has the vehicle been involved in any collision
- * Any type of outside influence to cause the customers concerns of the repairs
- * Is the DPSM involved?
- * Is TechLine Involved, if so TechLine Re #

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

Wayne Zitter
Regional Case Manager
Automobile Customer Service
310-783-7723 Direct Line
310-783-7890 Direct Fax
Wayne_Zitter@ahm.honda.com

*** CASE MODIFY 10/8/2013 5:54:58 AM, wzitter

into WIP Default and Status of Solving.

*** NOTES 10/8/2013 1:43:27 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/10/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCMs direct extension of 117723 and the business hours.

*** COMMIT 10/8/2013 1:43:32 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** NOTES 10/9/2013 6:44:11 AM, wzitter, Action Type : Field Service

The DPSM indicated that he would be inspecting the customers vehicle today in the afternoon. The DPSM indicated that he would send over the RO.

*** CASE MODIFY 10/9/2013 6:44:19 AM, wzitter

into WIP 08D - Wayne Nicklas and Status of Solving.

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

*** CASE FULFILL 10/9/2013 6:44:28 AM, wzitter

Fulfilled for [REDACTED] due 10/09/2013 05:54:48 AM.

*** NOTES 10/10/2013 1:46:23 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/14/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCMs direct extension of 117723 and the business hours.

*** CASE MODIFY 10/10/2013 1:48:42 PM, wzitter

into WIP 08D - Wayne Nicklas and Status of Solving.

*** NOTES 10/10/2013 1:50:11 PM, wzitter, Action Type : Field Service

The DPSM indicated that there is fresh undercarriage damage to the vehicle. There was no rust in the area at the rocker panel on the right side between the tire and the door. The DPSM declined at this time referred the customer to their insurance company. The DPSM indicated that the dealership has requested the video from the service station of where the incident happened.

*** CASE FULFILL 10/10/2013 1:50:38 PM, wzitter

Fulfilled for [REDACTED] due 10/10/2013 12:00:00 AM.

*** COMMIT 10/10/2013 1:50:41 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** CASE ADD ATTACHMENT 10/11/2013 6:30:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_1.pdf

*** CASE ADD ATTACHMENT 10/11/2013 7:30:21 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_2.pdf

*** NOTES 10/11/2013 10:14:19 AM, wzitter, Action Type : Field Service

The DPSM indicated that the customer's Insurance Information

State Farm Insurance

Claim Agent - Dennis Hartigan

Phone # 414-761-6060

*** CASE ADD ATTACHMENT 10/14/2013 7:30:22 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_3.pdf

*** NOTES 10/14/2013 12:09:12 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/17/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCMs direct extension of 117723 and the business hours.

*** CASE FULFILL 10/14/2013 12:09:22 PM, wzitter

Fulfilled for [REDACTED] due 10/14/2013 12:00:00 AM.

*** COMMIT 10/14/2013 12:09:23 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** NOTES 10/14/2013 12:42:24 PM, aparalej, Action Type : Letter/Fax

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

On 10/14/13 ACS received a 1-page faxed cover with 1-page of supporting document from Mike (DPSM) regarding previous issue.

*** CASE ADD ATTACHMENT 10/14/2013 1:00:20 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_4.pdf

*** NOTES 10/17/2013 1:04:37 PM, wzitter, Action Type : Note-Third Party

I contacted the customers Attorney, Luke Witte to see if we can work his client directly. I spoke with Mr. Witte and he has indicated that he is representing the customer and he has been retained by them. I did advise Mr. Witte that I would follow-up with him on 10/22/2013. He agreed

*** CASE FULFILL 10/17/2013 1:06:54 PM, wzitter

Fulfilled for [REDACTED] due 10/17/2013 12:00:00 AM.

*** COMMIT 10/17/2013 1:06:55 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** NOTES 10/18/2013 2:25:17 PM, kpittman, Action Type : Letter/Fax

On 10/18/13 ACS received a 1 page fax from the customer regarding a RO from Schlossmann's Honda City.

*** NOTES 10/18/2013 2:30:28 PM, kpittman, Action Type : Letter/Fax

On 10/18/13 ACS received a 1 page fax cover with 2 pages of supporting documents from the customer regarding a previous concern.

*** NOTES 10/21/2013 6:46:51 AM, wzitter, Action Type : Documents Received

ACS recieved the Attorneys Letter from the DPSM on 10/15 who received it from the SM, Len at Schlossmann's Honda City. SM, Len received the letter from their Body Shop Manager, Ken. The incident occured at Speedway Gas Station at 4265 S. 60th Street Greenfield WI

The Service Station can be reached at 414-327-3901 of where the incident allegedly occurred at 1400.

*** CASE MODIFY 10/21/2013 6:47:00 AM, wzitter

into WIP 08D - Wayne Nicklas and Status of Solving.

*** NOTES 10/21/2013 8:05:29 AM, eclogg1, Action Type : HNA Law

HNA was forwarded all of the information in the case. HNA advised for ACS to close their case, since they will follow up with the Attorney.

*** SUBCASE N012013-10-0701838-1 CLOSE 10/21/2013 8:26:42 AM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/21/2013 8:26:43 AM, wzitter

into WIP 08D - Wayne Nicklas and Status of Solving.

*** CASE CLOSE 10/21/2013 8:26:46 AM, wzitter

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

*** CASE REOPEN 10/22/2013 8:43:28 AM, kpittman

with Condition of Open and Status of Solving.

*** CASE ADD ATTACHMENT 10/22/2013 9:00:18 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_(2)_5.PDF

*** CASE ADD ATTACHMENT 10/22/2013 9:00:18 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_5.PDF

*** CASE ADD ATTACHMENT 10/22/2013 9:00:18 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_5.pdf

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

*** CASE ADD ATTACHMENT 10/22/2013 9:38:15 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_8.PDF

*** CASE ADD ATTACHMENT 10/22/2013 9:38:15 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_8.pdf

*** CASE ADD ATTACHMENT 10/22/2013 10:00:23 AM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_10.pdf

*** CASE CLOSE 10/22/2013 10:00:41 AM, kpittman

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

*** CASE REOPEN 10/23/2013 3:52:45 PM, abrown2

with Condition of Open and Status of Solving.

*** NOTES 10/23/2013 3:54:34 PM, abrown2, Action Type : Letter/Fax

On 10/23/13 ACS received a 1 page letter from Luke Witte, of Sperling Law Offices, regarding the previous issue with the customer's vehicle.

*** CASE MODIFY 10/23/2013 3:59:38 PM, abrown2

into WIP default and Status of Solving.

*** CASE ADD ATTACHMENT 10/23/2013 4:00:21 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0701838_11.PDF

*** CASE CLOSE 10/23/2013 4:12:49 PM, abrown2

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

*** CASE REOPEN 10/24/2013 6:07:53 AM, eclogg1

with Condition of Open and Status of Solving.

*** NOTES 10/24/2013 6:08:24 AM, eclogg1, Action Type : HNA Law

Forwarded letter from Attorney to HNA.

*** CASE CLOSE 10/24/2013 6:08:31 AM, eclogg1

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-09-1500836 Division : Honda - Auto Condition : Closed Open Date : 9/15/2008 6:09:40 AM
Case Originator : Gus Songg (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 9/24/2008 8:55:07 AM
Case Owner : Patrick Garcia (Team HG) Method : Phone Queue : Days Open : 9
Last Closed By : Patrick Garcia (Team HG) Point of Origin : Customer Wipbin :
Case Title : 05G (207449) [REDACTED] - NOTICE AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 750
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LEONARDO, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 72 H
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 7,000
In Service Date : 03/18/2008
Months In Use : 6
Engine Number : K24Z31032445
Originating Dealer No. / Name : 207449 / DCH KAY HONDA
Selling Dealer No. / Name : 207449 / DCH KAY HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207449 / DCH KAY HONDA
Phone No. : 732-542-5900
Address : 200 ROUTE 36
City / State / Zip : EATONTOWN, NJ 07724
Svc District / Sls District : 05F / G05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-09-1500836-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012008-09-1500836-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Patrick Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2008 7:17:50 AM
Issue Owner : Patrick Garcia	Type 2 : Operation	Queue :	Close Date : 9/24/2008 8:55:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-09-1500836

Case Title : 05G (207449) [REDACTED] - NOTICE AIRBAG DEPLOYMENT

*** CASE CREATE 9/15/2008 6:09:40 AM, gsongg

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

*** CASE VSC LOOKUP 9/15/2008 6:09:46 AM, gsongg

VSC-CUC CHECK 09/15/2008 06:09:46 AM gsongg

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/15/2008 6:09:48 AM, gsongg

CAMPAIGN CHECK 09/15/2008 06:09:48 AM gsongg

No data found for VIN

*** CASE CLAIMS LOOKUP 9/15/2008 6:09:51 AM, gsongg

CLAIM HISTORY CHECK 09/15/2008 06:09:51 AM gsongg

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/15/2008 6:09:54 AM, gsongg

WARRANTY CHECK 09/15/2008 06:09:53 AM gsongg

No data found for VIN.

*** CASE MODIFY 9/15/2008 6:22:56 AM, gsongg

into WIP default and Status of Solving.

*** CASE MODIFY 9/15/2008 6:30:30 AM, gsongg

into WIP default and Status of Solving.

*** CASE MODIFY 9/15/2008 6:37:24 AM, gsongg

into WIP default and Status of Solving.

*** NOTES 9/15/2008 8:29:02 AM, gsongg, Action Type : Call from Customer

Verified the customers contact information.

Situation:

Customer is notifying AHM of an airbag deployment.

Request:

Customer would like further information in resolving her problem.

Probing questions:

Customer states that the passenger side and side curtain airbags deployed when the passenger door was "slammed" shut, customer states she is ok, also occupant is ok, but her ears are still ringing.

Customer states that she was camping with her boyfriend and when he got into the passenger side seat and closed the door the side curtain airbag and the side airbag deployed.(passenger side only)

Deployed components are described as along top around the door panel on passenger side, and side of passenger seat.

Vehicle was stationary when this happened, but was being driven around the campsite prior to this; vehicle was on at time of deployment but engine never shut off.

This happened Sept. 14th, at 9 to 10 am.

Vehicle is at customers house.

Case History

Case ID : N012008-09-1500836

Case Title : 05G (207449) [REDACTED] - NOTICE AIRBAG DEPLOYMENT

Inbound conclusion

Apologized to customer for the inconvenience and explained to the customer that she would need to take the vehicle to a Honda dealer for repairs on the vehicle, advised the customer that I was thankful no one was hurt, and that my sincere apologies went to her regarding the fright. notes reviewed by MFTL, also forwarded as per Gabby's previous instructions.

+++++customer asked to have a DCS sent to dealer regarding her arrival for repairs+++++
message not sent, due to case being forwarded to RCM

*** CASE MODIFY 9/15/2008 8:29:08 AM, gsongg

into WIP 08 ACCORD and Status of Solving.

*** CASE MODIFY 9/15/2008 8:29:32 AM, gsongg

into WIP 08 ACCORD and Status of Solving.

*** CASE DISPATCH 9/15/2008 8:29:58 AM, gsongg

from WIP 08 ACCORD to Queue Honda Team G.

*** CASE ACCEPT 9/16/2008 6:16:00 AM, pgarcia

from Queue Honda Team G to WIP default.

*** SUBCASE N012008-09-1500836-1 CREATE 9/16/2008 7:17:50 AM, pgarcia

Created in WIP Default with Due Date 9/16/2008 7:17:50 AM.

*** CASE MODIFY 9/16/2008 7:17:52 AM, pgarcia

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/16/2008 7:19:34 AM, pgarcia

WARRANTY CHECK 09/16/2008 07:19:34 AM pgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/16/2008 7:19:36 AM, pgarcia

CLAIM HISTORY CHECK 09/16/2008 07:19:36 AM pgarcia

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/16/2008 7:19:38 AM, pgarcia

CAMPAIGN CHECK 09/16/2008 07:19:38 AM pgarcia

No data found For VIN

*** CASE VSC LOOKUP 9/16/2008 7:19:40 AM, pgarcia

VSC-CUC CHECK 09/16/2008 07:19:40 AM pgarcia

No data found for VIN.

*** CASE MODIFY 9/16/2008 7:20:14 AM, pgarcia

into WIP default and Status of Solving.

*** NOTES 9/16/2008 7:28:02 AM, pgarcia, Action Type : Call to Dealer

Spoke with Ken (SM). He stated that the customer has an appointment to bring the vehicle in tomorrow. He stated that the the DPSM is aware of this issue and will coincidently be at the dealership tomorrow.

*** NOTES 9/16/2008 7:34:39 AM, pgarcia, Action Type : Field/DSM

DPSM has been advised that a case has been opened here in ACS.

Case History

Case ID : N012008-09-1500836

Case Title : 05G (207449) [REDACTED] - NOTICE AIRBAG DEPLOYMENT

*** NOTES 9/16/2008 7:37:46 AM, pgarcia, Action Type : Note-General

Team G RM notified of the case.

*** CASE MODIFY 9/16/2008 7:37:48 AM, pgarcia

into WIP default and Status of Solving.

*** NOTES 9/16/2008 1:16:00 PM, pgarcia, Action Type : Call to Customer

LM for customer at [REDACTED] with Cathy. I introduced myself as the RCM and asked for a call back. I had left my contact number and extension.

*** CASE MODIFY 9/16/2008 1:17:58 PM, pgarcia

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2008 1:18:02 PM, pgarcia

into WIP default and Status of Solving.

*** NOTES 9/17/2008 7:30:16 AM, pgarcia, Action Type : Field/DSM

DPSM called to advise me that he had inspected the vehicle. He stated that there is no damage on the vehicle, but the customer did admit to slamming the door shut. He stated that he did contact Tech Line and was advised that if the door is slammed hard enough, it can send a mixed signal to the impact sensor and unintentionally deploy the airbag. He stated that Tech Line has seen this with Accords, Civics, and Elements in the past. The DPSM did ask for my thoughts. I had advised him that Although, this is clearly not a defect in the product based on the information available, the customer has been honest about what happened, I think some goodwill would be appropriate. I suggested helping with a majority of the cost and holding the customer responsible for a minimal cost. The DPSM agreed that AHM's goodwill would be best; however, he felt it's either all or nothing. I informed him that I had no problem with that. We both agreed that the dealership would order up the parts and ACS would relay the decision to the customer and explain the reason why AHM is willing to assist. It was also agreed that the ACS would advise the customer that should this occur again under the same conditions, the customer would be responsible for the repair.

*** NOTES 9/17/2008 10:05:34 AM, pgarcia, Action Type : Call to Customer

Spoke with customer. I had informed her that I was aware that her vehicle had been taken to DCH Kay Honda. I had advised her that coincident, the DPSM was at the dealership today and did inspect the vehicle. I had advised her that there are no reports of damage. I had reviewed with her what actually happened. She stated that she was on a camping trip. She stated that they were throwing the trash away. When she shut the door, the airbag deployed. She stated that no one was injured, just that her ears were ringing. I had asked if the door was slammed because that is what was documented. She stated that it may have been stronger than normal. I had advised the customer that the location of the impact sensor is within the "B"- pillar. I had informed her that if the door is shut hard enough, it may trigger the SRS unit to deploy the airbag. I had advised her that the sensor will only pick up the amount of force - it cannot determine if the vehicle is being hit by another vehicle. She understood. I had informed her that we understand that there was no way for her to know this and based on the information available, this would not be considered a product defect. She understood. I did advise the customer that because this is such a rare issue that she probably could not have known of, AHM has agreed to repair her vehicle as a one-time gesture of goodwill in the interest of her satisfaction. She thanked me. I had advised her that the dealership will be ordering parts and will repair her vehicle. She understood. Once I receive notification that her vehicle is repaired, I will call her back to just follow up. She thanked me.

I had verified the customer's mailing address.

*** COMMIT 9/17/2008 10:06:04 AM, pgarcia, Action Type : N/A

Repaired?

*** CASE MODIFY 9/17/2008 10:06:16 AM, pgarcia

into WIP 05G and Status of Solving.

*** NOTES 9/23/2008 6:41:15 AM, pgarcia, Action Type : Call to Customer

Case History

Case ID : N012008-09-1500836

Case Title : 05G (207449) [REDACTED] - NOTICE AIRBAG DEPLOYMENT

LM for customer, I had asked if she had gotten her vehicle back.

*** NOTES 9/23/2008 7:44:02 AM, pgarcia, Action Type : Call to Dealer

LM for Ken (SM)

*** NOTES 9/23/2008 12:46:46 PM, pgarcia, Action Type : Call to Dealer

Spoke with Ken (SM). He stated that the vehicle was repaired and picked up already.

*** CASE MODIFY 9/23/2008 12:46:51 PM, pgarcia

into WIP 05G and Status of Solving.

*** CASE FULFILL 9/23/2008 12:47:01 PM, pgarcia

Fulfilled for LEEANN BATSON due 09/23/2008 12:00:00 AM.

*** COMMIT 9/23/2008 12:47:03 PM, pgarcia, Action Type : N/A

Close if No Call Back

*** CASE MODIFY 9/23/2008 12:47:27 PM, pgarcia

into WIP 05G and Status of Solving.

*** NOTES 9/24/2008 8:54:40 AM, pgarcia, Action Type : Note-General

The Vehicle had been picked up from the dealership. A message was left for the customer. ACS has yet to hear from the customer. Since the customer has not yet contacted ACS, we will assume that there are no outstanding issues or concerns and the customer is satisfied. This case will be closed at this time.

*** CASE FULFILL 9/24/2008 8:54:50 AM, pgarcia

Fulfilled for [REDACTED] due 09/24/2008 12:00:00 AM.

*** SUBCASE N012008-09-1500836-1 CLOSE 9/24/2008 8:55:04 AM, pgarcia

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/24/2008 8:55:07 AM, pgarcia

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-05-2900296 Division : Honda - Auto Condition : Closed Open Date : 5/29/2009 8:12:30 AM
Case Originator : Amanda Rodriguez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/15/2009 2:29:11 PM
Case Owner : Gladys Tamayo (Team HG) Method : Phone Queue : Days Open : 17
Last Closed By : Gladys Tamayo (Team HG) Point of Origin : Customer Wipbin :
Case Title : 5J-(MARTIN MAIN LINE HONDA)-[REDACTED]-PASS SIDE CURTAIN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 11 R
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : BROOMALL, PA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 11 R
VIN Type / No. : US VIN / 1HGCP367X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3678JW / A
Miles / Hours : 10,000
In Service Date : 08/11/2008
Months In Use : 9
Engine Number : J35Z21044148
Originating Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Selling Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Phone No. : 610-649-5600
Address : 123 E. LANCASTER AVE.
City / State / Zip : ARDMORE, PA 19003
Svc District / Sls District : 05H / 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 : C.R. Party 3 : Techline
Party 2 : DPSPM Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-2900296-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-05-2900296-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys Tamayo	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2009 6:40:04 AM
Issue Owner : Gladys Tamayo	Type 2 : Operation	Queue :	Close Date : 6/15/2009 2:29:10 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-2900296

Case Title : 5J-(MARTIN MAIN LINE [REDACTED]) -PASS SIDE CURTAIN AIRBAG

*** CASE CREATE 5/29/2009 8:12:30 AM, arodriqu

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

*** CASE MODIFY 5/29/2009 8:12:37 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2009 8:12:49 AM, arodriqu

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/29/2009 8:12:52 AM, arodriqu

WARRANTY CHECK 05/29/2009 08:12:52 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/29/2009 8:12:54 AM, arodriqu

CLAIM HISTORY CHECK 05/29/2009 08:12:54 AM arodriqu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/29/2009 8:12:57 AM, arodriqu

CAMPAIGN CHECK 05/29/2009 08:12:56 AM arodriqu

No data found for VIN

*** CASE VSC LOOKUP 5/29/2009 8:12:59 AM, arodriqu

VSC-CUC CHECK 05/29/2009 08:12:59 AM arodriqu

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/29/2009 8:18:04 AM, arodriqu

WARRANTY CHECK 05/29/2009 08:18:04 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/29/2009 8:18:06 AM, arodriqu

CLAIM HISTORY CHECK 05/29/2009 08:18:06 AM arodriqu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/29/2009 8:18:09 AM, arodriqu

CAMPAIGN CHECK 05/29/2009 08:18:09 AM arodriqu

No data found for VIN

*** CASE VSC LOOKUP 5/29/2009 8:18:12 AM, arodriqu

VSC-CUC CHECK 05/29/2009 08:18:12 AM arodriqu

No data found for VIN.

*** CASE MODIFY 5/29/2009 8:19:59 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2009 8:22:53 AM, arodriqu

into WIP default and Status of Solving.

*** NOTES 5/29/2009 8:49:43 AM, arodriqu, Action Type : Call from Customer

Verified customer contact information.

Situation: Passenger air bag deployed.

Case History

Case ID : N012009-05-2900296

Case Title : 5J-(MARTIN MAIN LINE HONDA)-[REDACTED]-PASS SIDE CURTAIN AIRBAG

Request: Customer would like AHM to pay for the necessary repairs.

Probing questions: Customer was picking up her son from school on 5/19. Customer stated the passenger side air bag deployed after her son entered the vehicle. Vehicle was in park, engine was running.

Customer went to Martin Main Line worked with Joe M. Service Advisor who contacted tech line an the DPSM who declined to cover the repair as they think she did something to cause the airbag deployment. Dealer quoted the customer \$1400 to repair the issue.

paper work indicated

Customer contacted her insurance company who inspected the vehicle and determined it to be a mechanical failure and it will not be covered.

Date of incident: May 19, 2009

Where: In front of her sons school-located on Media Line Road

Time: around 2:00PM

No injuries

Customer does not have the money to replace the air bag. Customer stated she is not replacing the airbag. Customer stated she has been on line and found other complaints with regard to the same issue occurring with other Honda customers.

Customer stated she was not involved in a collision and did not do anything out of the ordinary to cause this to happen. Customer stated this is a safety issue and AHM should pay for the needed repairs.

Inbound summary: ACS explained typically if the insurance company determined it to be a manufacture defect-they would proceed accordingly.

Reviewed w/ TL MD**ACS explained the case would be dispatched to an RCM for review. ACS explained she would be contacted in 1-2 business days. Customer understood and had no further questions call ended.

*** CASE MODIFY 5/29/2009 8:50:00 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2009 8:50:03 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2009 8:50:03 AM, arodriqu

into WIP default and Status of Solving.

*** CASE DISPATCH 5/29/2009 8:50:12 AM, arodriqu

from WIP default to Queue Honda Team G.

*** NOTES 5/29/2009 8:51:00 AM, arodriqu, Action Type : Call from Customer

**Customer requesting AHM to cover the cost and/or a better explanation as to why the issue is not being covered.

*** CASE ASSIGN 5/29/2009 1:19:55 PM, aharlan

N012009-05-2900296 to gtamayo, WIP

*** CASE RULE ACTION 5/29/2009 1:19:55 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/1/2009 6:33:56 AM, gtamayo, Action Type : Call to Dealer

I left SM Kevin a message requesting a return call in regards to the customers concern. I provided my contact information.

*** CASE MODIFY 6/1/2009 6:37:58 AM, gtamayo

into WIP Default and Status of Solving.

Case History

Case ID : N012009-05-2900296

Case Title : 5J-(MARTIN MAIN LINE HONDA)-[REDACTED]-PASS SIDE CURTAIN AIRBAG

*** CASE MODIFY 6/1/2009 6:38:07 AM, gtamayo
into WIP Default and Status of Solving.

*** CASE MODIFY 6/1/2009 6:38:10 AM, gtamayo
into WIP Default and Status of Solving.

*** SUBCASE N012009-05-2900296-1 CREATE 6/1/2009 6:40:04 AM, gtamayo
Created in WIP Default with Due Date 6/1/2009 6:40:04 AM.

*** COMMIT 6/1/2009 6:40:36 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 06/01/2009 05:01:00 PM.
1st call

*** CASE MODIFY 6/1/2009 6:41:30 AM, gtamayo
into WIP Default and Status of Solving.

*** NOTES 6/1/2009 12:36:36 PM, gtamayo, Action Type : Field/DSM
I left Joe (DPSM) a message asking if he is involved in the case. I requested a return call.

*** NOTES 6/1/2009 12:46:23 PM, gtamayo, Action Type : Field/DSM

Joe (DPSM) left a message stating that his advice was to determine a cause and see insurance company involvement based on the determination. The customer has gone to the Insurance co. evidently but we don't know the outcome of that. He stated that the Insurance company should have gone to the Dealer for inspection. He advised the dealership to get the car back in until determination is made. Tom Baker will advise.

*** NOTES 6/1/2009 12:51:23 PM, gtamayo, Action Type : Call to Dealer

I spoke to SM Steve advised that that the customer went in on May 20, 2009 (RO # 316972) because the customer stated that the side airbag deployed when closing the right front door. The dealership could not see any damages. Tech line was involved and they advised that there are no known issues (did not have the reference number available). The customer was referred to her insurance.

Steve stated that he was advised to call the customer so that Joe (DPSM) can possibly inspect the vehicle. He will get back to me with any updates.

*** NOTES 6/1/2009 12:52:05 PM, gtamayo, Action Type : Note-General

Passenger side curtain airbag deployed

*** CASE MODIFY 6/1/2009 12:52:24 PM, gtamayo
into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY 6/1/2009 12:52:50 PM, gtamayo
into WIP 5J - Joe and Status of Solving.

*** NOTES 6/1/2009 2:13:30 PM, gtamayo, Action Type : Call to Customer

I spoke to the customer in regards to her concern with the passenger curtain airbag. The customer stated that she was picking up her son. When her son closed the door the passenger curtain airbag deployed. No one was hurt. The vehicle was taken to MARTIN MAIN LINE Honda the following day where they referred her to her insurance company. The insurance company is not able to find any damage. She is looking for a resolution. She informed me that SM Steve contacted her and she will be dropping the vehicle off for inspection. She also was advised by the dealership to have the insurance company inspect the vehicle in their dealership. I apologized for any inconvenience the situation created and the matter will be further reviewed. I informed her that I will follow up with her once I have obtained updates from Steve which she advised that she will keep updated with him as well. The customer is going to drop the vehicle off tomorrow at 9. I provided my contact information and she had no further questions at this point.

*** CASE FULFILL 6/1/2009 2:13:59 PM, gtamayo

Fulfilled for [REDACTED] due 06/01/2009 05:01:00 PM.

Case History

Case ID : N012009-05-2900296

Case Title : 5J-(MARTIN MAIN LINE HONDA)-[REDACTED]-PASS SIDE CURTAIN AIRBAG

*** COMMIT 6/1/2009 2:14:03 PM, gtamayo, Action Type : N/A

Made to [REDACTED] due 06/03/2009 05:00:00 PM.

updates from SM Steve?

*** NOTES 6/2/2009 7:14:50 AM, gtamayo, Action Type : Call from Dealer

SM Steve left me a message advising that the customer is dropping off the vehicle today. She was advised to call her insurance for them to inspect. He provided the customers cell phone number [REDACTED].

*** CASE MODIFY 6/2/2009 7:15:04 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY 6/2/2009 7:15:13 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** NOTES 6/3/2009 9:38:52 AM, gtamayo, Action Type : Field/DSM

Joe (DPSM) left me a message advising that the insurance company is going to cover the repairs and stated that SM Steve has updates on the case.

*** NOTES 6/3/2009 9:40:52 AM, gtamayo, Action Type : Call to Dealer

SM Steve advised that the vehicle was taken in yesterday and was provided with a loaner vehicle. SM spoke to the Insurance rep who originally inspected the vehicle to have the vehicle inspected to see why they feel that the issue is a defect however the he did not want to inspect the vehicle at the dealership. Today Steve received a call today and was informed that the insurance is going to cover the repairs. He is waiting for them to give them updates and will contact me when he has them available.

*** CASE MODIFY 6/3/2009 9:43:33 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY COMMITMENT 6/3/2009 9:44:04 AM, gtamayo

with [REDACTED] due 06/05/2009 05:00:00 PM.

*** CASE MODIFY 6/3/2009 9:44:12 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** NOTES 6/5/2009 2:33:37 PM, gtamayo, Action Type : Call to Dealer

SM Steve stated that the insurance company confirmed that they are paying for the repairs and they have ordered the parts. He contacted the customer to notify her.

*** CASE FULFILL 6/5/2009 2:33:44 PM, gtamayo

Fulfilled for [REDACTED] due 06/05/2009 05:00:00 PM.

*** COMMIT 6/5/2009 2:33:46 PM, gtamayo, Action Type : N/A

Made to [REDACTED] due 06/08/2009 05:00:00 PM.

calll cust

*** NOTES 6/9/2009 7:22:02 AM, gtamayo, Action Type : Call to Dealer

I left SM Steve a voice message requesting updates on whether the customers vehicle has been repaired. I requested a return call.

*** NOTES 6/9/2009 7:22:19 AM, gtamayo, Action Type : Call to Customer

I spoke to Ms. [REDACTED] to follow up on her case. She advised that she is currently in a loaner vehicle that the dealership provided. She was advised by SM Steve that the repairs are going to be covered by the insurance company. The customer stated that she still feels that its a defect and does not understand how the airbags would deploy by shutting the door. I informed her that the dealership was not able to find an issue showing that its a defect therefore she was referred to the insurance company. The customer was informed that the concern will be documented on her behalf and she will be contacted after the repairs

Case History

Case ID : N012009-05-2900296

Case Title : 5J-(MARTIN MAIN LINE HONDA)-[REDACTED]-PASS SIDE CURTAIN AIRBAG

have been made. The customer thanked me and had no other questions at this time.

Address was verified and up to date.

*** CASE MODIFY 6/9/2009 7:22:41 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** NOTES 6/9/2009 7:23:37 AM, gtamayo, Action Type : Note-General

I advised the customer that she will be contacted by the end of this week or early next week.

*** CASE FULFILL 6/9/2009 7:24:02 AM, gtamayo

Fulfilled for [REDACTED] due 06/08/2009 05:00:00 PM.

*** COMMIT 6/9/2009 7:24:08 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 06/12/2009 05:00:00 PM.

vehicle repaired? call SM Steve (Martin Main Line)

*** CASE MODIFY 6/12/2009 2:25:12 PM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** NOTES 6/12/2009 2:25:50 PM, gtamayo, Action Type : Call to Dealer

I left SM Steve requesting update on the customers case. I provided my contact information.

*** CASE MODIFY COMMITMENT 6/12/2009 2:26:31 PM, gtamayo

with [REDACTED] due 06/15/2009 05:00:00 PM.

*** NOTES 6/15/2009 6:52:07 AM, gtamayo, Action Type : Call from Dealer

SM Steve left a voice message advising that the vehicle was repaired and the customer picked it up on Friday. He advised that the insurance company paid for the repairs.

*** NOTES 6/15/2009 1:53:18 PM, gtamayo, Action Type : Call to Customer

I briefly spoke to the customer and advised that I was calling to verify whether the repairs are to satisfaction. The customer thanked me for calling and advised that the repairs were to satisfaction. She was advised to contact us back with any further concerns and she had no further questions.

*** SUBCASE N012009-05-2900296-1 CLOSE 6/15/2009 2:29:10 PM, gtamayo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/15/2009 2:29:11 PM, gtamayo

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-06-0900321 Division : Honda - Auto Condition : Closed Open Date : 6/9/2009 8:36:04 AM
Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/21/2009 10:15:18 AM
Case Owner : Gladys DeLaRosa (Team HE) Method : Phone Queue : Days Open : 42
Last Closed By : Gladys DeLaRosa (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED/REFERENCE CASE N012009-05-2 No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 100
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : ERIE, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 11 R
VIN Type / No. : US VIN / 1HGCP367X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3678JW / A
Miles / Hours : 10,000
In Service Date : 08/11/2008
Months In Use : 10
Engine Number : J35Z21044148
Originating Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Selling Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Trim : EX-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Phone No. : 610-649-5600
Address : 123 E. LANCASTER AVE.
City / State / Zip : ARDMORE, PA 19003
Svc District / Sls District : 05H / 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 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-0900321-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag
N012009-06-0900321-2 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-06-0900321-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 6/9/2009 9:28:04 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 6/9/2009 9:28:28 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-06-0900321-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2009 1:31:08 PM
Issue Owner : Gladys DeLaRosa	Type 2 : Operation	Queue :	Close Date : 7/21/2009 10:15:17 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : CR Generated Gdwill, Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
78870-TA5-A90	MOD, R. SI CURT AB	Not Applicable

Check Req Info :

Check Requisition No. : 4638
Primary Amount : \$1,352.61
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$1,352.61
Approved By : aharlan
Approval Date : 7/16/2009
Status : PROCESSED
Check No. : 1811691
Check Date : 7/17/2009

Payee Name : ERIE INSURANCE
Address : 100 ERIE INSURANCE PLACE
City / State / Zip : ERIE, PA 16530
Campaign Template # :
Contention Code : 03220
Defect Code : 03217
Category : Regular
Failed Part # : 78870-TA5-A90

Case History

Case ID : N012009-06-0900321

Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED/REFERENCE CASE N012009-05-2900296

*** CASE CREATE 6/9/2009 8:36:04 AM, slambert

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

*** CASE MODIFY 6/9/2009 8:36:52 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 6/9/2009 8:41:53 AM, slambert

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/9/2009 9:22:18 AM, slambert

WARRANTY CHECK 06/09/2009 09:22:18 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/9/2009 9:22:21 AM, slambert

CLAIM HISTORY CHECK 06/09/2009 09:22:21 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/9/2009 9:22:23 AM, slambert

CAMPAIGN CHECK 06/09/2009 09:22:23 AM slambert

No data found For VIN

*** CASE VSC LOOKUP 6/9/2009 9:22:26 AM, slambert

VSC-CUC CHECK 06/09/2009 09:22:26 AM slambert

No data found for VIN.

*** SUBCASE N012009-06-0900321-1 CREATE 6/9/2009 9:28:04 AM, slambert

Created in WIP Default with Due Date 6/9/2009 9:28:04 AM.

*** SUBCASE N012009-06-0900321-1 CLOSE 6/9/2009 9:28:28 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/9/2009 9:28:41 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 6/9/2009 9:32:29 AM, slambert

into WIP default and Status of Solving.

*** NOTES 6/9/2009 9:41:57 AM, slambert, Action Type : Call from Customer

ACS updated the customer's information. ACS spoke with the subrogation Specialists from Erie Insurance Company.

She stated on 5/19/2009 the customer was picking up her son from school, he got in the front seat, closed the door and the rear air bag deployed. She called in to see how they could submit a claim to AHM for reimbursement.

ACS advised the customer to send her report to AHM: 1919 Torrance Blvd. Torrance, CA 90501 Attn: Legal Dept. She was also provided with the case #. She thanked ACS and ended the call.

*** NOTES 6/9/2009 9:42:20 AM, slambert, Action Type : Call from Customer

She was unable to provide the mileage.

*** CASE CLOSE 6/9/2009 9:42:27 AM, slambert

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

Case History

Case ID : N012009-06-0900321

Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED/REFERENCE CASE N012009-05-2900296

*** CASE REOPEN 7/16/2009 1:30:14 PM, gdelaros

with Condition of Open and Status of Solving.

*** SUBCASE N012009-06-0900321-2 CREATE 7/16/2009 1:31:08 PM, gdelaros

Created in WIP Default with Due Date 7/16/2009 1:31:08 PM.

*** CASE MODIFY 7/16/2009 1:38:47 PM, gdelaros

into WIP default and Status of Solving.

*** NOTES 7/16/2009 1:43:18 PM, gdelaros, Action Type : Note-General

Please refer to case number N012009-05-2900296.

*** CASE MODIFY 7/16/2009 1:45:14 PM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2009 1:47:06 PM, gdelaros

into WIP default and Status of Solving.

*** NOTES 7/16/2009 2:07:21 PM, gdelaros, Action Type : Letter/Fax

HNA Las forwarded a letter sent by Erie Insurance to ACS. The letter states the following:

"American Honda Motor Company Attn: Legal Department
1919 Torrance Boulevard
Torrance, CA 90501-2722

Re: ERIE Claim # [REDACTED]

ERIE Insured: [REDACTED]

Date of Loss: 5/19/09

Your Claim: [REDACTED]

To Whom It May Concern:

We have settled the claim for damages to our insured's vehicle as a result of the above loss.

Under the terms of our policy, we now have the right of recovery. This is why we are writing to you.

Our insured, [REDACTED] 2008 Honda Accord EX, VIN IHGCP367X8A [REDACTED], passenger rear airbag deployed when the passenger door was closed.

There was no impact with any object.

We enclose the proofs necessary to support our Subrogation claim. Please send your check for \$1,352.61 to the address at the top of this letterhead.

If you have any questions, please contact me at the number listed below.

Sincerely,

[REDACTED] Subrogation Specialist Erie Branch Claims (814) 451-5216"

Enclosures were attached (22 pages)...

*** NOTES 7/16/2009 2:11:36 PM, gdelaros, Action Type : Note-General

ACS Manager Terry N. advised RM's Michael F. and Amanda H. to reimburse the insurance company for the repairs.

*** SUBCASE N012009-06-0900321-2 DISPATCH 7/16/2009 2:13:41 PM, gdelaros

from WIP Subcases to Queue CkReq - Harlan.

Case History

Case ID : N012009-06-0900321

Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED/REFERENCE CASE N012009-05-2900296

*** CASE MODIFY 7/16/2009 2:15:28 PM, gdelaros

into WIP default and Status of Solving.

*** SUBCASE N012009-06-0900321-2 7/16/2009 2:18:15 PM, aharlan, Action Type :

Check Requisition for 1,352.61 \$ submitted

Check Requisition for 1,352.61 \$ submitted by aharlan

*** SUBCASE N012009-06-0900321-2 RETURN 7/16/2009 2:18:23 PM, aharlan

from Queue CkReq - Harlan to WIP Subcases.

*** NOTES 7/17/2009 4:49:46 PM, ahsieh, Action Type : Note-General

Check mailed.

*** SUBCASE N012009-06-0900321-2 COMMIT 7/20/2009 8:00:54 AM, gdelaros, Action Type : External Commitment

Check processed for check_req_no = 4638 on 2009-07-17-00.00.00.000000

*** NOTES 7/21/2009 7:26:24 AM, gdelaros, Action Type : Note-Third Party

I left a voice message for [REDACTED] requesting the mailing address. I provided my contact information.

*** NOTES 7/21/2009 10:12:21 AM, gdelaros, Action Type : Note-Third Party

[REDACTED] left a message and requested that the check be mailed out to:

Eire Insurance

Erie Branch

PO Box 13002

Erie, PA 16514-3002

She requested to have the claim number written on the check.

*** NOTES 7/21/2009 10:13:29 AM, gdelaros, Action Type : Note-General

I left a message for Ms. [REDACTED] to inform that the message was received and was advised that the check has been mailed.

*** SUBCASE N012009-06-0900321-2 CLOSE 7/21/2009 10:15:17 AM, gdelaros

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2009 10:15:18 AM, gdelaros

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-1001467 Division : Honda - Auto Condition : Closed Open Date : 4/10/2013 2:02:15 PM
Case Originator : Erika Williams (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 5/16/2013 9:54:45 AM
Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 36
Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 2155
Dealer No. :
Site Phone No. : [REDACTED] 6
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : BROOKLYN, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2155
VIN Type / No. : US VIN / 1HGCP26438A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 60,000
In Service Date : 01/10/2008
Months In Use : 63
Engine Number : K24Z21504627
Originating Dealer No. / Name : 207066 / PLAZA HONDA
Selling Dealer No. / Name : 207066 / PLAZA HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207066 / PLAZA HONDA
Phone No. : 718-253-8400
Address : 2740 NOSTRAND AVENUE
City / State / Zip : BROOKLYN, NY 11210
Svc District / Sls District : 05B / A05
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : DPSPM Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-1001467-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012013-04-1001467-2 / [REDACTED] - PRODU	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-1001467-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2013 9:37:11 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/18/2013 10:28:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-04-1001467-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2013 12:37:08 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/10/2013 11:37:23 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

*** CASE CREATE 4/10/2013 2:02:15 PM, ewillia1

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

*** CASE MODIFY 4/10/2013 2:17:51 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 2:17:52 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 2:18:06 PM, ewillia1

into WIP default and Status of Solving.

*** NOTES 4/10/2013 2:22:13 PM, ewillia1, Action Type : Call from Customer

I verified and updated the customers contact information

The customers best contact number [REDACTED]

4/7/2013 That his front passenger/rear passenger side airbag went off without him getting into an accident . Mr [REDACTED] stated that he was driving on Sunday 04/7/2013 when he pulled over to let his son out of the car and as soon his son closed the door the front passenger/rear passenger (side) airbag deployed thus causing the front passenger door molding to be destroyed. Mr [REDACTED] stated that on Monday 04/08/2013 he took the vehicle to the DLR first thing that morning and spoke with the SA Harris about the airbags. He was then advised by the SA that he would speak with his DPSM regarding this issue. Mr [REDACTED] stated that he received a call from the SA Harris today 04/10/2013, who told him that he couldn't assist with the repair cost of \$ 1686.00 . Mr. [REDACTED] stated that he is a loyal Honda customer he would expect AHM to assist him with the repair cost as this was not his fault.

ACS advised the customer, the case would be forwarded to a CM. . That each case is reviewed on case by case basis and thus there are no guarantees for assistance. The customer understood there were no guarantees of assistance being provided. The customer was advised they would be contacted by the end of the next business day (by 5pm PST) and provided with the case #. Case dispatched. Please note that ACS researched Airbase and records show that Mr [REDACTED] has four Honda Vehicles so he is a loyal customer

*** CASE MODIFY 4/10/2013 2:22:21 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 2:22:24 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 2:22:33 PM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2013 2:22:49 PM, ewillia1

into WIP default and Status of Solving.

*** CASE DISPATCH 4/10/2013 2:23:20 PM, ewillia1

from WIP default to Queue Honda Team G.

*** CASE YANKED 4/11/2013 6:17:37 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 4/11/2013 6:17:57 AM, jmccaugh

into WIP default and Status of Solving.

*** COMMIT 4/11/2013 6:18:01 AM, jmccaugh, Action Type : N/A

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

First call.

*** NOTES 4/11/2013 9:35:25 AM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the Service Mgr. Michael, and the DPSM. I requested a call back ASAP.

*** NOTES 4/11/2013 9:36:06 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number (cell). I was informed that all circuits are busy.

*** CASE FULFILL 4/11/2013 9:36:10 AM, jmccaugh

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

*** COMMIT 4/11/2013 9:36:11 AM, jmccaugh, Action Type : N/A

Call customer / second attempt.

*** CASE MODIFY 4/11/2013 9:36:44 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012013-04-1001467-1 CREATE 4/11/2013 9:37:11 AM, jmccaugh

Created in WIP Default with Due Date 4/11/2013 9:37:11 AM.

*** CASE MODIFY 4/11/2013 9:38:08 AM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 4/11/2013 10:42:35 AM, jmccaugh, Action Type : Call from Dealer

The Service Mgr. Mike contacted me and informed me that they found no physical damage. DPSM was contacted and he advised the dlr. to refer the customer to his insurance co.

*** NOTES 4/11/2013 10:46:44 AM, jmccaugh, Action Type : Field Service

I called the DPSM and reviewed the customer contact. He suggested the customer work with his insurance co.

*** NOTES 4/11/2013 11:10:56 AM, jmccaugh, Action Type : Call from Customer

I called the customer @ the day time phone number and introduced myself as the RCM. I provided our disclaimer. I empathized with Mr. [REDACTED] about the side airbag issue with his 2008 Accord. He became very negative and told me that this is his fourth Honda. I thanked him for being a loyal Honda customer. I said I we have no known problem with the airbags deploying for no reason. He said "he saw on Channel 7 news today AHM has a recall, how coincidental." I informed him we have no recall on the airbags on his vehicle. I informed him that recalls are specific and what he was seeing on the news is not related to his vehicle. I informed him I did contact the Service Mgr. Michael @ Plaza Honda today. I was informed that they did not find any physical damage, however, this is an issue he will need to address with his insurance co. The customer became loud and very upset. He told me that he has been on the Internet and has seen that many Honda owners have this same problem. I informed him I do understand what he is telling me. I said AHM has no control on what is placed on the Internet. Some of this information can be classified as hear say. He then told me that if we do not do the right thing and help him with the cost of this repair he will never buy another Honda. I apologized he feels this way. I said we have a new car limited warranty. This is for the period of 3/36K and his vehicle has exceeded the warranty. At this time it is our recommendation for him to work with his insurance co. I said if his insurance co. feels we have a defect they will then contact our legal dept. He said "have you ever seen an insurance co. pay for a defect?" I said I do not know what the insurance co. will or will not tell him. I said we have no known problem, and we feel any mfg. defects would present themselves during the 3/36K time period. He said "what are you a parrot?" He said he has already contacted NHTSA and he plans to contact every news agency he can think of, including the channel 7 help me Harry show. He said he will cause Honda all the grief he can. He told me he was planning to buy a new Honda, but not now. I said I regretted hearing this, and would document the call. He continued to be very negative with me. I asked if there is anything else I could assist him with today? He said no. I thanked Mr. Powers for calling AHM.

*** NOTES 4/11/2013 11:16:10 AM, jmccaugh, Action Type : Field Service

I called the DPSM and informed him of the call I had with Mr. Powers. He confirmed that the customer needs to work with his insurance co. He said if

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

the insurance co. has denied assistance he will inspect the vehicle next Tuesday @ Plaza Honda. The customer must show up with something in writing from the insurance co. showing they have denied assistance with this issue. I said I will speak to the Service Mgr. Michael and the customer and keep him updated.

*** NOTES 4/11/2013 11:16:29 AM, jmccaugh, Action Type : Note-General

I reviewed the case with my RM.

*** NOTES 4/11/2013 11:23:33 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Mike and informed him of my contact with the DPSM and the customer. I provided our disclaimer. I informed him that the DPSM is willing to inspect this vehicle next Tuesday, however, the customer must have a written document from his insurance co. that states that they are declining assistance with this needed repair on the side aribag. He agreed to call the customer and set up the meeting with the DPSM next Tuesday. I requested he keep me updated.

*** CASE FULFILL 4/11/2013 11:23:39 AM, jmccaugh

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

*** COMMIT 4/11/2013 11:23:42 AM, jmccaugh, Action Type : N/A

Call customer / confirm appt. for Tuesday.

*** NOTES 4/11/2013 2:14:31 PM, evispe1, Action Type : Call for Case Mgr

Customer called in for CM - Cm was on a call and not available to speak to the customer. Customer requested to speak with the CM's supervisor because the conversation he had with him previously did not go well. I advised the customer that I would put in an escalation request and it could take up to 24 hours before getting a call back. Customer said that was ok.

Customer requested to be called back at 917-882-7806

*** NOTES 4/12/2013 6:10:11 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Mike and left a VM. I requested he call me back with an update. I thanked him for his time and assistance.

*** NOTES 4/12/2013 7:31:21 AM, jmccaugh, Action Type : Escalation

I reviewed the case with my RM. Our position has not changed, I was asked to call Mr. [REDACTED] back today.

*** NOTES 4/12/2013 7:34:54 AM, jmccaugh, Action Type : Field Service

I reviewed the case with the DPSM. He said he is willing to inspect the vehicle next Tuesday @ Plaza Honda, however, the customer must have written documentation from his insurance company saying they have declined to assist. He said that the customer needs to understand that just because he is inspecting the vehicle this does not indicate AHM is going to cover the cost of the repair. We may or may not cover the cost, that would have to be determined after the inspection has been completed and the appropriate documentation is provided by the customer.

*** NOTES 4/12/2013 7:53:46 AM, jmccaugh, Action Type : Escalation

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I informed the customer the purpose of my call (his escalation request). I informed him I have had the case reviewed by my Supervisor, and as a RCM I was asked to call you back today. He said: "you understand my complaint is not with you, it is about this issue and how the company is handling it". I said I do understand and I would most likely feel the same way about this issue with the side airbag deploying. Especially since you have owned other Hondas and never had this problem. I informed him of my involvement contacting our Field Rep. and the Service Mgr. @ Plaza Honda. I asked if the SM Mike called him back yesterday after we spoke? He said no. I asked if he had left a VM? He said no. I explained that we are willing to set up an appt. next week to have the DPSM inspect the his 2008 Honda. I said I would need a written document from the insurance co. that shows they have declined assistance with this needed repair. He said this is no problem, "they have flat out denied any help". I empathized with him and said that our DPSM will be at Plaza Honda on Tuesday to inspect the vehicle. I explained that this does not indicate we are paying for the needed repair. All factors will be taken into consideration and then the DPSM will be making a final decision for AHM. He said he understood. He thanked me for my help. I suggested he call the SM Mike Alvarez to make the necessary arrangements to have his vehicle at the dealership on Tuesday. He said okay. I provided the phone number to the dealership. No other assistance needed at this time. I

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

said I would follow up by calling him back on Wednesday. He said okay. I thanked Mr. Powers for being a valued Honda customer and for calling AHM.

*** NOTES 4/12/2013 7:54:19 AM, jmccaugh, Action Type : Field Service

I called the DPSM and updated him on the conversation I had with Mr. Powers.

*** CASE FULFILL 4/12/2013 7:59:27 AM, jmccaugh

Fulfilled for [REDACTED] due 04/15/2013 12:00:00 AM.

*** COMMIT 4/12/2013 7:59:28 AM, jmccaugh, Action Type : N/A

Call the customer / follow up with DPSM's decision.

*** NOTES 4/12/2013 9:30:50 AM, jmccaugh, Action Type : Call from Dealer

The SM Mike contacted me and informed me that he spoke to Mr. [REDACTED] today. The appt. is scheduled for 0830 on Tuesday.

*** NOTES 4/16/2013 9:44:48 AM, jmccaugh, Action Type : Field Service

DPSM called and informed me that he is currently at Plaza Honda . He inspected the customer's vehicle. The vehicle is in very poor condition. There is a minor scrape on the under carriage, also another scrape along the door in question. The customer did not show up with the requested document from his insurance co. The document requested was to show the insurance co. has declined to assist him and why. He provided a basic document from All State insurance co. Shows he as a \$500.00 deductible, etc. DPSM is declining any assistance, the customer should continue to work with his insurance co. I thanked him for the update.

*** NOTES 4/16/2013 11:04:19 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. I informed him of my contact with our DPSM today who was at Plaza Hodna to inspect his vehicle. I informed him of the outcome, without the requested denial document from his insurance co. I suggested he continue to address this issue with his insurance co. I provided my contact info. and encouraged him to call me back if there is any other issues I can assist him with.

*** NOTES 4/16/2013 2:21:23 PM, jmccaugh, Action Type : Call from Customer

The customer called and left a VM. He said he met with the Service Mgr. today and the DPSM inspected his vehicle. The Honda Rep. did not like the insurance document he provided even though the document did show the insurance co. was denying the claim. The customer went on to say "he knows that no insurance company ever pays for this type of air bag replacement, and you guys know it." He then said "this is a malfunction of your product". He said he will contact his insurance co. and get a document that shows that they are denying the claim.

*** NOTES 4/16/2013 2:23:17 PM, jmccaugh, Action Type : Call from Dealer

The Service Mgr. Mike called and left a VM, while I was at lunch, informing me that Mr. [REDACTED] told him he would be contacting his insurance company's corporate office to get the requested document. He told him he would be back in about one week with the document our DPSM is requesting. I requested he keep me updated.

*** NOTES 4/16/2013 2:26:06 PM, jmccaugh, Action Type : Field Service

I called the DPSM and he confirmed he has inspected the vehicle. The vehicle was not in very good condition. There are some signs of physical impacts on the vehicle. At this time, the customer needs to provide a document that shows his insurance co. has inspected the vehicle and denied coverage. This is not what the customer provided to the SM Mike. Any possible GW assistance will be considered at the time the requested document is received and reviewed.

*** CASE MODIFY 4/16/2013 2:27:19 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 4/16/2013 2:27:23 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 4/18/2013 10:28:15 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a VM. I informed Mr. [REDACTED] of my contact with the Service Mgr. Michael Alvarez at Plaza

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

Honda and our DPSM. I informed him that as we had previously discussed we would need a letter/document from his insurance co. that is showing they are declining to repair the airbag. I said once we have this requested document our DPSM will review the matter for any future consideration for any possible GW assistance. This type of offer is considered on a case by case basis. I provided the customer my first name, contact info., office hours, and the case number. I requested Mr. Powers call me back if I could be of any further assistance.

*** SUBCASE N012013-04-1001467-1 CLOSE 4/18/2013 10:28:50 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/18/2013 10:28:53 AM, jmccaugh

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

*** CASE REOPEN 4/24/2013 8:59:56 AM, jmccaugh

with Condition of Open and Status of Solving.

*** NOTES 4/24/2013 9:57:02 AM, jmccaugh, Action Type : Call from Customer

Mr. [REDACTED] called and informed me that he dropped off the requested document from his insurance co. He made a negative comment about how the previous document gave the same information. I asked if this current document has a written denial from the insurance co. stating that they are refusing to pay for the side airbag repair? He said yes. He then made a negative statement about the Service Mgr. Mike not being at the dealership Monday, when he had previously told the customer to come back and see him on Monday. I empathized with him and informed him I regret hearing this happened. I said the SM will provide the document to our DPSM who calls on this dealership. I said I will work as an advocate for him to have this further addressed by our DPSM. I informed him our DPSM may or may not be offering assistance. I said he will be making the final decision for AHM at this point. The customer sarcastically said "oh I can hardly wait to buy another Honda." I informed him I have documented the call. I said I would follow up by calling him back on 4/30. He said OK. No other assistance requested at this time. I thanked Mr. [REDACTED] for calling AHM.

*** NOTES 4/26/2013 6:53:05 AM, jmccaugh, Action Type : Field Service

DPSM sent me a communication and informed me that the Service Dept. has provided him a copy of the letter the customer gave them from his insurance co. The letter states that after investigating his loss they are not able to cover all of his claim. Mechanical failure is not covered under his policy. He said this was not sufficient.

*** NOTES 4/26/2013 6:55:10 AM, jmccaugh, Action Type : Field Service

I called the DPSM on his cell phone and left a VM. I requested he call me back.

*** COMMIT 4/26/2013 7:00:42 AM, jmccaugh, Action Type : N/A

Call the customer / follow up - assistance declined.

*** CASE ADD ATTACHMENT 4/26/2013 7:30:15 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-04-1001467_1.pdf

*** NOTES 4/26/2013 8:13:56 AM, jmccaugh, Action Type : Field Service

I called the DPSM and he informed me that the letter he reviewed does not say anything about the insurance co. inspecting the vehicle. Very generic letter, with no specific information. Nothing confirmed. He declined any assistance with this repair. The condition of the vehicle itself is poor.

*** NOTES 4/30/2013 8:51:20 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. I provided our disclaimer. I informed the customer that we have received and reviewed the letter he provided from Allstate Insurance Co. I said our DPSM has reviewed the document and determined that this is insufficient. We have specifically asked for a document showing how this vehicle was inspected by the insurance co. and specifically why they have declined to cover the cost to repair the vehicle. The customer became very loud and upset. I asked him to please calm down and not yell at me. He said he is upset because we seem to be giving him the run around. I empathized with him and said I do understand he is frustrated. I informed him that the latest document he provided does not show how they inspected this vehicle or why they are declining to cover the cost of the repair. We need a specific description of their inspection and the reason for declining. I said this document states

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

"we are not able to pay all of your claim". He said I do agree that this wording leads one to believe they have assisted to some degree. He asked if we are going to cover the expense to repair the vehicle? I said no, not at this time with the information we have. I said we are willing to consider possible help. This is done on a case by case basis. We have had our DPSM inspect the vehicle and he does see the condition of the vehicle. We can not determine if the scratches could be the cause for the problem with the side airbag. I explained that the insurance co. is his advocate. You have paid them your insurance premiums and they should be addressing this issue for you. If they then feel that there is a defect in our product they would contact our Legal Dept. to seek compensation. He said he would go back to his insurance co. and request the document we need to see. No other assistance needed at this time. I thanked Mr. [REDACTED] for his understanding. The customer ended the call.

*** CASE FULFILL 4/30/2013 8:51:37 AM, jmccaugh

Fulfilled for [REDACTED] due 05/01/2013 12:00:00 AM.

*** COMMIT 4/30/2013 8:51:38 AM, jmccaugh, Action Type : N/A

Call the customer / follow up.

*** NOTES 4/30/2013 9:54:01 AM, ewillia1, Action Type : Call for Case Mgr

Jennifer from Allstate is calling and requesting to speak with the CM regarding this case. ACS attempted to contact the CM but the CM was unavailable . Jennifer then request the mailing address to which AHM provided. CM was then available and request for Jennifer to be transferred. ACS transferred call to CM and no further assistance is required at this time.

*** NOTES 4/30/2013 10:02:46 AM, jmccaugh, Action Type : Note-Third Party

Jennifer from Allstate called and informed me she just got off the phone with Mr. [REDACTED]. I informed her of the customer's contacts with Plaza Honda and AHM. I informed her that this vehicle is out of our new car warranty. I said we look at our possible GW assistance on a case by case basis. At this time our DPSM has inspected the vehicle. This normally is considered to be something a customer would address with their insurance co. Once the insurance company's adjuster inspects the vehicle there would be a written evaluation on their findings. We have requested this document from the customer to see why the claim was denied by the insurance co. I informed her of the documents the customer has provided. She said she does apologize for the letters that have been provided to him, they were the incorrect documents. She said she would have her adjuster send AHM the correct documents. I informed her that we have not offered assistance at this point, but will review the matter further once we have the denial letter from Allstate. I confirmed she had our fax number and our mailing address along with the case number. She thanked me for my help. I thanked Jennifer for calling AHM.

*** NOTES 5/2/2013 1:24:17 PM, aparalej, Action Type : Letter/Fax

On 5/2/13 ACS received a 1-page faxed cover with 1-page of supporting document from Allstate Insurance regarding previous issue.

*** CASE ADD ATTACHMENT 5/2/2013 1:30:16 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-04-1001467_2.pdf

*** NOTES 5/3/2013 6:14:17 AM, jmccaugh, Action Type : Letter/Fax

I received a document from Allstate Insurance Co.: The working remains "we are not able to pay all of your claim for the following reasons". The new verbiage in the new letter sites Mechanical failure is not covered under your policy".

*** NOTES 5/3/2013 7:21:50 AM, jmccaugh, Action Type : Field Service

I forwarded a copy of the new document (from Allstate Insurance Co.) to the DPSM. I requested he review the document and then call me back on Monday to discuss.

*** NOTES 5/8/2013 12:36:27 PM, jmccaugh, Action Type : Field Service

I called the DPSM and reviewed the case. He said AHM will cover \$500.00 as a one time GW offer. Customer is responsible for the remainder of the cost. I thanked him for his time and assistance.

*** SUBCASE N012013-04-1001467-2 CREATE 5/8/2013 12:37:08 PM, jmccaugh

Created in WIP Default with Due Date 5/8/2013 12:37:08 PM.

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

*** CASE MODIFY 5/8/2013 12:41:19 PM, jmccaugh

into WIP WIPbin 2 and Status of Solving.

*** NOTES 5/8/2013 12:47:43 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Michael and left a detailed VM. I requested he call me back ASAP.

*** CASE MODIFY 5/8/2013 1:26:28 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 5/8/2013 1:44:14 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. I left a VM, and informed him of my contact with his insurance co. I reminded the customer that his vehicle is no longer under the new car warranty. As a one time GW offer I informed him that AHM is willing to help him with \$500.00 towards the cost of the repair being done at Plaza Honda. I encouraged Mr. [REDACTED] to call the Service Mgr. Michael Alvarez to get the exact cost breakdown. I encouraged Mr. [REDACTED] to call me back if I could be of any further assistance.

*** CASE FULFILL 5/8/2013 1:45:15 PM, jmccaugh

Fulfilled for [REDACTED] due 05/07/2013 12:00:00 AM.

*** COMMIT 5/8/2013 1:45:17 PM, jmccaugh, Action Type : N/A

Call the customer / follow up.

*** NOTES 5/8/2013 1:46:36 PM, jmccaugh, Action Type : Call from Dealer

The Asst. SM Dante called and informed me that the warranty cost is \$1,295.00. I asked if the customer has been called? He said no, not yet. I requested he keep me updated.

*** NOTES 5/9/2013 6:55:16 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. I left a VM, and informed him of my contact with his insurance co. I reminded the customer that his vehicle is no longer under the new car warranty. I informed him that AHM would like to offer a one time GW offer to assist him with the needed repairs. I encouraged him to speak to the Service Mgr. Michael Alvarez about this offer (CP - \$795.00 + tax). I provided my contact info., and office hours. I requested he call me back at his earliest opportunity. I said that if I did not hear back from him within the next 48 business hours I would assume he no longer needed my assistance.

*** NOTES 5/9/2013 7:27:47 AM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the SM Mike and the DPSM. I requested a call back ASAP.

*** NOTES 5/9/2013 11:21:41 AM, jmccaugh, Action Type : Call from Dealer

The Asst. SM Dante Lopez contacted me with the following update: Mr. [REDACTED] was called and will let us know if He takes the offer. The total estimate warranty price is \$1295, we don't have the RO# yet being that the vehicle is not here. I thanked him for the update. I requested he keep me informed of the outcome. GW offer is good for 30 days.

*** NOTES 5/10/2013 7:14:47 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a VM. I informed the customer I do want to address his concern with the side airbag deployment. I provided him my first name, title, contact info., and office hours. I stated that if I did not hear back from him within the next 48 business hours I would assume he no longer needed my assistance.

*** CASE FULFILL 5/10/2013 7:15:02 AM, jmccaugh

Fulfilled for [REDACTED] due 05/15/2013 12:00:00 AM.

*** COMMIT 5/10/2013 7:15:03 AM, jmccaugh, Action Type : N/A

Close case if no response.

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

*** NOTES 5/10/2013 11:08:42 AM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM. He said he was returning my call from earlier today. He said he does understand the one time GW offer AHM has extended to him. He feels we should do more if we are actually trying to help. He requested I call him back.

*** NOTES 5/10/2013 11:35:55 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I informed the customer I was returning his call from today, and I told him I do appreciate him returning my call. He said he did get the offer that AHM is willing to help. He asked me how we are willing to help him? I said the original estimate he was provided by dealership/insurance co. is for more than \$1,600.00. I informed him his vehicle is no longer under our limited new car warranty due to the age and mileage. Normally this is an issue that would be addressed with an insurance co. He cut me off and told me that here we go again... I said I do not want to go over the same information we spoke about in length in the past. I said I did speak to your insurance co. (Allstate's rep.). She apologized for providing you the incorrect letter. She then faxed me a new letter with the same statement "after investigating your loss, we have determined that we are not able to pay all of your claim". I said this leads one to believe they are paying part of your claim. He disagrees. I informed him that also go on to say "Mechanical failure is not covered under your policy". I informed him that this is not considered to be a mechanical failure. He became very negative towards me. I informed him his vehicle is no longer under our limited new car warranty. I informed him I have reviewed his case with our Field Rep. and we are not willing to cover this repair under our warranty. I said we do appreciate him as a valued Honda customer. We are willing to lower the cost of the repair to warranty rates and offer a one time GW offer of \$500.00. This will lower your cost to \$795.00 plus tax. He said this is not acceptable. "He wanted us to pay much more because we have know problems with our hair pin trigger air bags." I informed him that we would respectfully decline any additional GW assistance. He said he wanted to have this case reviewed. I informed him that the purpose of my call today is to advise him the case has been reviewed by me, his insurance co., and our DPSM. At this time this is our final offer. He declined and said he would take another course of action. He told me that we are losing him as a customer and he has other family members we are losing also. I empathized with him and said I do regret hearing he feels this way. I informed him that if he is unhappy with our decision he may want to contact the BBB Auto Line, this information is listed in his warranty book and we do understand they are a good third party arbitrator. I informed him I have documented the call. I asked if there is anything else I could assist him with today? He said no. I thanked Mr. Powers for contacting AHM.

*** SUBCASE N012013-04-1001467-2 CLOSE 5/10/2013 11:37:23 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2013 11:37:27 AM, jmccaugh

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

*** CASE REOPEN 5/15/2013 12:35:20 PM, ewillia1

with Condition of Open and Status of Solving.

*** NOTES 5/15/2013 12:45:30 PM, ewillia1, Action Type : Call from Customer

Jennifer from Allstate is calling as she is responding the letter that was faxed over the CM. Per Jennifer she received a call from the mutual customer, [REDACTED] who has indicated to her that based upon the denial letter that Allstate provided AHM will not assist with the repair of his vehicle. Jennifer is now calling AHM for clarification on what Mr. [REDACTED] is seeking from both parties. ACS transferred call to CM for further assistance.

*** CASE YANKED 5/15/2013 12:53:00 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** NOTES 5/15/2013 1:01:40 PM, jmccaugh, Action Type : Note-Third Party

I received a call from Jennifer who works for Allstate Insurance. She told me Mr. [REDACTED] had contacted her to address the issue with the side airbag deploying on his 2008 Honda. I informed her that we did have the customer's concern addressed at the Service Dept. of Plaza Honda and by our DPSM. We found no defects. We have no recalls on this vehicle's airbags. We did note the condition of the vehicle, and found some scratches on the door panel and undercarriage. These scratches may or may not have something to do with impact that could cause the airbags to deploy, however, this was not determined one way or the other by our factory trained tech. I said the customer was referred to work with his insurance co. He then called back and said he had been declined because his

Case History

Case ID : N012013-04-1001467

Case Title : (PLAZA HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED

policy does not cover mechanical parts. I informed her we explained to the customer that airbags are not considered to be mechanical parts. We discussed the verbiage in the Allstate letter and she said this is the correct verbiage they use in the insurance industry. I informed Jennifer that the customer's vehicle is no longer under our limited new car warranty due to the age and mileage. We did take all factors into consideration and offered the customer some GW assistance. He declined our help because he was not satisfied with the amount offered. She said she now understood our position. She said she would call the customer and inform him of our conversation. I thanked Jennifer for calling AHM.

*** CASE CLOSE 5/15/2013 1:01:52 PM, jmccaugh

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

*** CASE REOPEN 5/15/2013 1:16:22 PM, lkim

with Condition of Open and Status of Solving.

*** NOTES 5/15/2013 1:16:47 PM, lkim, Action Type : Call from Customer

Customer asked for supervisor.

ACS advised someone will call her back by the end of 1 business day.

*** CASE DISPATCH 5/15/2013 1:16:55 PM, lkim

from WIP default to Queue Honda Team G.

*** NOTES 5/15/2013 1:40:16 PM, jmccaugh, Action Type : Escalation

I reviewed the case with my RM.

*** NOTES 5/15/2013 1:50:17 PM, jmccaugh, Action Type : Note-General

Customer has owned 4 Hondas. 1994 - 1HGCD7250RA [REDACTED], 1996 - 1HDGCD7259TA [REDACTED] 0, 2006 - 1HGCM82686A [REDACTED] and the current 2008 Accord.

*** NOTES 5/15/2013 1:53:42 PM, jmccaugh, Action Type : Note-General

Data base shows the customer has two service visits on this 2008 vehicle.

*** CASE YANKED 5/15/2013 1:54:37 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** NOTES 5/16/2013 7:57:23 AM, acaswell, Action Type : Call to Customer

I spoke to Mr [REDACTED] this morning. He asked what AHM was going to do to take care of him and his defect. I apologized to him for his concern. I advised him that after reviewing the case, both AHM and his own insurance company have concluded that there is no manufacturing def with the airbags. He started that the Internet is full of blogs saying otherwise. I advised him that we can not speak for public opinions, however there are no campaigns or recalls on his airbags. I advised him that his own insurance company contacted us yesterday and after speaking to them they agreed with AHM that it is not a manufacturing def. I tried to explain that over time, any part of the car may need to be repaired and or replaced as time and wear are on the car. The customer disagreed and continued on about how the blogs are right and that AHM does not care or stand by their product. I apologized that he felt that way and because he is a loyal customer that is why the RCM and DPSM offered \$500 GW towards the cost of the repair. The customer indicated that we lost him as a customer over this and the call ended.

*** CASE CLOSE 5/16/2013 9:54:45 AM, jmccaugh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012011-12-0600191	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/6/2011 7:03:03 AM
Case Originator :	Sharon Egwuonwu (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/6/2011 7:16:37 AM
Case Owner :	Sharon Egwuonwu (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sharon Egwuonwu (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	6J - [REDACTED] - AIR BAGS DEPLOY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 114
Dealer No. :
Site Phone No. :
Contact Name : [REDACTED]
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GREENVILLE, SC [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 114
VIN Type / No. : US VIN / 1HGCP264X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 29,000
In Service Date : 03/01/2008
Months In Use : 45
Engine Number : K24Z21015968
Originating Dealer No. / Name : 207960 / BREAKAWAY HONDA
Selling Dealer No. / Name : 207960 / BREAKAWAY HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207960 / BREAKAWAY HONDA
Phone No. : 864-234-6632
Address : 330 WOODRUFF RD.
City / State / Zip : GREENVILLE, SC 29607
Svc District / Sls District : 06H / D06
Warranty Labor Rate / Date : \$102.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 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
N012011-12-0600191-1 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-12-0600191-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sharon Egwuonwu	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2011 7:16:16 AM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/6/2011 7:16:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-12-0600191

Case Title : 6J - [REDACTED] - AIR BAGS DEPLOY

*** CASE CREATE 12/6/2011 7:03:03 AM, segwuonw

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

*** CASE MODIFY 12/6/2011 7:03:41 AM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 12/6/2011 7:03:53 AM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 12/6/2011 7:03:59 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 12/6/2011 7:15:41 AM, segwuonw, Action Type : Call from Customer

Customer states her 5 year old daughter closed/slammed the passenger door and the air bag deployed. Customer states she called the insurance company and they informed there are no signs of the vehicle being hit so she would need to go to the Honda dealer to see if it would be covered under the warranty. customer states she went to the Honda dealer and they lifted her vehicle and informed she may have ran over a curb as there are signs of her running over something that could have caused the side air bag to come out. Customer states she had to take her vehicle back to the insurance company and she has to pay \$500.00 of her deductible for the repairs and she is seeking reimbursement. I apologized for situation and informed I understand her position. I explained there are sensors on the vehicle for the air bags and depending on the force behind closing the door it is possible to cause the air bags to deploy. I explained in a situation like this the vehicle was operation as designed in responding to an impact of closing the door therefore AHM would not be in a position to reimburse for work done. Customer states she does not believe a 5 year old slamming a car door should cause the airbags to go off; customer states the sensors must be too sensitive and that could potentially harm her daughter. Customer informed she is not happy with Honda and will never purchase another vehicle. Customer inquired where she should write a letter of complaint. I explained I have opened a case on her behalf and documented her concern; I informed I can add any additional information to the case. Customer requested the address to write a letter. I provided the case number and address and informed once her letter is received she will be contacted at that time. Customer ended the call by hanging up. I was unable to verify her information in the system.

No further assistance needed at this time.

Case closed.

*** CASE MODIFY 12/6/2011 7:15:53 AM, segwuonw

into WIP default and Status of Solving.

*** SUBCASE N012011-12-0600191-1 CREATE 12/6/2011 7:16:16 AM, segwuonw

Created in WIP Default with Due Date 12/6/2011 7:16:16 AM.

*** CASE MODIFY 12/6/2011 7:16:35 AM, segwuonw

into WIP default and Status of Solving.

*** SUBCASE N012011-12-0600191-1 CLOSE 12/6/2011 7:16:37 AM, segwuonw

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/6/2011 7:16:37 AM, segwuonw

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-06-2701042 Division : Honda - Auto Condition : Closed Open Date : 6/27/2013 12:01:35 PM
Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/18/2013 1:48:56 PM
Case Owner : Brian Magana (Team HG) Method : Phone Queue : Days Open : 21
Last Closed By : Brian Magana (Team HG) Point of Origin : Customer Wipbin :
Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1723
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LOUISVILLE, KY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1723
VIN Type / No. : US VIN / 1HGCP26738A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 64,000
In Service Date : 03/27/2008
Months In Use : 63
Engine Number : K24Z31033703
Originating Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
Selling Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206623 / SAM SWOPE HONDA WORLD
Phone No. : 502-499-5040
Address : #1 SWOPE AUTO CENTER
City / State / Zip : LOUISVILLE, KY 40299
Svc District / Sls District : 04K / E04
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-06-2701042-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-06-2701042-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Magana	Type 1 : Product	Status : Subcase Close	Open Date : 7/3/2013 8:27:22 AM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date : 7/18/2013 1:48:53 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-06-2701042

Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLOYMENT/

*** CASE CREATE 6/27/2013 12:01:35 PM, kheaton

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

*** CASE MODIFY 6/27/2013 12:02:28 PM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2013 12:02:32 PM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2013 12:12:41 PM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2013 12:14:00 PM, kheaton

into WIP default and Status of Solving.

*** NOTES 6/27/2013 12:27:24 PM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer states that she was getting groceries out of her passengers side and closed the door her two airbags deployed, the one in the seat, and the one on the passenger's side pillar

Request: Customer would like AHM to look at this matter further on her behalf.

Probing Questions: Customer states that she had a scheduled appointment at Sam Swope Auto World today where she spoke to SA Randy who immediately referred her to contact her insurance company. Customer states that she then requested to speak to a manager Mike Cecil who seemed to care a bit more and indicated that he would look into the matter on her behalf.

Customer states that she was informed by the dealer that the airbag sensors detect vibration and that this issue has occurred on 2 to 3 other vehicles within this month.

ACS empathized with the customer about the entire situation. ACS then advised the customer that she will need to reach to her insurance company who is the initial investigating agency about this matter, to determine what the next step of action will be. ACS explained that if the insurance company were to allege a product defect, then they should know the proper channels to go through to follow through with AHM regarding their findings. Customer states that she did in fact contact State Farm, her insurance company who informed her that the matter is not insurance related because it is not collision related. Customer is adamant about this matter being a manufacturing defect, and would like AHM to cover the correction cost.

SM Mike Cecil

SA Randy

Repair Estimate \$4000

Customers best daytime contact (502) 553-2855

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting her by the end of business day tomorrow in regards to her request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 6/27/2013 12:27:35 PM, kheaton

Case History

Case ID : N012013-06-2701042

Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLOYMENT/

into WIP default and Status of Solving.

*** CASE DISPATCH 6/27/2013 12:27:43 PM, kheaton

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 6/27/2013 2:41:34 PM, bmagana

from Queue Honda Team H to WIP Default.

*** NOTES 6/28/2013 12:48:43 PM, atorres, Action Type : Call for Case Mgr

Updated contact information.

Customer Best Contact# [REDACTED]

Customer called ACS stated she called yesterday with regards to her airbags. Customer stated she is calling to get an update on her case for has not heard from CM on her case.

ACS advised customer CM is not available and transfer call to his voicemail. Customer agreed to voicemail.

*** CASE MODIFY 6/28/2013 1:51:28 PM, bmagana

into WIP Default and Status of Solving.

*** NOTES 6/28/2013 2:11:43 PM, bmagana, Action Type : Call to Customer

I reached Ms. [REDACTED], introduced myself as RCM.

Customer verified she pulled some groceries out of the vehicle, and bumped the door slightly (had groceries in hand) then the side air bags deployed.

Customer states the dealer did inspect the vehicle and determined this is something she would need to contact her VSC company and or Insurance company as this is not a warranty issue.

Customer states at this point if Honda does not assist her or her parents will no long purchase another Honda vehicle, and will fix this one and sell it before she is expected to make one more payment.

I thanked the customer for this information, apologized for the inconvenience, also informed at this time I will further review the case/concern.

Advised once the proper steps have been performed she will receive a call back by Wednesday 7/3 at the latest.

Advised there is no guarantee towards assistance.

Tehran customer understood.

*** NOTES 6/28/2013 2:25:19 PM, bmagana, Action Type : Field Service

I left a message with the DPSM relaying the customers concerns/requests.

*** CASE MODIFY 6/28/2013 2:25:23 PM, bmagana

into WIP Default and Status of Solving.

*** CASE MODIFY 6/28/2013 2:25:29 PM, bmagana

into WIP Default and Status of Solving.

*** NOTES 7/2/2013 9:02:44 AM, bmagana, Action Type : Field Service

I received a message from the DPSM verifying he spoke with Randy SA this past Thursday, customer admitted that she "slammed" the door shut.

DPSM states the customers story has changed to it was windy and it slammed shut.

DPSM states he can inspect the vehicle to see if there's any damage etc.

DPSM states if this were a defect in the product/workmanship it would of occurred earlier in the life of the vehicle as this is roughly 5 years old.

*** NOTES 7/2/2013 9:03:22 AM, bmagana, Action Type : Field Service

I left a message with the DPSM asking if he would like to arrange having this vehicle brought in for inspection to determine the outcome.

*** COMMIT 7/2/2013 9:03:29 AM, bmagana, Action Type : N/A

Case History

Case ID : N012013-06-2701042

Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLOYMENT/

DPSM-BK Respond? - Arrange Inspection? *

*** CASE MODIFY 7/2/2013 9:04:16 AM, bmagana

into WIP Default and Status of Solving.

*** SUBCASE N012013-06-2701042-1 CREATE 7/3/2013 8:27:22 AM, bmagana

Created in WIP Default with Due Date 7/3/2013 8:27:22 AM.

*** CASE MODIFY 7/3/2013 8:27:27 AM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** NOTES 7/3/2013 1:13:29 PM, bmagana, Action Type : Note-General

I received correspondence from DPSM-BK and Mike SM both verifying the vehicle will be inspected by DPSM either Tuesday (7/16) or Wednesday (7/17) relating to the side airbag deployment.

*** CASE MODIFY 7/3/2013 1:20:12 PM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** CASE MODIFY COMMITMENT 7/5/2013 2:23:34 PM, bmagana

with [REDACTED] due 07/08/2013 09:00:00 AM.

*** CASE MODIFY COMMITMENT 7/5/2013 2:23:40 PM, bmagana

with [REDACTED] due 07/08/2013 08:00:00 AM.

*** NOTES 7/8/2013 9:42:32 AM, bmagana, Action Type : Call to Customer

Left VM for Ms. [REDACTED], advising this is a follow up call to verify the updates gathered through SM and DPSM.

Advised per the SM and DPSM, he (DPSM) will be at Sam Swope Honda World on 7/16 and 7/17.

Advised at this point I wanted to verify she was provided this information as well, also verify which day the vehicle will be brought in for inspection by the DPSM.

I requested a return call when available, also provided ACS contact information.

*** CASE FULFILL 7/8/2013 9:45:10 AM, bmagana

Fulfilled for [REDACTED] due 07/08/2013 08:00:00 AM.

*** COMMIT 7/8/2013 9:45:10 AM, bmagana, Action Type : N/A

Sam Swope Honda World - Cust. Call & Verify Which Day? - Call SM If Not/Verify *

*** CASE MODIFY 7/8/2013 9:46:03 AM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** CASE MODIFY 7/8/2013 9:46:06 AM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** NOTES 7/12/2013 1:12:50 PM, bmagana, Action Type : Call from Customer

I received a VM from Ms. [REDACTED] n requesting a return call at (502) 553-2885.

*** NOTES 7/12/2013 1:13:44 PM, bmagana, Action Type : Call to Dealer

I spoke with Mike SM, asked if the customer has verified which date she will bring the vehicle in for inspection.

Mike SM verified she has not however she was provided the dates of 7/16 and 7/17 to bring the vehicle in for DPSM inspection.

I thanked Mike SM for this information.

*** NOTES 7/12/2013 1:15:46 PM, bmagana, Action Type : Call to Customer

Case History

Case ID : N012013-06-2701042

Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLOYMENT/

I placed a call to Ms. [REDACTED], reached a recording stating the customer is not accepting calls at this time, please try again later.
I then ended the line.

*** CASE FULFILL 7/12/2013 1:16:05 PM, bmagana

Fulfilled for [REDACTED] due 07/12/2013 09:15:00 AM.

*** COMMIT 7/12/2013 1:16:06 PM, bmagana, Action Type : N/A

Attempt Cust. Again - Verify Date Veh. Will Be In (7/16 or 7/17) ***

*** CASE MODIFY 7/12/2013 1:17:37 PM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** NOTES 7/15/2013 10:23:14 AM, bmagana, Action Type : Call to Customer

I attempted Ms. [REDACTED], phone line went directly to a recording stating this customer is not accepting calls at this time, please try again later.

*** NOTES 7/15/2013 10:29:02 AM, bmagana, Action Type : Call to Customer

Left VM for Ms. [REDACTED], advising this call is a follow up regarding the DPSM's scheduled visit dates tomorrow and Wednesday 7/17.

Advised at this point per Mike SM the SA has left a voice message for her relaying the dates the DPSM will be in to have this vehicle brought in as well on either day to have inspected for an outcome.

I asked if she could have the vehicle there in the morning hours on either day, also suggested she contact Mike SM or myself if there's any further questions.

Advised ACS has attempted her as well on the suggested best # [REDACTED] and reached a recording stating this number is not accepting calls at this time to please try again later.

I provided ACS contact information.

*** CASE FULFILL 7/15/2013 10:29:14 AM, bmagana

Fulfilled for [REDACTED] due 07/15/2013 10:15:00 AM.

*** COMMIT 7/15/2013 10:29:15 AM, bmagana, Action Type : N/A

Sam Swope Honda World - Mike SM or DPSM Call? - Veh. Inspected? *

*** CASE MODIFY 7/15/2013 10:29:38 AM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** NOTES 7/17/2013 10:08:16 AM, bmagana, Action Type : Field Service

DPSM called verifying he inspected the vehicle today and took pictures as well.

DPSM states per ACS documentation the customer states the door was closed after bumping it lightly then deployed however per Randy SA he was informed by the customer she admitted to slamming the door.

DPSM noticed roughly 7 dents on the drivers side door, scuffs/dents around the vehicle.

DPSM states this is a matter that needs to be addressed by the insurance company.

DPSM ran trouble code tests, located DTC's as follow,

E1-11, left front airbag and left front seat tensioner stopped deployment

F1-11, drivers airbag and or drivers tensioner deployed

F4-11, front passenger side airbag, passenger side curtain airbag and or front passenger tensioner deployed

Case History

Case ID : N012013-06-2701042

Case Title : 04K *SAM SWOPE HONDA WORLD* [REDACTED] - SIDE AIRBAG DEPLOYMENT/

DPSM verified upon inspecting the vehicle and performing the trouble shooting/diagnostics there are no signs of defects in the product/workmanship which means at this time AHM will not provide any assistance and will suggest she contact insurance company.

I understood, thanked the DPSM for this information, also informed I will contact the customer and relay this.

*** NOTES 7/17/2013 10:11:59 AM, bmagana, Action Type : Note-General

DPSM verified the dealer will be contacting the customer later today to advise the vehicle is ready for pick up, and suggests ACS follow up with her by tomorrow.

*** CASE FULFILL 7/17/2013 10:12:11 AM, bmagana

Fulfilled for [REDACTED] due 07/17/2013 11:15:00 AM.

*** COMMIT 7/17/2013 10:12:14 AM, bmagana, Action Type : N/A

CALL CUST. - Relay DPSM Inspection Info / Refer To Insurance Co. *

*** CASE MODIFY 7/17/2013 10:12:44 AM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** NOTES 7/18/2013 1:48:13 PM, bmagana, Action Type : Call to Customer

Reached Ms. [REDACTED], advised the DPSM called verifying the vehicle was inspected and per the inspection he retrieved trouble codes using a diagnostic too, also found no defects within the vehicle.

Advised per the DPSM this is an insurance matter in which she would need to speak with her insurance company.

Customer didn't agree with this, states AHM is leaving her high and dry and she will contact the media, BBB, and will make sure to tell everybody how AHM doesn't back the product.

I apologized for this, advised this information has been documented also informed the dealer verified per her story the door was slammed which could cause the airbags to deploy.

Customer didn't agree with this, no further assistance was needed.

*** SUBCASE N012013-06-2701042-1 CLOSE 7/18/2013 1:48:53 PM, bmagana

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/18/2013 1:48:54 PM, bmagana

into WIP 04K - Bill Kirk and Status of Solving.

*** CASE CLOSE 7/18/2013 1:48:56 PM, bmagana

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-05-1900989 Division : Honda - Auto Condition : Closed Open Date : 5/19/2008 7:23:27 AM
Case Originator : Brian Magana (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 5/20/2008 2:21:39 PM
Case Owner : Matthew Ramelb (Team HH) Method : Phone Queue : Days Open : 1
Last Closed By : Matthew Ramelb (Team HH) Point of Origin : Customer Wipbin :
Case Title : 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTA No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4905
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CINCINNATI, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4905
VIN Type / No. : US VIN / 1HGCP26318A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 4,000
In Service Date : 02/07/2008
Months In Use : 3
Engine Number : K24Z21016172
Originating Dealer No. / Name : 206674 / SUPERIOR HONDA
Selling Dealer No. / Name : 206674 / SUPERIOR HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206674 / SUPERIOR HONDA
Phone No. : 513-542-8000
Address : 4777 SPRING GROVE AVE.
City / State / Zip : CINCINNATI, OH 45232
Svc District / Sls District : 04H / B04
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-05-1900989-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012008-05-1900989-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matthew Ramelb	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2008 7:14:55 AM
Issue Owner : Matthew Ramelb	Type 2 : Operation	Queue :	Close Date : 5/20/2008 2:21:34 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-05-1900989

[REDACTED] 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ

*** CASE CREATE 5/19/2008 7:23:27 AM, bmagana

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

*** CASE MODIFY 5/19/2008 7:23:40 AM, bmagana

into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2008 7:27:39 AM, bmagana

into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2008 7:28:11 AM, bmagana

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/19/2008 7:37:57 AM, bmagana

WARRANTY CHECK 05/19/2008 07:37:57 AM bmagana

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/19/2008 7:37:59 AM, bmagana

CLAIM HISTORY CHECK 05/19/2008 07:37:59 AM bmagana

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/19/2008 7:38:01 AM, bmagana

CAMPAIGN CHECK 05/19/2008 07:38:01 AM bmagana

No data found for VIN

*** CASE VSC LOOKUP 5/19/2008 7:38:03 AM, bmagana

VSC-CUC CHECK 05/19/2008 07:38:03 AM bmagana

No data found for VIN.

*** NOTES 5/19/2008 7:38:08 AM, bmagana, Action Type : Call from Customer

Caller:

Mrs [REDACTED]

Verified owner information

Situation:

Air Bag Deployment Concern (No Accident)

Fact Finding:

Customer indicates the front passenger air bag deployed and the vehicle was not in an accident. Customer indicates the door was being closed and once it had closed the air bag deployed. Customer indicates she took the vehicle into Superior Honda (206674) to have the vehicle inspected. Customer was informed by SA Al today (05/19/08) this issue would not be covered under warranty. Customer was informed by SA Al they were un able to locate the reason why the air bags had deployed. Customer indicates she was advised to report this issue to her insurance agency by SA Al.

DATE OF INCIDENT: Sunday 05/18/08

Vehicle was dropped off at Superior Honda (206674) 05/18/08 and inspected 05/19/08.

Request:

Customer wants AHM to supply information why the air bag deployed when the door was closed.

Case History

Case ID : N012008-05-1900989

4C (SUPERIOR) - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ

Customer wants AHM to assist in repairing the issue.

Facts:

I informed the customer this case would be forwarded to an RCM for further review and she will be contacted within 1-2 business days.

Resolution:

Customer understood and was supplied case number as a reference.

No further assistance needed at this time.

*** CASE MODIFY 5/19/2008 7:38:29 AM, bmagana
into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2008 7:38:33 AM, bmagana
into WIP default and Status of Solving.

*** CASE DISPATCH 5/19/2008 7:38:45 AM, bmagana
from WIP default to Queue Honda Team H .

*** CASE YANKED 5/19/2008 9:53:12 AM, bmagana
Yanked by bmagana into WIPbin default.

*** CASE MODIFY 5/19/2008 9:53:18 AM, bmagana
into WIP default and Status of Solving.

*** CASE DISPATCH 5/19/2008 9:53:27 AM, bmagana
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 5/20/2008 6:00:45 AM, mramelb
from Queue Honda Team H to WIP default 2.

*** CASE MODIFY 5/20/2008 6:22:50 AM, mramelb
into WIP default 2 and Status of Solving.

*** CASE VSC LOOKUP 5/20/2008 7:13:46 AM, mramelb
VSC-CUC CHECK 05/20/2008 07:13:46 AM mramelb
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/20/2008 7:13:48 AM, mramelb
CAMPAIGN CHECK 05/20/2008 07:13:48 AM mramelb
No data found For VIN

*** CASE CLAIMS LOOKUP 5/20/2008 7:13:51 AM, mramelb
CLAIM HISTORY CHECK 05/20/2008 07:13:51 AM mramelb
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/20/2008 7:13:53 AM, mramelb
WARRANTY CHECK 05/20/2008 07:13:53 AM mramelb
No data found for VIN.

Case History

Case ID : N012008-05-1900989 [REDACTED] 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ

*** SUBCASE N012008-05-1900989-1 CREATE 5/20/2008 7:14:55 AM, mramelb

Created in WIP Default with Due Date 5/20/2008 7:14:55 AM.

*** NOTES 5/20/2008 7:19:52 AM, mramelb, Action Type : Note-General

Customer name, address and telephone number(s)

Time and location of incident

Vehicle operating conditions before and during occurrence. (Ex: How fast was the vehicle going? What were the weather conditions? Was the vehicle braking or accelerating?)

Medical attention?

*** NOTES 5/20/2008 7:20:01 AM, mramelb, Action Type : Call to Customer

No answer on home phone, did not LM.

*** NOTES 5/20/2008 7:20:23 AM, mramelb, Action Type : Call from Customer

I called Cust.'s work phone. I was informed workers cannot get personal phone calls.

*** NOTES 5/20/2008 7:21:12 AM, mramelb, Action Type : Call to Customer

I LM on Customer's home phone, provided my contact info, stated that I don't mind calling the dealer on her behalf, stated that the dealer usually has a Honda Rep. they can contact in situations like this, I requested call back.

*** NOTES 5/20/2008 7:24:03 AM, mramelb, Action Type : Call to Dealer

LM for SM, requested call back about case.

*** COMMIT 5/20/2008 7:24:07 AM, mramelb, Action Type : N/A

CC2*U2* SUP* SM call back? Cust. call back?

*** CASE MODIFY 5/20/2008 7:24:34 AM, mramelb

into WIP default 2 and Status of Solving.

*** NOTES 5/20/2008 8:41:42 AM, mramelb, Action Type : Call from Dealer

SM called, informed me about case details.

- He saw vehicle, confirmed right side airbag and right side curtain airbag was deployed. He states that techline was contacted at about 0900, TR# 2615428, Cust. told him vehicle was pulled into a parking lot, vehicle stopped, door was shut, air bags deployed. It was reported that there was no damage to vehicle. Techline suggested Customer contacts their insurance co., no known issues regarding this matter.

- 0915 DPSM contacted, DPSM supported techline's direction, discussed that if Cust.'s insurance co. feels there is a problem that Honda should address, that the insurance co. will pursue that.

- 0930 he called Cust., referred Cust. to ins. co., have an adjustor sent down, Cust. informed ins. co. can investigate, they can contact Honda on behalf of Cust. if necessary.

- Cust.'s Fiancee called SM, the story changed, Fiancee claims that he and the Cust. were getting in the car, when the car was started the door was shut, then the airbags went off.

Case History

Case ID : N012008-05-1900989 [REDACTED] 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ

- 1100 Fiancee called back again, asked what would be done. SM states he referred Cust. to insurance co. again to get adjustor to assess situation.

- 1300 Fiancee showed up, the story changed again. SM states he sat down with Fiancee, Fiancee stated that he and the Fiancee were both drinking at different locations, the Cust.'s father walked to the place where the Cust. was, the Cust. and Cust.'s Father both got into the vehicle, door slammed really hard, and that airbags went off. He states the Cust. has a split open lip because of that. Fiancee requested a loaner, but was still referred to the ins. co.

- Cust. called him, advised him to go ahead and fix it. Customer was informed it would be \$3500, SM states he made suggestion to contact their ins. co. SM states Cust. called their ins. co., she was advised to contact her ins. co. SM states Cust. said her ins. co. was contacted, they advised her to file a police report first, she is opting not to do so, and is moving forward with repairs.

SM states he offered rental assistance since Customer is going to pay for repairs.

*** CASE MODIFY 5/20/2008 8:41:46 AM, mramelb

into WIP 4C and Status of Solving.

*** CASE MODIFY 5/20/2008 8:42:01 AM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 5/20/2008 11:47:01 AM, vaguilar, Action Type : Call from Customer

customer called stating she would like to speak to her case manager.

case manager was available, call transferred

*** CASE VSC LOOKUP 5/20/2008 11:50:42 AM, mramelb

VSC-CUC CHECK 05/20/2008 11:50:42 AM mramelb

No data found for VIN.

*** NOTES 5/20/2008 11:59:18 AM, mramelb, Action Type : Call from Customer

I confirmed Customer's contact info on file is correct. Customer states that the incident happened at her home on May 18th between 4AM and 6AM. She states that she was with her father, the key was still in the ignition, the passenger door was shut, and the air bags went off. I asked if anyone needed medical attention, she said no.

I stated that I spoke to the SM, techline was contacted, Honda Rep was contacted, and that we are referring her to her insurance co. at this time.

I stated that her adjustor should take a look at vehicle, and if there is something that her ins. co. feels that Honda should be responsible for something that they have their way of contacting Honda on her behalf.

She states that there was no accident involved, and that this should be covered under warranty. I stated that there are sensors that can activate the airbags when necessary, and that we can't say for sure what caused them to activate. I stated that this is something where her insurance would have to get involved.

I offered to review her case further and call her back.

*** NOTES 5/20/2008 11:59:32 AM, mramelb, Action Type : Field/DSM

LM for DPSM, requested call back.

*** CASE FULFILL 5/20/2008 11:59:36 AM, mramelb

Fulfilled for [REDACTED] due 05/20/2008 10:00:00 AM.

*** COMMIT 5/20/2008 11:59:39 AM, mramelb, Action Type : N/A

U2 SUP* DPSM

*** CASE MODIFY 5/20/2008 11:59:58 AM, mramelb

Case History

Case ID : N012008-05-1900989 [REDACTED] 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ
into WIP 4C and Status of Solving.

*** NOTES 5/20/2008 12:26:43 PM, mramelb, Action Type : Call to Dealer

DPSM informed me that after getting techline involved, that it would be advised for Customer to get her insurance co. involved. He states that if her insurance co. feels there's an issue that Honda should address that they will subrogate on behalf of the Customer. He states that Honda is not aware of any problems like this happening with our vehicle, something caused the airbags to go off, at this time we cannot say that this is a fault from a defect in manufacturing or workmanship.

*** NOTES 5/20/2008 12:31:12 PM, mramelb, Action Type : Note-General

I requested tech notes.

*** NOTES 5/20/2008 2:02:53 PM, mramelb, Action Type : Note-General

I obtained tech notes. I confirmed, Customer was referred to insurance co.

*** NOTES 5/20/2008 2:18:55 PM, mramelb, Action Type : Call to Customer

I informed Customer that I pulled the techline notes, techline did suggest she contact her insurance co. I stated that I spoke to DPSM as well, it was discussed that something caused the airbags to activate, we are not sure what it was, we cannot say this was due to a defect in manufacturing or workmanship, and our position remains the same: she may contact her insurance co., have them look into this, and that they have their way of contacting AHM if needed.

Customer states that she'd like to know what's covered in her warranty. I stated that Honda will repair or replace any part that is defective in material or workmanship under normal use. I stated that it is in her warranty manual. Customer states that she will get other parties involved. I stated that her warranty manual lists other agencies that she could contact if she is not happy with the outcome of her case. I stated that the BBB is listed, Lemon Law is mentioned, some Customers have gone as far as to contact the Attorney General, but I cannot guarantee what they could do for her. Call ended.

*** NOTES 5/20/2008 2:20:01 PM, mramelb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Rob, I'm closing the case, FYI, here's where I left off with Customer:

*** NOTES 05/20/2008 14:18:55 mramelb Action Type: Call to Customer

I informed Customer that I pulled the techline notes, techline did suggest she contact her insurance co. I stated that I spoke to DPSM as well, it was discussed that something caused the airbags to activate, we are not sure what it was, we cannot say this was due to a defect in manufacturing or workmanship, and our position remains the same: she may contact her insurance co., have them look into this, and that they have their way of contacting AHM if needed.

Customer states that she'd like to know what's covered in her warranty. I stated that Honda will repair or replace any part that is defective in material or workmanship under normal use. I stated that it is in her warranty manual. Customer states that she will get other parties involved. I stated that her warranty manual lists other agencies that she could contact if she is not happy with the outcome of her case. I stated that the BBB is listed, Lemon Law is mentioned, some Customers have gone as far as to contact the Attorney General, but I cannot guarantee what they could do for her. Call ended.

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

Thank you for your attention to this matter.

Matthew Ramelb
Automobile Customer Service

Case History

Case ID : N012008-05-1900989

[REDACTED] 4C (SUPERIOR) [REDACTED] - AIR BAG DEPLOYED / REPAIR ASSISTANCE REQ

*** CASE FULFILL 5/20/2008 2:20:06 PM, mramelb

Fulfilled for [REDACTED] due 05/20/2008 02:00:00 PM.

*** SUBCASE N012008-05-1900989-1 CLOSE 5/20/2008 2:21:34 PM, mramelb

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/20/2008 2:21:36 PM, mramelb

into WIP 4C and Status of Solving.

*** CASE CLOSE 5/20/2008 2:21:39 PM, mramelb

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012013-05-2100469	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/21/2013 8:52:01 AM
Case Originator :	Kangsan Kim (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/28/2013 8:12:26 AM
Case Owner :	Kangsan Kim (Team HF)	Method :	Phone	Queue :		Days Open :	7
Last Closed By :	Kangsan Kim (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	6M (CHARLESTON) [REDACTED] - SIDE AIRBAG DEPLOY			No. of Attachments :	2		

Site / Contact Info :

Site Name :	[REDACTED]	UNKN
Dealer No. :		
Site Phone No. :	999-999-9999	
Contact Name :	[REDACTED]	
Day Phone No. :	999-999-9999	
Evening Phone No. :		
Cell / Pager No. :		
Fax No. :	() -	
Address :	UNKNOWN	
City / State / Zip :	CHARLESTON, SC 99999	
E Mail :		
Svc District / Sls District :	/	

Product Info :

Unit Owner :	[REDACTED]	1264
VIN Type / No. :	US VIN / 1HGCP25498A	[REDACTED]
Model / Year :	ACCORD	/ 2008
Model ID / Product Line :	CP2548EW / A	
Miles / Hours :	86,248	
In Service Date :	01/19/2008	
Months In Use :	64	
Engine Number :	K24Z21016602	
Originating Dealer No. / Name :	206654 / STOKES HONDA NORTH	
Selling Dealer No. / Name :	206654 / STOKES HONDA NORTH	
Trim :	LX-P	
No. Of Doors :	4	
Transmission Code :	5MT	
Exterior Color :	GY	
Factory Warranty Start / End Date :		
Factory Warranty Cancellation Date :		
HPP/VSC Coverage Start / End Date :		
HPP/VSC Cancellation Date :		
Extended Warranty Start / End Date :		
Extended Warranty Cancellation Date :		

Current Dealer Info :

Current Dealer No. / Name :	207366 / HENDRICK HONDA OF CHARLESTON
Phone No. :	843-571-6910
Address :	1478 SAVANNAH HIGHWAY
City / State / Zip :	CHARLESTON, SC 29407
Svc District / Sls District :	06M / D06
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-05-2100469-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-05-2100469-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 5/21/2013 8:53:09 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 5/28/2013 8:12:26 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-05-2100469

Case Title : 6M (CHARLESTON) [REDACTED] - SIDE AIRBAG DEPLOY

*** CASE CREATE 5/21/2013 8:52:01 AM, kkim

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

*** CASE MODIFY 5/21/2013 8:52:34 AM, kkim

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

*** SUBCASE N012013-05-2100469-1 CREATE 5/21/2013 8:53:09 AM, kkim

Created in WIP Default with Due Date 5/21/2013 8:53:09 AM.

*** CASE MODIFY 5/21/2013 8:53:14 AM, kkim

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

*** CASE MODIFY 5/21/2013 8:53:14 AM, kkim

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

*** CASE MODIFY 5/21/2013 8:53:17 AM, kkim

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

*** NOTES 5/21/2013 8:54:44 AM, kkim, Action Type : Field Service

Received a message from DPSM 6M in regards to the customer's concern. DPSM 6M advised that an inspection will be performed on 5/23.

*** CASE MODIFY 5/21/2013 8:54:50 AM, kkim

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

*** CASE MODIFY 5/21/2013 8:54:58 AM, kkim

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

*** COMMIT 5/21/2013 8:55:03 AM, kkim, Action Type : N/A

6M (CHARLESTON) follow up DPSM

*** NOTES 5/21/2013 9:38:55 AM, aparalej, Action Type : Letter/Fax

On 5/21/13 ACS received a 1-page faxed of Hendrick Honda of Charleston RO forwarded by CM regarding previous issue.

*** CASE ADD ATTACHMENT 5/21/2013 9:45:15 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-2100469_1.pdf

*** NOTES 5/24/2013 9:22:36 AM, eclogg1, Action Type : Field Service

The DPSM contacted me directly on this case. He advised that he has inspected the vehicle and found scratches on the pillar on the side of the airbag deployment and that the side and curtain airbags have deployed. He advised that the customer claims that the damage is old, but that there was no rust or indication that the damage was in fact before the deployment. The DPSM advised that it was really hard to tell exactly what had occurred and advised that he would like to error on the side of the customer and cover the repair as a onetime goodwill gesture. I agreed and advised that I would document the case, but asked that he have the dealer document this on the RO. He agreed and advised that he will forward the photos.

*** NOTES 5/24/2013 9:26:17 AM, kkim, Action Type : Field Service

I received a call from DPSM 6M. He advised that, after inspection, the repairs would be covered as a one-time goodwill gesture.

ACS will ensure that proper documents are submitted prior to closing the case.

*** CASE FULFILL 5/24/2013 9:26:21 AM, kkim

Fulfilled for [REDACTED] due 05/24/2013 12:00:00 AM.

*** COMMIT 5/24/2013 9:26:21 AM, kkim, Action Type : N/A

Case History

Case ID : N012013-05-2100469

Case Title : 6M (CHARLESTON) [REDACTED] - SIDE AIRBAG DEPLOY

documents uploaded?

*** NOTES 5/28/2013 7:37:30 AM, eclogg1, Action Type : Note-Resolution

DPSM inspected the vehicle for claim that the passenger's side curtain and side seat airbags deployed when slamming the door.

Even though there were scrapes in on the side where the airbag had deployed, the DPSM agreed to cover the repair costs as a onetime goodwill gesture.

RM attached all of the photos and inspection documentation to the case.

*** CASE ADD ATTACHMENT 5/28/2013 7:45:15 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-2100469_2.pdf

*** CASE MODIFY 5/28/2013 8:12:24 AM, kkim

into WIP *DISTRICT 6M* and Status of Solving.

*** SUBCASE N012013-05-2100469-1 CLOSE 5/28/2013 8:12:26 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/28/2013 8:12:26 AM, kkim

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-06-0800829 Division : Honda - Auto Condition : Closed Open Date : 6/8/2009 10:30:01 AM
Case Originator : Caroline Odulio (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 7/7/2009 7:38:49 AM
Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 29
Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIR No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 23 M
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BERKLEY, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206746 / SILKO HONDA
Phone No. : 508-880-5500
Address : 1580 NEW STATE HWY
City / State / Zip : RAYNHAM, MA 02767
Svc District / Sls District : 09G / F09
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-0800829-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 113
VIN Type / No. : US VIN / 1HGCP26348A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 19,000
In Service Date : 01/25/2008
Months In Use : 17
Engine Number : K24Z21504960
Originating Dealer No. / Name : 206746 / SILKO HONDA
Selling Dealer No. / Name : 206746 / SILKO HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : Techline Party 3 : National Review
Party 2 : DPSM Party 4 : Not Applicable

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-06-0800829-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 6/8/2009 10:32:32 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 6/9/2009 8:10:43 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

*** CASE CREATE 6/8/2009 10:30:01 AM, codulio

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

*** NOTES 6/8/2009 10:30:02 AM, codulio, Action Type :

The customer calling into ACS saying she is currently leasing a 2008 Accord on Saturday 6/6/09 she drove into a parking lot and her son got out of the passenger side and closed the door, then the side door airbags deployed when the son shut the door.

The vehicle was brought to Silko Honda #206746, the contact person is Keith. Note: the vehicle is still at the dealership.

Customer was referred to insurance company and it not a covered item. The customer refused to report to her insurance company and wants AH to pay for the repairs.

I asked what did the dealer quote her for the repairs \$1500.

*** CASE MODIFY 6/8/2009 10:31:18 AM, codulio

into WIP Default and Status of Solving.

*** SUBCASE N012009-06-0800829-1 CREATE 6/8/2009 10:32:32 AM, codulio

Created in WIP Default with Due Date 6/8/2009 10:32:32 AM.

*** CASE MODIFY 6/8/2009 10:34:10 AM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 6/8/2009 10:34:15 AM, codulio

into WIP Default and Status of Solving.

*** COMMIT 6/8/2009 10:39:47 AM, codulio, Action Type : N/A

Made to [REDACTED] due 06/11/2009 10:39:50 AM.

9g: URGENT! Warranty Caser/ see if the SM responded to the DCS Follow-Up

*** NOTES 6/8/2009 10:43:26 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/11/2009

Dear: Tony Costa,

This customer contacted our office regarding the following issue(s): side passengerside airbags deployed

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

Hello Tony, how are you? I need to discuss this case and see if the DPSM has been involve? Vehicle still under warranty. Do we have any under carriage damage or impact damages to confirm repairs will not be covered under the factory warranty? Has techline been involve?

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#)

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

caroline_odulio@ahm.honda.com (note: my e-mail & direct# is for dealers use only)

*** CASE MODIFY 6/8/2009 10:43:49 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 6/8/2009 10:45:00 AM, codulio, Action Type : Call from Customer

I rec'd another call from the customer providing the vin#. I told the customer I am going to be the case mgr. so I provided my ext# to reach me. I told the customer since the vehicle is down I will call her tomorrow 6/9/09 to confirm any feed back the dealer provides me. The customer agreed with the arrangements.

*** CASE MODIFY COMMITMENT 6/8/2009 10:45:38 AM, codulio

with [REDACTED] due 06/09/2009 06:39:50 AM.

*** NOTES 6/9/2009 8:01:26 AM, codulio, Action Type : Call from Dealer

I got a call from Tony (SM) letting me know vehicle came into the dealer on 6/6/09 @ 19,485 miles. Tony explained techline informed the dealer the slamming of the door hard enough had caused the side airbags to deploy. I asked for the techline reference # and Tony provided ref# 2830876. I asked Tony if the DPSM was also involve? Tony said yes. I told Tony this customer feels slamming a door should not cause the airbags to deploy. Tony agreed if the door is slammed hard enough it can trigger the side airbags to deploy.

Tony confirmed at this time the customer has been advised to contact their insurance company.

*** CASE FULFILL 6/9/2009 8:01:38 AM, codulio

Fulfilled for [REDACTED] due 06/09/2009 06:39:50 AM.

*** NOTES 6/9/2009 8:10:11 AM, codulio, Action Type : Call to Customer

I spoke with the customer. I let her know I did speak with the SM Tony Costa. I said our tech. support was involve and determined the slamming of the door excessively or hard triggered the side airbags to deploy. The customer disagrees. I told the customer I apologized for any inconveniences but at this time the dealer has advised me and her to contact her insurance company. I told the customer if her insurance company finds a defect then they will settle with her and arbitrate through AH.

The customer understood and said she will contact her insurance company. Closing the case.

*** SUBCASE N012009-06-0800829-1 CLOSE 6/9/2009 8:10:43 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/9/2009 8:10:52 AM, codulio

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

*** CASE REOPEN 6/10/2009 9:21:14 AM, kriley

with Condition of Open and Status of Solving.

*** NOTES 6/10/2009 9:23:56 AM, kriley, Action Type : Call from Customer

customers husband calling to reopen the case. He says he was unavailable during the course of this case but now he is available and wants to be involved. He would like to speak to Caroline. ACS checked and Caroline was not avail so customer was sent to vm.

*** CASE DISPATCH 6/10/2009 9:24:16 AM, kriley

from WIP default to Queue Honda Team H .

*** NOTES 6/10/2009 11:13:12 AM, omontano, Action Type : Call from Customer

Mr. [REDACTED]

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

Customer is not satisfied with the outcome from the RCM. Customer will like the supervisor to call her back.

*** CASE YANKED 6/10/2009 12:23:14 PM, codulio

Yanked by codulio into WIPbin Default.

*** NOTES 6/10/2009 12:51:54 PM, codulio, Action Type : Field/DSM

I spoke with DPSM Dan Enderle for district 9G and I asked him if he knew about this customer's concerns? DPSM confirmed he does. DPSM confirmed techline has been involve and disagrees there is any defect. Techline had instructed the dealer to tell the customer to go through their insurance company.

I told Dan the customer wants to escalate because they were not happy they are being referred to their insurance company. Dan said there is nothing we will be able to do and techline said if their insurance company proves or feels this is a defect then AH will then investigate the matter to determine at that time.

I thanked the DPSM for his time.

*** CASE MODIFY 6/10/2009 12:52:10 PM, codulio

into WIP Default and Status of Solving.

*** NOTES 6/10/2009 12:53:03 PM, codulio, Action Type : Escalation

I have notified my Team F Supervisor and the ACS Asst. Manager information I gathered from the DPSM.

*** COMMIT 6/10/2009 12:53:11 PM, codulio, Action Type : N/A

Made to [REDACTED] due 06/12/2009 06:00:00 AM.

9g: ESCALATION/ see if ok to close case

*** CASE YANKED 6/11/2009 6:30:52 AM, wparker

Yanked by wparker into WIPbin default.

*** CASE DISPATCH 6/11/2009 6:31:13 AM, wparker

from WIP default to Queue Esca Review Team - T2.

*** CASE ACCEPT 6/11/2009 7:13:34 AM, sperez

from Queue Esca Review Team - T2 to WIP Tier 2 escalations.

*** NOTES 6/11/2009 10:05:05 AM, codulio, Action Type : Call from Customer

I spoke with Mr. [REDACTED] and I let him know his wife & I spoke and she requested her case be escalated and the case is in that process at this time.

Mr. [REDACTED] asked me what I feel if I slammed the door and the airbags deployed. I apologized for this situation but if they feel there is a defect then they need to get their insurance company involve. Mr. [REDACTED] upset and feels AH is not standing by it's product. I tried to tell Mr. [REDACTED] that we are concern of the safety of his vehicle but at this time the dealer has investigated the problem with our tech. support and there is indication of a defect and they are instructed to contact their insurance company.

Customer ended call.

*** CASE MODIFY 6/12/2009 10:27:28 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE MODIFY 6/12/2009 11:01:08 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

*** CASE MODIFY 6/12/2009 12:31:16 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** NOTES 6/12/2009 12:33:08 PM, sperez, Action Type : Call to Customer

I placed a call to customer. Phone rang continuously with no option for vm. Will have try again at another time.

*** CASE MODIFY 6/12/2009 12:33:13 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE FULFILL 6/12/2009 12:33:18 PM, sperez

Fulfilled for [REDACTED] due 06/12/2009 06:00:00 AM.

*** COMMIT 6/12/2009 12:33:23 PM, sperez, Action Type : N/A

Try again 6/15

*** CASE MODIFY 6/12/2009 12:33:37 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** NOTES 6/17/2009 9:16:42 AM, sperez, Action Type : Call to Customer

I placed a call to customer and the receptionist at a place of business picked up. I asked to speak with customer and was transferred.

I introduced myself as the ERM with AHM who had been assigned to her case. I asked if now was a good time. Customer advised that it was but informed me that I should be speaking to her husband. I asked customer if there was a number where I can reach him as this was unfortunately the only number we had listed on file. Customer provided [REDACTED] as her husbands number. She advised that he is out on the road a lot and may not pick up the phone but would call me back when possible.

I thanked her for her time and the new contact.

*** CASE MODIFY 6/17/2009 9:18:50 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** NOTES 6/17/2009 9:49:55 AM, sperez, Action Type : Escalation

I placed a call to customer and spoke with Mr. [REDACTED]. I introduced myself as the ERM that had received his request for a re-review and an escalation.

Customer informs AHM that is he is sure I am aware of what happened to his vehicle. I informed customer that I had the opportunity to review his case and was well informed about the details.

Customer asks how it is possible for the air bags to have deployed when all he did was close the door. Customer has made contact with his insurance company and they are not willing to send out a forensic team that will cost somewhere between \$600.00- \$1000.00 because Honda is declining a repair that is defective and should be covered under our warranty. I asked customer if the dealership had sent out ANYONE to inspect the vehicle. He said that they had not.

Customer was asked what he was looking from AHM. Customer informs ACS that he would like for AHM to cover the cost of the repairs. Customer advises that no one has offered an explanation as to how the airbags could have deployed. The insurance company is refusing to cover the cost and send someone out because their is no sign of impact therefore relating the issue to a defect.

I informed customer that I understood his position and frustration in regards to the issue. I advised customer that our department, as well as management out in our field, had been involved with the review of his claim. I informed customer that our inspection did not show any defect with the vehicle, sensors, or SRS system and we have determined that the vehicle has responded as it was designed to operate.

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

Customer states that this is ridiculous. Customer adds that we cannot honestly say that this is not a defect because this does not happened and should not happen with this vehicle. Customer researched this on the NHTSA web site and found 11 complaints regarding this same issue which makes him believe that AHM does not want to release a recall. Customer is very frustrated and advises that he will never be buying another one of our products and will make it his "personal mission" to make people aware of Honda so that they will not buy one of our vehicles.

I informed customer that proper air bag function was not necessarily contingent on a accident to merit deployment. I informed customer that the rate of deceleration plays a bigger role in air bag deployment because it is the sensors located near the structure of the door that will read the information and determine whether air bags are needed. I informed customer that the sensors acted as they should have and based on the conditions of the vehicle the air bags deployed. I advised that closing the door hard enough will simulate an accident that would merit air bag deployment causing the air bag sensors to activate air bag deployment. I informed customer that several departments have been involved and have determined that this issue was an insurance issue or one that he would have to be responsible for. I advised that AHM could not compensate for the insurances lack of interest in his case and refusal to send an adjustor out to evaluate and authorize the work. I informed customer that our position as disclosed was our final position.

Customer informed that he was not satisfied. I informed customer that our owner's manual listed entities that he can use to address his concern but we had informed him of our final position. Customer understood but emphasized his frustration and his dissatisfaction with Honda and the dealership for not supporting our vehicle. Customer was asked if there was anything else he needed. He said no and ended the call.

*** CASE MODIFY 6/17/2009 9:52:21 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE CLOSE 6/17/2009 9:52:28 AM, sperez

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

*** CASE REOPEN 6/22/2009 11:11:20 AM, ahorton

with Condition of Open and Status of Solving.

*** NOTES 6/22/2009 11:12:04 AM, ahorton, Action Type : Escalation

Insurance company rep (no name given) called to speak to RCM. Call transferred to VM.

*** CASE ASSIGN 6/22/2009 11:12:17 AM, ahorton

N012009-06-0800829 to sperez, WIP #

*** CASE RULE ACTION 6/22/2009 11:12:18 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/23/2009 7:25:06 AM, sperez

into WIP WipBin and Status of Solving.

*** NOTES 6/23/2009 7:36:05 AM, sperez, Action Type : Note-Third Party

I received a vm from Brenda Penatio. She introduced herself as an attorney representing [REDACTED] as her best contact.

*** NOTES 6/23/2009 7:45:33 AM, sperez, Action Type : Call to Customer

I placed a call to Mr. [REDACTED] and we had a chance to discuss.

Customer was informed of the vm I had received and asked if this person was representing him legally. Customer advised that Ms. [REDACTED] was. I informed customer that his representation's request for information would have to be made formally to our corporate address. I informed him that I would not be able to speak with this person.

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

Customer advises that I gave him some information that he would like faxed to his attorney. I informed customer that the position previously disclosed is what I can give him. I informed him that any information readily available is in his owners manual and he could reference that. Customer again advises that this is ridiculous and would have his attorney deal with this.

He understood our request and needed nothing further.

*** CASE MODIFY 6/23/2009 7:45:47 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 6/23/2009 7:46:32 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE CLOSE 6/23/2009 7:46:34 AM, sperez

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

*** CASE REOPEN 6/25/2009 2:18:03 PM, ahsieh

with Condition of Open and Status of Solving.

*** NOTES 6/25/2009 2:20:41 PM, ahsieh, Action Type : Letter/Fax

On 06/24/09 ACS recd a 2-page fax from Law office of Donnelly & Panaggio. Law office of Donnelly & Panaggio is writing representing the customer.

*** CASE DISPATCH 6/25/2009 2:21:00 PM, ahsieh

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 6/26/2009 6:09:08 AM, mcooley

N012009-06-0800829 to elopez01, WIP

*** CASE RULE ACTION 6/26/2009 6:09:09 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/26/2009 8:49:59 AM, elopez01, Action Type : Manager

I reviewed this letter from customers Attorney with RM Holly & she advised me to contact customer & advise them to have their Attorneys send this letter to HNA law.

*** CASE MODIFY 6/26/2009 8:50:07 AM, elopez01

into WIP default and Status of Solving.

*** NOTES 6/26/2009 8:52:57 AM, elopez01, Action Type : Call to Customer

I contacted Mr. [REDACTED] & advised him that ACS received this fax from his Attorney & that they need to send this letter to our HNA law & I provided the address to mail it to. I advised customer that I will document the case notes & close the case at this time. Customer thanked me for calling.

*** CASE MODIFY 6/26/2009 8:53:58 AM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 6/26/2009 8:54:38 AM, elopez01

into WIP default and Status of Solving.

*** CASE CLOSE 6/26/2009 8:54:41 AM, elopez01

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

*** CASE REOPEN 6/29/2009 8:49:15 AM, pbongco

with Condition of Open and Status of Solving.

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

*** NOTES 6/29/2009 8:51:14 AM, pbongco, Action Type : Letter/Fax

On 06/26/09 ACS received a 2-page letter from the Law Offices of Donnelly & Panaggio dated 06/23/09 regarding previous issue, forwarded from HNA LAW and Mediation Dept.

*** CASE MODIFY 6/29/2009 8:51:34 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 6/29/2009 8:51:40 AM, pbongco

from WIP default to Queue Honda Team H .

*** CASE YANKED 6/29/2009 2:23:36 PM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE DISPATCH 6/29/2009 2:24:11 PM, pbongco

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 6/30/2009 6:10:07 AM, mcooley

from Queue Honda Team H to WIP ** default **.

*** CASE MODIFY 6/30/2009 6:12:49 AM, mcooley

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

*** CASE ASSIGN 6/30/2009 6:14:00 AM, mcooley

N012009-06-0800829 to elopez01, WIP

*** CASE RULE ACTION 6/30/2009 6:14:01 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/30/2009 6:17:20 AM, elopez01, Action Type : Call to Customer

Closing case notified customer to contact HNA through their attorneys.

*** CASE MODIFY 6/30/2009 6:17:31 AM, elopez01

into WIP default and Status of Solving.

*** CASE CLOSE 6/30/2009 6:17:34 AM, elopez01

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

*** CASE REOPEN 7/2/2009 6:40:19 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 7/2/2009 6:42:54 AM, pbongco, Action Type : Letter/Fax

On 06/30/09 ACS received a 2-page letter from the Law Offices if Donnelly & Panaggio dated 06/26/09 forwarded from Mediation and HNA Law Dept. regarding previous issue.

*** CASE MODIFY 7/2/2009 6:43:20 AM, pbongco

into WIP default and Status of Solving.

*** CASE ASSIGN 7/2/2009 6:43:29 AM, pbongco

N012009-06-0800829 to sperez, WIP 1 ±H ±T ±~

*** CASE RULE ACTION 7/2/2009 6:43:29 AM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012009-06-0800829

Case Title : 9G (SILKO HONDA): [REDACTED] - URGENT! WARRANTY CASE/ AIRBAG DE

*** NOTES 7/2/2009 12:20:15 PM, sperez, Action Type : Call for Case Mgr

I placed a call to customer. Phone rang continuously with no option for vm. Will have try again at another time.

*** CASE MODIFY 7/2/2009 12:20:46 PM, sperez

into WIP Pending 1st call and Status of Solving.

*** COMMIT 7/2/2009 12:20:50 PM, sperez, Action Type : N/A

Made to [REDACTED] due 07/06/2009 12:00:00 AM.

Try again 7/6

*** CASE MODIFY 7/2/2009 12:21:07 PM, sperez

into WIP Pending 1st call and Status of Solving.

*** NOTES 7/6/2009 9:01:40 AM, sperez, Action Type : Call to Customer

I placed another call to customer. Same as before. Phone rang continously and did forward to a vm. Will make on last attempt.

*** CASE FULFILL 7/6/2009 9:01:49 AM, sperez

Fulfilled for [REDACTED] due 07/06/2009 12:00:00 AM.

*** COMMIT 7/6/2009 9:01:53 AM, sperez, Action Type : N/A

Last attempt 7/7

*** CASE MODIFY 7/6/2009 9:02:07 AM, sperez

into WIP Cust call back? and Status of Solving.

*** CASE RULE ACTION 7/6/2009 9:30:01 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/7/2009 7:37:50 AM, sperez, Action Type : Call to Customer

I placed another call to customer. Same as before. Phone rang continously and did NOT forward to a vm. Closing case for now.

*** CASE MODIFY 7/7/2009 7:38:28 AM, sperez

into WIP Cust call back? and Status of Solving.

*** CASE MODIFY 7/7/2009 7:38:35 AM, sperez

into WIP Cust call back? and Status of Solving.

*** CASE CLOSE 7/7/2009 7:38:49 AM, sperez

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-03-2500349 Division : Honda - Auto Condition : Closed Open Date : 3/25/2008 8:33:43 AM
 Case Originator : Victor Aguilar (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/17/2008 3:42:52 PM
 Case Owner : Deraymion Moore (Team HC) Method : Phone Queue : Days Open : 23
 Last Closed By : Deraymion Moore (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 03G - FREEMAN HONDA* [REDACTED] - AIR BAG DEPLOYED/NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1718
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : CEDAR HILL, TX [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 233
 VIN Type / No. : US VIN / JHMCP26828C [REDACTED]
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP2688JNW / A
 Miles / Hours :
 In Service Date : 02/15/2008
 Months In Use : 1
 Engine Number : K24Z31418312
 Originating Dealer No. / Name : 208223 / FREEMAN HONDA
 Selling Dealer No. / Name : 208223 / FREEMAN HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208223 / FREEMAN HONDA
 Phone No. : 214-800-6500
 Address : 39680 LBJ FREEWAY
 City / State / Zip : DALLAS, TX 75237
 Svc District / Sls District : 03E / A03
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-03-2500349-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012008-03-2500349-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Deraymion Moore	Type 1 : Product	Status : Subcase Close	Open Date : 3/26/2008 10:35:17 AM
Issue Owner : Deraymion Moore	Type 2 : Operation	Queue :	Close Date : 4/17/2008 3:42:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-03-2500349

Case Title : 03G - FREEMAN HONDA* [REDACTED] - AIR BAG DEPLOYED/NO ACCIDENT

*** CASE CREATE 3/25/2008 8:33:43 AM, vaguilar

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

*** CASE EXTENDED WARRANTY LOOKUP 3/25/2008 8:33:46 AM, vaguilar

WARRANTY CHECK 03/25/2008 08:33:46 AM vaguilar

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/25/2008 8:33:49 AM, vaguilar

CLAIM HISTORY CHECK 03/25/2008 08:33:49 AM vaguilar

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/25/2008 8:33:52 AM, vaguilar

CAMPAIGN CHECK 03/25/2008 08:33:52 AM vaguilar

No data found for VIN

*** CASE VSC LOOKUP 3/25/2008 8:33:55 AM, vaguilar

VSC-CUC CHECK 03/25/2008 08:33:55 AM vaguilar

No data found for VIN.

*** CASE MODIFY 3/25/2008 8:35:33 AM, vaguilar

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2008 8:51:16 AM, vaguilar

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2008 8:58:16 AM, vaguilar

into WIP default and Status of Solving.

*** NOTES 3/25/2008 9:52:59 AM, vaguilar, Action Type : Call from Customer

Caller:

Mr. [REDACTED]

Situation:

Air bag deployment with no accident.

Fact Finder:

Customer stated that this last Sunday her husband was driving her vehicle and when he shut the passenger door the air bags deployed striking her daughter that is 7 years old in the head when she was climbing in. Customer stated that she then called the police and an ambulance was sent to her location. Customer stated that the vehicle is currently at FREEMAN HONDA for further assistance and that she was reluctantly provided a rental. Customer stated that she was told that the vehicle was ok to drive by the Service manager although she wanted a rental for the time being. Customer stated that on Friday she took her vehicle into FREEMAN HONDA for a knocking noise that was coming from her passenger side that may have been the cause of the issue although she was turned away and told to make an appointment. Customer stated that she incurred medical bills that she can not pay and would like assistance with that issue as well.

Request:

Customer would like her daughters medical bills paid and a replacement vehicle because she does not feel safe in hers

Fact:

I told the customer that I would forward the case to a case manager for further review and that a case manager would be contacting her with in two business

Case History

Case ID : N012008-03-2500349

Case Title : 03G - FREEMAN HONDA* [REDACTED] - AIR BAG DEPLOYED/NO ACCIDENT

days in regards to the issue.

Resolution:

Customer needed no further assistance, call ended. Case forwarded

*** NOTES 3/25/2008 9:53:18 AM, vaguilar, Action Type : Call from Customer

Customer stated that Steve from the dealer contacted her in regards to the issue and told her that the vehicle would be repaired. Customer stated that she asked Steve to have Gary the Service manager contact her in regards to her daughters medical bill. Customer was told that Gary (SM) would be contacting her. Customer also added that her insurance company has not been contacted at this point and would like to keep them out of this issue since there was no accident.

*** CASE MODIFY 3/25/2008 9:53:29 AM, vaguilar

into WIP default and Status of Solving.

*** CASE DISPATCH 3/25/2008 9:53:56 AM, vaguilar

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 3/25/2008 9:54:59 AM, wparker

N012008-03-2500349 to dmoore, WIP

*** CASE RULE ACTION 3/25/2008 9:55:00 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 3/25/2008 9:55:27 AM, vaguilar

Yanked by vaguilar into WIPbin default.

*** NOTES 3/25/2008 9:55:55 AM, vaguilar, Action Type : Call from Customer

Case notes reviewed by TL CC.

*** CASE DISPATCH 3/25/2008 9:55:59 AM, vaguilar

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 3/25/2008 9:57:46 AM, wparker

N012008-03-2500349 to dmoore, WIP

*** CASE RULE ACTION 3/25/2008 9:57:46 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/26/2008 10:04:15 AM, crin, Action Type : Call from Customer

The customer is calling regarding her case: N012008-03-2500349. I informed the customer that her case is being reviewed by a case manager and she wanted to be transferred to her case manager. I transferred the call and informed the customer that if the case manager is on the line with another customer or not at their desk she would be forwarded to his voicemail and she said ok.

*** NOTES 3/26/2008 10:30:51 AM, dmoore, Action Type : Call from Customer

Customer states that the dealership was told that the customer needs to have a wavier signed in order repair the airbag . Customer states that her daughter was injured by the airbag that shot out with no accident involved. Customer has this incident on sunday march 23. Customer states that she went to emergency with her daughter and ambulance that was called out and she wants Honda to pay for the medical bill.

Customer states that around 4pm on sunday march 23,2008 . Customer was parked and was getting ready to go to the store . Customers daughter was entering the car in the right rear and simutanously the customers husband close the door for the passager side and the side curtain airbag in between the door pillar deployed. The customer states that her daughter recieve a cut on her head and she called the ambulance and took her daughter to the emergency room the following

Case History

Case ID : N012008-03-2500349

Case Title : 03G - FREEMAN HONDA* [REDACTED] - AIR BAG DEPLOYED/NO ACCIDENT

day because the ambulance did not take her daughter to the hospital.

Customer states that she was told by Greg (SM) states that in order to repair the car customer has to sign a liability waiver. Customer feels that the waiver will void any other Airbag issue that she might have in the future. (So her warranty would be voided on airbag issues)

Customer is seeking medical expenses for her daughter and her vehicle repaired.

Customer is not against signing a waiver but she does not want to sign her rights away. Customer wouldn't mind signing an addendum to the waiver on her terms.

*** SUBCASE N012008-03-2500349-1 CREATE 3/26/2008 10:35:17 AM, dmoore

Created in WIP Default with Due Date 3/26/2008 10:35:17 AM.

*** CASE MODIFY 3/26/2008 10:37:09 AM, dmoore

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2008 10:37:18 AM, dmoore

into WIP default and Status of Solving.

*** NOTES 3/26/2008 11:10:50 AM, dmoore, Action Type : Call from Dealer

Spoke to Greg (SM) and he states that Tom Fit (zone manager) is involved in the situation. Tom stated that she should sign a waiver so that Honda doesn't get sued. Greg states that he is in touch with the DPSM and the Zone and he will keep me in the loop now that I am involved.

*** NOTES 3/26/2008 12:22:09 PM, dmoore, Action Type : Field/DSM

Spoke to Amy (DPSM) and discussed customer. Amy has spoken to her superiors and has been told to have me call the customer and let her know that someone will get in touch with her in 48 hours.

Called customer and let her know that someone from Honda will get in touch with her in 48 hours. Customer understood.

*** COMMIT 3/26/2008 12:22:16 PM, dmoore, Action Type : N/A

Made to [REDACTED] due 03/28/2008 12:00:00 AM.
amy???

*** CASE MODIFY 3/26/2008 12:30:56 PM, dmoore

into WIP default and Status of Solving.

*** CASE MODIFY 4/4/2008 8:46:18 AM, dmoore

into WIP zone 3 b,g,d,e,f,k and Status of Solving.

*** NOTES 4/7/2008 7:36:36 AM, mwells, Action Type : Call from Customer

ACS spoke to Ms. Ebony Dory

She requested to speak to the case manager. ACS called the case manager's extension and voicemail came on. She was advised of this. She requested to leave a message. Call was then transferred.

*** NOTES 4/9/2008 2:32:41 PM, pwalker, Action Type : Call from Customer

The customer called stating that she would like to speak with the case manager. The case manager advised me to transfer the call.

*** NOTES 4/9/2008 3:13:09 PM, dmoore, Action Type : Call from Customer

Customer states that she has not heard from anybody. Customer is concerned with the car sitting at the dealership and she is in a car that is not comparable.

Customer did speak to the investigator. The investigator stated that her car would be fixed and Honda would pay for her child medical expenses. The investigator states that he will check on the vehicle repair. The investigator is Ken Shoemaker. I told the customer that her case is being investigated by another department

Case History

Case ID : N012008-03-2500349

Case Title : 03G - FREEMAN HONDA* [REDACTED] - AIR BAG DEPLOYED/NO ACCIDENT

and I will find out what the update is on her case and give her a call back

*** CASE MODIFY COMMITMENT 4/9/2008 3:27:55 PM, dmoore

with [REDACTED] due 04/10/2008 12:00:00 AM.

*** CASE MODIFY 4/9/2008 3:27:59 PM, dmoore

into WIP 3G Amy Clawson and Status of Solving.

*** CASE MODIFY 4/9/2008 3:28:03 PM, dmoore

into WIP 3G Amy Clawson and Status of Solving.

*** NOTES 4/17/2008 3:40:13 PM, dmoore, Action Type : Manager

Tom Fit zone office manager states that legal is working the case from her and this case should be closed .Call ended.

*** CASE MODIFY 4/17/2008 3:40:20 PM, dmoore

into WIP 3G Amy Clawson and Status of Solving.

*** CASE MODIFY 4/17/2008 3:42:49 PM, dmoore

into WIP 3G Amy Clawson and Status of Solving.

*** SUBCASE N012008-03-2500349-1 CLOSE 4/17/2008 3:42:51 PM, dmoore

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/17/2008 3:42:52 PM, dmoore

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-10-0301790 Division : Honda - Auto Condition : Closed Open Date : 10/3/2012 2:28:37 PM
Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/8/2012 4:04:28 PM
Case Owner : Kim Mercado (Team HD) Method : Phone Queue : Days Open : 36
Last Closed By : Kim Mercado (Team HD) Point of Origin : Customer Wipbin :
Case Title : 12D- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 5143
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : FRESNO, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6 GI
VIN Type / No. : US VIN / 1HGCP26868A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 43,000
In Service Date : 04/01/2008
Months In Use : 54
Engine Number : K24Z31510100
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Trim : EX-LNAV
No. Of Doors : 4
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 : 207068 / CLAWSON HONDA OF FRESNO
Phone No. : 559-435-5000
Address : 6346 NORTH BLACKSTONE
City / State / Zip : FRESNO, CA 93710
Svc District / Sls District : 12D / D12
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-0301790-1 / [REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-0301790-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 10/4/2012 9:01:08 AM
Issue Owner : Kim Mercado	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/12/2012 12:15:46
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-10-0301790

Case Title : 12D- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT

*** CASE CREATE 10/3/2012 2:28:37 PM, lkim

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

*** NOTES 10/3/2012 2:32:17 PM, lkim, Action Type : Call from Customer

Verified customer info

Best contact number is [REDACTED]

The customer stated when she closed her driver's side door, the side airbag deployed. The customer went to the dealership and they said that they wouldn't cover the damages. The customer stated she feels this is defective because she didn't get into an accident. The customer stated her car was on, her husband got out of the car to put something in the trunk, and when he went back in, the airbag went off. The customer stated this happened on the 8th around midnight to 1am at 360 E. Belmont Ave, Fresno CA in the parking lot. The customer stated she has not informed her insurance company. The customer stated she went to Andy, the service advisor, and Steve, the service manager at CLAWSON HONDA OF FRESNO. The customer stated the dealership said the door was slammed, but it was shut at a normal pace. The customer wants her car fixed.

ACS advised we will dispatch this case to a CM for review. ACS advised all cases are reviewed on a case by case basis and there are no guarantees of assistance. ACS advised a CM will call her back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance

*** CASE MODIFY 10/3/2012 2:32:40 PM, lkim

into WIP default and Status of Solving.

*** CASE DISPATCH 10/3/2012 2:32:48 PM, lkim

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 10/3/2012 5:24:02 PM, kmercado

from Queue Honda Team D to WIP DEFAULT.

*** CASE MODIFY 10/4/2012 8:56:23 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012012-10-0301790-1 CREATE 10/4/2012 9:01:08 AM, kmercado

Created in WIP Default with Due Date 10/4/2012 9:01:08 AM.

*** COMMIT 10/4/2012 9:11:25 AM, kmercado, Action Type : N/A

Cust contact #2

*** NOTES 10/4/2012 9:11:51 AM, kmercado, Action Type : Call to Customer

Left a message for the customer introducing myself as the RCM that will review her claim. I advised that I would like to discuss the issue she is experiencing and invited her to contact me at her convenience providing my contact information and regular business hours. I advised I will call again Monday.

*** COMMIT 10/4/2012 9:11:59 AM, kmercado, Action Type :

Made to [REDACTED] due 10/08/2012 09:12:07 AM.

DCS Follow-Up

*** NOTES 10/4/2012 9:14:58 AM, kmercado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/8/2012

Case History

Case ID : N012012-10-0301790

Case Title : 12D-CLAWSON- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT

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

The customer states the side airbag deployed when the door was closed. Customer states she feels the component is defective and she wants her car fixed.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint/cause/correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

Please call or transmit a response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Kim Mercado
Automobile Customer Service
310-783-7759 direct
310-783-7890 fax

*** CASE MODIFY 10/4/2012 9:15:02 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** NOTES 10/5/2012 9:43:49 AM, ssann, Action Type : Warm Transfer

CUSTOMER PROVIDED CASE #.

Customer was received a VM yesterday from the CM. Customer is calling back. Vehicle is at dealership.

ACS WT to CM.

*** CASE FULFILL 10/5/2012 2:03:30 PM, kmercado

Fulfilled for [REDACTED] due 10/08/2012 05:00:00 PM.

*** NOTES 10/5/2012 2:03:44 PM, kmercado, Action Type : Call from Customer

Customer states Clawson Honda has had her car since Tuesday. She states her drivers side curtain and seat airbag went off. She advised there was no accident. She stated that her husband entered the car, turned it on, exited the vehicle leaving it running and when he re-entered the vehicle and closed the door the airbags went off. She stated her husband told her he did not slam the door. Customer states her husbands elbow got bruised but no further medical attention was sought. She advised that she didn't believe he had his seat belt on at the time as he had just entered the vehicle but she is not sure. She stated the vehicle was working fine before the deployment. She stated she took the vehicle to Clawson Honda the next morning. She stated the dealership advised the door had to slammed with extreme force to deploy the airbags. She stated she was informed they ran a tech report which showed force. She advised the vehicle is drivable and she was advised that she pick up the vehicle if she wishes. Customer stated that Clawson Honda advised she cannot pick up the car without paying the diagnosis fee.

Case History

Case ID : N012012-10-0301790

Case Title : 12D-CLAWSON- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT

Customer stated she has not contacted her insurance carrier. Customer stated she contacted Honda North and spoke with Jeff SA who advised he had conferred with his master tech and advised she contact corporate. Customer wants AHM to cover the airbags as she doesn't feel she did anything to cause the issue and feels it happened rather randomly. She advised the car was purchased one year ago from Car Max. Customer has her maintenance/service performed at an IRF or by her husband. She provided [REDACTED] work - alternate contact number. I advised that I will look into the situation and contact her this afternoon. Customer understood, thanked me and required no further assistance at this time.

*** CASE FULFILL 10/5/2012 2:04:12 PM, kmercado

Fulfilled for [REDACTED] due 10/08/2012 09:12:07 AM.

*** NOTES 10/5/2012 2:04:19 PM, kmercado, Action Type : Call to Dealer

Spoke with SM Steve. He advised the inspection showed codes of airbag deployment and there was no physical damage. He advised he contacted Tech Line who advised slamming the door can cause the airbag sensor to deploy the airbags. Pictures were taken and sent to DPSM who agreed that it is the customers responsibility as something activated the sensor to deploy the airbag. He advised the customer had informed him that she had not contacted her insurance carrier as she could not afford the deductible of \$500. He advised he was going to contact the customer and offer to split her deductible if she would contact her insurance carrier.

Tech Line report number 3338759.

*** NOTES 10/5/2012 2:05:02 PM, kmercado, Action Type : Call to Dealer

Spoke with SM Steve who advised he provided the offer to the customer and was advised she had contacted an attorney. He advised he had informed the customer that he would be leaving the facility today at 2:30 p.m. and she could pick up her vehicle either before then or on Monday.

*** NOTES 10/5/2012 2:05:41 PM, kmercado, Action Type : Call to Customer

Contacted the customer and she advised the SM had contacted her. She stated he offered to assist with the cost of her deductible and she didn't reject or accept it. Customer states that she has consulted an attorney and was given advice over the phone but she has not retained him. I advised that I had investigated the issue and had no new news to provide her. I advised that based on the information provided by her vehicle there was an external cause to the deployment of the airbags. Therefore that is not considered to be a defect and there is no assistance I can provide her at this time. Customer states that she is really disappointed with the decision. I empathized with her situation and apologized that there is nothing further I can do to assist her. I explained that at this point I will close her case. Customer understood and advised the customer service she had received was outstanding. I thanked her for the positive comment. No further assistance required at this time.

*** COMMIT 10/5/2012 2:06:24 PM, kmercado, Action Type : N/A

Additional contact?/Close

*** NOTES 10/5/2012 2:22:40 PM, ejovel, Action Type : Letter/Fax

On 10/5/12 ACS received a 5 page CarFax report regarding previous concern.

*** CASE ADD ATTACHMENT 10/5/2012 2:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-0301790_1.PDF

*** CASE FULFILL 10/12/2012 12:15:26 PM, kmercado

Fulfilled for [REDACTED] due 10/12/2012 05:00:00 PM.

*** NOTES 10/12/2012 12:15:30 PM, kmercado, Action Type : Call from Customer

Additional notes from 10/5;

Received a message from SM Steve advising he had received a message from the customer who wants to take advantage of the offer of assistance he provided. He stated she had contacted her insurance company and had a claim number.

*** SUBCASE N012012-10-0301790-1 CLOSE 10/12/2012 12:15:46 PM, kmercado

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012012-10-0301790

Case Title : 12D- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT

*** CASE MODIFY 10/12/2012 12:15:49 PM, kmercado

into WIP 12D - [REDACTED] and Status of Solving.

*** CASE CLOSE 10/12/2012 12:15:54 PM, kmercado

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

*** CASE REOPEN 10/16/2012 10:51:58 AM, bhendry

with Condition of Open and Status of Solving.

*** CASE MODIFY 10/16/2012 10:52:15 AM, bhendry

into WIP default and Status of Solving.

*** NOTES 10/16/2012 10:54:57 AM, bhendry, Action Type : Call from Customer

The insurance rep called AHM to find out how to file a claim to be reimbursed as they paid out to the customer on the claim for the deploying airbags. I informed the customers rep I would need to transfer her to Product Concerns. The customer understood and the call was transferred.

*** NOTES 10/16/2012 10:59:54 AM, cpillow, Action Type : Call from Customer

Ms. Ocasio with the insurance company (Sterling Casualty Insurance) states she is calling to pursue a subrogation claim. ACS provided her with CM's first name and ext. 117759. CM unavailable at the time of call. ACS offered to submit callback request or forward to CM's voice mail. Ms. Ocasio is requesting a callback at 949-705-5311 ext. 10211 and states their claim #2003296 is the reference number to provide when calling back. ACS forwarded callback request to CM as requested.

*** CASE YANKED 10/16/2012 11:50:48 AM, kmercado

Yanked by kmercado into WIPbin DEFAULT.

*** COMMIT 10/16/2012 11:58:47 AM, kmercado, Action Type : N/A

Add'l docs rec'd?

*** NOTES 10/16/2012 11:59:20 AM, kmercado, Action Type : Note-Third Party

Left a message for Ms. Ocasio at Sterling Casualty Insurance advising that her request needs to be submitted to AHM in writing. I provided the mailing address as well as my contact information and regular business hours for any additional questions she may have.

*** NOTES 10/24/2012 9:54:38 AM, abrown2, Action Type : Letter/Fax

On 10/23/12 ACS received a 1 page letter with 15 pages of supporting documents from Sterling Casualty Insurance Co. regarding previous issue.

*** CASE ADD ATTACHMENT 10/24/2012 10:00:21 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-0301790_2.pdf

*** CASE MODIFY COMMITMENT 10/29/2012 10:24:00 AM, kmercado

with KRISTIN RIVERA due 11/08/2012 05:00:00 PM.

*** NOTES 10/29/2012 10:24:15 AM, kmercado, Action Type : Note-Third Party

Contacted Ms. Ocasio with the Sterling Casualty Insurance Company at the number provided. I advised that I need proof of any defect. She advised she will consult the adjuster and mail in the requested information. I confirmed she has my contact information.

*** CASE RULE ACTION 10/31/2012 1:28:37 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE FULFILL 11/8/2012 4:04:12 PM, kmercado

Fulfilled for [REDACTED] due 11/08/2012 05:00:00 PM.

*** NOTES 11/8/2012 4:04:16 PM, kmercado, Action Type : Note-Third Party

Case History**Case ID :** N012012-10-0301790**Case Title :** 12D-CLAWSON- [REDACTED] - SIDE AIRBAG DEPLOYED - NO ACCIDENT

No further contact - Case closed.

*** **CASE MODIFY 11/8/2012 4:04:23 PM, kmercado**

into WIP 12D - [REDACTED] and Status of Solving.

*** **CASE CLOSE 11/8/2012 4:04:28 PM, kmercado**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N032008-08-2601262 Division : Honda - Auto Condition : Closed Open Date : 8/26/2008 1:06:28 PM
Case Originator : Steve Felix (Team AA) Sub Division : Satellite Center Status : Closed Close Date : 9/16/2008 9:18:48 AM
Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 21
Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3106
Dealer No. :
Site Phone No. : 3 [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LAKE CITY, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208134 / SUNBELT HONDA
Phone No. : 386-755-4440
Address : 2018 S.W. MAIN BLVD.
City / State / Zip : LAKE CITY, FL 32025
Svc District / Sls District : 07F / H07
Warranty Labor Rate / Date : \$73.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-08-2601262-1 / [REDACTED]	- Subcase Close	Product	Operation	752	SRS
N032008-08-2601262-2 / [REDACTED]	- Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 5987
VIN Type / No. : US VIN / 1HGCP36878A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 3,000
In Service Date : 06/01/2008
Months In Use : 2
Engine Number : J35Z21048759
Originating Dealer No. / Name : 207474 / COGGIN HONDA OF FT. PIERCE
Selling Dealer No. / Name : 208246 / COGGIN HONDA OF ST. AUGUSTINE
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N032008-08-2601262-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Steve Felix	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2008 1:44:23 PM
Issue Owner : Steve Felix	Type 2 : Operation	Queue :	Close Date : 8/26/2008 1:45:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032008-08-2601262-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 9/5/2008 11:38:29 AM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 9/16/2008 9:18:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-08-2601262

Case Title : 07G-[REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

*** CASE CREATE 8/26/2008 1:06:28 PM, sfelix

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

*** CASE VSC LOOKUP 8/26/2008 1:06:30 PM, sfelix

VSC-CUC CHECK 08/26/2008 01:06:30 PM sfelix

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/26/2008 1:06:32 PM, sfelix

WARRANTY CHECK 08/26/2008 01:06:32 PM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/26/2008 1:06:35 PM, sfelix

CLAIM HISTORY CHECK 08/26/2008 01:06:35 PM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/26/2008 1:06:39 PM, sfelix

CAMPAIGN CHECK 08/26/2008 01:06:39 PM sfelix

No data found for VIN

*** CASE MODIFY 8/26/2008 1:06:42 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2008 1:06:51 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 8/26/2008 1:16:42 PM, sfelix, Action Type : Call from Customer

Verified customer information

The customer states that a storm came through this past weekend and set off the airbag. She states she had arrived at her home and just got out of the vehicle. When she was walking away she heard a huge boom and found that the passenger side airbag had gone off. She took the vehicle to SUNBELT HONDA and was informed by the SA that the DPSM denied assistance because the computer found that the door was slammed which caused the air bag to go off. The customer states the airbag should not have gone off and feels that AHM should pay for the repair. She was advised to go through her insurance company since the storm caused the air bag to go off.

I informed the customer that her warranty will only cover manufacturing defects. According to what she has told me, the storm caused the airbag to go off and it was not a defect. At this point she can address this issue further with her insurance since the vehicle was damaged by a storm. Further assistance was not required.

*** CASE MODIFY 8/26/2008 1:16:44 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2008 1:18:52 PM, sfelix

into WIP default and Status of Solving.

*** SUBCASE N032008-08-2601262-1 CREATE 8/26/2008 1:44:23 PM, sfelix

Created in WIP Default with Due Date 8/26/2008 1:44:23 PM.

*** CASE MODIFY 8/26/2008 1:45:09 PM, sfelix

into WIP default and Status of Solving.

Case History

Case ID : N032008-08-2601262

Case Title : 07G- [REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

*** SUBCASE N032008-08-2601262-1 CLOSE 8/26/2008 1:45:11 PM, sfelix

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/26/2008 1:45:11 PM, sfelix

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

*** CASE REOPEN 8/29/2008 10:17:20 AM, llee

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/29/2008 10:17:28 AM, llee

into WIP default and Status of Solving.

*** NOTES 8/29/2008 10:30:17 AM, llee, Action Type : Call from Customer

The customer was transferred to me by Justin from AHFC branch #102. He stated that the customer was having issues with her vehicle in regards to the airbags deploying on her vehicle when she closed the door.

The customer stated that last week the customer stated that she took her vehicle to the dealership and has been at the dealership for approximately a week and a half. The customer stated this incident happened approximately 2 weeks ago unable to recall the exact date. The customer stated that she spoke to Rawley at SUNBELT HONDA. The customer stated that the incident was odd and stated that they would fix her vehicle as it was still under warranty. The customer stated that this was on Monday. The customer stated that the vehicle was checked and there was no damage to the vehicle. The customer stated that she was informed by phone on Tuesday that they would not fix the vehicle. The customer stated that she was informed that AHM was called and stated that a repair to the vehicle would not be provided.

The customer stated that there was nobody was inside the vehicle when this incident occurred. The customer stated that her boyfriend exited the vehicle and closed the door and while she was in the process of exiting the vehicle the airbags deployed. The customer stated that she believes that she was quoted \$3500 for the cost or repairing her vehicles airbags. The customer stated that she only has approximately 3800 miles on her vehicle. The customer stated that this is her first Honda vehicle. The customer stated that she feels that Honda should be responsible for the repairs. The customer stated that there was no accident the airbags just deployed. The customer states that she doesnt feel that her vehicle should be replaced by the insurance company as there was no accident and that she didnt ask for her airbags to deploy. The customer also stated that the airbags deploying was not her fault and that she would have to pay a deductible and also her premiums would increase as well.

I informed the customer that the only assistance I could provide is to forward her concerns to a Case Manager for liaison assistance. I informed the customer that a Case Manager would be in contact with her. The customer then complained as she has already had the vehicle at the dealership and waiting to speak with the Case Manager would take even longer. The customer then stated that she already had someone from AHM say that they would not cover her vehicle. The customer inquired if there was going to be somebody to come out and look at her vehicle. I informed the customer that I could not verify that someone would come and look at her vehicle in which the customer stated that she feels that she would be back at square one. I informed the customer that if she is seeking assistance that this would be the proper steps to take in regards to this matter. The customer then complained then stated that she is going to get a lawyer, and I informed the customer if she was going to get a lawyer that I would need to disconnect the call. The customer then stated that she stated she was going to talk to a lawyer not get a lawyer. The customer stated all she wants if for her vehicle to be fixed. I once again informed the customer that if she is seeking assistance that forwarding her case would be the proper steps in an attempt to get assistance with her vehicle. The customer stated fine and hung up.

*** CASE MODIFY 8/29/2008 10:30:38 AM, llee

into WIP default and Status of Solving.

*** CASE ASSIGN 8/29/2008 1:10:02 PM, llee

N032008-08-2601262 to rcisne01, WIP •

Case History

Case ID : N032008-08-2601262

Case Title : 07G-[REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

*** CASE RULE ACTION 8/29/2008 1:10:03 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 8/29/2008 1:34:15 PM, rcisne01

N032008-08-2601262 to llee, WIP

*** CASE RULE ACTION 8/29/2008 1:34:16 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 8/29/2008 1:35:44 PM, llee

N032008-08-2601262 to rcisne01, WIP

*** CASE RULE ACTION 8/29/2008 1:35:45 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/29/2008 1:36:38 PM, rcisne01, Action Type : Note-General

Case has been reviewed and will be closed. DPSM has made a decision.

*** CASE ASSIGN 8/29/2008 1:37:03 PM, rcisne01

N032008-08-2601262 to llee, WIP 3

*** CASE RULE ACTION 8/29/2008 1:37:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLOSE 8/29/2008 1:58:54 PM, llee

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

*** CASE REOPEN 9/2/2008 6:19:14 AM, rmiller

with Condition of Open and Status of Solving.

*** NOTES 9/2/2008 6:23:01 AM, rmiller, Action Type : Call for Case Mgr

Ms. [REDACTED] called back to ACS stating that she was advised that a case manager was going to contact her. She said that no DPSM has contacted her.

I advised her that I will send the case manager a e-mail stating her request. I advised her to call back later today at (800)999-1009 option 3.

Customer thanked me and needed no further assistance at this moment.

*** NOTES 9/2/2008 6:49:43 AM, apadungy, Action Type : Call from Customer

3863973822 information verified.

The Customer is contacting AHM to know what is going on with her case as she was informed a CM was to contact her and she has not been contacted. After reviewing her case and speaking to my Team Lead L.Roberts i apologized and informed her that the case has been closed as there was a decision made by a DPSM, but at this time AHM does not know who the DPSM is nor what decision has been made. I informed her that my team lead is looking further into her case and will forward the case to a CM who will contact her upon review.

She stated she was upset as she is making payment on a vehicle which is not getting repaired. She informed me she did not like the way her case is being handled and feels this will go into legall matters. I i apologized to her in the way her case was handled and informed her that my team lead will make sure a CM is assigned to her case and that she is contacted. The customer requested to speak to my team lead call was warm transferred.

*** CASE YANKED 9/2/2008 6:49:47 AM, apadungy

Case History

Case ID : N032008-08-2601262

Case Title : 07G- [REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

Yanked by apadungy into WIPbin default.

*** CASE ASSIGN 9/2/2008 6:49:56 AM, apadungy

N032008-08-2601262 to Iroberts, WIP >

*** CASE RULE ACTION 9/2/2008 6:49:56 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/2/2008 7:06:10 AM, Iroberts, Action Type : Escalation

The customer requested to speak to a supervisor and I took the call. The customer explained that she was told that she would be contacted by a C M, however has not been contacted as of yet. She stated that her vehicle is still at the dealer and she feels that she is getting the run around about her situation. She stated that she just wants the airbags in her vehicle to be fixed.

I apologize to the customer and explained that I see that she was informed that she would be contacted by a CM. I informed the customer that it appears that a CM was not in contact with her. I explained that the case will be forwarded today to a CM and she will be contacted in regards to her concern. I explained that I cannot offer any guarantees in regards to assistance, because the case will be reviewed on a case by case basis.

The customer that she would like to also request a rental vehicle while hers is at the dealer for repair. She stated that she inquired at the dealer for a rental but was told that Honda said "NO". The customer stated that her vehicle has been at the dealer for almost 1 week now and it has been an inconvenience to her, she stated that she feels that AHM should also accommodate her with a rental vehicle.

I informed the customer that I can document this request also but cannot guarantee that this will be granted to her, as it is also an issue reviewed on a case by case basis.

I confirmed that the customer had her case number, offered further assistance, she declined and we ended the call.

*** CASE MODIFY 9/2/2008 7:06:25 AM, Iroberts

into WIP default and Status of Solving.

*** CASE DISPATCH 9/2/2008 7:21:13 AM, Iroberts

from WIP default to Queue N03 to Honda.

*** CASE YANKED 9/2/2008 7:34:53 AM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 9/2/2008 7:35:03 AM, hmuhamma

N032008-08-2601262 to kmakaena, WIP

*** CASE RULE ACTION 9/2/2008 7:35:04 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/2/2008 8:21:10 AM, kmakaena

into WIP DEFAULT and Status of Solving.

*** NOTES 9/3/2008 9:36:15 AM, ranguiian, Action Type : Call from Customer

The customer is calling AHM because she states that she has been attempting to have her case resolved for about a month. The customer states that she was told yesterday that a CM was going to contact her today and she is angry that she has not been contacted yet. The customer states that she is angry that she was told that a CM was going to be assigned to her on Friday but never was. The customer states that she called yesterday and was told by L. Roberts that the case was closed by a CM because a DPSM had already made a decision on the case.

Case History

Case ID : N032008-08-2601262

Case Title : 07G-[REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

I then advised the customer that the previous case notes do not show that L. Roberts advised her that a CM was assigned to the case. The customer then stated that she has recorded all of her previous conversations with AHM and that she was informed that a CM closed her case. I then advised the customer that recording of our conversations is illegal and she should not be doing so and asked if this call is currently being recorded. The customer then stated that she is not recording this call but has recorded all of her previous calls. The customer then stated that she feels that AHM is playing games with her.

I then advised the customer that AHM is not playing games with her which is why her case was forwarded to a CM yesterday. I then advised the customer that the CM would be in contact with her soon. The customer then became even more angry and began yelling stating that AHM is trying to avoid her. I then advised the customer I could transfer her call to her CM if she would like but that he might not be available and so asked if it would be ok if she received his VM. The customer then began yelling more and stated that we are just trying to send her in circles and avoid her case. I then advised the customer that we are not attempting to avoid her which is why I am trying to transfer her to her CM or his VM so that she can explain her situation to him in order to make progress with her case because she should be speaking to her CM about this issue now.

The customer then stated Fine. The call was then transferred and call ended.

Customer information verified. [REDACTED]

*** NOTES 9/3/2008 2:19:27 PM, kmakaena, Action Type : Call to Dealer

ACS left the customer a message for a call back. ACS provided my contact information.

*** NOTES 9/3/2008 2:21:26 PM, kmakaena, Action Type : Field/DSM

ACS spoke with the DPSM concerning the customer vehicle. The DPSM stated that he is aware of the customer vehicle and Robert(sm) was supposed to look into further and provide him a update. I informed the DPSM that I will contact Robert and provide him a update.

*** NOTES 9/3/2008 2:22:19 PM, kmakaena, Action Type : Call to Dealer

ACS left a message with Robert(sm) for a update with the customer vehicle. I asked Robert to contact me ASAP.

*** CASE MODIFY 9/4/2008 11:40:26 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** NOTES 9/4/2008 1:05:42 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning her issue. I apologized to the customer for the delay and informed her that I am waiting for further information from the DPSM. The customer stated that she understood and will wait for a call back. I thanked the customer for her patience

*** NOTES 9/4/2008 1:49:42 PM, kmakaena, Action Type : Note-General

After reviewing the customer case with a Region Manager, AHM will assist the customer 100% for replacement air bags as a one-time goodwill gesture because no impact damage was found when inspected by the Sunbelt Honda. ACS will inform the customer no defects were found and that closing the door with a lot of force may trigger the air bag to deploy.

*** NOTES 9/5/2008 11:34:52 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer to present the goodwill offer. I informed the customer that AHM will cover the cost of repairs for replacement air bags as a onetime goodwill gesture because the dealership found no impact damages on the vehicle and no malfunction codes were detected. I informed the customer that closing the door with excessive force may trigger the air bags to deploy. The customer stated that she was very happy with the decision made and thanked ACS for turning this experience around. I informed the customer to please contact Robert Coons(sm) if further assistance is needed.

*** NOTES 9/5/2008 11:37:57 AM, kmakaena, Action Type : Call to Dealer

ACS spoke with Robert(sm) to provide him a update. I informed Robert that AHM will cover the cost of repairs for replacement air bags as a one-time goodwill gesture because no impact damage was found and no malfunction codes were detected. I asked Robert to please contact the customer to provide her a ETA for repairs

Case History

Case ID : N032008-08-2601262

Case Title : 07G-[REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

and please contact ACS with the final cost. I thanked Robert for his assistance.

*** SUBCASE N032008-08-2601262-2 CREATE 9/5/2008 11:38:29 AM, kmakaena

Created in WIP Default with Due Date 9/5/2008 11:38:29 AM.

*** CASE MODIFY 9/5/2008 11:40:26 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** COMMIT 9/5/2008 11:40:30 AM, kmakaena, Action Type : N/A

update with repairs.

*** CASE MODIFY 9/5/2008 11:40:45 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** CASE MODIFY 9/9/2008 11:12:08 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** NOTES 9/10/2008 9:02:27 AM, kmakaena, Action Type : Call to Customer

ACS called the customer for a update. I left a message asking for a call back.

*** NOTES 9/10/2008 9:07:01 AM, kmakaena, Action Type : Call to Dealer

ACS spoke with Robert(sm) for a update with the customer vehicle. Robert informed ACS that the Electronic and the seat have been put back together and they are waiting for the side curtain air bag to come in. Robert stated that ETA for repairs should be done by 09/12. I thanked Robert for the update.

*** CASE FULFILL 9/10/2008 9:07:07 AM, kmakaena

Fulfilled for [REDACTED] due 09/10/2008 12:00:00 AM.

*** COMMIT 9/10/2008 9:07:10 AM, kmakaena, Action Type : N/A

update with repairs.

*** CASE MODIFY 9/10/2008 9:07:30 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** CASE MODIFY 9/12/2008 1:27:31 PM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** NOTES 9/12/2008 2:13:37 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer for a update. The customer informed ACS that the dealership informed her that her vehicle would be ready today, but they just informed her that they forgot to order a part and now she will not her vehicle. I apologized to the customer for the delay and informed her that I will contact the Honda dealership for further information.

*** NOTES 9/12/2008 2:14:08 PM, kmakaena, Action Type : Call to Dealer

ACS left a message for Robert(sm) for a update with the customer vehicle.

*** CASE MODIFY 9/12/2008 2:14:15 PM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** CASE FULFILL 9/12/2008 2:14:18 PM, kmakaena

Fulfilled for [REDACTED] due 09/12/2008 12:00:00 AM.

*** COMMIT 9/12/2008 2:14:19 PM, kmakaena, Action Type : N/A

update.

*** CASE MODIFY 9/12/2008 2:14:30 PM, kmakaena

Case History

Case ID : N032008-08-2601262

Case Title : 07G-[REDACTED] - AIRBAG DEPLOYED DUE TO STORM / WARRANTY ISSUE

into WIP DISTRICT G and Status of Solving.

*** NOTES 9/16/2008 9:15:46 AM, kmakaena, Action Type : Call to Dealer

ACS spoke with Robert(sm) for a update with the customer vehicle. Robert informed ACS that the vehicle has been repaired and the customer picked up her vehicle on 09/13 and was satisfied with repairs. I thanked Robert for the update.

*** NOTES 9/16/2008 9:18:34 AM, kmakaena, Action Type : Call to Customer

ACS left the customer a message for a update. I advised the customer that Robert(sm) has informed ACS that her vehicle has been repaired. I informed the customer that is she is satisfied with repairs, there will be no need to call me back. I provided the customer my contact information if further assistance is needed.

*** CASE MODIFY 9/16/2008 9:18:45 AM, kmakaena

into WIP DISTRICT G and Status of Solving.

*** SUBCASE N032008-08-2601262-2 CLOSE 9/16/2008 9:18:47 AM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/16/2008 9:18:48 AM, kmakaena

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-03-1101283 Division : Honda - Auto Condition : Closed Open Date : 3/11/2010 2:24:52 PM
Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/15/2010 2:32:28 PM
Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 4
Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG D No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3 CA
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : 6 [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HUNTINGTON, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3 CA
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 39,000
In Service Date : 01/02/2008
Months In Use : 26
Engine Number : K24Z31510210
Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206967 / HUNTINGTON HONDA
Phone No. : 631-423-6000
Address : 1055 E.JERICHO TRNPKE
City / State / Zip : HUNTINGTON, NY 11743
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$112.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-03-1101283-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012010-03-1101283-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2010 11:02:17 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 3/15/2010 2:32:27 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-03-1101283

Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG DEPLOY

*** CASE CREATE 3/11/2010 2:24:52 PM, tcadle

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

*** NOTES 3/11/2010 2:31:51 PM, tcadle, Action Type : Call from Customer

Verified the customers contact information, [REDACTED].

Situation:

vehicle's door was closed and it caused the side air bag and the curtain deployed.

Request:

Assistance from AHM to look into her case further.

Probing Questions:

Customer states someone closed the vehicles door and the side air bag and the curtain deployed. Customer states HUNTINGTON HONDA advised her that the door was bent and hit the sensor. Customer states she read the internet and this appears to be a known issue. Customer states he insurance company was not contacted. Customer states this occurred at the end of February but the date and time are not known.

Inbound Summary:

ACS apologized and advised a case will be dispatched to a CM for review. I advised that a CM will act as a liaison to assist the customer with her concerns and I advised that a follow up call will take place within 1 or 2 business days. I offered to provide further assistance at this time but the customer declined. Call concluded.

*** CASE MODIFY 3/11/2010 2:32:14 PM, tcadle

into WIP default and Status of Solving.

*** CASE MODIFY 3/11/2010 2:32:15 PM, tcadle

into WIP default and Status of Solving.

*** CASE DISPATCH 3/11/2010 2:32:16 PM, tcadle

from WIP default to Queue Honda Team G.

*** NOTES 3/11/2010 2:32:58 PM, dharvil1, Action Type : Note-General

Reviewed by TL D. Harville.

*** CASE ASSIGN 3/11/2010 2:34:00 PM, galbu

N012010-03-1101283 to wmenjiva, WIP ¶!J

*** CASE RULE ACTION 3/11/2010 2:34:01 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/12/2010 10:58:56 AM, wmenjiva

into WIP 05B and Status of Solving.

*** COMMIT 3/12/2010 10:58:57 AM, wmenjiva, Action Type :

Made to [REDACTED] due 03/15/2010 10:59:00 AM.

DCS Follow-Up

*** NOTES 3/12/2010 11:01:20 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/15/2010

Case History

Case ID : N012010-03-1101283

Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG DEPLOY

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

Customer stated that someone closed the vehicles door and the side air bag and the curtain deployed.
He stated that Honda dealer advised her, that the door was bent and hit the sensor.
She stated that her insurance company was not contacted.
She stated that this took place at the end of February, but the date and time are not known.

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:

Has DPSM been involved?

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

Walter Menjivar
Automobile Customer Service
310-783-7706

*** SUBCASE N012010-03-1101283-1 CREATE 3/12/2010 11:02:17 AM, wmenjiva

Created in WIP Default with Due Date 3/12/2010 11:02:17 AM.

*** CASE MODIFY 3/12/2010 11:02:25 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 3/12/2010 12:27:03 PM, wmenjiva, Action Type : Call to Dealer

RCM left 2 voice messages for Huntington Honda SM-Craig, asking for a call back.

*** NOTES 3/12/2010 12:55:56 PM, wmenjiva, Action Type : Field Service

RCM spoke with DPSM and Huntington Honda SM-Craig, DPSM was visiting dealer today.
SM stated that he personally inspected the vehicle. SM stated that he found 45-90 degree inward bent on bottom rear corner of the driver's front door, which point of the door, when the door is closed, hits the side sensor.
SM stated that vehicle is at dealer, and dealer has placed parts on order: seat cover, driver seat front airbag and curtain airbags, and sensor.
Vehicle has 39,284 miles, and is still at the dealer.
SM provided me with VIN, 1HGCP268X8A [REDACTED].
I asked SM to take digital pictures, and also asked DPSM to inspect the vehicle, as well.

*** CASE MODIFY 3/12/2010 12:56:23 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 3/12/2010 12:56:30 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/12/2010 12:56:33 PM, wmenjiva

WARRANTY CHECK 03/12/2010 12:56:33 PM wmenjiva
No data found for VIN.

*** CASE VSC LOOKUP 3/12/2010 12:56:36 PM, wmenjiva

VSC-CUC CHECK 03/12/2010 12:56:36 PM wmenjiva

Case History

Case ID : N012010-03-1101283

Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG DEPLOY

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/12/2010 12:56:41 PM, wmenjiva

CAMPAIGN CHECK 03/12/2010 12:56:41 PM wmenjiva

The following Campaign information was found
09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE CLAIMS LOOKUP 3/12/2010 12:56:44 PM, wmenjiva

CLAIM CHECK 03/12/2010 12:56:44 PM wmenjiva

The following Claim History information was found
0; 2009-08-24; 206967; 094361; 510; 8591A0 ; FRONT SEAT CUSHION TRIM COVER, LEFT - REPLACE.

*** CASE MODIFY 3/12/2010 12:56:47 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/12/2010 1:17:59 PM, wmenjiva

CAMPAIGN CHECK 03/12/2010 01:17:59 PM wmenjiva

The following Campaign information was found
09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE CLAIMS LOOKUP 3/12/2010 1:18:03 PM, wmenjiva

CLAIM CHECK 03/12/2010 01:18:03 PM wmenjiva

The following Claim History information was found
0; 2009-08-24; 206967; 094361; 510; 8591A0 ; FRONT SEAT CUSHION TRIM COVER, LEFT - REPLACE.

*** CASE MODIFY 3/12/2010 1:29:04 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 3/12/2010 2:10:45 PM, wmenjiva, Action Type : Call to Customer

RCM contacted customer at 631-223-3560, and introduced myself as the Honda RCM regarding her airbag deploying with no impact concern.

I informed customer, per case notes, dealer found a bent on the driver door which might be setting off the sensor, when the door is closed.

She stated that she has read a lot of similar issues on Hondas.

She stated that she feels this is a defect with Hondas, and this is the same issue on her vehicle as those on the internet.

She stated that she consulted with a body shop, and they told that the information dealer had given her was not possible.

I explained to customer that the information she read online might not be similar to her, being that if her door has some discrepancies, which ultimately impact the area where the sensor is located, the sensor will react, as it is designed to do.

I explained to customer that the sensor senses impact, it does not differentiate between impact from another vehicle or front its own door.

I asked customer to not feel influenced by information found online or given to her by individuals who have not inspected her vehicle, currently.

I informed customer that I would discuss her case with Honda dealer, and will follow up with her by no later than Tuesday.

I informed customer that if dealer's determination, is that sensor is working as design, and was set off by the door damage through impact on that sensor area, Honda will refer her to her insurance company.

She stated that she feels her insurance company might not cover it.

I informed customer that her insurance company would need to make decision and possibly come to inspect the vehicle.

I provided customer my contact information.

She understood.

I thanked customer for her time.

Case History

Case ID : N012010-03-1101283

Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG DEPLOY

*** CASE MODIFY 3/12/2010 2:11:08 PM, wmenjiva

into WIP 05B and Status of Solving.

*** COMMIT 3/12/2010 2:11:11 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 03/16/2010 02:00:00 PM.

(Huntington) Follow up with cust

*** CASE MODIFY 3/12/2010 2:11:34 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 3/15/2010 7:42:37 AM, wmenjiva

Fulfilled for [REDACTED] due 03/15/2010 10:59:00 AM.

*** NOTES 3/15/2010 11:52:20 AM, wmenjiva, Action Type : Call to Dealer

RCM left voice message for Huntington Honda SM-Craig, asking for a call back to discuss case.

*** CASE MODIFY 3/15/2010 11:52:32 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 3/15/2010 12:52:46 PM, wmenjiva, Action Type : Call from Dealer

RCM spoke with Huntington Honda SM-Craig, who informed me that DPSM, also inspected the vehicle, Friday.

SM stated that damaged portion of the door is hitting the rocker panel, where the sensor is located.

SM stated that customer's son, the main driver of the vehicle, came in Saturday and spoke with the SA.

SM stated that dealer referred customer to his insurance company, which customer indicated he will not do.

SM stated that customer told SA, that he would see them in court, and left.

Vehicle is still at dealer.

*** NOTES 3/15/2010 1:02:45 PM, wmenjiva, Action Type : Field Service

RCM consulted with DPSM.

He stated that dealer took about half dozen pictures, and there is physical evidence to prove issue is not a defect. Sensor was working as designed.

He stated that there is metal to metal contact, where the door is deformed at the bottom rear portion, there is a dog-ear pointing at the body of the car.

This tip of the door makes contact with the B-pillar, within inches of where the shock sensor is located.

He stated that there are physical marks by the B-pillar, where the tip of the door has been hitting the B-Pillar.

*** CASE MODIFY 3/15/2010 1:03:30 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 3/15/2010 2:14:27 PM, wmenjiva, Action Type : Call to Customer

RCM contacted customer at [REDACTED], and introduced myself.

I informed customer that I had received dealer findings. In addition, one of our Honda senior field manager was at the dealer, Friday, and verified dealer findings.

I informed customer that dealer found evidence that ther ear-dog damage to her driver front makes impact with B-pillar, where the shoch sensor is located.

I informed customer that sensor was working as designed.

I informed customer that customer is more than welcome to contact her insurance company for coverage purposes.

She stated that she picked up her vehicle, to verify damages.

She stated that she sees no reason for sensor to go off, being that there is no damage to the vehicle, marks, where the door hits the car.

She stated that if there was impact, there would be marks. She stated that there is an indentation, but not due to the door impacting the car.

I explained to customer that it is understood that she would disagree with dealer findings. However, dealer had taken pictures of the damages, and etc., as

Case History

Case ID : N012010-03-1101283

Case Title : 05B- [REDACTED] - (HUNTINGTON) NO IMPACT/DRIVER SIDE AIR BAG DEPLOY

proof.

She stated that she is sure this is what Toyota used to say about their issue, and look at them now.

She stated that she has found a lot of similar issues on the internet, and she is quite sure this is the same with hers.

I reiterated to customer that Honda dealer found impact damages where the ear-dog damage to the tip of the driver door has impacted the B-pillar, where the sensor is located.

I reiterated to customer that she is more than welcome to work with her insurance company, now.

I informed customer that dealer is willing to assist her to work with her insurance company, if need be.

She declined.

She stated that she does not feel her insurance should be responsible for something that it is not her fault.

I informed customer that Honda dealer found no defect with her vehicle, and it would be up to customer how she will address repairs.

She thanked.

I thanked customer for her time.

Customer did not have any further questions.

*** CASE MODIFY 3/15/2010 2:14:55 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 3/15/2010 2:14:58 PM, wmenjiva

Fulfilled for [REDACTED] due 03/16/2010 02:00:00 PM.

*** CASE MODIFY 3/15/2010 2:15:07 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 3/15/2010 2:18:06 PM, galbu, Action Type : Note-General

Case reviewed.

*** CASE MODIFY 3/15/2010 2:31:44 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 3/15/2010 2:32:21 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE MODIFY 3/15/2010 2:32:24 PM, wmenjiva

into WIP 05B and Status of Solving.

*** SUBCASE N012010-03-1101283-1 CLOSE 3/15/2010 2:32:27 PM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/15/2010 2:32:28 PM, wmenjiva

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-08-1301852 Division : Honda - Auto Condition : Closed Open Date : 8/13/2012 10:33:42 AM
Case Originator : Rio Wardana (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 2/4/2013 6:47:10 AM
Case Owner : Farah Sosa (Team HG) Method : Phone Queue : Days Open : 175
Last Closed By : Farah Sosa (Team HG) Point of Origin : Customer Wipbin :
Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 1219
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : PEEKSKILL, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1219
VIN Type / No. : US VIN / JHMCP26368C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 82,000
In Service Date : 03/21/2008
Months In Use : 53
Engine Number : K24Z21415593
Originating Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
Selling Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208271 / CURRY HONDA
Phone No. : 914-739-7600
Address : 3845 CROMPOND ROAD
City / State / Zip : YORKTOWN HEIGHT, NY 10598
Svc District / Sls District : 05E / F05
Warranty Labor Rate / Date : \$102.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-08-1301852-1 / [REDACTED]	- P Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012012-08-1301852-2 / [REDACTED]	- P Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-08-1301852-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2012 6:43:25 AM
Issue Owner : Sergio Salvador	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/28/2012 2:24:04 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-08-1301852-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2013 7:37:51 AM
Issue Owner : Farah Sosa	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/4/2013 6:47:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 8/13/2012 10:33:42 AM, rwardana

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

*** CASE MODIFY 8/13/2012 10:38:41 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2012 10:39:20 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2012 10:39:59 AM, rwardana

into WIP default and Status of Solving.

*** NOTES 8/13/2012 10:42:10 AM, rwardana, Action Type : Call from Customer

Ms. [REDACTED] states the registered owner of this vehicle is her father, [REDACTED].

Best contact number: [REDACTED].

Customer called ACS in regards to the airbags of her 2008 Accord. Customer states the airbags deployed when she closed the door about 10 days ago (on 8/3/2012). Customer was advised by Curry Honda that the repairs would not be covered. Customer was advised that she had to have hit something, causing the airbags to have deployed. Customer contends there was no damage on the vehicle. Customer has been working with Trina, SA at Curry Honda.

Customer states the vehicle has been in Curry Honda for the last 10 days.

Customer states the vehicle is also there for an actuator issue. Customer states she brought the vehicle there a few months ago, when the actuator was replaced. Customer was advised the actuator has to be replaced as well, and that is already completed.

Customer is seeking for AHM to contact Curry Honda to authorize the repairs on the airbags and the seats upholstery. Customer states the airbag deployed on the seat, causing damage on the upholstery. Customer states the passenger side front airbags, the rear, and the side airbags deployed.

ACS advised that based on her contention that the airbags deployed without her having hit anything, I will forward this case to a CM for review. ACS advised that a CM would be calling her back by the end of the next business day. ACS advised that I will notify that the vehicle is currently at the dlr. ACS advised there are no guarantees of an outcome, and that we rely on the dlr to diagnose the vehicle as our eyes and ears on the field.

Customer was provided with her case number, and needed no further assistance.

*** CASE MODIFY 8/13/2012 10:42:12 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2012 10:42:12 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2012 10:42:12 AM, rwardana

into WIP default and Status of Solving.

*** CASE DISPATCH 8/13/2012 10:42:19 AM, rwardana

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 8/13/2012 2:02:58 PM, ssalvado

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

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

*** SUBCASE N012012-08-1301852-1 CREATE 8/14/2012 6:43:25 AM, ssalvado

Created in WIP Default with Due Date 8/14/2012 6:43:25 AM.

*** CASE MODIFY 8/14/2012 6:43:32 AM, ssalvado

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

*** COMMIT 8/14/2012 6:44:40 AM, ssalvado, Action Type :

Made to [REDACTED] due 08/21/2012 06:44:44 AM.

DCS Follow-Up

*** NOTES 8/14/2012 6:44:53 AM, ssalvado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/21/2012

Good Morning

The purpose of this message is regarding a recent contact by customer Christina Serrano, JHMCP26368C [REDACTED]. Customer contacted ACS regarding an issue with the airbag deploying. ACS is currently seeking information regarding the case. Would you contact ACS back to discuss the following:

-PLEASE PROVIDE A COPY OF REPAIR ORDER, IF AVAILABLE

-The Date and Mileage the vehicle was in for the issue

- The Repair Order Number

- What was the diagnosis of the issue that the customer is concern with

- Has the customer brought up the concern in the past

- What is currently the recommended action to address the issue

- Was the DPSM involved

-What the customer pay price would be for the repair

-What would be the warranty price for the repair

- Was Tech Line contacted in regards to the customer concern

Thank you for your attention to this matter.

Sergio Salvador

American Honda Motor Co., Inc.

Direct: (310) 783-7736

Fax: (310) 783-3023

*** CASE MODIFY 8/14/2012 6:47:15 AM, ssalvado

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

*** NOTES 8/14/2012 1:58:01 PM, ssalvado, Action Type : Call to Dealer

ACS spoke with Brian, SD, who informed ACS that the vehicle was currently in their possession as the customer brought the vehicle in for a VTC actuator concern and the air bag deployment. SD stated that there is significant damages to the vehicles under carriage on the front passenger side rocker panel and significant body work to the rear end of the vehicle. SD stated that while they could not prove that the airbags deployed because of the damages given the extent of the damages and their location they were under the impression that it may be related. SD was asked to provided photos of the affected area to review the DPSM.

*** NOTES 8/14/2012 1:58:12 PM, ssalvado, Action Type : Call to Customer

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

ACS spoke with the customer in regards to her concern with the side curtain airbag and seat side airbag deploying. Customer stated that the incident occurred on 8/3/2012 when she parked her car, turned it off, and took the keys with her. Customer claims that she when to the driver side front door to grab some stuff, took her stuff out and closed the door when the airbag deployed. Customer stated that the vehicle was dropped of at the dealership that same night and by Monday, 8/6, she was contacted by Trina at Curry Honda informing her that due to the fact that the vehicle was out of warranty and they confirmed damages she would be responsible for the repairs. Customer at first stated that she had not contacted her insurance company but then stated that she did call them after the situation and was advised that if she did not hit anything and it was a defect to contact the manufacturer. When asked the customer stated that there was no damage to the vehicle but was informed that based on ACS conversation with the dealership, there was damages to the under carriage of the vehicle on the front passenger side and body work to the rear of the vehicle.

Customer stated that the rear end damage occurred about 2 years back when she was rear ended and the vehicle was repaired. Customer stated that the damages to the front passenger side undercarriage occurred when her boyfriend was changing a tire due to a flat and placed the wheel under the vehicle. Customer then stated that she did not have the dates but road side assistance was contacted to come out. Customer was informed that ACS would review the case, the dealership findings and would call her back on Friday with an update. Customer was informed that based on the dealership verbal description of their findings there existed the possibility that ACS will be referring her to her insurance company for their opinion over the cause of the concern and whether they would cover the repairs or if they felt AHM may have been at fault.

*** CASE MODIFY 8/16/2012 7:51:51 AM, ssalvado

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

*** CASE MODIFY 8/16/2012 7:53:55 AM, ssalvado

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

*** NOTES 8/17/2012 10:13:03 AM, ssalvado, Action Type : Field Service

ACS received a message from AZM requesting confirmation that the vehicle was still at the dealership in order to make arrangements for the vehicle to be inspected.

*** NOTES 8/17/2012 10:13:34 AM, ssalvado, Action Type : Field Service

ACS left message for AZM informing him that the vehicle was still at the dealership.

*** CASE FULFILL 8/17/2012 10:13:40 AM, ssalvado

Fulfilled for [REDACTED] due 08/21/2012 06:44:44 AM.

*** COMMIT 8/17/2012 10:13:42 AM, ssalvado, Action Type : N/A

follow up (8/17)

*** CASE MODIFY 8/17/2012 10:14:06 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 8/17/2012 10:33:07 AM, ssalvado, Action Type : Field Service

ACS received a message from AZM who indicated that he would attempt to get someone out to inspect the vehicle next week. AZM will contact ACS back with more information as soon as it is available.

*** NOTES 8/17/2012 10:33:15 AM, ssalvado, Action Type : Call to Customer

ACS called customer who was informed that ACS was in contact with the dealership and discussed the damages found on the vehicle. Customer was informed that photos were provided which may indicate that the damages were related to the deployment of the airbags. Customer was informed that just to confirm the situation and in order for ACS to make a final decision on the case, ACS was working on having a representative inspect the vehicle on AHM behalf. Customer was informed that the inspection should take place next week and ACS would call her on Tuesday with more information on the inspection.

*** CASE FULFILL 8/17/2012 10:33:22 AM, ssalvado

Fulfilled for [REDACTED] due 08/17/2012 05:00:00 PM.

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

*** COMMIT 8/17/2012 10:33:24 AM, ssalvado, Action Type : N/A

follow up on DPSM inspection (8/21)

*** CASE MODIFY 8/17/2012 10:33:40 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 8/21/2012 11:37:40 AM, ssalvado, Action Type : Field Service

ACS spoke with the DPSM, 5F, who informed ACS that the vehicle was inspected and damage to the undercarriage, specifically scratches, as well as an impact to the rocker panel. DPSM stated that there was significant damage several locations on the vehicle including the rear end which had been previously repaired. DPSM stated that given the significant damage to the passenger side under carriage and rocker panel there was a high possibility that it caused the airbags to deploy. ACS will be referring the customer to their insurance company to further pursue the claim.

*** NOTES 8/21/2012 11:38:33 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail informing the customer that the vehicle was inspected by the DPSM today and requested a call back to discuss the results of the inspection. Customer was also informed that the vehicle was ready to be picked up.

*** CASE MODIFY 8/21/2012 11:38:38 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE FULFILL 8/21/2012 2:35:12 PM, ssalvado

Fulfilled for [REDACTED] due 08/21/2012 12:00:00 AM.

*** COMMIT 8/21/2012 2:35:13 PM, ssalvado, Action Type : N/A

has customer returned call, if not close case (9/28)

*** CASE MODIFY 8/21/2012 2:35:29 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 8/22/2012 11:42:39 AM, ssalvado, Action Type : Call from Customer

ACS received a voicemail from customer requesting a call back

*** NOTES 8/22/2012 11:43:56 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 9146092550, requesting a call back to discuss the case.

*** CASE MODIFY COMMITMENT 8/22/2012 11:44:10 AM, ssalvado

with CHRISTINA SERRANO due 08/23/2012 12:00:00 AM.

*** CASE MODIFY 8/22/2012 11:44:13 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 8/23/2012 9:02:05 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on [REDACTED], requesting a call back to discuss the case.

*** CASE MODIFY COMMITMENT 8/23/2012 9:02:20 AM, ssalvado

with CHRISTINA SERRANO due 08/30/2012 12:00:00 AM.

*** CASE MODIFY 8/23/2012 9:02:26 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 8/30/2012 9:29:21 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on [REDACTED], requesting a call back to discuss the case. Customer was informed that ACS was going to be out of the office the week of 9/3 and returning on 9/10. Customer was informed that ACS would call her back on 9/13.

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

*** CASE MODIFY COMMITMENT 8/30/2012 9:29:31 AM, ssalvado

with [REDACTED] due 09/13/2012 12:00:00 AM.

*** CASE MODIFY 8/30/2012 9:29:35 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE RULE ACTION 9/10/2012 9:33:42 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/13/2012 1:25:06 PM, ssalvado, Action Type : Call from Customer

ACS received a voicemail from customer requesting a call back

*** NOTES 9/13/2012 1:25:15 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 9146092550, requesting a call back to discuss the case.

*** CASE MODIFY 9/13/2012 1:25:22 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE MODIFY COMMITMENT 9/13/2012 1:25:32 PM, ssalvado

with [REDACTED] due 09/20/2012 12:00:00 AM.

*** CASE MODIFY 9/13/2012 1:25:36 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 9/19/2012 1:00:20 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 9146092550, requesting a call back to discuss the case.

*** NOTES 9/19/2012 1:01:28 PM, ssalvado, Action Type : Letter/Fax

September 19, 2012

[REDACTED]
Peekskill, NY, [REDACTED]

Re: VIN JHMCP26368C [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117736, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

Sergio Salvador
Automobile Customer Service
File No. N012012-08-1301852

*** CASE MODIFY 9/19/2012 1:01:41 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE MODIFY COMMITMENT 9/19/2012 1:02:03 PM, ssalvado

with [REDACTED] due 09/28/2012 12:00:00 AM.

*** CASE MODIFY 9/19/2012 1:02:06 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 9/19/2012 1:20:34 PM, ssalvado, Action Type : Call from Customer

ACS received a voicemail from customer requesting a call back

*** NOTES 9/19/2012 1:20:56 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 9146092550, requesting a call back to discuss the case.

*** CASE MODIFY 9/19/2012 1:21:06 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE ADD ATTACHMENT 9/19/2012 1:30:23 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-08-1301852_1_1.pdf

*** NOTES 9/20/2012 7:59:12 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 9146092550, requesting a call back to discuss the case.

*** CASE MODIFY 9/20/2012 7:59:28 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 9/28/2012 6:59:17 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail informing the customer that ACS was responding to the inspection that took place on her vehicle. Customer was informed that as she was informed, her vehicle was inspected and there were signs of damages to the vehicle that could be attributed to the airbag deployment. Customer was informed that ACS position over the matter but if she wished to further discuss the case and details to feel free to call ACS back. Customer was informed that ACS had left multiple messages as well as issued a letter notifying her of ACS request for a call back and have not received a response. Customer was informed that if ACS did not receive a call back by

*** CASE MODIFY 9/28/2012 6:59:25 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 9/28/2012 7:07:19 AM, ssalvado, Action Type : Note-General

the end of the day the case would be closed.

*** NOTES 9/28/2012 2:21:32 PM, ssalvado, Action Type : Note-General

ACS will be closing off the case based on the customer lack of response and AHM position being provided to the customer based on DPSM inspection.

*** SUBCASE N012012-08-1301852-1 CLOSE 9/28/2012 2:24:04 PM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/28/2012 2:24:12 PM, ssalvado

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE CLOSE 9/28/2012 2:24:53 PM, ssalvado

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

*** CASE REOPEN 1/24/2013 10:41:40 AM, ssann

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/24/2013 10:45:28 AM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 1/24/2013 10:46:54 AM, ssann

into WIP default and Status of Solving.

*** NOTES 1/24/2013 10:50:15 AM, ssann, Action Type : Call to Customer

Verified:

[REDACTED]
[REDACTED]
PEEKSKILL NY [REDACTED]

[REDACTED] 08-1301852

Best # [REDACTED]

Advised of call out disclaimer***

Customer was informed that they will not repair or replace airbag because there was a dent underneath her vehicle. Customer wants to have another inspection and feels that its an excuse. Customer states that her state inspection is coming soon and don't have \$2,000. Customer states that a local IRF told her that the dent was due to a jack lifting up the vehicle to change the tires. Customer wants to be at the dealership when the Honda rep look at her vehicle.

ACS advised that her case has been reopen and dispatch for review. ACS advised that she will get a call back by end of next business day.

Customer understood, Call end.

*** CASE DISPATCH 1/24/2013 10:50:38 AM, ssann

from WIP default to Queue Honda Team F.

*** CASE FORWARD 1/24/2013 10:53:55 AM, wzitter

from Queue Honda Team F to Queue Honda Team G.

*** CASE YANKED 1/25/2013 6:03:58 AM, fsosa

Yanked by fsosa into WIPbin default.

*** CASE MODIFY 1/25/2013 6:04:06 AM, fsosa

into WIP default and Status of Solving.

*** SUBCASE N012012-08-1301852-2 CREATE 1/25/2013 7:37:51 AM, fsosa

Created in WIP Default with Due Date 1/25/2013 7:37:51 AM.

*** NOTES 1/25/2013 7:38:16 AM, fsosa, Action Type : Call to Customer

Case History

Case ID : N012012-08-1301852

Case Title : (CURRY) DPSM 5E [REDACTED] - AIRBAG DEPLOYMENT

ACS called the customer at [REDACTED]. Disclosure was provided. ACS advised we are contacting her in response of her request for another inspection. ACS advised that in 08/12 her vehicle was already inspected by our district representative and an invoice from Curry Honda may have been provided to her detailing the findings. The customer stated that the vehicle was at the dealer for 3 weeks and no invoice was provided to her. ACS offered contacting dealer so it can be facilitated to her. ACS informed that the dealer found significant damages to the vehicles under carriage on the front passenger side rocker panel and significant body work to the rear end of the vehicle. ACS informed per our DPSM that given the significant damage to the passenger side under carriage and rocker panel there was a high possibility that it caused the airbags to deploy. ACS advised that at this point AHM is not in the position to participate on repair and recommended to Ms. [REDACTED] contacting her insurance company. The customer stated that the diagnostic is false and there is rear damage only. The customer stated that her IRF told her that a jack could cause the damage under the vehicle not enough for her airbag to deploy when she closed door. The customer stated she wishes to be present when the DPSM checks the vehicle. ACS informed that we have already gone through that process and AHM is not in the position to participate at this time. The customer is requesting a detailed estimate with all the parts needed to be replaced. ACS advised I can obtain the invoice detailing diagnosis and the dealer most likely would provide an estimate when she goes to them to have repairs completed. The customer stated she does not want me to get that invoice for her since the diagnostic is false. ACS inquired if she no longer needs my assistance to obtain this information and the customer confirmed she does not. The customer stated that this conversation was pointless and ended the call.

*** COMMIT 1/25/2013 7:38:41 AM, fsosa, Action Type : N/A

Made to [REDACTED] due 01/31/2013 12:00:00 AM.

airbag - customer called again? cl

*** CASE MODIFY 1/25/2013 7:41:46 AM, fsosa

into WIP default and Status of Solving.

*** NOTES 2/1/2013 6:52:49 AM, fsosa, Action Type : Note-General

The customer requested assistance on passenger airbag deployment repairs.
Upon DPSM inspection damage on the vehicle was found. Assistance was denied.
The customer ended communication with our office and has not called again.
The case will be closed.

*** CASE FULFILL 2/1/2013 6:53:00 AM, fsosa

Fulfilled for [REDACTED] due 01/31/2013 12:00:00 AM.

*** COMMIT 2/1/2013 6:53:01 AM, fsosa, Action Type : N/A

airbag - cl?

*** CASE MODIFY 2/1/2013 6:53:54 AM, fsosa

into WIP 5E and Status of Solving.

*** SUBCASE N012012-08-1301852-2 CLOSE 2/4/2013 6:47:10 AM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/4/2013 6:47:10 AM, fsosa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-11-2701870 Division : Honda - Auto Condition : Closed Open Date : 11/27/2013 4:16:01 PM
Case Originator : Leslie Thompson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/3/2014 9:20:42 AM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 37
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 5644
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ARVADA, CO [REDACTED]
E Mail : DECLINE
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5644
VIN Type / No. : US VIN / 1HGCP254X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2548EW / A
Miles / Hours : 71,310
In Service Date : 03/22/2008
Months In Use : 68
Engine Number : K24Z21017346
Originating Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
Selling Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207882 / AUTONATION HONDA 104
Phone No. : 303-469-5551
Address : 2999 WEST 104TH AVENUE
City / State / Zip : WESTMINSTER, CO 80234
Svc District / Sls District : 10C / C10
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-11-2701870-1 / [REDACTED] - P	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-11-2701870-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2013 3:56:43 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 1/3/2014 9:20:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 11/27/2013 4:16:01 PM, lthomps1

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

*** CASE MODIFY 11/27/2013 4:16:24 PM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2013 4:16:31 PM, lthomps1

into WIP default and Status of Solving.

*** NOTES 11/27/2013 4:31:33 PM, lthomps1, Action Type : Call from Customer

Updated Customer Info

Best Contact [REDACTED]

Customer is calling because he airbag deployed by closing her passenger door. Customer stated on November 27, 2013 she closed her passenger side door and the passenger side airbag and the rear bag in the seat deployed as well. Customer stated no one was in the vehicle. Customer stated she was parked and not moving. Customer stated she hasnt contacted the insurance. Customer stated she went into the DLR AutoNation Honda and spoke Tad-Service Manager who informed her to call AHM. Customer is calling because she doesnt know what to do this next.

ACS empathizes with the customer and asked if her and her daughter is ok. Customer stated she is fine. ACS informed customer to work with her insurance company in accordance to their policy. ACS informed customer that AHM doesnt provide loaners or rentals, however her insurance may give her information in regards to her airbag concern. ACS informed that we will send their concern to a CM for further review. ACS provided customer with their case number and stated that someone will contact them within the end of the next business day. Customer understood and will wait on the call.

*** CASE MODIFY 11/27/2013 4:31:38 PM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2013 4:31:38 PM, lthomps1

into WIP default and Status of Solving.

*** CASE DISPATCH 11/27/2013 4:31:57 PM, lthomps1

from WIP default to Queue Honda Team C.

*** NOTES 12/2/2013 7:38:22 AM, evispel, Action Type : Call from Customer

Customer called in for CM. I advised the customer that someone should be contacting her by the EOB today. Customer understood. No further assistance needed. Call End

*** CASE ASSIGN 12/2/2013 9:33:01 AM, ksulliva

N012013-11-2701870 to bmc donal, WIP

*** CASE MODIFY 12/2/2013 9:51:08 AM, bmc donal

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 9:51:15 AM, bmc donal

into WIP default and Status of Solving.

*** SUBCASE N012013-11-2701870-1 CREATE 12/2/2013 3:56:43 PM, bmc donal

Created in WIP Default with Due Date 12/2/2013 3:56:43 PM.

*** CASE MODIFY 12/2/2013 3:56:49 PM, bmc donal

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 3:56:52 PM, bmc donal

into WIP default and Status of Solving.

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

*** NOTES 12/2/2013 4:09:25 PM, bmcdonal, Action Type : Call to Customer

ACS called and spoke to [REDACTED], delivered the disclaimer as required. The customer said she talked to the insurance company who told her the vehicle is defective since she wasn't involved in a accident. I advised the customer I understand her frustration I would be too. I must contact the DPSM and the dealer to review the information. I asked did the dlr contact take photographs. The customer said last Wednesday she spoke to SM-Chad Bergstrom who advised her he has to have authorization to further inspect the vehicle. I explained tot he customer the process would require that the case be referred to the consumers insurance company. I will contact the DPSM & Chad about having pictures taken of the under carriage of the vehicle. The customer said she has no other transportation to get to work and back home. She is happy that neither she or her daughter was hurt when the air bags deployed. I understand her frustration her vehicle is outside of the NVLW of 3/36. I will call her back on Wednesday 12/4 if not before. I must review the case before we can made a determination in the case. I asked if there was anything else she wanted to discuss, customer said she is happy that neither her or her daughter were not hurt. Her insurance company said the vehicle is defective. I explained we have to conduct a reinspection of her vehicle.

*** NOTES 12/2/2013 4:10:52 PM, bmcdonal, Action Type : Call to Customer

The customer said that the number she has for Chad Bergstrom is (303) 438-6171.

*** NOTES 12/2/2013 4:13:10 PM, bmcdonal, Action Type : Call to Dealer

ACS left a message for Chad that the DPSM must be involved in this reinspection. Please return my call to further discuss the customer;s contention

*** COMMIT 12/2/2013 4:24:53 PM, bmcdonal, Action Type : N/A

call the customer

*** NOTES 12/2/2013 4:25:59 PM, bmcdonal, Action Type : Field Service

Notified the DPSM for 10C to request his intervention into the reinspection of the vehicle. Pending his response.

*** COMMIT 12/2/2013 4:26:27 PM, bmcdonal, Action Type :

Made to [REDACTED] due 12/05/2013 04:26:31 PM.

DCS Follow-Up

*** NOTES 12/2/2013 4:28:44 PM, bmcdonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/5/2013

This customer contacted our office regarding the following issue(s): Deployed Side Air bag in 2008 Honda Accord. Please communicate with the DPSM who has been made aware of this customers contention. Call the Case Manager to further discuss the need for reinspection and for photos to be taken of the under carriage.

Customer is calling because he airbag deployed by closing her passenger door. Customer stated on November 27, 2013 she closed her passenger side door and the passenger side airbag and the rear bag in the seat deployed as well. Customer stated no one was in the vehicle. Customer stated she was parked and not moving. Customer stated she hasnt contacted the insurance. Customer stated she went into the DLR AutoNation Honda and spoke Chad-Service Manager who informed her to call AHM. Customer is calling because she doesnt know what to do this next.

Thank you for your cooperation and timely repsonse.

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

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

Bettie McDonald
Automobile Customer Service
(310) 783- 7749 D/L

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE FULFILL 12/2/2013 4:28:58 PM, bmcDonald

Fulfilled for [REDACTED] due 12/05/2013 04:26:31 PM.

*** CASE MODIFY 12/2/2013 4:29:03 PM, bmcDonald

into WIP default and Status of Solving.

*** NOTES 12/3/2013 9:25:54 AM, bmcDonald, Action Type : Field Service

The DPSM contacted ACS in regard to the communication regarding this customer. He indicated that he has an informal scheduled set for Wednesday. He'll contact the dlrship and reviewed the case with Chad. He said there is a form to complete (including pictures) on deployed air bags that are non impact related. He can avail himself to address the concern on Wednesday 12/4/13. The DPSM will re-contact ACS after speaking to the dlr.

*** CASE MODIFY 12/3/2013 9:37:25 AM, bmcDonald

into WIP 10C Jason Scher and Status of Solving.

*** NOTES 12/3/2013 12:17:59 PM, bmcDonald, Action Type : Call from Dealer

SM-Chad called ACS to advised that he has not contact information in the system, name , VIN or telephone number. According to Chad the customer came in just before closing and was upset because she had purchased the vehicle from their dealership. I asked that if they visually inspected the vehicle did they even document anything in the computer? Chad said he found her information on Saturday , but can't find it now. I suggested that he contact the customer ASAP and have her come into the dealership while the DPSM is there on Wednesday 12/4/13. I advised Chad to please well document the repair order and the DPSM will forward the properly paperwork to ACS.

*** CASE MODIFY 12/3/2013 12:18:14 PM, bmcDonald

into WIP 10C Jason Scher and Status of Solving.

*** CASE MODIFY 12/3/2013 12:55:46 PM, bmcDonald

into WIP 10C Jason Scher and Status of Solving.

*** NOTES 12/4/2013 1:44:23 PM, bmcDonald, Action Type : Field Service

The DPSM wanted to know what our policy/practice was in this type of issue of non accident air bags, can this be a goodwill decision. The vehicle was a HCUC purchased however, the vehicle has not returned to the dealer for any type of service. There is an after market oil filter and battery on the vehicle now. The customer purchased tires from Big O Tires. I advised the DPSM I will speak with the RM and provide him feedback. The DPSM said he is renaming the 85 photos to upload to ACS now.

*** NOTES 12/4/2013 1:53:49 PM, bmcDonald, Action Type : Manager

RCM reviewed the case with RM who advised the DPSM's inspection being completed he should make a decision if the inspection revealed any damage or if AHM is going to assist. ACS will need to know the cost of the repair for documentation in the case. The customer "must" sign a Release of Liability before any work is completed.

*** NOTES 12/4/2013 1:59:28 PM, bmcDonald, Action Type : Field Service

ACS called the DPSM to advised I had reviewed the case with the RM. I advised he has to make a decision based on the inspection findings. If there was no physical evidence of impact damage, typically the customer is referred to the insurance company. In the event he decides AH will assist in the repair, we need to know the cost of the repair. The customer must sign a Release of Liability before the work is completed and the repair order must be documented the repair is being performed as a onetime goodwill gesture to eliminate any conjecture on behalf of the customer or be considered an admission of liability. The DPSM understands and will gather the pricing information and respond back to the ACS Office. He doesn't have a Release of Liability form. He asked to have one forwarded and he can have the dealer make a copy.

*** NOTES 12/4/2013 2:10:13 PM, bmcDonald, Action Type : Call from Customer

The customer called ACS by using the D/L (number provided by the DPSM) . I explained this is the dlr number, customer said she didn't have the 800 with her at the time. She apologized for the confusion. I explained to the customer she would be better served calling the 800. I have to review the case

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

with he DPSM , look at his inspection findings and will follow up with her by this Friday. I advised the customer I absolutely understand her frustration and I would be too. The customer thanked me for the assistance, she'll look forward to talking to me on Friday. I thanked her for the call.

*** CASE MODIFY 12/4/2013 2:17:45 PM, bmcDonal

into WIP 10C Jason Scher and Status of Solving.

*** CASE FULFILL 12/4/2013 4:53:03 PM, bmcDonal

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

*** COMMIT 12/4/2013 4:53:05 PM, bmcDonal, Action Type : N/A

advise of the GW to cust

*** CASE MODIFY 12/4/2013 4:53:32 PM, bmcDonal

into WIP 10C Jason Scher and Status of Solving.

*** NOTES 12/5/2013 11:48:55 AM, bmcDonal, Action Type : Field Service

ACS forwarded a copy of the Release of Liability form to the DPSM.

*** CASE MODIFY 12/5/2013 11:49:47 AM, bmcDonal

into WIP 10C Jason Scher and Status of Solving.

*** NOTES 12/6/2013 12:12:21 PM, ssann, Action Type : Call from Customer

Verified info:

Best: [REDACTED]

Customer wants to speak with CM.

ACS WT to CM.

*** NOTES 12/6/2013 12:19:57 PM, bmcDonal, Action Type : Call from Customer

The customer is at the dealership and called to find out the status delivered the disclaimer as required. The customer was told by SM-Chad that they are waiting to get a price quote before they speak to the customer. The customer passed the phone to SM-Chad. I asked Chad what if anything has the DPSM elected to do. Chad said the customer is at the dealership for that reason. I asked if I needed to call the DPSM, who I am waiting to hear from. Chad said no need, "he is not certain why the customer called ACS". They will handle the issue with the customer today and that is the reason she is at the dealership now. He said there is no further action for ACS at this time

*** CASE FULFILL 12/6/2013 12:20:16 PM, bmcDonal

Fulfilled for [REDACTED] due 12/06/2013 12:00:00 AM.

*** COMMIT 12/6/2013 12:20:17 PM, bmcDonal, Action Type : N/A

contact the customer

*** CASE MODIFY 12/6/2013 12:20:34 PM, bmcDonal

into WIP 10C Jason Scher and Status of Solving.

*** NOTES 12/9/2013 9:32:47 AM, bmcDonal, Action Type : Field Service

ACS called the DPSM for a status update. The DPSM said he is waiting to hear from SM-Chad. I advised that the customer called the office on Friday and handed her phone to Chad. With the customer very close Chad was unable to freely discuss the issue. The DPSM confirmed during the inspection the customer stayed very close. The DPSM said he is waiting to hear from Chad and he will notify ACS of the status in the case.

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE FULFILL 12/9/2013 9:32:55 AM, bmcldonal

Fulfilled for [REDACTED] due 12/10/2013 12:00:00 AM.

*** COMMIT 12/9/2013 9:32:57 AM, bmcldonal, Action Type : N/A

call the DPSM & customer

*** CASE MODIFY 12/9/2013 9:33:20 AM, bmcldonal

into WIP Ready Close and Status of Solving.

*** NOTES 12/9/2013 2:33:33 PM, yrios, Action Type : Warm Transfer

Customer seeks to speak to her CM.

ACS advised CM is available. Customer thanked.

*** NOTES 12/9/2013 2:44:55 PM, bmcldonal, Action Type : Call from Customer

The customer said on Friday they inspected the vehicle and got the pricing information together. I delivered the disclaimer as required. i apologized for the delay. I absolutely understand her frustration in this matter, I would feel the same way too. Chad and DPSM are communicating the information. I called The DPSM this morning to find out the status, he is waiting for Chad. The customer told her not to call ACS again, she 'll have to waiting for the decision. I advised the customer I have no further information than I've advised her about. This is not an automatic process she'll have to continue to be patience. The customer said she was there on Wednesday when the DPSM took the photos. She had not heard anything since Friday when talking to Chad. The customer said who is making the decision. I advised that the DPSM works for Honda and he is in the position to render the decision.

*** CASE MODIFY 12/9/2013 2:45:05 PM, bmcldonal

into WIP Ready Close and Status of Solving.

*** NOTES 12/10/2013 9:03:40 AM, bmcldonal, Action Type : Field Service

The DPSM 10C left a message for ACS to advise that SM-Chad has provided him pricing for the repair, which will be \$3,300.00 to replace the air bags.

*** CASE MODIFY 12/10/2013 9:06:21 AM, bmcldonal

into WIP Ready Close and Status of Solving.

*** NOTES 12/13/2013 7:36:49 AM, bmcldonal, Action Type : Field Sales

ACS spoke to the DPSM 10C he has authorized the repairs for replacing the air bags in Ms. [REDACTED] 2008 Accord. According to the DPSM the customer has been advised that as a one-time goodwill gesture AH will cover the repair cost. The dealer is waiting for the customer to bring i the vehicle for the repair. I asked the DPSM to ensure please that a copy of the repair order that documents the "goodwill offer" and the copy of the Release Form to ACS.

I advised the DPSM the new ACS/RCM for 10-C will be James. I thanked the DPSM for his cooperation during the time I worked with him.

*** NOTES 12/13/2013 7:51:06 AM, bmcldonal, Action Type : Call to Customer

ACS called and spoke to the customer. delivered the disclaimer as required. I asked the customer if the dealership notified her of the arrangements. The customer confirmed that AH is going to cover the cost of the repairs. The customer said the SM-Chad told her she had to sign a disclosure form, she wanted a better explanation of the reason. I explained the Release of Liability is required for Honda to cover this repair , its a onetime goodwill gesture, there is no admission of fault on behalf of Honda. I explained to the customer signing the release is required and will release Honda of any further responsibility. This is for the record, the customer said she now understands. The customer said Chad told her he is ordering the parts, when they come in he'll notify her to schedule a date/time for the repair. Ms Vialpando thanked me for the assistance. I advised her I will be out of the office starting 12/16 - 1/2/2014. My co-worker may contact her to confirm the repair was completed to her satisfaction, she said she is satisfied. I absolutely understand her

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

frustration, I would be to. I am pleased that Honda was able to help. We both exchanged greetings for a good holiday day.

*** CASE FULFILL 12/13/2013 7:56:55 AM, bmcdonal

Fulfilled for [REDACTED] due 12/13/2013 12:00:00 AM.

*** COMMIT 12/13/2013 7:56:58 AM, bmcdonal, Action Type : N/A

call customer to confirm repair is satisfactor

*** CASE MODIFY 12/13/2013 7:58:42 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE MODIFY 12/13/2013 7:58:44 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE ASSIGN 12/13/2013 8:12:36 AM, bmcdonal

N012013-11-2701870 to jwebb, WIP teC! ð*!ñð

*** NOTES 12/13/2013 8:19:01 AM, bmcdonal, Action Type : Call to Dealer

ACS called dealership LMTCB for SM-Chad Bergtsrom. I requested Chad to return the call to confirm the parts order has been submitted.

*** CASE FULFILL 12/27/2013 10:39:22 AM, jwebb

Fulfilled for [REDACTED] due 12/30/2013 12:00:00 AM.

*** COMMIT 12/27/2013 10:39:24 AM, jwebb, Action Type : N/A

follow up with client to see if repairs are satisfactory

*** CASE MODIFY 12/27/2013 10:39:55 AM, jwebb

into WIP autonation 104 and Status of Solving.

*** CASE ASSIGN 1/2/2014 10:21:43 AM, jwebb

N012013-11-2701870 to bmcdonal, WIP

*** NOTES 1/2/2014 11:13:20 AM, bmcdonal, Action Type : Call to Dealer

ACS called the dealership LMTCB for SM-Chad Bergstrom to verify the repair status on this vehicle.

*** NOTES 1/2/2014 11:15:11 AM, bmcdonal, Action Type : Field Service

The DPSM for 10C forwarded the copy of the signed release form. I've requested that a member of the the administrative team please attach it to the case file for the ACS. record.

*** CASE MODIFY 1/2/2014 11:15:33 AM, bmcdonal

into WIP default and Status of Solving.

*** CASE ADD ATTACHMENT 1/2/2014 11:30:19 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-11-2701870_1.PDF

*** NOTES 1/2/2014 12:45:32 PM, bmcdonal, Action Type : Call from Dealer

SM-Chad returned the call to advised the repair was completed on 11/30 and he will forward the closing RO via Fax today. The repair is completed.

*** CASE MODIFY 1/2/2014 12:45:36 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 1/3/2014 7:28:01 AM, aparalej, Action Type : Letter/Fax

On 01/02/14 ACS received a 1-page faxed cover with 4-page of AutoNation Honda RO from SM-Chad at dealership regarding previous issue.

Case History

Case ID : N012013-11-2701870

Case Title : 10C: AUTO NATIONS 104 - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE ADD ATTACHMENT 1/3/2014 7:30:19 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-11-2701870_2.PDF

*** NOTES 1/3/2014 9:07:01 AM, bmcdonal, Action Type : Call to Customer

ACS attempted to contact the customer, I left a message requesting a return call to confirm the repair status on her vehicle.

*** NOTES 1/3/2014 9:08:57 AM, bmcdonal, Action Type : Note-Resolution

The DPSM 10C authorized the repair , which has now been completed. All appropriate documents have been attached to the case, including the signed customer Release of Liability and the Repair Order.

*** NOTES 1/3/2014 9:09:26 AM, bmcdonal, Action Type : Call to Customer

ACS left a message for the customer today.

*** CASE FULFILL 1/3/2014 9:19:48 AM, bmcdonal

Fulfilled for [REDACTED] due 01/03/2014 12:00:00 AM.

*** SUBCASE N012013-11-2701870-1 MODIFY 1/3/2014 9:20:17 AM, bmcdonal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012013-11-2701870-1 CLOSE 1/3/2014 9:20:35 AM, bmcdonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/3/2014 9:20:42 AM, bmcdonal

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-07-1201635 Division : Honda - Auto Condition : Closed Open Date : 7/12/2011 2:59:38 PM
Case Originator : Marshon McKenzie (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/7/2011 11:07:12 AM
Case Owner : Lauren Vaughn (Team HC) Method : Phone Queue : Days Open : 57
Last Closed By : Lauren Vaughn (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10H-DESERT- - AIRBAG DEPLOYED NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

Site Name : 6180
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. : 1
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : LAS VEGAS, NV
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 6180
VIN Type / No. : US VIN / JHMCP26868C
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 58,000
In Service Date : 04/08/2008
Months In Use : 39
Engine Number : K24Z31419768
Originating Dealer No. / Name : 208245 / EARNHARDT HONDA
Selling Dealer No. / Name : 208245 / EARNHARDT HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208191 / AUTONATION HONDA EAST LAS
Phone No. : 702-369-3099
Address : 1700 E. SAHARA AVENUE
City / State / Zip : LAS VEGAS, NV 89104
Svc District / Sls District : 10H / E10
Warranty Labor Rate / Date : \$111.00 /
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
N012011-07-1201635-1 / -	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012011-07-1201635-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lauren Vaughn	Type 1 : Product	Status : Subcase Close	Open Date : 7/13/2011 9:01:01 AM
Issue Owner : Lauren Vaughn	Type 2 : Operation	Queue :	Close Date : 7/28/2011 2:22:03 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Sent Letter , Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-1201635

Case Title : 10H-DESERT- [REDACTED] - AIRBAG DEPLOYED NO ACCIDENT

*** CASE CREATE 7/12/2011 2:59:38 PM, mmckenz

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

*** NOTES 7/12/2011 3:05:37 PM, mmckenz, Action Type : Call from Customer

Situation: Airbag Deployed NO accident.

Request: Customer would like her vehicle restored (airbag re-installed)

Per Customers Statement:

Customers husband closed the door and the airbag deployed.

Customer refuses to pay the \$500 deductible.

Customer took the vehicle to Desert Honda in Las Vegas, NV

Customer was told to have the vehicle inspected at a Honda dealership.

Customer is upset because the airbag should not have deployed.

Customer was not given a quote. Customer was provided a rental.

The Airbag tore the headliner of the vehicle and the side airbag curtain deployed as well.

Customer is upset because she paid cash for the vehicle.

ACS advised the customer, the case would be forwarded to a CM. The customer understood there were no guarantees of assistance being provided. The customer was advised they would be contacted within 1-2 business days and provided with the case #. Case dispatched.

*** CASE MODIFY 7/12/2011 3:06:09 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 7/12/2011 3:06:09 PM, mmckenz

into WIP default and Status of Solving.

*** CASE DISPATCH 7/12/2011 3:06:31 PM, mmckenz

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 7/12/2011 3:17:02 PM, jsmith02

N012011-07-1201635 to lvaughn, WIP

*** CASE RULE ACTION 7/12/2011 3:17:03 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/13/2011 8:58:05 AM, lvaughn

into WIP 24 hour and Status of Solving.

*** SUBCASE N012011-07-1201635-1 CREATE 7/13/2011 9:01:01 AM, lvaughn

Created in WIP Default with Due Date 7/13/2011 9:01:01 AM.

*** CASE MODIFY 7/13/2011 9:01:04 AM, lvaughn

into WIP 24 hour and Status of Solving.

*** NOTES 7/13/2011 9:27:06 AM, lvaughn, Action Type : Call to Dealer

Spoke with the SM Roger who indicated that he took pictures of the vehicle and will be forwarding them to our offices. The SM also indicated the DPSM did inspect the vehicle and found no accidental damage, but did not approve any assistance for coverage at this time to replace the airbags. I thanked the SM for his information and assistance at this time.

Case History

Case ID : N012011-07-1201635

Case Title : 10H-DESERT- [REDACTED] - AIRBAG DEPLOYED NO ACCIDENT

*** NOTES 7/13/2011 9:43:55 AM, lvaughn, Action Type : Field Service

ACS contacted the DPSM via e-mail and requested confirmation of the inspection done at the dealership. I informed the DPSM of our direction from management regarding these types of concerns, and requested a contact back.

*** NOTES 7/13/2011 9:50:38 AM, lvaughn, Action Type : Call to Customer

Left VM

I introduced myself to the customer as the RCM assigned to her case. I informed the customer I have already contacted the dealership and requested that they send pictures of the vehicle to our offices. I informed the customer our offices is gather information and reviewing her concern as fast as possible. I informed the customer that I will be following up with her as soon as I have a response from AH. I provided my contact information for any additional questions or concerns.

*** COMMIT 7/13/2011 9:50:43 AM, lvaughn, Action Type : N/A

Made to [REDACTED] due 07/14/2011 05:00:00 PM.

f/u with the customer 07/14

*** CASE MODIFY 7/13/2011 9:51:05 AM, lvaughn

into WIP 24 hour and Status of Solving.

*** CASE MODIFY 7/13/2011 9:51:08 AM, lvaughn

into WIP 24 hour and Status of Solving.

*** CASE MODIFY 7/14/2011 11:28:19 AM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/14/2011 12:35:10 PM, lvaughn, Action Type : Field Service

The DPSM indicated that he has not yet inspected this customer's vehicle because he is out office this week and won't return until late Friday night but he did speak with the Service Director, Roger and the Mastertech, Eric who thoroughly inspected this vehicle with his direction. The DPSM did review all the pictures and we've not identified a cause but the date this incident occurred there were very high wind gusts in and around Las Vegas exceeding 55 MPH. The two young adults, the only people present, stated that the engine was turned on and when the passenger entered and closed the passenger door the airbags deployed. Once again, a thorough inspection revealed no impact damage or cause for this event

*** CASE MODIFY 7/14/2011 12:36:26 PM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/14/2011 12:49:28 PM, bmcDonal, Action Type : Call to Dealer

ACS called Desert Honda on behalf of the RCM (LV) . I spoke to Service Director -Roger. I advised the SD the purpose of this call was to provide him the authorization to cover this Airbag replacement. I advised the SD the RCM was out of the office this afternoon. She will follow up with him on Monday July 18, 2011. I verified the SD will notify the customer that AHM was covering the repair cost. The SD agreed to notify the customer of the arrangements made on her behalf.

*** CASE FULFILL 7/18/2011 8:33:46 AM, lvaughn

Fulfilled for [REDACTED] due 07/14/2011 05:00:00 PM.

*** NOTES 7/18/2011 8:38:28 AM, lvaughn, Action Type : Call to Dealer

Spoke with the SM Roger who confirmed that he communicated AHM's offer to the customer and the dealership's service department has started on the repairs. I thanked the SM for his information at this time.

*** NOTES 7/18/2011 8:40:23 AM, lvaughn, Action Type : Call to Customer

Case History

Case ID : N012011-07-1201635

Case Title : 10H-DESERT- [REDACTED] - AIRBAG DEPLOYED NO ACCIDENT

Left VM for the customer and requested a return call.

*** COMMIT 7/18/2011 8:40:46 AM, lvaughn, Action Type : N/A

customer call back? if not send 10 07/28

*** CASE MODIFY 7/18/2011 8:41:11 AM, lvaughn

into WIP 10H and Status of Solving.

*** CASE MODIFY COMMITMENT 7/19/2011 10:41:39 AM, lvaughn

with [REDACTED] due 07/22/2011 05:00:00 PM.

*** NOTES 7/19/2011 10:54:44 AM, lvaughn, Action Type : Call from Customer

The customer returned my call and verified that she understands the vehicle's repair cost are being taken care of by AHM. The customer confirmed that the parts are ordered. The customer understands that I will follow up with her on 07/22 to get a status update on the repairs to the vehicle.

*** CASE MODIFY 7/19/2011 10:54:51 AM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/22/2011 12:06:14 PM, lvaughn, Action Type : Call to Dealer

The SM verified that the customers vehicles repairs are completed.

*** NOTES 7/22/2011 12:07:29 PM, lvaughn, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

ACS called Desert Honda on behalf of the RCM (LV) . I spoke to Service Director -Roger. I advised the SD the purpose of this call was to provide him the authorization to cover this Airbag replacement. I advised the SD the RCM was out of the office this afternoon. She will follow up with him on Monday July 18, 2011. I verified the SD will notify the customer that AHM was covering the repair cost. The SD agreed to notify the customer of the arrangements made on her behalf.

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

Thank you for your attention to this matter.

Lauren Vaughn

Automobile Customer Service

*** NOTES 7/22/2011 12:07:51 PM, lvaughn, Action Type : Call to Customer

Left VM for the customer and requested a return call.

*** CASE MODIFY COMMITMENT 7/22/2011 12:08:06 PM, lvaughn

with [REDACTED] due 07/26/2011 05:00:00 PM.

*** CASE MODIFY 7/22/2011 12:08:09 PM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/26/2011 10:07:41 AM, lvaughn, Action Type : Call to Customer

Left VM for the customer and requested a return call.

Case History

Case ID : N012011-07-1201635

Case Title : 10H-DESERT- [REDACTED] - AIRBAG DEPLOYED NO ACCIDENT

*** CASE MODIFY COMMITMENT 7/26/2011 10:08:01 AM, lvaughn

with [REDACTED] due 07/28/2011 05:00:00 PM.

*** CASE MODIFY 7/26/2011 10:08:06 AM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/28/2011 2:21:34 PM, lvaughn, Action Type : Note-General

No contact from the customer has been received at this time.

*** SUBCASE N012011-07-1201635-1 CLOSE 7/28/2011 2:22:03 PM, lvaughn

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/28/2011 2:22:25 PM, lvaughn

into WIP 10H and Status of Solving.

*** CASE MODIFY 7/28/2011 2:22:59 PM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 7/28/2011 2:24:05 PM, lvaughn, Action Type : Letter/Fax

Sent 10 Day Letter

*** CASE FULFILL 7/28/2011 2:24:44 PM, lvaughn

Fulfilled for [REDACTED] due 07/28/2011 05:00:00 PM.

*** COMMIT 7/28/2011 2:24:45 PM, lvaughn, Action Type : N/A

customer call back? if not send 10 08/05

*** CASE MODIFY 7/28/2011 2:25:03 PM, lvaughn

into WIP 10H and Status of Solving.

*** CASE MODIFY 8/3/2011 11:55:17 AM, lvaughn

into WIP 10H and Status of Solving.

*** NOTES 8/5/2011 8:57:39 AM, lvaughn, Action Type : Note-General

No call from the customer at this time. ACS is closing the case until further follow up is needed.

*** CASE MODIFY 8/5/2011 8:57:48 AM, lvaughn

into WIP 10H and Status of Solving.

*** CASE MODIFY 8/5/2011 8:57:55 AM, lvaughn

into WIP 10H and Status of Solving.

*** CASE CLOSE 8/5/2011 8:57:57 AM, lvaughn

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

*** CASE REOPEN 9/7/2011 11:06:12 AM, lvaughn

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/7/2011 11:07:01 AM, lvaughn

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2011 11:07:08 AM, lvaughn

into WIP default and Status of Solving.

Case History**Case ID :** N012011-07-1201635**Case Title :** 10H-DESERT- [REDACTED] - AIRBAG DEPLOYED NO ACCIDENT***** CASE CLOSE 9/7/2011 11:07:12 AM, lvaughn**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-10-2300720 Division : Honda - Auto Condition : Closed Open Date : 10/23/2013 10:38:25
Case Originator : Anthony Aldridge (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/13/2013 2:01:26 PM
Case Owner : Kim Mercado (Team HD) Method : Phone Queue : Days Open : 51
Last Closed By : Kim Mercado (Team HD) Point of Origin : Customer Wipbin :
Case Title : 1E- [REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 8506
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ANAHEIM, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 8506
VIN Type / No. : US VIN / 1HGCP36838A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 66,000
In Service Date : 04/30/2008
Months In Use : 66
Engine Number : J35Z21516533
Originating Dealer No. / Name : 208436 / FREEWAY HONDA
Selling Dealer No. / Name : 208436 / FREEWAY HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208263 / WEIR CANYON HONDA
Phone No. : 714-777-4100
Address : 8323 EAST LA PALMA AVE
City / State / Zip : ANAHEIM, CA 92807
Svc District / Sls District : 01E / C01
Warranty Labor Rate / Date : \$121.00 /
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
N012013-10-2300720-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-10-2300720-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2013 9:06:16 AM
Issue Owner : Kim Mercado	Type 2 : Operation	Queue :	Close Date : 12/13/2013 1:59:34 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-2300720

Case Title : 1E- [REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT

*** CASE CREATE 10/23/2013 10:38:25 AM, aaldridg

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

*** NOTES 10/23/2013 10:45:07 AM, aaldridg, Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED]

Customer says the front passenger side curtain airbag deployed without any impact to her vehicle. Customer says she was alone with the vehicle when this happened yesterday, October 22, 2013. Customer says she stepped out of the vehicle and was getting something out of the passenger seat and closed the front passenger door. Customer says when she closed the door, the airbag from the front passenger seat deployed. Customer says this happened at her home, [REDACTED] Anaheim, CA [REDACTED] at around 4:00 PM. Customer says she has not contacted her insurance company, All State Insurance.

ACS empathized with customer about her concerns. ACS advised customer I will forward this case to a CM for review. ACS provided customer with case number for reference and advised her we will contact her by the end of the next business day.

*** CASE MODIFY 10/23/2013 10:45:18 AM, aaldridg

into WIP default and Status of Solving.

*** CASE MODIFY 10/23/2013 10:45:32 AM, aaldridg

into WIP default and Status of Solving.

*** CASE DISPATCH 10/23/2013 10:45:42 AM, aaldridg

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 10/23/2013 5:23:14 PM, kmercado

from Queue Honda Team D to WIP DEFAULT.

*** CASE MODIFY 10/24/2013 9:02:47 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/24/2013 9:03:44 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012013-10-2300720-1 CREATE 10/24/2013 9:06:16 AM, kmercado

Created in WIP Default with Due Date 10/24/2013 9:06:16 AM.

*** COMMIT 10/24/2013 9:13:52 AM, kmercado, Action Type :

Made to JAIME RAE due 10/29/2013 09:14:04 AM.

DCS Follow-Up

*** NOTES 10/24/2013 9:22:12 AM, kmercado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/29/2013

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

Customer states the passenger side curtain airbag inflated with no impact. ACS will be suggesting she bring the vehicle to your facility for an inspection in the near future.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Case History

Case ID : N012013-10-2300720

Case Title : 1E-WEIR-[REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT

After the inspection is performed, please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint/cause/correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

Please call or transmit a response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Kim Mercado
Automobile Customer Service
310-783-7759 direct
310-783-7890 fax

*** CASE MODIFY 10/24/2013 9:23:46 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** NOTES 10/24/2013 9:28:16 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED]. RCM left a message introducing myself and inviting a response providing my contact information and regular business hours.

RCM advised I will call again next Thursday, October 31st.

*** COMMIT 10/24/2013 9:28:25 AM, kmercado, Action Type : N/A

Repair satis/Cust FU

*** CASE MODIFY 10/24/2013 9:28:47 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 10/25/2013 10:32:28 AM, kmercado

with [REDACTED] due 10/30/2013 05:30:00 PM.

*** NOTES 10/25/2013 10:32:43 AM, kmercado, Action Type : Call from Customer

Customer states she slammed the passenger door and the side curtain airbag and the seat airbag both deployed. She stated there was no other impact or accident.

She stated this occurred on Tuesday, October 22nd. Customer stated she has not visited a dealership for an inspection. Customer stated her vehicle is outside of the warranty and wants to know what AHM is going to do; she does not want to pay a diagnostic fee. RCM advised a diagnosis from an authorized Honda dealership is required before I can provide her with any sort of consideration for assistance. RCM advised the diagnostic fee may be waived if she receives assistance. Customer stated she will make an appointment to take the vehicle to Weir Canyon Honda for an inspection tomorrow, Saturday, October 26th.

We agreed to follow up again no later than Wednesday, October 30th.

*** NOTES 10/25/2013 10:34:05 AM, kmercado, Action Type : Call to Dealer

Message for SM Corey advising him of customers inspection intent.

*** CASE MODIFY 10/25/2013 10:34:09 AM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** NOTES 11/1/2013 2:25:27 PM, kmercado, Action Type : Call to Dealer

Case History

Case ID : N012013-10-2300720

Case Title : 1E-WEIR-[REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT

Message for SM Corey.

*** CASE FULFILL 11/1/2013 2:26:00 PM, kmercado

Fulfilled for [REDACTED] due 10/29/2013 09:14:04 AM.

*** CASE MODIFY COMMITMENT 11/1/2013 2:26:07 PM, kmercado

with [REDACTED] due 11/08/2013 05:30:00 PM.

*** NOTES 11/1/2013 2:26:10 PM, kmercado, Action Type : Call to Customer

RCM contacted 714-931-3119 and left a message advising I was calling to follow up on the inspection performed at Weir Canyon Honda. RCM invited a response providing my contact information and regular business hours. RCM advised I will call again next Friday, November 8th.

*** NOTES 11/5/2013 4:12:35 PM, kmercado, Action Type : Call from Customer

Per SM Corey;
No customer visit.

*** CASE MODIFY 11/5/2013 4:12:39 PM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** NOTES 11/6/2013 9:22:05 AM, spacheco, Action Type : Call from Customer

Best contact phone number is [REDACTED]
The customer contacted ACS to report that the repair needed on the vehicle will take at least 2 days. The customer is requesting assistance with a rental vehicle. ACS informed the customer that she would need to speak with her CM to request assistance with a rental vehicle. The customer mentioned that the CM referred her to the DLR but the DLR referred her to AHM. ACS informed the customer that her CM was not able to speak with her at the moment. ACS informed the customer that her CM will return her call before the end of the next business day. Customer understood and no further help was needed.

*** NOTES 11/6/2013 10:16:49 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and left a message advising I was returning her call, apologizing for missing her, inviting a response providing my contact information and advising I will call again as scheduled on Friday, November 8th.

*** NOTES 11/6/2013 10:17:17 AM, kmercado, Action Type : Call from Customer

Message from customer: [REDACTED]

*** CASE MODIFY COMMITMENT 11/6/2013 10:19:11 AM, kmercado

with [REDACTED] due 11/12/2013 05:30:00 PM.

*** NOTES 11/6/2013 10:19:49 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] as requested. Customer states she requires a rental car while her vehicle is being repaired which will take 2-3 days. Customer states she spoke with the service guy (no name) at the dealership and they will not provide her with rental assistance without AHM approval. Customer stated this has prevented her from setting up the inspection. RCM advised her to contact the SM, Corey, directly to set up an appointment. RCM advised I have approved a one day rental to accommodate the inspection. Customer understood and stated she will contact the SM immediately to set up the inspection appointment; she confirmed she has the dealerships contact information. We agreed to follow up again no later than next Tuesday, November 12th.

*** NOTES 11/6/2013 10:21:49 AM, kmercado, Action Type : Call to Dealer

Per SM Corey-
Customer will be bringing the vehicle for inspection tomorrow, Thursday, November 7th at 8:30 am. He advised the customer the vehicle is being inspected, not repaired, and the findings will be reported to AHM after inspection completion.

*** CASE MODIFY 11/6/2013 10:22:25 AM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

Case History

Case ID : N012013-10-2300720

Case Title : 1E-WEIR-[REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT

*** NOTES 11/12/2013 2:54:54 PM, kmercado, Action Type : Call to Dealer

Multiple messages left for SA Frank; 714-779-3250

Per Shop Foreman Robert:

Found dent in lower rocker panel in area of impact sensors. AHM to inspect the vehicle which is still in the shop.

*** CASE MODIFY COMMITMENT 11/12/2013 2:55:55 PM, kmercado

with [REDACTED] due 11/15/2013 05:30:00 PM.

*** NOTES 11/12/2013 2:56:00 PM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED]. Customer states she is waiting for a representative from AHM to inspect the vehicle; she was advised the inspection was supposed to be performed last Friday, November 8th and nobody showed up. Customer states she just wants her car fixed. RCM advised we need the inspection results to determine what caused the deployment. RCM advised the SA that has been assisting her, Frank, is out of the dealership today and seems to have the inspection information we need. RCM advised that I should receive a response from him tomorrow. We agreed to follow up no later than Friday, November 15th.

*** CASE MODIFY 11/12/2013 2:56:03 PM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** CASE MODIFY COMMITMENT 11/15/2013 5:13:04 PM, kmercado

with [REDACTED] due 11/18/2013 05:30:00 PM.

*** NOTES 11/19/2013 11:04:21 AM, kmercado, Action Type : Call to Dealer

Per SA Frank;

DPSM inspected the vehicle on Friday and provided approval for repair of air bags and all other components involved. SA advised he contacted the customer and advised the parts have ordered and the vehicle should be completed by the end of the week; Customer is currently driving a dealer loaner.

*** CASE MODIFY COMMITMENT 11/19/2013 11:08:21 AM, kmercado

with [REDACTED] due 12/03/2013 05:30:00 PM.

*** NOTES 11/19/2013 11:08:28 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and left a message advising I had been in contact with the dealership and was advised the repair on her vehicle should be completed by the end of this week. RCM advised I will call again on Tuesday, December 3rd and invited a response providing my contact information and regular business hours/

*** CASE MODIFY 11/19/2013 11:08:31 AM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** CASE MODIFY 12/2/2013 4:45:30 PM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** NOTES 12/3/2013 11:39:34 AM, kmercado, Action Type : Call to Dealer

Per SM Corey;

Completed/picked up on 11/24/2013 - RO# 40154.

*** CASE FULFILL 12/3/2013 11:44:49 AM, kmercado

Fulfilled for [REDACTED] due 12/03/2013 05:30:00 PM.

*** COMMIT 12/3/2013 11:44:51 AM, kmercado, Action Type : N/A

10 day FU

Case History

Case ID : N012013-10-2300720

Case Title : 1E-WEIR-[REDACTED] - SIDE AIRBAG DEPLOYED/NO IMPACT

*** NOTES 12/3/2013 11:45:25 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and left the customer a message advising I was following up on her satisfaction with the repair of her vehicle and inviting a response within the next 10 days providing my contact information. RCM advised if no response is received her issue will be considered satisfactorily resolved and the case will be concluded.

*** CASE MODIFY 12/3/2013 11:45:28 AM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** SUBCASE N012013-10-2300720-1 CLOSE 12/13/2013 1:59:34 PM, kmercado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/13/2013 1:59:35 PM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** CASE FULFILL 12/13/2013 2:01:08 PM, kmercado

Fulfilled for [REDACTED] due 12/13/2013 05:30:00 PM.

*** NOTES 12/13/2013 2:01:12 PM, kmercado, Action Type : Note-General

No further customer contact - Case closed.

*** CASE MODIFY 12/13/2013 2:01:16 PM, kmercado

into WIP 1E - [REDACTED] and Status of Solving.

*** CASE CLOSE 12/13/2013 2:01:26 PM, kmercado

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012008-10-1300906	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/13/2008 8:49:03 AM
Case Originator :	Sarah Lambert (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/14/2008 11:25:05
Case Owner :	NaKya Jai (Team HA)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	NaKya Jai (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SIDE AIR BAG			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 31 B
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LATHAM, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 31 W
VIN Type / No. : US VIN / 1HGCP26358A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 6,290
In Service Date : 12/27/2007
Months In Use : 10
Engine Number : K24Z21505995
Originating Dealer No. / Name : 208272 / HONDA OF NANUET
Selling Dealer No. / Name : 208272 / HONDA OF NANUET
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208272 / HONDA OF NANUET
Phone No. : 845-623-1200
Address : 10 ROUTE 304
City / State / Zip : NANUET, NY 10954
Svc District / Sls District : 05E / F05
Warranty Labor Rate / Date : \$125.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-1300906-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-1300906-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2008 9:20:19 AM
Issue Owner : Sarah Lambert	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/13/2008 9:20:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-1300906

Case Title : [REDACTED] - SIDE AIR BAG

*** CASE CREATE 10/13/2008 8:49:03 AM, slambert

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

*** CASE EXTENDED WARRANTY LOOKUP 10/13/2008 8:49:06 AM, slambert

WARRANTY CHECK 10/13/2008 08:49:05 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/13/2008 8:49:08 AM, slambert

CLAIM HISTORY CHECK 10/13/2008 08:49:08 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/13/2008 8:49:11 AM, slambert

CAMPAIGN CHECK 10/13/2008 08:49:11 AM slambert

No data found for VIN

*** CASE VSC LOOKUP 10/13/2008 8:49:13 AM, slambert

VSC-CUC CHECK 10/13/2008 08:49:13 AM slambert

No data found for VIN.

*** CASE MODIFY 10/13/2008 8:55:59 AM, slambert

into WIP default and Status of Solving.

*** NOTES 10/13/2008 9:19:19 AM, slambert, Action Type : Call from Customer

ACS verified the customers information.

Situation: Airbag Deployment

Request: The customer wants to AHM to cover the expenses for the airbag replacement charges.

Probing Questions: ACS spoke with Coy, the fiance of the owner of the vehicle. He stated Saturday, 10/4 he was sitting in the vehicle on the passenger side. He stated he got out of the vehicle and shut the door and the side airbag deployed. He said he took the vehicle to Honda of Nanuet. He was unable to provide any names of who he spoke with. He stated the dealership advised him that it was an outside source, (the customer was unsure of the correct words the dealership used), that caused the airbag to deploy and it would not be covered under warranty. He said he was advised by the dealership to contact his insurance company. The customer stated if the insurance company doesn't cover the expenses, it will cost him \$3000. He stated his fiance is pregnant and they have seriously considered upgrading to a Pilot, but are unsure because of the service they are receiving.

Inbound Conclusion: ACS apologize to the customer for the inconvenience. I told the customer the dealership advised him correctly in having him contact his insurance company. I told him to give the address to AHM to his insurance company. I advised him that if the insurance company feels that AHM should cover the expenses after they inspect the vehicle, then it should be submitted in writing. ACS gave the customer the mailing address to AHM. I also gave the customer his case # for reference. I advised the customer if his insurance doesn't cover the expenses and he wants further assistance, then contact AHM and we can forward the case to a RCM. The customer understood and had no further questions.

*** SUBCASE N012008-10-1300906-1 CREATE 10/13/2008 9:20:19 AM, slambert

Created in WIP Default with Due Date 10/13/2008 9:20:19 AM.

*** SUBCASE N012008-10-1300906-1 CLOSE 10/13/2008 9:20:50 AM, slambert

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012008-10-1300906

Case Title : [REDACTED] - SIDE AIR BAG

*** CASE CLOSE 10/13/2008 9:20:52 AM, slambert

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

*** CASE REOPEN 10/14/2008 11:08:05 AM, jnakya

with Condition of Open and Status of Solving.

*** CASE VSC LOOKUP 10/14/2008 11:09:46 AM, jnakya

VSC-CUC CHECK 10/14/2008 11:09:46 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/14/2008 11:09:49 AM, jnakya

CAMPAIGN CHECK 10/14/2008 11:09:49 AM jnakya

No data found For VIN

*** CASE CLAIMS LOOKUP 10/14/2008 11:09:53 AM, jnakya

CLAIM HISTORY CHECK 10/14/2008 11:09:53 AM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/14/2008 11:09:55 AM, jnakya

WARRANTY CHECK 10/14/2008 11:09:55 AM jnakya

No data found for VIN.

*** CASE MODIFY 10/14/2008 11:10:04 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 10/14/2008 11:24:59 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding side air bag concerns

The customer stated she is calling from the insurance company Met Life because her customer [REDACTED] has made a claim on October 9, 2008 because her side air bags deploy because a passenger got on of the vehicle and closed the door. The customer stated that side passenger air bag deployed on October 4, 2008. The customer Lori Thornton from the insurance company claim adjustor stated they would be inspecting the vehicle tomorrow 10/15/2008.

The customer stated that the dealership Honda of Nanuet has the vehicle since October 5, 2008 and they diagnosis they diagnosis the sensors at being ok and they isnt any defects.

I apologized to the customer for the inconvenience. I informed the customer that the only warranty on this vehicle is the manufacture warranty that covers manufacture defects for the period of 3/36 whichever comes first. I informed the customer that there is Honda rep that over see dealership operation called DPSM if further assistance is needed.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE CLOSE 10/14/2008 11:25:05 AM, jnakya

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-02-1401820 Division : Honda - Auto Condition : Closed Open Date : 2/14/2011 7:08:04 AM
Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/3/2011 10:30:33 AM
Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 17
Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7L (COURTESY HONDA) [REDACTED] - DRIVERSIDE CURTAIN AIRBAG No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3921
Dealer No. :
Site Phone No. : 3 [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : APOPKA, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3921
VIN Type / No. : US VIN / 1HGCP36878A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 36,281
In Service Date : 08/14/2008
Months In Use : 30
Engine Number : J35Z21058044
Originating Dealer No. / Name : 208427 / HONDA OF OCALA
Selling Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208261 / AUTONATION HONDA SANFORD
Phone No. : 407-323-6100
Address : 1000 RINEHART ROAD
City / State / Zip : SANFORD, FL 32771
Svc District / Sls District : 07L / B07
Warranty Labor Rate / Date : \$105.99 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-1401820-1 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-02-1401820-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 2/14/2011 9:14:34 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/16/2011 8:00:22 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-02-1401820

7L (COURTESY HONDA) - DRIVERSIDE CURTAIN AIRBAG DEPLO

*** CASE CREATE 2/14/2011 7:08:04 AM, mterzoli

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

*** CASE MODIFY 2/14/2011 7:09:26 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 2/14/2011 7:20:28 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number .

Customer advised that on Saturday while the vehicle was parked and running, the customer got out of the car to run into the house to get something and the door slammed shut behind him. Customer states that when her husband got back to the car he realized the driver side curtain airbags and driver seat airbag had deployed. NO IMPACT VEHICLE WAS PARKED/NO INJURIES. Customer advised that they driver the vehicle to Courtesy Honda for a diagnosis. Customer advised that she was working with SM- Scott Lance who advised that the sensor in the computer only shows that the airbags deployed, no defect or error code. Customer stated she filed a claim with Progressive who provided claim# 111706216. Customer advised that she was quoted \$2800 for the replacement of the airbags. SM advised that he would place a call to AHM for review however it is most likely a cost that she would be responsible for as she is outside of warranty. Customer is concerned as this is something that she feels they could not have caused and should not have happened just from a door closing.

ACS advised customer that her concerns have been documented. ACS advised that her case will be forwarded to a case manager for review. ACS advise that she would receive a call within 1 to 2 business days. Provided case number.

*** CASE MODIFY 2/14/2011 7:20:44 AM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 2/14/2011 7:20:48 AM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 2/14/2011 7:20:49 AM, mterzoli

into WIP default and Status of Solving.

*** CASE DISPATCH 2/14/2011 7:20:56 AM, mterzoli

from WIP default to Queue Honda Team E.

*** CASE YANKED 2/14/2011 9:11:53 AM, rrubinfof

Yanked by rrubinfof into WIPbin default.

*** CASE MODIFY 2/14/2011 9:14:12 AM, rrubinfof

into WIP default and Status of Solving.

*** SUBCASE N012011-02-1401820-1 CREATE 2/14/2011 9:14:34 AM, rrubinfof

Created in WIP Default with Due Date 2/14/2011 9:14:34 AM.

*** NOTES 2/14/2011 9:18:01 AM, rrubinfof, Action Type : Call to Customer

Called customer at best number 407-314-8807. LM with my extention and the 800# to ACS.

*** COMMIT 2/14/2011 9:18:45 AM, rrubinfof, Action Type : N/A

Made to due 02/16/2011 09:18:47 AM.

Customer respond?

Case History

Case ID : N012011-02-1401820

7L (COURTESY HONDA) - DRIVERSIDE CURTAIN AIRBAG DEPLO

*** NOTES 2/16/2011 7:40:13 AM, njessie, Action Type : Call from Customer

Best contact #

Customer called to speak with RCM.

ACS w/t customer to RCM.

*** NOTES 2/16/2011 7:56:39 AM, rrubinof, Action Type : Call from Customer

Problem:

Customer called back and stated that she was seeking assistance on a side curtain airbag that deployed while the vehicle was parked and running. The customer stated she has already opened a claim with her insurance company.

Expectation:

The customer was asking is AHM would pay for the replacement of the airbag under the 3/36 warranty.

Decision:

The customer was informed that AHM must refer her to her insurance company for an investigation into the incident and if they find a product defect then they can subrogate against AHM.

The customer stated she understood and will continue to pursue the claim with her insurance company.

*** SUBCASE N012011-02-1401820-1 CLOSE 2/16/2011 8:00:22 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2011 8:00:27 AM, rrubinof

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

*** CASE REOPEN 2/21/2011 2:25:31 PM, cvito

with Condition of Open and Status of Solving.

*** NOTES 2/21/2011 2:29:32 PM, cvito, Action Type : Call from Customer

Customer advised that she is calling to re-open her case. The customer has been without the vehicle for 1 week. The customers insurance company referred the customer to the National highway and Safety Transportation Bureau to file a claim. The Insurance Company feels like this is a safety issue on her vehicle. The customer is asking AMH to look into this information as she feels like her case should be reviewed a little bit further.

Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

*** CASE MODIFY 2/21/2011 2:29:36 PM, cvito

into WIP default and Status of Solving.

*** CASE DISPATCH 2/21/2011 2:30:00 PM, cvito

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 2/22/2011 5:55:28 AM, ltafoya

N012011-02-1401820 to rrubinof, WIP CURRENT TIMESTAMP

Case History

Case ID : N012011-02-1401820

7L (COURTESY HONDA) DRIVERSIDE CURTAIN AIRBAG DEPLO

*** CASE RULE ACTION 2/22/2011 5:55:29 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/22/2011 6:35:02 AM, rrubinof, Action Type : Call to Customer

Called customer back.

The customer stated that an adjuster from her insurance company referred the customer to the National highway and Safety Transportation Bureau to file a claim. The customer stated that her insurance company feels like this is a mechanical failure and a safety issue on her vehicle and declined her claim. The customer was informed that if her insurance company finds a defect in materials or workmanship they can submit their findings in writing to AHM as a subrogation claim. The customer was informed that the AHM position remains the same. The customer stated she understood.

*** CASE CLOSE 2/22/2011 6:35:16 AM, rrubinof

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

*** CASE REOPEN 2/22/2011 8:34:39 AM, mfenner

with Condition of Open and Status of Solving.

*** NOTES 2/22/2011 8:40:56 AM, rrobbins, Action Type : Note-General

Customer is displeased with the handling of his concern, and has expressed his dissatisfaction on Twitter. Customer shares his thoughts about not being the only customer with airbag deployment issues, and stating that he will tell everyone he knows about this. He also poses question as to what brand he will trade to after his vehicle is finally repaired.

Reviewed with Sup of previous case manager and case will be reassigned for further handling.

*** CASE ASSIGN 2/22/2011 1:39:43 PM, mfenner

N012011-02-1401820 to kmakaena, WIP

*** CASE RULE ACTION 2/22/2011 1:39:44 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/22/2011 1:53:44 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer to introduce myself as the new RCM concerning his 2008 Honda Accord. The customer informed ACS that his vehicle was sitting in a parking lot with the key in the ignition when the driver side and lumber support air bag deployed. The customer stated that insurance provider declined assistance with the cost of repairs because no impact damage was found. The customer asked if AH would assist him with repairs because he feels this is a manufacture defect. I apologized to the customer for this issue and informed him that I will need to review his case with the DPSM and the Honda dealership for further information. I asked the customer if AH would be able to set up a meeting for our DPSM to inspect his vehicle? he stated yes and his vehicle is currently at the dealership now. I thanked the customer and informed him that I will contact him by 02/24 to provide a update.

*** COMMIT 2/22/2011 2:02:30 PM, kmakaena, Action Type : N/A

Follow up customer/dpsm

*** NOTES 2/22/2011 2:03:26 PM, kmakaena, Action Type : Field Service

ACS left a message for the DPSM for a call back concerning the customer vehicle.

*** NOTES 2/22/2011 2:13:29 PM, kmakaena, Action Type : Field Service

DPSM informed ACS that he will inspect the customer vehicle at Courtesy Honda on 02/23. I thanked the DPSM for the update.

*** NOTES 2/22/2011 2:13:42 PM, kmakaena, Action Type : Note-General

321-439-7897

Case History

Case ID : N012011-02-1401820

7L (COURTESY HONDA) - DRIVERSIDE CURTAIN AIRBAG DEPLO

*** CASE MODIFY 2/22/2011 2:16:56 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 2/24/2011 12:12:49 PM, kmakaena, Action Type : Field Service

Dealer contact: Maurice

Date at dealer:02/23/11

R/O:223254

Mileage: 36,282

Customer's complaint: Driver side air bag and curtain air bag deployed while the vehicle was running and door closed.

Dealer's diagnosis: Confirmed both air bags deployed.

Dealer resolution: Replace both air bags - Customer quoted \$ 2082.19 - Customer declined repairs.

Service history at dealer: Yes

DPSM involvement: Yes - DPSM informed ACS that he inspected the customer vehicle on 02/23/11 and confirmed both air bags deployed. DPSM stated that he inspected the vehicle and could not find any body damage that would have caused the air bags to deploy.

*** NOTES 2/24/2011 12:28:52 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer to provide a update with his vehicle. I informed the customer that the DPSM has inspected his vehicle and confirmed no body damage was found. I informed the customer that AH is offering to cover the cost of repairs as a goodwill gesture to keep him a loyal Honda customer. The customer was very happy with the offer and thanked ACS for assisting.

*** NOTES 2/24/2011 12:29:35 PM, kmakaena, Action Type : Call to Dealer

ACS left a message for Scott(sm) to provide a update with the customer vehicle.

*** CASE FULFILL 2/24/2011 12:29:47 PM, kmakaena

Fulfilled for due 02/24/2011 12:00:00 AM.

*** COMMIT 2/24/2011 12:29:56 PM, kmakaena, Action Type : N/A

FOLLOW UP

*** CASE MODIFY 2/24/2011 12:30:18 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 2/28/2011 1:06:51 PM, kmakaena, Action Type : Call to Dealer

ACS left a message for Scott(sm) for a call back concerning the customer vehicle.

*** NOTES 3/3/2011 10:10:57 AM, kmakaena, Action Type : Call to Dealer

Notes were from 02/24/11

ACS spoke with Scott(sm) concerning the customer vehicle. ACS informed Scott that AH will cover the cost of repairs for the replacement driver side air bag as a goodwill gesture because the DPSM did not find any impact damages. Scott thanked ACS for the update.

DPSM involved? Yes

Customer pay quote from Dealership: \$ 2,100.00

Case History

Case ID : N012011-02-1401820

7L (COURTESY HONDA) - DRIVERSIDE CURTAIN AIRBAG DEPLO

Total Warranty Repair Cost \$ 2,300.00

Total Amount Authorized for claim: \$ 2,300.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** NOTES 3/3/2011 10:29:54 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning his vehicle. The customer informed ACS that his vehicle has been repaired and is very happy with the assistance provided. I thanked the customer for the update and asked if further assistance is needed from AH? He stated no and thanked ACS for calling.

*** CASE CLOSE 3/3/2011 10:30:33 AM, kmakaena

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-3100282 Division : Honda - Auto Condition : Closed Open Date : 7/31/2012 8:01:52 AM
Case Originator : Crystal Pillow (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 8/9/2012 12:35:26 PM
Case Owner : Marion Cooley (Team HG) Method : Phone Queue : Days Open : 9
Last Closed By : Marion Cooley (Team HG) Point of Origin : Customer Wipbin :
Case Title : 5G-ACADEMY HONDA- [REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO I No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 184
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : STATEN ISLAND, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 184
VIN Type / No. : US VIN / 1HGCP26488A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 60,500
In Service Date : 07/27/2008
Months In Use : 48
Engine Number : K24Z21506157
Originating Dealer No. / Name : 207066 / PLAZA HONDA
Selling Dealer No. / Name : 207066 / PLAZA HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207553 / DCH ACADEMY HONDA
Phone No. : 732-721-3333
Address : 1101 U.S. HIGHWAY 9 N
City / State / Zip : OLD BRIDGE, NJ 08857
Svc District / Sls District : 05F / G05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-3100282-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012012-07-3100282-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 7:39:49 AM
Issue Owner : Marion Cooley	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/9/2012 12:35:23 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-3100282

Case Title : 5G-ACADEMY HONDA-[REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO IMPACT

*** CASE CREATE 7/31/2012 8:01:52 AM, cpillow

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

*** CASE MODIFY 7/31/2012 8:02:08 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:03:06 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:03:12 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:06:43 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:10:11 AM, cpillow

into WIP default and Status of Solving.

*** NOTES 7/31/2012 8:10:56 AM, cpillow, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer claims that on Saturday morning when he shut his driver's door the driver's airbag abruptly deployed. Customer claims that vehicle has not had any impact or collisions to the vehicle and states that he feels there is a defect that caused the airbag to deploy.

Customer states he purchased this vehicle as a HCUC and he purchased a VSC and states he is seeking for Honda Care to cover the cost of repairs in full.

Customer states he purchased the vehicle as a HCUC in 2010 with approximately 35k miles.

ACS informed customer that he would need to schedule a service appointment with his local Honda dealership to have the cause of his concern diagnosed and to have repair recommendations needed.

Customer indicated he would take his vehicle to DCH ACADEMY HONDA on Friday. ACS provided customer with phone # 800-999-5901 for Honda Care as he indicated he would like to verify his warranty coverage with them as well.

ACS advised customer that his case would be forwarded to a case manager for review, that results are not guaranteed, and that the case manager would follow up with him within 1 business day. Case dispatched. ACS provided customer with case number.

*** CASE MODIFY 7/31/2012 8:10:57 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:11:00 AM, cpillow

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 8:11:00 AM, cpillow

into WIP default and Status of Solving.

*** CASE DISPATCH 7/31/2012 8:11:06 AM, cpillow

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 7/31/2012 1:55:49 PM, mcooley

Case History

Case ID : N012012-07-3100282

Case Title : 5G-ACADEMY HONDA- [REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO IMPACT

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

*** CASE MODIFY 8/1/2012 6:43:35 AM, mcooley

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

*** SUBCASE N012012-07-3100282-1 CREATE 8/1/2012 7:39:49 AM, mcooley

Created in WIP Default with Due Date 8/1/2012 7:39:49 AM.

*** CASE MODIFY 8/1/2012 7:39:53 AM, mcooley

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

*** COMMIT 8/1/2012 7:39:55 AM, mcooley, Action Type : N/A

follow up/post repair

*** CASE MODIFY 8/1/2012 7:40:34 AM, mcooley

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

*** COMMIT 8/1/2012 7:40:41 AM, mcooley, Action Type :

Made to [REDACTED] due 08/06/2012 07:40:43 AM.

DCS Follow-Up

*** NOTES 8/1/2012 7:43:08 AM, mcooley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER Tony Marszelek

RESOLUTION DUE DATE : 8/6/2012 7

This customer contacted our office regarding a concern with an air bag deployment. The customer advised ACS that they plan on taking the vehicle to your dealer on Friday. Please contact the customer and the DPSM to set up an inspection date. Take photos of the entire vehicle, including the under carriage.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

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.

Marion Cooley

Automobile Customer Service

*** CASE MODIFY 8/1/2012 7:43:14 AM, mcooley

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

*** NOTES 8/1/2012 9:08:36 AM, mcooley, Action Type : Field Service

ACS notified the DPSM of the case and ask when he would be able to inspect the vehicle for AHM.

*** CASE MODIFY 8/1/2012 9:08:40 AM, mcooley

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

*** NOTES 8/1/2012 9:44:57 AM, mcooley, Action Type : Field Return Call

Received a call back from the DPSM 5G. He advised ACS that he will be at Academy Honda on Monday the 6th of August. He can inspect the vehicle at that time.

*** NOTES 8/1/2012 9:52:51 AM, mcooley, Action Type : Call from Dealer

I received information from the SD Tony Marszelek that the customer has an apt with the dealer for this coming Friday. I asked the dealer to re-schedule the apt for Monday the 6th of August for the DPSM inspection. I asked him to make arrangement for a loaner or rental car. I advised him to please contact

Case History

Case ID : N012012-07-3100282

Case Title : 5G-ACADEMY HONDA-[REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO IMPACT

the customer to make arrangements as well. I advised him that I will do the same.

*** NOTES 8/1/2012 10:06:43 AM, mcooley, Action Type : Call to Customer

Called the customer and only received VM. I left VM advising the customer that I was responding to the case opened for the air bag deployment. The customer was advised that I know he was set up for this coming Friday to bring the vehicle into Academy Honda. I advised the customer that our local Honda rep will be at the dealer on Monday the 6th of August. I advised him that we are asking him to bring the vehicle in on Monday instead of Friday. I advised him that the dealer will make arrangements for alternate transportation for Monday as well. I left the dealer phone number as well as my phone number and extension if he should have any questions.

*** CASE FULFILL 8/1/2012 10:06:47 AM, mcooley

Fulfilled for [REDACTED] due 08/06/2012 07:40:43 AM.

*** CASE MODIFY 8/1/2012 10:06:49 AM, mcooley

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

*** CASE MODIFY 8/1/2012 10:07:06 AM, mcooley

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

*** NOTES 8/3/2012 8:09:32 AM, mcooley, Action Type : Call from Dealer

Received a call back from the SD Tony Marszlek. He advised that the customer is still on schedule to bring the vehicle in on Monday for the DPSM inspection.

*** CASE MODIFY 8/3/2012 8:09:36 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** NOTES 8/6/2012 9:11:34 AM, mcooley, Action Type : Field Return Call

Received call back from the DPSM 5G. He advised ACS that he inspected the vehicle. He found no structural damage. The customer did admit that this happened when the door was shut. As a one time goodwill gesture AHM will cover the replacement of the side curtain air bag. The dealer will contact the customer to provide him with the information. We will add to the RO that this is a goodwill gesture out of owner ship loyalty.

*** CASE MODIFY 8/6/2012 9:11:39 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE MODIFY 8/6/2012 9:11:45 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE MODIFY COMMITMENT 8/6/2012 9:12:14 AM, mcooley

with [REDACTED] due 08/09/2012 12:00:00 AM.

*** CASE MODIFY 8/6/2012 9:12:17 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE MODIFY 8/7/2012 6:06:44 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE ADD ATTACHMENT 8/7/2012 6:15:32 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_1.pdf

*** CASE ADD ATTACHMENT 8/7/2012 6:30:21 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_2.pdf

*** CASE ADD ATTACHMENT 8/7/2012 6:45:20 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_3.pdf

Case History

Case ID : N012012-07-3100282

Case Title : 5G-ACADEMY HONDA- [REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO IMPACT

*** CASE ADD ATTACHMENT 8/7/2012 7:00:19 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_4.pdf

*** CASE ADD ATTACHMENT 8/7/2012 7:15:19 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_5.pdf

*** CASE ADD ATTACHMENT 8/7/2012 7:30:19 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_6.pdf

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:18 AM, mcooley

Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_3.pdf.

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:21 AM, mcooley

Deleted attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_6.pdf.

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:21 AM, mcooley

Deleted attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_5.pdf.

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:22 AM, mcooley

Deleted attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_2.pdf.

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:22 AM, mcooley

Deleted attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_1.pdf.

*** CASE DELETE ATTACHMENT 8/7/2012 7:38:22 AM, mcooley

Deleted attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_4.pdf.

*** CASE MODIFY 8/7/2012 7:38:26 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE ADD ATTACHMENT 8/7/2012 7:45:20 AM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_7.pdf

*** CASE MODIFY 8/7/2012 7:46:47 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE DELETE ATTACHMENT 8/7/2012 7:47:11 AM, mcooley

Deleted attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_7.pdf.

*** CASE MODIFY 8/7/2012 7:47:15 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE MODIFY 8/7/2012 7:48:15 AM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE ADD ATTACHMENT 8/7/2012 8:00:22 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-3100282_1_8.pdf

*** NOTES 8/9/2012 12:21:01 PM, mcooley, Action Type : Call from Dealer

ACS received information from the SD Tony Marszelek that the repairs were completed and the customer is back in possession of the vehicle.

*** NOTES 8/9/2012 12:25:32 PM, mcooley, Action Type : Call to Customer

Called the customer and spoke to Mr. [REDACTED]. I advised him that I was trying to follow up with him about the repair done to the air bag. The customer advised

Case History

Case ID : N012012-07-3100282

Case Title : 5G-ACADEMY HONDA-[REDACTED] - ALLEGED AIRBAG DEPLOYMENT-NO IMPACT

ACS that the repairs are done and everything is working and looking good at this time. I advised him that we are closing out the case within our office. He had no other questions or concerns. I thanked him for his time.

*** CASE MODIFY 8/9/2012 12:27:29 PM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE MODIFY 8/9/2012 12:29:35 PM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** NOTES 8/9/2012 12:32:42 PM, galbu, Action Type : Manager

Case was reviewed.

*** CASE FULFILL 8/9/2012 12:34:45 PM, mcooley

Fulfilled for [REDACTED] due 08/09/2012 12:00:00 AM.

*** SUBCASE N012012-07-3100282-1 CLOSE 8/9/2012 12:35:23 PM, mcooley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/9/2012 12:35:24 PM, mcooley

into WIP ACADEMY HONDA and Status of Solving.

*** CASE CLOSE 8/9/2012 12:35:26 PM, mcooley

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-3100756 Division : Honda - Auto Condition : Closed Open Date : 7/31/2012 10:26:54 AM
Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 8/3/2012 4:07:22 PM
Case Owner : Carlo Isip (Team HC) Method : Phone Queue : Days Open : 3
Last Closed By : Carlo Isip (Team HC) Point of Origin : Customer Wipbin :
Case Title : 3E(FRANK BROWN)-[REDACTED] - SRS SYSTEM/SIDE AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 206644 / FRANK BROWN HONDA
Phone No. : 806-796-7777
Address : 5802 SPUR 327
City / State / Zip : LUBBOCK, TX 79424
Svc District / Sls District : 03E / A03
Warranty Labor Rate / Date : \$91.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-3100756-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED] PO B
VIN Type / No. : US VIN / 1HGCP368X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688KNW / A
Miles / Hours : 55,000
In Service Date : 06/05/2008
Months In Use : 49
Engine Number : J35Z21058749
Originating Dealer No. / Name : 207806 / EL PASO HONDA
Selling Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
Trim : EXLV6NV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-07-3100756-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2012 4:13:16 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 8/3/2012 4:07:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-3100756

[REDACTED] 3E(FRANK BROWN)-[REDACTED] - SRS SYSTEM/SIDE AIRBAG DEPLOYMENT AT DL

*** CASE CREATE 7/31/2012 10:26:54 AM, cvito

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

*** NOTES 7/31/2012 10:26:54 AM, cvito, Action Type :

*** CASE MODIFY 7/31/2012 10:27:06 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 10:27:21 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 10:40:53 AM, cvito

into WIP default and Status of Solving.

*** NOTES 7/31/2012 10:44:46 AM, cvito, Action Type : Call from Customer

Original Owner: No

Became Owner: January 2012

Updated the customers information

Best Contact Number: [REDACTED]

The customer was on vacation in Denver, CO and he was leaving to come home. The customer shut the drivers side door and the side airbag deployed. The customer verified that this happen on 07-23-2012. The customer has not file a claim with his insurance company as there was no accident. The customer has had the vehicle for 4 days, the DLR knows that there is a problem. The customer is speaking to Dean Mobilesen in the Service Department at the DLR. The Honda DLR verified that the curtain airbag, drivers seat airbag, SRS Control unit, molizer system, drivers sear belt tensioner, drivers seat belt head cover liner, drivers door panel, and the A Pillar clips. The Honda DLR verified a repair cost of \$1398.95 without labor. The customer is not the original owner of the vehicle. The customer does take his vehicle to the Honda DLR and does keep up with all repairs and maintenance. The customer is asking for AHM to pay for this airbag deploy.

I verified that I am glad to hear that he is ok, as he stated he did not get hurt. I thanked the customer for taking the time in contacting our offices regarding his concern. I verified that there are no guarantees that AHM will be able to assist him, but I will be happy to dispatch his case to a RCM for further review. I informed the customer that a RCM will contact him at the end of the next business day from 8:30 am - 5:00 pm pacific standard time.

*** CASE MODIFY 7/31/2012 10:45:04 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 10:45:06 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 10:45:07 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 7/31/2012 10:45:07 AM, cvito

into WIP default and Status of Solving.

*** CASE DISPATCH 7/31/2012 10:45:11 AM, cvito

from WIP default to Queue Honda Team C.

Case History

Case ID : N012012-07-3100756

3E(FRANK BROWN)- - SRS SYSTEM/SIDE AIRBAG DEPLOYMENT AT DL

*** CASE ASSIGN 7/31/2012 10:56:15 AM, ksulliva

N012012-07-3100756 to cisip, WIP

*** CASE RULE ACTION 7/31/2012 10:56:16 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/1/2012 2:49:41 PM, cmsmith, Action Type : Call from Customer

The customer called to speak to his Case Manager. ACS transferred the customer to ext. 17747

*** SUBCASE N012012-07-3100756-1 CREATE 8/1/2012 4:13:16 PM, cisip

Created in WIP Default with Due Date 8/1/2012 4:13:16 PM.

*** NOTES 8/1/2012 4:14:48 PM, cisip, Action Type : Call to Customer

Called customer: left a message for the customer and requested for a call back. Provided my contact information.

*** CASE MODIFY 8/1/2012 4:14:57 PM, cisip

into WIP default and Status of Solving.

*** COMMIT 8/1/2012 4:15:00 PM, cisip, Action Type : N/A

Made to due 08/07/2012 04:15:02 PM.

DCS Follow-Up

*** NOTES 8/1/2012 4:15:52 PM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/7/2012

This customer contacted our office regarding the following issue(s): The customer is seeking financial assistance for their side air bag repair. The customer states the air bag deployed after closing a door.

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 provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service
310-783-7747
carlo_isip@ahm.honda.com

*** NOTES 8/2/2012 10:29:37 AM, cisip, Action Type : Call from Customer

I received a voice mail from the customer who requested for a call back.

*** NOTES 8/2/2012 10:35:36 AM, cisip, Action Type : Call to Customer

Case History

Case ID : N012012-07-3100756 [REDACTED] 3E(FRANK BROWN)-[REDACTED] - SRS SYSTEM/SIDE AIRBAG DEPLOYMENT AT DL

Called customer: [REDACTED], left a message for the customer. I left a message introducing myself as the person handling his case. I advised the customer that I have not yet contacted the dlrship in regarding his concern, however will follow up with him no later than 8/7/12. End of message.

*** NOTES 8/2/2012 10:49:02 AM, bherrera, Action Type : Warm Transfer

I verified the customer's first and last name.

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

The customer called ACS to speak with his case manager.

ACS informed the customer that his case manager is available, and transferred the call.

*** NOTES 8/2/2012 11:16:29 AM, cisip, Action Type : Call from Customer

I received a transferred call and spoke to the customer. I introduced myself as the person handling his case. The customer understood and stated that his curtain air bag deployed after closing a door on his vehicle. The customer stated that he researched his vehicle to see if the vehicle was involved in an accident prior to him owning the car however was not able to find any results.

The customer stated that the vehicle is currently at Frank Brown Honda and was advised by Dean Loveless that the repairs would cost \$1398.95. I advised the customer that I still need to speak with the dlrship in regards to his concern and that I will follow up with him no later than 8/6/12. The customer understood. End of call.

*** CASE MODIFY COMMITMENT 8/2/2012 11:16:43 AM, cisip
with SCOTT ETTER due 08/06/2012 04:15:02 PM.

*** NOTES 8/3/2012 1:17:00 PM, cisip, Action Type : Call from Customer

I received a call from the customer. The customer asked if there is an update on his case. I advised the customer that I still need to get in contact with the dlrship in regards to his case and per our conversation I will follow up with him on 8/6/12. The customer understood. End of call.

*** NOTES 8/3/2012 1:17:32 PM, cisip, Action Type : Call to Customer

Called customer: 806-796-7777, left a message for SM, Corey and requested for a call back. Provided my contact information.

*** NOTES 8/3/2012 2:29:34 PM, cisip, Action Type : Field Service

I received a call from the DPSM. The DPSM stated that her and the service manager inspected the vehicle. The DPSM stated that the inspection shows that there was body damage done to the vehicle. The DPSM stated that the entire left hand side of the vehicle has been re-painted and that it is visible by the sealers on the rear left quarter panel of the vehicle. The DPSM stated that he also ran a Carfax report on the VIN of the vehicle however no reported accident shows up.

The DPSM stated that without us knowing who worked in the vehicle previous to the owner purchasing the vehicle he denied the assistance for the cost of the customers repair. I thanked the DPSM for his assistance. End of call.

*** NOTES 8/3/2012 4:06:52 PM, cisip, Action Type : Call from Customer

I received a call from the customer. I advised the customer that after speaking with the dlrship in regards to his concern. I advised the customer that American Honda had a field representative inspect the vehicle and stated that the vehicle has body damage to the car and that the left side of his car has been painted. I advised the customer with his vehicle being outside of the 3/36k warranty, American Honda would not be able to assist him with the cost of the repair.

The customer requested that I send him an e-mail of ACS's position. I advised the customer that ACS does not communicate with customers via e-mail and that his case is documented accordingly. The customer stated that he will then contact an attorney and ended the call. RCM closed the case.

*** CASE MODIFY 8/3/2012 4:07:19 PM, cisip

Case History

Case ID : N012012-07-3100756

3E(FRANK BROWN)- - SRS SYSTEM/SIDE AIRBAG DEPLOYMENT AT DL

into WIP 3E and Status of Solving.

*** SUBCASE N012012-07-3100756-1 CLOSE 8/3/2012 4:07:22 PM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2012 4:07:22 PM, cisip

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-01-1901561 Division : Honda - Auto Condition : Closed Open Date : 1/19/2010 3:13:40 PM
Case Originator : Fenton Hulse (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 1/29/2010 9:02:00 AM
Case Owner : Gladys DeLaRosa (Team HE) Method : Phone Queue : Days Open : 10
Last Closed By : Gladys DeLaRosa (Team HE) Point of Origin : Customer Wipbin :
Case Title : 5J-(MARTIN HONDA)-[REDACTED] - PASSENGER SIDE AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 114
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : ELKTON, MD [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208064 / MARTIN HONDA
Phone No. : 302-454-9300
Address : 298 EAST CLEVELAND AVE
City / State / Zip : NEWARK, DE 19711
Svc District / Sls District : 05H / G05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-1901561-1 / [REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1514
VIN Type / No. : US VIN / 1HGCP25428A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2548EW / A
Miles / Hours : 17,000
In Service Date : 07/26/2008
Months In Use : 18
Engine Number : K24Z21022318
Originating Dealer No. / Name : 207980 / MARTIN MAIN LINE HONDA
Selling Dealer No. / Name : 208064 / MARTIN HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : DPSM Party 3 : C.R.
Party 2 : Techline Party 4 : Not Applicable

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-01-1901561-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2010 1:24:05 PM
Issue Owner : Gladys DeLaRosa	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/29/2010 9:02:00 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-1901561

Case Title : 5J-(MARTIN HONDA)-[REDACTED] - PASSENGER SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 1/19/2010 3:13:40 PM, fhulse

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

*** CASE MODIFY 1/19/2010 3:16:04 PM, fhulse

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/19/2010 3:17:34 PM, fhulse

WARRANTY CHECK 01/19/2010 03:17:34 PM fhulse

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/19/2010 3:17:38 PM, fhulse

CLAIM CHECK 01/19/2010 03:17:38 PM fhulse

The following Claim History information was found

0; 2008-12-23; 208064; 422424; 510; 823099 ; BASE FOR STRAIGHT TIME (REAR COMPARTMENT)

*** CASE CAMPAIGN LOOKUP 1/19/2010 3:17:41 PM, fhulse

CAMPAIGN CHECK 01/19/2010 03:17:40 PM fhulse

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 1/19/2010 3:17:42 PM, fhulse

VSC-CUC CHECK 01/19/2010 03:17:42 PM fhulse

No data found for VIN.

*** CASE VSC LOOKUP 1/19/2010 3:18:42 PM, fhulse

VSC-CUC CHECK 01/19/2010 03:18:42 PM fhulse

No data found for VIN.

*** CASE VSC LOOKUP 1/19/2010 3:18:51 PM, fhulse

VSC-CUC CHECK 01/19/2010 03:18:50 PM fhulse

No data found for VIN.

*** NOTES 1/19/2010 3:26:34 PM, fhulse, Action Type : Call from Customer

Verified customers contact information.

Best contact phone number: [REDACTED]

Situation: Mr. [REDACTED] needs to repair his airbag.

Request: [REDACTED] wants AHMs assistance in resolving this issue.

Probing Questions: Mr. [REDACTED] stated that the passenger side front airbag deployed when he closed the door on 01/16/10. Mr. Dayton stated that the vehicle has not been damaged in any way. He visited Martin Honda on 01/18/10 and spoke with SA Daron Bomrowski. He has also spoken with SA Douglas Brillhart today and was advised that the repairs will not be performed under warranty. SA Douglas advised that they believe some sort of damage occurred causing the deployment. Mr. [REDACTED] wants AHMs assistance in this issue.

Inbound Conclusion: ACS advised Mr. [REDACTED] that his case will be forwarded to a CM for further review, with no guarantees. ACS advised him that the CM will contact him within 24-48hrs. Mr. [REDACTED] understood. No further assistance necessary. Case dispatched.

Case History

Case ID : N012010-01-1901561

Case Title : 5J-(MARTIN HONDA)-[REDACTED] - PASSENGER SIDE AIRBAG DEPLOYMENT

*** CASE MODIFY 1/19/2010 3:26:37 PM, fhulse

into WIP default and Status of Solving.

*** CASE DISPATCH 1/19/2010 3:26:45 PM, fhulse

from WIP default to Queue Honda Team G.

*** CASE YANKED 1/20/2010 6:09:59 AM, gdelaros

Yanked by gdelaros into WIPbin default.

*** CASE MODIFY 1/20/2010 7:39:34 AM, gdelaros

into WIP default and Status of Solving.

*** NOTES 1/20/2010 8:49:42 AM, gdelaros, Action Type : Field Service

The DPSM informed that he was informed that the customer was in for this case however at this time he does not have any information on it. He will obtain the information and contact me back. Reviewed with my RM GA who advised that the DPSM needs to inspect to verify whether there is damage and we will proceed from there. I provided him with the information and he advised that the matter will be handled.

*** NOTES 1/20/2010 1:19:39 PM, gdelaros, Action Type : Call to Customer

I spoke to the customer regarding the passenger side airbag that deployed. The customer informed that Saturday evening when he arrived home his girlfriend exited the car, she closed the passenger side door and the passenger side airbag deployed. They told him that they did not find any damage and it will be written down as customer pay. He stated that he was referred by Doug B. yesterday. They called him today and told him that Honda has denied paying for the repairs. He has not been in contact with the insurance company advising that he did not hit anything. I informed that I will be in contact with my the dealership and DPSM for further information. He will be contacted no later than Friday with any updates.

*** COMMIT 1/20/2010 1:21:31 PM, gdelaros, Action Type :

Made to [REDACTED] due 01/21/2010 05:00:00 PM.

DCS Follow-Up

*** NOTES 1/20/2010 1:23:04 PM, gdelaros, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/21/2010

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

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

I spoke to the customer regarding the passenger side airbag that deployed. The customer informed that Saturday evening when he arrived home his girlfriend exited the car, she closed the passenger side door and the passenger side airbag deployed. They told him that they did not find any damage and it will be written down as customer pay. He stated that he was referred by Doug B. yesterday. They called him today and told him that Honda has denied paying for the repairs. He has not been in contact with the insurance company advising that he did not hit anything. I informed that I will be in contact with my the dealership and DPSM for further information.

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.

Gladys De La Rosa

Automobile Customer Service

*** CASE MODIFY 1/20/2010 1:23:20 PM, gdelaros

into WIP default and Status of Solving.

Case History

Case ID : N012010-01-1901561

Case Title : 5J-(MARTIN HONDA)-[REDACTED] - PASSENGER SIDE AIRBAG DEPLOYMENT

*** SUBCASE N012010-01-1901561-1 CREATE 1/20/2010 1:24:05 PM, gdelaros

Created in WIP Default with Due Date 1/20/2010 1:24:05 PM.

*** CASE MODIFY 1/20/2010 1:24:06 PM, gdelaros

into WIP 5J - Joe and Status of Solving.

*** NOTES 1/21/2010 9:02:19 AM, gdelaros, Action Type : Call to Dealer

SM Andy informed that the vehicle was in 1/18/2010 (16884 miles) because the passenger side air bag deployed. The customer advised that they closed the door normally and the airbag deployed. They inspected and they did not find did and damages. Tech line was contacted (reference number # 2956436). They informed that the airbags need some kind of impact for the sensor to deploy and informed that the matter is not warrantable. He informed that the DPSM inspected it yesterday and did not find damages. He informed that after him and I spoke he authorized for the repairs to be covered under goodwill. The vehicle is at the dealership today and the parts are on order.

*** NOTES 1/21/2010 9:06:24 AM, gdelaros, Action Type : Call to Customer

I spoke to the customer who informed that he received the updates from the dealership. I informed the customer that AHMC will be covering the repairs as a goodwill gesture and the customer was appreciative. I informed that I will follow up with him by next Friday to verify the repairs are to satisfaction.

*** CASE FULFILL 1/21/2010 9:06:37 AM, gdelaros

Fulfilled for [REDACTED] due 01/21/2010 05:00:00 PM.

*** COMMIT 1/21/2010 9:06:48 AM, gdelaros, Action Type : N/A

Made to [REDACTED] due 01/29/2010 05:00:00 PM.
vehicle repaired? (Martin Honda) - call cust

*** NOTES 1/29/2010 8:17:23 AM, gdelaros, Action Type : Call to Dealer

SM Andy informed that the repairs were completed and the customer went yesterday to picked up the vehicle but they left it there because there was a scratch (RO 466055/AHMC paid for the repairs). They will review their paperwork to verify whether the scratch there when they dropped it off and will repair it if it was not there.

*** NOTES 1/29/2010 8:58:48 AM, gdelaros, Action Type : Call to Customer

I spoke to the customer regarding the completed airbag repairs. He advised that he went to the dealership because the airbag repairs were completed. He informed that the he left the vehicle there because there was a big scratch on the door and was told by the dealership that they will handle the concern. He was informed that the concern has been registered on his behalf and was encouraged to call back with any further questions or concerns. He had no further questions.

*** NOTES 1/29/2010 9:01:11 AM, gdelaros, Action Type : Note-General

DPSM involved? Yes

Percentage of Goodwill Authorized: 100%

*** CASE MODIFY 1/29/2010 9:01:49 AM, gdelaros

into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY 1/29/2010 9:01:54 AM, gdelaros

into WIP 5J - Joe and Status of Solving.

*** CASE CLOSE 1/29/2010 9:02:00 AM, gdelaros

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

*** SUBCASE N012010-01-1901561-1 CLOSE 1/29/2010 9:02:00 AM, gdelaros

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-06-2000479 Division : Honda - Auto Condition : Closed Open Date : 6/20/2011 7:56:49 AM
Case Originator : Rio Wardana (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2011 2:09:38 PM
Case Owner : Caroline Odulio (Team HH) Method : Phone Queue : Days Open : 21
Last Closed By : Caroline Odulio (Team HH) Point of Origin : Customer Wipbin :
Case Title : 4E (TERRY LEE): [REDACTED] - AIRBAG DEPLOYED / NO IMPACT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 335
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BEECH GROVE, IN [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 335
VIN Type / No. : US VIN / 1HGCP26388A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 53,000
In Service Date : 02/22/2008
Months In Use : 40
Engine Number : K24Z21022995
Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208494 / TERRY LEE HONDA
Phone No. : 317-272-1000
Address : 8693 EAST U.S. HWY 36
City / State / Zip : AVON, IN 46123
Svc District / Sls District : 04E / G04
Warranty Labor Rate / Date : \$93.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-2000479-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-06-2000479-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 6/21/2011 7:28:19 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 7/11/2011 2:09:32 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-06-2000479

Case Title : 4E (TERRY LEE); [REDACTED] - AIRBAG DEPLOYED / NO IMPACT

*** CASE CREATE 6/20/2011 7:56:49 AM, rwardana

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

*** CASE MODIFY 6/20/2011 8:05:38 AM, rwardana

into WIP default and Status of Solving.

*** NOTES 6/20/2011 8:30:56 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Best contact number: [REDACTED].

Customer called ACS in regards to airbags that deployed with no impact. Customer stated that last week, her 9 year old daughter shut the passenger side door and the side and curtain airbags deployed. Customer stated the vehicle was driving normally prior and after the deployment. Customer advised that as of now, the front passenger side and passenger curtain airbags are cut out, thus the customer does not have air bags on the passenger side. Customer advised the deployment occurred with no impact to the vehicle. Customer stated that a couple of days after this occurred, she was rear ended and none of the remaining airbags deployed. Customer inquired whether or not the repairs to replace the front passenger side and passenger side curtain airbags would be covered under warranty. The customer also wants assurance that once the airbags (front side passenger/side curtain) are repaired will they give her further problems in the future).

ACS advised the customer that in regards to the rear end collision, the airbags do not deploy in that scenario, rather the head restraints are used for safety (information obtained from Understanding your vehicle's safety equipment booklet).

ACS advised the customer that the vehicle she purchased is actually a CUC, and it was covered with a non power train warranty that lasted for 12months/12,000 miles which ever come first. ACS advised the customer that this warranty has expired, because it began at 20,900 miles, and now the vehicle is at 53,000. ACS advised that since the customer stated she has a third party warranty, this repair might be covered through that warranty. ACS advised the customer that ACS does not have access to this warranty information, and she should check her paperwork.

ACS advised the customer that her case would be forwarded to a RCM for further review of her concern; however ACS advised the customer that there is no guarantee of assistance with the cost to repair the airbags. The customer stated that she will take the vehicle into a dealer as soon as possible. ACS advised that in the meanwhile, her case will be reviewed by a case manager, who will contact her within 1-2 business days. Customer was provided with her case number.

*** CASE MODIFY 6/20/2011 8:30:59 AM, rwardana

into WIP default and Status of Solving.

*** CASE ASSIGN 6/20/2011 8:31:52 AM, rwardana

N012011-06-2000479 to lroberts, WIP

*** CASE RULE ACTION 6/20/2011 8:31:52 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/20/2011 8:31:54 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 6/20/2011 11:28:36 AM, lroberts

into WIP default and Status of Solving.

*** NOTES 6/20/2011 11:29:39 AM, lroberts, Action Type : Note-General

Case has been reviewed by L.Roberts

Dispatching according to airbag deployment (no impact)/non deployment process

Case History

Case ID : N012011-06-2000479

Case Title : 4E (TERRY LEE): [REDACTED] - AIRBAG DEPLOYED / NO IMPACT

*** CASE ASSIGN 6/20/2011 11:30:04 AM, Iroberts

N012011-06-2000479 to rwardana, WIP

*** CASE RULE ACTION 6/20/2011 11:30:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 6/20/2011 1:51:52 PM, rwardana

from WIP default to Queue Honda Team H .

*** CASE YANKED 6/20/2011 2:01:04 PM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE N012011-06-2000479-1 CREATE 6/21/2011 7:28:19 AM, codulio

Created in WIP Default with Due Date 6/21/2011 7:28:19 AM.

*** NOTES 6/21/2011 7:38:04 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I spoke with the customer but she was not able to speak at time of call and she said she would call me back.

I provided my contact information.

*** COMMIT 6/21/2011 7:47:54 AM, codulio, Action Type : N/A

pending customer return call

*** CASE MODIFY 6/21/2011 7:49:11 AM, codulio

into WIP Default and Status of Solving.

*** CASE FULFILL 7/6/2011 2:31:34 PM, codulio

Fulfilled for [REDACTED] due 07/06/2011 09:00:00 AM.

*** COMMIT 7/6/2011 2:31:39 PM, codulio, Action Type : N/A

pending customer return response

*** CASE MODIFY 7/6/2011 2:31:57 PM, codulio

into WIP 208494 (4e) [REDACTED]; and Status of Solving.

*** CASE FULFILL 7/7/2011 2:24:26 PM, codulio

Fulfilled for [REDACTED] due 07/07/2011 09:00:00 AM.

*** COMMIT 7/7/2011 2:24:31 PM, codulio, Action Type : N/A

call customer

*** CASE MODIFY 7/7/2011 2:24:45 PM, codulio

into WIP 208494 (4e) [REDACTED] and Status of Solving.

*** CASE FULFILL 7/8/2011 2:14:59 PM, codulio

Fulfilled for [REDACTED] due 07/08/2011 09:00:00 AM.

*** COMMIT 7/8/2011 2:15:07 PM, codulio, Action Type : N/A

call customer

*** CASE MODIFY 7/8/2011 2:15:22 PM, codulio

into WIP 208494 (4e) [REDACTED]; and Status of Solving.

*** CASE FULFILL 7/11/2011 1:51:51 PM, codulio

Case History

Case ID : N012011-06-2000479

Case Title : 4E (TERRY LEE): [REDACTED] - AIRBAG DEPLOYED / NO IMPACT

Fulfilled for [REDACTED] due 07/11/2011 09:00:00 AM.

*** NOTES 7/11/2011 2:08:49 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I spoke with the customer. I confirmed the address, phone#, and the spelling of the name is all correct.

I told the customer I am calling to address the airbag deployment on the passenger side? I asked if the vehicle is repaired or not yet repaired? Customer replied, "the vehicle is not yet repaired, she does not have the money to fix the vehicle."

I asked when did the air bag problem occur? Customer replied "the week of 6.13 to 6.17.11. I asked if she remembers the exact date? Customer said she would like to say on 6.15.11? I asked if she had the dealer diagnose the problem with the air bag prior to her accident? Customer replied, "no." I asked when did the accident occur? Customer said the same week. I asked if the air bag deployed @ her place of residence? Customer replied yes. I asked when did the incident happen? Customer said it was in the morning (AM).

I asked did she not report her accident? The customer replied, "no." I asked if her insurance company involve? Customer replied, "no."

I asked what is she asking AHM to do for her? The customer said she called to just really want to see if there was a recall on the air bag deploying for her year & model.

I told the customer she can have her vehicle inspected by a Honda but because the nature of her incident that is no diagnosis of the air bag deploying prior to her accident I told the customer at this time we will have to refer her to her Insurance company to determine if there was a defect with the vehicle's air bags.

Customer understood and no further request was asked.

*** SUBCASE N012011-06-2000479-1 CLOSE 7/11/2011 2:09:32 PM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/11/2011 2:09:38 PM, codulio

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-04-2701216 Division : Honda - Auto Condition : Closed Open Date : 4/27/2012 3:19:25 PM
Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 6/4/2012 12:58:59 PM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 38
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1978
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LINCOLN, AR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1351
VIN Type / No. : US VIN / JHMCP26448C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 66,101
In Service Date : 06/28/2008
Months In Use : 46
Engine Number : K24Z21422384
Originating Dealer No. / Name : 208289 / HONDA OF FAYETTEVILLE
Selling Dealer No. / Name : 208289 / HONDA OF FAYETTEVILLE
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208289 / HONDA OF FAYETTEVILLE
Phone No. : 479-251-2000
Address : 1384 WEST SHOWROOM DR.
City / State / Zip : FAYETTEVILLE, AR 72704
Svc District / Sls District : 10B / B10
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-04-2701216-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-04-2701216-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 4/30/2012 3:50:18 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 6/4/2012 12:58:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
04811-TA0-A00ZC	CVR, R. *YR327L*	Not Applicable

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 4/27/2012 3:19:25 PM, Inoble

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

*** NOTES 4/27/2012 3:28:08 PM, Inoble, Action Type : Call from Customer

verified customer's info

best contact [REDACTED]

Customer stated there is an on going issue with the vehicle according to the Internet. Customer stated he pulled the vehicle in the driveway and they got out of vehicle and all the side curtain airbags deployed on the whole passenger side. Customer stated the seat airbag deployed as well. Customer stated it happened yesterday on Thursday 4/26/2012. Customer stated he contacted the body shop of the dealership where he bought the vehicle. Customer stated he was informed by the body shop that they contacted AHM and was advised that AHM would not cover the cost of the repair being that the vehicle was in an accident 6 months prior to. Customer stated it's Hondas responsibility and they will take care of it or he'll get in their pocket. Customer stated he has 2 lawyers in his family and they work for him for free.

ACS advised the customer that he would need to have the vehicle inspected at a Honda dealership in order for AHM to determine if there will be any assistance. Customer stated he contacted the dealership already so he would like for AHM to contact the dealership and set up the appointment because it's not his problem. Customer thanked ACS and disconnected the call.

ACS will dispatch the customer's case for review by a CM

*** CASE MODIFY 4/27/2012 3:29:18 PM, Inoble

into WIP default and Status of Solving.

*** CASE DISPATCH 4/27/2012 3:29:43 PM, Inoble

from WIP default to Queue Honda Team C.

*** CASE MODIFY 4/27/2012 3:29:46 PM, Inoble

into WIP default and Status of Solving.

*** CASE ASSIGN 4/27/2012 3:41:45 PM, ksulliva

N012012-04-2701216 to bmcDonald, WIP

*** CASE RULE ACTION 4/27/2012 3:41:46 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/30/2012 3:43:09 PM, bmcDonald

into WIP default and Status of Solving.

*** SUBCASE N012012-04-2701216-1 CREATE 4/30/2012 3:50:18 PM, bmcDonald

Created in WIP Default with Due Date 4/30/2012 3:50:18 PM.

*** CASE MODIFY 4/30/2012 3:50:26 PM, bmcDonald

into WIP default and Status of Solving.

*** NOTES 4/30/2012 4:04:32 PM, bmcDonald, Action Type : Call to Customer

ACS called [REDACTED] and spoke with him briefly in regard to his issue with th deployed air bag. I delivered the disclosure as required. The customer said the vehicle was in his driveway when the air bag deployed. The customer said that his wife slammed the door and the side air bags deployed. He took my number and said he'll call me back after talking to his wife.

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

*** COMMIT 4/30/2012 4:04:40 PM, bmcdonal, Action Type : N/A

call Mr. [REDACTED] to further discuss the issue

*** CASE MODIFY 4/30/2012 4:05:03 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 5/2/2012 2:36:58 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE MODIFY 5/2/2012 2:43:50 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 5/2/2012 2:49:54 PM, bmcdonal, Action Type : Escalation

I reviewed the case with the RM who advised that this type of issue is considered impact and should directed the customer to contact the insurance company.

*** NOTES 5/2/2012 3:05:55 PM, bmcdonal, Action Type : Call to Customer

ACS returned the call of the [REDACTED]. I delivered the disclosure as required. I advised the customer of the information provided to me by RM. The customer was not at all willing to accept this information and indicted that the vehicle went to the dealership today. The dealer has taken 100 pictures of the vehicle. He has read on the Internet of the 2008 Accord having this problem. He didn't appreciate that I had not told him the truth and was attempting to lie to him. I attempted to explain to the customer that the last conversation that I had with him he hadn't taken the vehicle to the dealership for inspection. The information was provided as it was presented to me at that time. Since this is new information I can now follow up with the dealership and speak to the SD/SM to confirm if the dealer has now contacted the DPSM. I explained the role of the DPSM that is part of the field operations. The customer was furious and unwilling to accept anything that was offer as information from this point. The customer said he was going to contact his family member that is an attorney, He has another family member that works for the media, he will file a BBB and sue Honda and me for telling him a lie and trying to defer this to the insurance company. I advised the customer that I will document his comments and have a better opportunity to review the case. The customer said without investigating the case this was a decision. I haven't look at the vehicle either. the customer was yelling loudly and using profane language. I requested the customer not to use offensive language and lower his voice. The customer said his 9 month old child was in the vehicle and Honda is aware that there is a problem with 2008 Hondas. He is going to make a T-Shirt that say don't buy Honda and tell everybody he knows to never buy Honda.

I reiterated that I will contact the dealership and review the pictures and find out if the dealer has advise the DPSM of this situation. When I have more information I will re-contact him with the updated information and determination on this case. The customer said to contact Chuck Dennis at the body shop for more information. The customer then terminated the call as I thanked him for the new information.

*** CASE MODIFY 5/2/2012 3:10:32 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE MODIFY 5/2/2012 3:10:51 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 5/2/2012 3:17:23 PM, bmcdonal, Action Type : Call to Dealer

ACS attempted to contact SM-Roy Keck (479) 251-2188. Unable to connect with the SM at this time.

*** NOTES 5/2/2012 3:21:05 PM, bmcdonal, Action Type : Call to Dealer

Placed another call to the Service Dept. I spoke to SA-Jerry . He transferred to Drew Cummings.

*** NOTES 5/2/2012 3:45:47 PM, bmcdonal, Action Type : Call to Dealer

Drew advised me that the vehicle was sold to the customer on 7/13/2011 @ 48,000 K, they haven't seen the vehicle since that time. He transferred the call to Chuck Dennis-Mgr of the Body Shop (479) 841-5247 (on site collision center) . I delivered the disclosure as required. According to Chuck he has taken a number of pictures of the vehicle . He indicated that the customer brought the vehicle into the dealership today. He has taken a

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

significant number of pictures of one impact mark on the passenger side of the vehicle and underneath the vehicle. In addition he has all the documentation from a rear end collision that happen on this vehicle 11/2011 (4 months after purchased) . He has all of the information of the bumper and body panel and rear deck. The repair was completed at an IRF in another town. He has the estimate and supporting documentation. Chuck said he advised the customer that he cannot make any commitment to him but he will forward the information to Honda. The customer came in rather agitated since he has read information on the Internet about other customer's having problems with deployed air bags. The customer is easily aroused and has accused Honda of being responsible of this defective part.

Chuck spoke to SM-Roy Keck yesterday he asked that the vehicle be brought in for photos . The plan is to forward the photos to the SM's attention, who will in turn forward them to the DPSM to review. They are in a better position at that time to make a determination in this case. I thanked Chuck for his time and information, he is looking forward to speaking to me on Thursday and thinks that Roy should be back at the dealership at that time.

*** CASE MODIFY 5/2/2012 3:45:57 PM, bmcDonald

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 5/3/2012 12:54:10 PM, bmcDonald, Action Type : Call from Dealer

SM-Rock Keck returned the call to ACS. I delivered the disclosure as required. According to the SM he had the Collision Shop take about 30 pictures of the vehicle from every area of the vehicle. The rear end accident the vehicle was involved in November 2011 was not related and had no involvement for the current air bag deployment. The dealer contacted the insurance company to verify their information. The repair was performed properly and no signs of negligence at all. They found a minor scrape near the rear wheel that has rust over it , perhaps the customer swiped the curb and has been ruled out as a cause of contributing factor to the deployment. Throughout the inspection they found no caused for the air bag to have deployed , no under carriage damage what so ever.

The SM said he discussed this case with the DPSM on two occasions. The DPSM has heard of this type of deployment , it requires a significant hit when the door closes. The customer has conducted himself as AH owe him this repair as a result of the information he found on the Internet. The SM initially thought the vehicle was under warranty but, found that the correct odometer reading is 66,000K the customer is the second owner of the vehicle. The DPSM was re-contacted and provided the new information, the DPSM has authorized a onetime goodwill gesture of 100% to replace both air bags. The passenger side curtain air bag and the passenger seat air bag. The SM said the DPSM wanted to know if this was in order with ACS. I confirmed that if there is the opportunity to help this customer onetime, we support the decision of the field. The SM said Collision Shop Mgr- Chuck Dennis has had the most contact with the customer and he will place the call to the customer. I thanked the SM for returning the call to ACS.

*** CASE FULFILL 5/3/2012 12:59:32 PM, bmcDonald

Fulfilled for [REDACTED] due 05/01/2012 12:00:00 AM.

*** COMMIT 5/3/2012 12:59:33 PM, bmcDonald, Action Type : N/A

call for repair status

*** CASE MODIFY 5/3/2012 1:00:00 PM, bmcDonald

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 5/4/2012 3:22:46 PM, bmcDonald, Action Type : Call to Dealer

ACS called and spoke to Chuck Dennis. I delivered the disclosure as required. I asked Chuck if the customer were pleased to find out that AH was going to replace the air bags. According to Chuck he spoke to Mrs. [REDACTED] and she has been very pleasant to dealer with. He told her the parts were ordered and they will be notified when they arrive. I asked Chuck to call me when the repair is completed.

*** CASE MODIFY 5/4/2012 3:22:50 PM, bmcDonald

into WIP Ready Close and Status of Solving.

*** CASE MODIFY 5/4/2012 3:22:54 PM, bmcDonald

into WIP Ready Close and Status of Solving.

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

*** CASE MODIFY 5/7/2012 4:38:30 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE MODIFY 5/10/2012 8:37:25 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/10/2012 8:40:40 AM, bmcdonal, Action Type : Call to Dealer

ACS called the dealership and spoke to SM-Roy Keck. According to the SM the customer dropped the vehicle off today (2 hours ago) of installation. The parts arrived yesterday, customer's appointment was scheduled for today. I thanked Roy for the update, I'll contact the customer by Monday/Tuesday to verify that repair was completed to their satisfaction.

*** CASE FULFILL 5/10/2012 8:40:47 AM, bmcdonal

Fulfilled for [REDACTED] due 05/10/2012 12:00:00 AM.

*** COMMIT 5/10/2012 8:40:48 AM, bmcdonal, Action Type : N/A

call to verify satisfaction

*** CASE MODIFY 5/10/2012 8:41:16 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/15/2012 1:28:55 PM, bmcdonal, Action Type : Call to Customer

ACS called and spoke to Mr. [REDACTED]. I delivered the disclosure as the customer did interrupted me. I explained that we are required to deliver the disclaimer on each call. I completed the statement, the customer said he is going through the drive through and too busy at this time. I asked Mr. [REDACTED] if the repair has been completed. The customer said they are waiting on a part, so I could better call the dealer and get on them about the part. I thanked Mr. [REDACTED] for his time and terminated the call.

*** NOTES 5/15/2012 1:34:35 PM, bmcdonal, Action Type : Call to Dealer

Chuck Dennis confirmed the CBO on the part. He will get the information and call me back.

*** CASE MODIFY 5/15/2012 1:34:38 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/15/2012 1:59:38 PM, bmcdonal, Action Type : Call from Dealer

Chuck Dennis re-contacted ACS to provide the CBO # 55273 , part # 04811-TA0-A00ZC

*** CASE MODIFY 5/15/2012 2:01:31 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE MODIFY 5/15/2012 2:45:59 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/15/2012 2:55:41 PM, bmcdonal, Action Type : Escalation

ACS contacted the CBO Desk in Ohio to expedite the part to be shipped.

*** CASE FULFILL 5/15/2012 2:55:50 PM, bmcdonal

Fulfilled for [REDACTED] due 05/15/2012 12:00:00 AM.

*** COMMIT 5/15/2012 2:55:51 PM, bmcdonal, Action Type : N/A

advised Chuck Dennis if we can expedite CBO

*** CASE MODIFY 5/15/2012 2:56:33 PM, bmcdonal

into WIP Ready Close and Status of Solving.

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

*** NOTES 5/15/2012 3:08:20 PM, bmcdonal, Action Type : Escalation

Response is pending if CBO Desk is able to expedite the part.

*** CASE MODIFY 5/15/2012 3:10:23 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/15/2012 3:49:30 PM, bmcdonal, Action Type : Call from Dealer

[REDACTED] called back and provided Mrs. [REDACTED] contact telephone number [REDACTED]. work.

*** CASE MODIFY 5/15/2012 3:49:54 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/15/2012 3:52:38 PM, bmcdonal, Action Type : Call from Customer

Mr. [REDACTED] said the customer came and picked up her vehicle today,. They cautioned the customer about driving the vehicle with the SRS System disabled. The RO was documented accordingly advise customer that it is not recommended to drive the vehicle in this condition. The customer took possession of the vehicle. I will contact the dealer and the DPSM to make them both aware the vehicle is back in the customer's possession.

*** CASE MODIFY 5/15/2012 3:52:40 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/16/2012 9:58:07 AM, bmcdonal, Action Type : Call to Dealer

ACS called the Collison Ctr for Honda of Fayetteville to advise I connected with the CBO Desk in Ohio. There are 10 parts in transit to the PC Chino , ETA for Chino CD-S-994(9)DL. The parts should arrive late on 5/15 or 5/16. When the arrive the part will be shipped to the dealership before the proposed day of 6/2/12 as previously indicated.

*** CASE MODIFY 5/16/2012 9:58:48 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/18/2012 8:49:35 AM, bmcdonal, Action Type : Call to Dealer

ACS called the Body Shop for speak with Chuck Dennis, checking on airbag (CBO) arrival. I left a message requesting a return call to verify.

*** NOTES 5/18/2012 8:54:01 AM, bmcdonal, Action Type : Call to Dealer

ACS called the dealership and I spoke to Christian-Parts/Service , she confirmed that the parts arrived on Monday and they have been billed out to the Body Shop. I thanked her for providing the information , I can update the case notes at this time.

*** CASE MODIFY 5/18/2012 9:22:02 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE MODIFY COMMITMENT 5/18/2012 4:08:26 PM, bmcdonal

with [REDACTED] due 05/23/2012 12:00:00 AM.

*** NOTES 5/24/2012 3:18:54 PM, bmcdonal, Action Type : Call to Dealer

ACS called the Collision & Body Shop , I spoke to Chuck Dennis who said the latest information is the parts should be there by Friday. They are anxious to get the parts in and the repair completed. Chuck will notify ACS when the repair is completed.

*** CASE FULFILL 5/24/2012 3:19:00 PM, bmcdonal

Fulfilled for [REDACTED] due 05/23/2012 12:00:00 AM.

*** COMMIT 5/24/2012 3:19:02 PM, bmcdonal, Action Type : N/A

close case when repair is done

*** CASE MODIFY 5/24/2012 3:19:23 PM, bmcdonal

Case History

Case ID : N012012-04-2701216

Case Title : 10A: HONDA OF FAYETTEVILLE - [REDACTED] - AIRBAG DEPLOYMENT

into WIP Ready Close and Status of Solving.

*** NOTES 5/25/2012 11:52:47 AM, bmcdonal, Action Type : Call from Dealer

Chuck Dennis-Collision and Body Shop called to report he has received the CBO part today. He contacted [REDACTED] and she agreed to bring the vehicle back on Tuesday/Wednesday for installation. Chuck agreed to inform me when the repair has been completed.

*** CASE MODIFY 5/25/2012 11:52:51 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE MODIFY 5/25/2012 11:53:05 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** CASE RULE ACTION 5/25/2012 2:19:25 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 5/29/2012 12:13:49 PM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 5/30/2012 8:45:38 AM, bmcdonal, Action Type : Call to Customer

ACS called and spoke to [REDACTED]. I delivered the disclosure as required. I asked the customer if the repairs have been completed yet. The customer indicated that the dealer contacted her on Friday, they were headed out of town for the Memorial Day weekend. Mrs. [REDACTED] said she will call the dealer today and schedule the installation date/time. I thanked her for the update and will re-contact her in one week to ensure the repairs met her satisfaction. I thanked Mrs. [REDACTED] for her time today.

*** CASE FULFILL 5/30/2012 8:45:43 AM, bmcdonal

Fulfilled for [REDACTED] due 05/30/2012 12:00:00 AM.

*** COMMIT 5/30/2012 8:45:45 AM, bmcdonal, Action Type : N/A

call for repair satisfaction

*** CASE MODIFY 5/30/2012 8:46:28 AM, bmcdonal

into WIP Ready Close and Status of Solving.

*** NOTES 6/4/2012 12:58:28 PM, bmcdonal, Action Type : Call to Dealer

ACS called and spoke to Chuck Dennis-Body Shop Mgr. I delivered the disclosure as required. Chuck said the customer has rescheduled the installation appointment for the third time. I advised Chuck that its very surprising that the customer is co comfortable driving around with no air bag in the vehicle. The customer certainly raise a ruckus to have Honda pay for the repairs. I advised Chuck he has the DPSM authorization number. The parts were expedited CBO and I've encouraged the customer to get her vehicle in for air bag installation. I advised Chuck I am going to leave the customer to their own devices. I hope that will not take much longer to come in for the installation. I will close the case today. I thanked Chuck for his cooperation, he has been great to work with. Chuck acknowledged that ACS has gone above and beyond his expectations to help this customer and their efforts. He will notify ACS when the installation is completed. I thanked Mr. [REDACTED] for his cooperation.

*** CASE FULFILL 6/4/2012 12:58:33 PM, bmcdonal

Fulfilled for [REDACTED] due 06/06/2012 12:00:00 AM.

*** SUBCASE N012012-04-2701216-1 CLOSE 6/4/2012 12:58:51 PM, bmcdonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2012 12:58:59 PM, bmcdonal

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-3000880 Division : Honda - Auto Condition : Closed Open Date : 4/30/2013 10:20:39 AM
Case Originator : Gloria Rijos (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/10/2013 9:54:13 AM
Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 10
Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
Case Title : (PLANET HONDA) 5B - [REDACTED] - NO ACCIDENT/PASSENGER AIRB No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 554
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : TRENTON, NJ [REDACTED]
E Mail : DENIAL
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 554
VIN Type / No. : US VIN / 1HGCP26808A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 60,000
In Service Date : 04/07/2008
Months In Use : 60
Engine Number : K24Z31515608
Originating Dealer No. / Name : 208365 / POTAMKIN HONDA
Selling Dealer No. / Name : 208365 / POTAMKIN HONDA
Trim : EX-L
No. Of Doors : 4
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 : 206774 / PLANET HONDA
Phone No. : 908-964-1600
Address : 2285 ROUTE 22 WEST
City / State / Zip : UNION, NJ 07083
Svc District / Sls District : 05B / B05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-3000880-1 / [REDACTED] /	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-3000880-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 4/30/2013 12:23:13 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/10/2013 9:54:10 AM
Issue Title : [REDACTED] / BALLEW - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-3000880

Case Title : (PLANET HONDA) 5B - [REDACTED] - NO ACCIDENT/PASSENGER AIRBAG DEP

*** CASE CREATE 4/30/2013 10:20:39 AM, grijos

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

*** CASE MODIFY 4/30/2013 10:23:06 AM, grijos

into WIP default and Status of Solving.

*** NOTES 4/30/2013 10:25:26 AM, grijos, Action Type : Call from Customer

[REDACTED] updated contact and address info.

Customer stated this morning passenger shut the door and the passenger airbag and over head airbag deployed. Customer stated has not had vehicle seen by a DLR. Customer stated no warning lights appeared on dash before the airbag deployed. Customer stated vehicle was not in an accident. ACS informed customer case will be forwarded to a CM for further review. Customer stated best contact number is [REDACTED]. ACS informed customer CM will be in contact by the end of the next business day. Customer thanked me and required no further assistance.

*** CASE MODIFY 4/30/2013 10:25:35 AM, grijos

into WIP default and Status of Solving.

*** CASE DISPATCH 4/30/2013 10:25:52 AM, grijos

from WIP default to Queue Honda Team G.

*** CASE MODIFY 4/30/2013 10:25:57 AM, grijos

into WIP default and Status of Solving.

*** CASE YANKED 4/30/2013 12:20:17 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** NOTES 4/30/2013 12:21:37 PM, jmccaugh, Action Type : Note-General

Data base shows this customer is the third owner of this vehicle. Last seen by Honda dlr. # 206774 on 9/10/11 @ 48,809 miles.

*** COMMIT 4/30/2013 12:21:47 PM, jmccaugh, Action Type : N/A

First call.

*** CASE MODIFY 4/30/2013 12:22:10 PM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012013-04-3000880-1 CREATE 4/30/2013 12:23:13 PM, jmccaugh

Created in WIP Default with Due Date 4/30/2013 12:23:13 PM.

*** NOTES 4/30/2013 12:42:38 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I spoke to Mrs. [REDACTED]. She informed her husband Ronald bought this vehicle as a CUC about 2 years ago. She informed me that someone shut the passenger side door and the airbags went off. I empathized with her about the airbags deploying when the door was shut/slammed. I asked which Honda dlr. has addressed this issue? She informed me that they have not been to a Honda dlr. yet. She said her husband is planning to take it to Planet Honda tonight. I asked if they had contacted their insurance co.? She said she called them and they referred her to call AHM. I encouraged her to continue to with her insurance co. They may need to have an adjuster inspect the vehicle to see if this is a covered repair. I said we have no known problem with this issue. I asked if the vehicle has hit anything with the under carriage such as a pot hole? She said no. I said we do appreciate her as a valued Honda customer. I said the vehicle is not covered by warranty for this repair due to the age and mileage of this vehicle. I said I will need to speak to the SM Scott about his findings before I would know what if any involvement AHM will have with this issue. I said I would call her back no later than Friday. I provided her my contact info. She then started breaking up (cell phone coverage). The call was then dropped.

*** CASE MODIFY 4/30/2013 12:43:15 PM, jmccaugh

Case History

Case ID : N012013-04-3000880

Case Title : (PLANET HONDA) 5B - [REDACTED] - NO ACCIDENT/PASSENGER AIRBAG DEP

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2013 12:44:14 PM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 4/30/2013 12:44:21 PM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 4/30/2013 12:46:12 PM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Passenger side air bags deployed when the door was shut. What is your diagnosis? Is there any physical damage to the under carriage? Has the DPSM been contacted? Please call me ASAP to discuss.

Thank you for your attention to this matter.

Jeff McCaughan
Regional Case Mgr.
Automobile Customer Service
1 (310) 783-7731

*** NOTES 4/30/2013 2:20:50 PM, jmccaugh, Action Type : Call to Dealer

The SM Scott contacted me with the following update: Carfax shows accident within vehicle history. Impact in front. Prior to current owner. He said he would keep me updated once the diagnosis has been completed. I thanked him for his time and assistance.

*** CASE FULFILL 5/1/2013 10:32:31 AM, jmccaugh

Fulfilled for [REDACTED] due 05/01/2013 12:00:00 AM.

*** COMMIT 5/1/2013 10:32:37 AM, jmccaugh, Action Type : N/A

Call the customer / follow up to diag.

*** NOTES 5/2/2013 8:26:57 AM, jmccaugh, Action Type : Call from Dealer

The Service Mgr. Scott called and informed me that the customer has not been in for an inspection. No pending appt. at this time. I recommended we inspect for under carriage damage if he comes in. I said I would call the customer at this time and see what his plans are. I requested he keep me updated, and involve the DPSM if necessary.

*** NOTES 5/2/2013 8:30:07 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time/evening phone number. The voice message was for (Ron Ballew). I left a detailed VM. I informed him of my contact with his wife, and the Service Mgr. @ Planet Honda. I provided my first name, title, contact info., and office hours. I requested he call me back if I could be of any further assistance.

*** CASE FULFILL 5/2/2013 8:30:34 AM, jmccaugh

Fulfilled for [REDACTED] due 05/03/2013 12:00:00 AM.

*** COMMIT 5/2/2013 8:30:36 AM, jmccaugh, Action Type : N/A

Call the customer / follow up to the diag.?

*** CASE MODIFY 5/2/2013 8:58:08 AM, jmccaugh

into WIP District 5B and Status of Solving.

Case History

Case ID : N012013-04-3000880

Case Title : (PLANET HONDA) 5B - [REDACTED] - NO ACCIDENT/PASSENGER AIRBAG DEP

*** NOTES 5/6/2013 1:14:06 PM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the Service Mgr. and the DPSM. I requested a call back with an update ASAP.

*** NOTES 5/6/2013 1:44:24 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. The recording informed me that "this number has been disconnected or is no longer in service.."

*** NOTES 5/8/2013 1:16:40 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time/evening phone number. The voice message was for ([REDACTED]). I left a detailed VM. I informed him of my contact with his wife, and the Service Mgr. @ Planet Honda. I provided my first name, title, contact info., and office hours. I requested he call me back if I could be of any further assistance.

*** CASE FULFILL 5/8/2013 1:16:52 PM, jmccaugh

Fulfilled for [REDACTED] / [REDACTED] due 05/09/2013 12:00:00 AM.

*** COMMIT 5/8/2013 1:16:53 PM, jmccaugh, Action Type : N/A

Call the DPSM.

*** NOTES 5/9/2013 7:36:59 AM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the Service Mgr. Scott and the DPSM (currently @ Planet Honda). I requested a call back ASAP.

*** CASE FULFILL 5/9/2013 7:37:12 AM, jmccaugh

Fulfilled for [REDACTED] due 05/09/2013 12:00:00 AM.

*** COMMIT 5/9/2013 7:37:14 AM, jmccaugh, Action Type : N/A

Call customer / follow up.

*** NOTES 5/9/2013 8:57:22 AM, jmccaugh, Action Type : Field Service

The DPSM called and informed me that he is currently at Planet Honda. He reviewed this issue with the Service Mgr. The vehicle has never been to Planet Honda to address any airbag issues. No open RO. Customer needs a diagnosis and will be responsible for the diagnosis fee. I informed him of my conversation with the customer initially, and the repeated attempts to follow up.

*** NOTES 5/9/2013 9:01:46 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time/evening phone number. The voice message was for ([REDACTED]). I left a detailed VM. I informed him of my contact with his wife, and the Service Mgr. @ Planet Honda. I provided my first name, title, contact info., and office hours. I said if I did not hear back from him within the next 24 business hours I would assume he no longer needed my assistance.

*** CASE FULFILL 5/9/2013 9:01:52 AM, jmccaugh

Fulfilled for [REDACTED] due 05/10/2013 12:00:00 AM.

*** COMMIT 5/9/2013 9:01:54 AM, jmccaugh, Action Type : N/A

Close case if no response.

*** CASE FULFILL 5/10/2013 9:53:58 AM, jmccaugh

Fulfilled for [REDACTED] due 05/10/2013 12:00:00 AM.

*** SUBCASE N012013-04-3000880-1 CLOSE 5/10/2013 9:54:10 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2013 9:54:13 AM, jmccaugh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-2001610 Division : Honda - Auto Condition : Closed Open Date : 7/20/2012 2:56:54 PM
Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/17/2012 1:50:31 PM
Case Owner : Ray Saeini (Team SB) Method : Phone Queue : Days Open : 150
Last Closed By : Ray Saeini (Team SB) Point of Origin : Customer Wipbin :
Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT No. of Attachments : 17

Site / Contact Info :

Site Name : [REDACTED] 9411
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED] 9
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : PORTLAND, OR [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1878
VIN Type / No. : US VIN / 1HGCP368X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP3688JNW / A
Miles / Hours : 51,363
In Service Date : 07/28/2008
Months In Use : 48
Engine Number : J35Z21071487
Originating Dealer No. / Name : 208417 / LARRY H. MILLER HONDA HILLSB
Selling Dealer No. / Name : 207394 / CAPITOL HONDA
Trim : EXL-V6
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206523 / RON TONKIN HONDA
Phone No. : 503-255-8345
Address : 300 S.E. 122ND AVENUE
City / State / Zip : PORTLAND, OR 97233
Svc District / Sls District : 02C / B02
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-2001610-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-07-2001610-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/20/2012 3:04:24 PM
Issue Owner : Leonard Kim	Type 2 : Operation	Queue :	Close Date : 7/20/2012 3:04:39 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

*** CASE CREATE 7/20/2012 2:56:54 PM, lkim

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

*** CASE MODIFY 7/20/2012 2:57:11 PM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 7/20/2012 2:57:58 PM, lkim

into WIP default and Status of Solving.

*** NOTES 7/20/2012 3:03:28 PM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is [REDACTED]

The customer stated he is calling from the insurance company because the side seat airbag deployed when they closed the door on the passenger. The customer stated it happened on June 30th, at 7:30pm at their home. The customer stated the curtain airbag went off as well. The customer stated they filed a report with the insurance company. The customer stated the repair was done at RON TONKIN HONDA for \$2573.14 and the insurance company, travelers is requesting reimbursement.

ACS advised to mail us a all the pertinent documentation and documented his concern

The customer understood and required no further assistance

*** SUBCASE N012012-07-2001610-1 CREATE 7/20/2012 3:04:24 PM, lkim

Created in WIP Default with Due Date 7/20/2012 3:04:24 PM.

*** CASE MODIFY 7/20/2012 3:04:37 PM, lkim

into WIP default and Status of Solving.

*** CASE CLOSE 7/20/2012 3:04:39 PM, lkim

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

*** SUBCASE N012012-07-2001610-1 CLOSE 7/20/2012 3:04:39 PM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 8/7/2012 4:34:00 PM, ddelgado

with Condition of Open and Status of Solving.

*** NOTES 8/7/2012 4:46:31 PM, ddelgado, Action Type : Call from Customer

Randall's Best Contact Info [REDACTED]

Randall from Travelers Insurance is calling on behalf of the customer (Morgan Davis) because there has been no follow up from the customer's initial call. Randall stated that there was additional work that needed to be done because certain parts were not working properly and the total cost was \$2800. The repairs were done at Ron Tonkin Honda. Randall would like to know the status on the reimbursement that the customer requested

ACS empathized and advised that a CM will contact him by the end of the following business day. Randall asked if he can be called instead of the customer because he is dealing with this repair fees and the customer's case. Randall provided ACS with contact information.

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

No further assistance needed.

*** CASE MODIFY 8/7/2012 4:46:40 PM, ddelgado

into WIP default and Status of Solving.

*** CASE DISPATCH 8/7/2012 4:47:13 PM, ddelgado

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 8/7/2012 4:50:33 PM, ksulliva

N012012-07-2001610 to rsaeini, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 8/7/2012 4:50:34 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/8/2012 8:06:07 AM, rsaeini, Action Type : Call to Customer

Left a voicemail for Randall at Travelers. Invited a call back to discuss the case. Provided my contact information.

*** COMMIT 8/8/2012 8:07:45 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 08/14/2012 08:07:47 AM.

follow up on photos

*** CASE MODIFY 8/8/2012 8:08:08 AM, rsaeini

into WIP default and Status of Solving.

*** NOTES 8/8/2012 10:03:42 AM, rsaeini, Action Type : Call from Customer

The rep from Travelers Insurance, Randall, called me back to discuss the case. He stated that the customer has claimed she closed her door and the airbags deployed.

The rep said that he has sent a packet to AHM with the ROs and photos. The rep stated the packet was sent on 07/20/12 and it should to have been delivered to AHM on 07/24/12. He offered to email me the documents if we do not have them. The total repair costs was \$2829.67 minus a \$50 deductible by the customer.

I advised the rep that I will contact the dealership to gather additional information and I will also contact the customer to get the vehicle to the dealership for an additional inspection and to obtain additional photos of the vehicle.

*** NOTES 8/8/2012 10:03:57 AM, rsaeini, Action Type : Call to Dealer

Left a voicemail for the S, John, at Ron Tonkin Honda. I asked him for a call back to discuss the case. I explained that I need to obtain the RO for the repairs along with any photos that were taken of the vehicle.

*** CASE MODIFY 8/8/2012 10:04:04 AM, rsaeini

into WIP default and Status of Solving.

*** NOTES 8/8/2012 10:13:40 AM, rsaeini, Action Type : Call from Dealer

Received a call from the SM, John, at Ron Tonkin Honda. We went over the details of the case. He pulled up the RO from the repairs and confirmed the vehicle was repaired at their collision center. The SM will send me the photos and the RO from the repairs.

*** CASE MODIFY 8/8/2012 10:13:45 AM, rsaeini

into WIP default and Status of Solving.

*** CASE MODIFY 8/8/2012 10:16:37 AM, rsaeini

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 8/8/2012 10:16:57 AM, rsaeini

with [REDACTED] due 08/10/2012 08:07:47 AM.

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

*** CASE MODIFY 8/8/2012 10:17:02 AM, rsaeini

into WIP default and Status of Solving.

*** NOTES 8/10/2012 10:29:17 AM, rsaeini, Action Type : Letter/Fax

1-page RO received from the dealership. Attached to case.

RO is from Ron Tonkin Honda in Portland, OR.

The RO is dated 07/31/12 in the amount of \$3023.14

*** CASE MODIFY 8/10/2012 10:29:21 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE ADD ATTACHMENT 8/10/2012 10:30:19 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_1_1.pdf

*** NOTES 8/10/2012 10:33:02 AM, rsaeini, Action Type : Call to Dealer

Requested an update from the dealership on the photos of the vehicle.

*** CASE MODIFY COMMITMENT 8/10/2012 10:33:15 AM, rsaeini

with [REDACTED] due 08/13/2012 08:07:47 AM.

*** CASE MODIFY 8/10/2012 10:33:18 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/13/2012 9:32:48 AM, rsaeini, Action Type : Call to Dealer

Contacted the SM, John, at Ron Tonkin Honda once again and asked him to send the photos of the vehicle.

*** CASE MODIFY 8/13/2012 9:32:59 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/13/2012 9:33:01 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/13/2012 9:33:29 AM, rsaeini

with [REDACTED] due 08/14/2012 08:07:47 AM.

*** CASE MODIFY 8/13/2012 9:33:33 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/13/2012 9:33:38 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/13/2012 9:33:38 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/14/2012 7:09:38 AM, rsaeini, Action Type : Call to Dealer

Received the photos from the dealership however there were no photos of the undercarriage taken during the initial inspection. I requested the SM, John, contact the customer and have the vehicle brought back in to have photos of the undercarriage taken.

*** NOTES 8/14/2012 7:21:10 AM, rsaeini, Action Type : Note-General

14 photos attached

*** CASE MODIFY COMMITMENT 8/14/2012 7:21:20 AM, rsaeini

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

with [REDACTED] due 08/17/2012 08:07:47 AM.

*** CASE MODIFY 8/14/2012 7:21:24 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_2_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_3_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_4_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_5_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_6_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_7_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_8_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_10_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_11_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_9_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_13_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_14_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_12_2.pdf

*** CASE ADD ATTACHMENT 8/14/2012 7:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_15_2.pdf

*** CASE RULE ACTION 8/17/2012 1:56:54 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 8/17/2012 2:02:11 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/17/2012 2:04:35 PM, rsaeini, Action Type : Call to Customer

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

Left a voicemail for Randall at Travelers Insurance. I explained that the dealership is working on getting the customer to bring the vehicle to the dealership and have additional photos taken.

*** CASE MODIFY 8/17/2012 2:05:08 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/17/2012 2:10:31 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/17/2012 2:10:40 PM, rsaeini

with MORGAN DAVIS due 08/22/2012 08:07:47 AM.

*** CASE MODIFY 8/17/2012 2:10:48 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/22/2012 1:15:59 PM, rsaeini, Action Type : Call to Dealer

I requested the SM, John, contact the customer and have the vehicle brought back in to have photos of the undercarriage taken.

*** CASE MODIFY 8/22/2012 1:16:30 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/22/2012 1:16:36 PM, rsaeini

with MORGAN DAVIS due 08/23/2012 08:07:47 AM.

*** CASE MODIFY 8/22/2012 1:16:43 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/23/2012 10:44:45 AM, rsaeini

with [REDACTED] due 08/25/2012 08:07:47 AM.

*** CASE MODIFY COMMITMENT 8/23/2012 10:45:00 AM, rsaeini

with [REDACTED] due 08/24/2012 08:07:47 AM.

*** CASE MODIFY 8/23/2012 10:45:05 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/23/2012 11:09:02 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/23/2012 2:24:13 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/24/2012 12:26:07 PM, rsaeini, Action Type : Call to Customer

Called Randall at Travelers Insurance and left a voicemail. I requested a call back to discuss the case. I requested the photos the claims adjuster has taken of this vehicle.

*** CASE MODIFY 8/24/2012 12:27:36 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/24/2012 12:27:43 PM, rsaeini

with [REDACTED] due 08/28/2012 08:07:47 AM.

*** CASE MODIFY 8/24/2012 12:27:46 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

*** NOTES 8/29/2012 7:27:33 AM, rsaeini, Action Type : Call to Dealer

I requested the SM, John, contact the customer and have the vehicle brought back in to have photos of the undercarriage taken.

*** CASE MODIFY 8/29/2012 7:27:43 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/29/2012 7:27:49 AM, rsaeini

with [REDACTED] due 08/30/2012 08:07:47 AM.

*** CASE MODIFY 8/29/2012 7:27:57 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 8/29/2012 8:50:39 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 8/30/2012 10:54:39 AM, rsaeini, Action Type : Field Service

Contacted the DPSM and went over the details of the case. I provided the DPSM with the photos from the vehicle and I asked for his input on the case.

*** CASE MODIFY 8/30/2012 10:54:49 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE FULFILL 8/30/2012 10:54:59 AM, rsaeini

Fulfilled for [REDACTED] due 08/30/2012 08:07:47 AM.

*** COMMIT 8/30/2012 10:55:03 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 08/31/2012 10:55:04 AM.

discuss with RM

*** CASE MODIFY 8/30/2012 10:55:18 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 8/31/2012 11:14:42 AM, rsaeini

with [REDACTED] due 09/04/2012 10:55:04 AM.

*** CASE MODIFY 8/31/2012 11:14:46 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE ADD ATTACHMENT 9/4/2012 9:45:19 AM, crmsuser

Added attachment ScanDoc 16 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_16_16.pdf

*** CASE MODIFY 9/4/2012 9:51:20 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 9/4/2012 10:04:08 AM, rsaeini, Action Type : Note-General

Spoke to the DPSM and reviewed the photos of the vehicle but did not notice any signs of damage under the vehicle other than the front of the vehicle.

Checked the CarFax on the vehicle and it does not record the airbag deployment however it does show the windshield of the vehicle was replaced on 07/31/12.

AHM will contact the insurance company and explain that we are not willing to offer reimbursement for the repairs at this point in time due to AHM not being able to inspect the vehicle prior to any repairs being completed.

*** NOTES 9/4/2012 10:06:12 AM, rsaeini, Action Type : Call to Customer

Left a voicemail for Randall, at Travelers Insurance. Requested a call back to discuss the case.

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

NOTE: his voicemail message indicated that he will be out of the office until 09/10/12

*** CASE FULFILL 9/4/2012 10:06:21 AM, rsaeini

Fulfilled for [REDACTED] due 09/04/2012 10:55:04 AM.

*** COMMIT 9/4/2012 10:06:23 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 09/11/2012 10:06:24 AM.

call insurance company again

*** CASE MODIFY 9/4/2012 10:06:39 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** COMMIT 9/4/2012 10:07:13 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 09/10/2012 10:07:14 AM.

verify all photos are attached

*** CASE MODIFY 9/4/2012 10:07:28 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 9/10/2012 3:31:10 PM, rsaeini, Action Type : Call to Customer

Left a voicemail for Randall, at Travelers Insurance. Requested a call back to discuss the case.

*** CASE MODIFY 9/10/2012 3:31:25 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE FULFILL 9/10/2012 3:31:35 PM, rsaeini

Fulfilled for [REDACTED] due 09/10/2012 10:07:14 AM.

*** CASE MODIFY 9/10/2012 3:31:40 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 9/10/2012 3:31:43 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 9/11/2012 12:02:39 PM, rsaeini, Action Type : Note-General

For VIN: 1HGCP368X8A [REDACTED]

Date of Loss:06/30/2012

Coverage:Comprehensive

Impact Point:Non-Collision

Loss Description:INSURED SLAMMED P/S FRONT DOOR AND SIDE AIR BAG DEPLOYED

*** NOTES 9/11/2012 12:14:28 PM, rsaeini, Action Type : Call to Customer

Called Randall @ Travelers Insurance and explained that at this point in time AHM would not offer reimbursement for the claim. I explained that it was discovered that the customer slammed the door and it deployed the airbags. He indicated that this is a major safety hazard and he will inform his insured to take this matter to the media and Honda stands to lose millions of dollars. He also requested our position and reason for the denial in writing. I explained that we typically do not provide statements but I will inquire about it.

*** NOTES 9/11/2012 12:16:17 PM, rsaeini, Action Type : Call to Customer

Called Randall @ Travelers Insurance and explained that at this point in time AHM would not provide him a written statement as we have already provided our position via the previous phone call.

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

*** CASE FULFILL 9/11/2012 12:22:39 PM, rsaeini

Fulfilled for [REDACTED] due 09/11/2012 10:06:24 AM.

*** COMMIT 9/11/2012 12:36:10 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 09/12/2012 12:36:12 PM.

discuss with RM. close case.

*** CASE MODIFY 9/11/2012 12:36:34 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 9/13/2012 8:10:14 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 9/14/2012 9:43:55 AM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE CLOSE 9/14/2012 9:43:59 AM, rsaeini

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

*** CASE REOPEN 11/16/2012 4:07:10 PM, ejovel

with Condition of Open and Status of Solving.

*** NOTES 11/16/2012 4:12:18 PM, ejovel, Action Type : Letter/Fax

On 11/16/12 ACS received a 17 page Subrogation document from the Law Offices of Kenneth R. Searce regarding deployed air bags.

*** CASE DISPATCH 11/16/2012 4:12:47 PM, ejovel

from WIP default to Queue Honda Team C.

*** CASE ADD ATTACHMENT 11/16/2012 4:15:21 PM, crmsuser

Added attachment ScanDoc 17 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-2001610_17.PDF

*** CASE ACCEPT 11/16/2012 4:33:12 PM, rsaeini

from Queue Honda Team C to WIP default.

*** NOTES 11/19/2012 2:25:26 PM, rsaeini, Action Type : Note-General

The case is being reviewed by ACS management.

*** CASE MODIFY 11/19/2012 2:30:26 PM, rsaeini

into WIP default and Status of Solving.

*** COMMIT 11/19/2012 2:30:29 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 11/28/2012 02:30:30 PM.

follow up with RM review

*** CASE MODIFY 11/19/2012 2:30:49 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 11/21/2012 9:03:53 AM, ejovel, Action Type : Letter/Fax

On 11/20/12 ACS received another copy of the 17 page Subrogation document that was received on 11/16/12.

*** NOTES 11/27/2012 12:28:15 PM, rsaeini, Action Type : Note-General

ACS management team will review the case

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

*** CASE MODIFY 11/27/2012 12:28:43 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY 11/27/2012 12:28:48 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 12/3/2012 12:51:17 PM, rsaeini, Action Type : Note-General

Requested an update of the case review with ACS management.

*** CASE MODIFY 12/3/2012 12:51:22 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 12/3/2012 12:51:31 PM, rsaeini

with MORGAN DAVIS due 12/06/2012 02:30:30 PM.

*** CASE MODIFY 12/3/2012 12:51:36 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 12/6/2012 1:06:18 PM, rsaeini, Action Type : Note-General

Waiting on a response from management.

*** CASE MODIFY 12/6/2012 1:08:04 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 12/6/2012 1:08:13 PM, rsaeini

with [REDACTED] due 12/12/2012 02:30:30 PM.

*** CASE MODIFY 12/6/2012 1:08:16 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 12/12/2012 1:32:42 PM, rsaeini, Action Type : Note-General

The case has been submitted for review on 2 occasions.

Waiting on a response from management.

*** CASE MODIFY 12/12/2012 1:32:44 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE MODIFY COMMITMENT 12/12/2012 1:32:50 PM, rsaeini

with [REDACTED] due 12/18/2012 02:30:30 PM.

*** CASE MODIFY 12/12/2012 1:32:54 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 12/13/2012 12:24:54 PM, rsaeini, Action Type : Note-General

ACS will contact the Law Offices of Kenneth R. Scarce and reiterate our position that at this point in time we will not be offering a reimbursement.

*** CASE MODIFY 12/13/2012 12:25:25 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** NOTES 12/17/2012 1:50:15 PM, rsaeini, Action Type : Manager

Received acknowledgment from ACS management that we have not changed our position.

*** NOTES 12/17/2012 1:50:20 PM, rsaeini, Action Type : Call to Customer

Case History

Case ID : N012012-07-2001610

Case Title : 02C - (RON TONKIN) [REDACTED] - AIRBAG DEPLOYED / NO ACCIDENT

Called Edward St. Onge at the Law Offices of Kenneth R. Searce using phone number 206-326-4217. I acknowledged receiving the demand letter and explained that at this point in time AHMs position remains the same and we will not be issuing a reimbursement for the requested sum. Thanked him and ended the call.

*** CASE MODIFY 12/17/2012 1:50:28 PM, rsaeini

into WIP 02C - Jason Rust and Status of Solving.

*** CASE CLOSE 12/17/2012 1:50:31 PM, rsaeini

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-1600421 Division : Honda - Auto Condition : Closed Open Date : 4/16/2013 8:45:38 AM
Case Originator : Sarwat Khan (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 4/16/2013 11:18:03 AM
Case Owner : Amanda Harlan (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Amanda Harlan (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT - ATTORNEY IN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 216
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GUIN, AL [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 216
VIN Type / No. : US VIN / 1HGCP26478A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 125,000
In Service Date : 08/06/2008
Months In Use : 56
Engine Number : K24Z21025411
Originating Dealer No. / Name : 206860 / MCCONNELL HONDA
Selling Dealer No. / Name : 208443 / PRECISION HONDA
Trim : LX-P
No. Of Doors : 4
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 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-1600421-1 / [REDACTED] - P	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012013-04-1600421-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarwat Khan	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2013 9:00:29 AM
Issue Owner : Sarwat Khan	Type 2 : Operation	Queue :	Close Date : 4/16/2013 10:15:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Updated Information,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-1600421

Case Title : [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT - ATTORNEY INVOLVED

*** CASE CREATE 4/16/2013 8:45:38 AM, skhan

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

*** CASE MODIFY 4/16/2013 8:51:34 AM, skhan

into WIP default and Status of Solving.

*** NOTES 4/16/2013 8:59:46 AM, skhan, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is: [REDACTED]

The customer contacted ACS and stated that a year ago her side airbags popped out when she shut the door. She stated that the Honda dlr. referred her to contact her insurance company. She stated that her insurance company came out to inspect the vehicle and stated that there should be no reason for the airbags to just pop out without an accident and this had to be a manufacturer defect. She stated that her insurance company advised her to take her vehicle to the Honda dlr. She stated that she went to the Honda dlr. that advised her that that she needs to continue to work with her insurance company. She stated that she then went to speak with a lawyer that advised her that there is a recall about airbags and asked the customer to check to see if the previous owner had an accident that damaged the airbag. She stated that the lawyer went to 2 different body shops to check to see if the airbags were ever replaced in her vehicle.

ACS advised customer that if she retained an attorney, then her attorney would not want her to speak with AH. She stated that her attorney is currently working on her case and she did not get permission to call AH. She stated that her lawyer put her case on hold as he is currently working on a big case. ACS advised customer that she would need to get permission from her attorney to call AH as I am unable to proceed with our conversation at this point until she gets permission. Ms. Hunsunger understood and stated that she will call back.

The customers concerns were documented. The customer does not require further assistance at this time.

*** CASE MODIFY 4/16/2013 8:59:59 AM, skhan

into WIP default and Status of Solving.

*** SUBCASE N012013-04-1600421-1 CREATE 4/16/2013 9:00:29 AM, skhan

Created in WIP Default with Due Date 4/16/2013 9:00:29 AM.

*** CASE MODIFY 4/16/2013 9:01:24 AM, skhan

into WIP default and Status of Solving.

*** NOTES 4/16/2013 9:55:20 AM, hkabage, Action Type : Note-General

Case reviewed by the Inbound TL. Confirmed with the Inbound Specialist that the customer did not state if there were injuries. Assigned the case to the Inbound RM.

*** CASE YANKED 4/16/2013 9:55:25 AM, hkabage

Yanked by hkabage into WIPbin default.

*** CASE ASSIGN 4/16/2013 9:55:55 AM, hkabage

N012013-04-1600421 to aharlan, WIP X!u!u!h+dU

*** SUBCASE N012013-04-1600421-1 CLOSE 4/16/2013 10:15:41 AM, skhan

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/16/2013 11:17:54 AM, aharlan, Action Type : Note-General

I reviewed and closed this case.

Case History**Case ID :** N012013-04-1600421**Case Title :** [REDACTED] - AIRBAG DEPLOYMENT/ NO IMPACT - ATTORNEY INVOLVED*** **CASE CLOSE 4/16/2013 11:18:03 AM, aharlan**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-09-1800110 Division : Honda - Auto Condition : Closed Open Date : 9/18/2009 6:51:31 AM
 Case Originator : Bridgette Samonte (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/5/2009 2:03:40 PM
 Case Owner : Liz Clogg (Team HC) Method : Phone Queue : Days Open : 17
 Last Closed By : Liz Clogg (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4705
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : YUKON, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4705
 VIN Type / No. : US VIN / 1HGCP36708A [REDACTED]
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP3678JW / A
 Miles / Hours : 12,000
 In Service Date : 08/14/2008
 Months In Use : 13
 Engine Number : J35Z21072636
 Originating Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Selling Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208293 / MOMENTUM HONDA NORTHWEST
 Phone No. : 405-495-5800
 Address : 8700 N. W. EXPRESSWAY
 City / State / Zip : OKLAHOMA CITY, OK 73162
 Svc District / Sls District : 10B / B10
 Warranty Labor Rate / Date : \$94.60 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : DPSM Party 3 : Not Applicable
 Party 2 : AHM Management Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-09-1800110-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag
N012009-09-1800110-2 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-09-1800110-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 9/18/2009 6:56:48 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 9/18/2009 8:26:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-1800110-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2009 7:01:50 AM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/5/2009 2:03:37 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

*** CASE CREATE 9/18/2009 6:51:31 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 9/18/2009 6:51:36 AM, bsamonte

WARRANTY CHECK 09/18/2009 06:51:35 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/18/2009 6:51:40 AM, bsamonte

CLAIM CHECK 09/18/2009 06:51:40 AM bsamonte

The following Claim History information was found

0; 2008-08-14; 208036; 805281; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIO

*** CASE CAMPAIGN LOOKUP 9/18/2009 6:51:41 AM, bsamonte

CAMPAIGN CHECK 09/18/2009 06:51:41 AM bsamonte

No data found for VIN

*** CASE VSC LOOKUP 9/18/2009 6:51:45 AM, bsamonte

VSC-CUC CHECK 09/18/2009 06:51:45 AM bsamonte

No data found for VIN.

*** CASE MODIFY 9/18/2009 6:52:23 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 9/18/2009 6:55:56 AM, bsamonte, Action Type : Call from Customer

Contact Info Updated

Customer says he and his wife were at a shopping mall yesterday and they closed the door. The side curtain airbags deployed. Customer called Fowler Honda and was informed to contact his insurance company. customer is confused, because there was no accident. ACS confirmed customer needs to contact his insurance company. Customer understands and has no further questions. ACS will send to TL DH to review notes.

*** SUBCASE N012009-09-1800110-1 CREATE 9/18/2009 6:56:48 AM, bsamonte

Created in WIP Default with Due Date 9/18/2009 6:56:48 AM.

*** NOTES 9/18/2009 7:15:09 AM, dharvil1, Action Type : Note-General

TL DH reviewed case file notations.

*** CASE MODIFY 9/18/2009 7:19:38 AM, bsamonte

into WIP default and Status of Solving.

*** CASE MODIFY 9/18/2009 7:48:01 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 9/18/2009 7:49:31 AM, bsamonte, Action Type : Call to Customer

ACS advised customer the call may be monitored for quality assurance purposes. ACS asked customer for miles. Customer advised 12k. Customer says he will be contacting his insurance company.

*** SUBCASE N012009-09-1800110-1 MODIFY 9/18/2009 8:26:31 AM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE N012009-09-1800110-1 CLOSE 9/18/2009 8:26:55 AM, bsamonte

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/18/2009 8:27:18 AM, bsamonte

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

*** CASE REOPEN 9/18/2009 9:12:29 AM, mstaplet

with Condition of Open and Status of Solving.

*** NOTES 9/18/2009 9:19:56 AM, mstaplet, Action Type : Call from Customer

verified the owner information.

The customer said he needed to speak to someone higher because his insurance company said if there was no accident there may be a defect.

I explained he needed to have the vehicle inspected by the insurance company or the Honda dealer to determine why the side air bags deployed.

I explained if he closed the door hard and the sensors met the threshold for deployment they can deploy.

The customer said he would take the vehicle to the Honda dealer

*** CASE CLOSE 9/18/2009 9:20:13 AM, mstaplet

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

*** CASE REOPEN 9/21/2009 2:32:57 PM, elim

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/21/2009 2:33:07 PM, elim

WARRANTY CHECK 09/21/2009 02:33:07 PM elim

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/21/2009 2:33:13 PM, elim

CLAIM CHECK 09/21/2009 02:33:13 PM elim

The following Claim History information was found

0; 2008-08-14; 208036; 805281; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** CASE CAMPAIGN LOOKUP 9/21/2009 2:33:14 PM, elim

CAMPAIGN CHECK 09/21/2009 02:33:14 PM elim

No data found For VIN

*** CASE VSC LOOKUP 9/21/2009 2:33:19 PM, elim

VSC-CUC CHECK 09/21/2009 02:33:19 PM elim

No data found for VIN.

*** NOTES 9/21/2009 2:47:33 PM, elim, Action Type : Call from Customer

Verified contact information.

Issue:

Customer stated he is calling AHM for information on why his airbags deployed.

Customer stated that the vehicle was not involved in an accident yet the airbags deployed.

Customer stated he took his vehicle to Steve Bailey Honda for diagnosis.

Customer stated that the dealer informed him that the airbags have not been tampered with and that they look to be functioning properly.

Customer is calling AHM to see what he can do to find out why his airbags deployed.

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

Resolution:

Customer was advised that the case would be sent to a CM for review.

Customer was advised that a review does not guarantee any financial assistance.

Customer was advised that it may take 1-2 business days before they are contacted.

Customer was given their case number.

Customer has no further questions.

*** NOTES 9/21/2009 2:49:46 PM, elim, Action Type : Call from Customer

adding notes:

customer stated his insurance has been contacted and will look into it.

customer stated he has looked into legal council but has not retained any legal services.

customer stated he feels that this is life issue and is very concerned for his Wife and his children as it is her primary vehicle.

customer has no further comments.

*** CASE MODIFY 9/21/2009 2:50:03 PM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 9/21/2009 2:50:10 PM, elim

into WIP default and Status of Solving.

*** CASE DISPATCH 9/21/2009 2:50:35 PM, elim

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 9/21/2009 3:06:35 PM, eclogg

from Queue Honda Team C to WIP default.

*** CASE MODIFY 9/22/2009 7:01:17 AM, eclogg

into WIP default and Status of Solving.

*** SUBCASE N012009-09-1800110-2 CREATE 9/22/2009 7:01:50 AM, eclogg

Created in WIP Default with Due Date 9/22/2009 7:01:50 AM.

*** COMMIT 9/22/2009 7:01:52 AM, eclogg, Action Type : N/A

Made to JIMMY IVEY due 09/22/2009 12:00:00 PM.

fowler cust 9/22

*** CASE MODIFY 9/22/2009 8:37:46 AM, eclogg

into WIP 10B-Tony Dang and Status of Solving.

*** NOTES 9/22/2009 8:44:55 AM, eclogg, Action Type : Field Service

The DPSM, Tony contacted me about this customer and advised that he has inspected this vehicle on Friday with Fowler Honda. He advised that the left front wheel appeared to damaged and it appeared that the customer had replaced a left front tire due to the damage. He advised that it also appeared that the left front fog light had been knocked as a result of what had occurred. He informed me that there did not appear to be damage on the right front side, that the right front seat and curtain airbag had deployed. He advised that he did not meet with the customer, but the customer claimed that the damage to the left front had occurred one month prior to the deployment. He also advised that the customer claimed that the deployment occurred on 9/17/09 after slamming the passenger's front door, but on 9/18, there was no evidence of the powder which the airbags are packed in and that the airbags had been pushed back in.

I asked the DPSM what codes where for the SRS system and he advised that there where deployment codes only and no fault codes stored. I advised the DPSM that I would talk with the customer and have this case reviewed and let him know if our office has any other information in the matter.

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

*** CASE MODIFY 9/22/2009 8:47:03 AM, eclogg

into WIP 10B-Tony Dang and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/22/2009 1:32:53 PM, eclogg

CAMPAIGN CHECK 09/22/2009 01:32:53 PM eclogg

No data found For VIN

*** NOTES 9/22/2009 3:26:42 PM, eclogg, Action Type : Manager

Forward case to manager for review.

*** NOTES 9/22/2009 3:32:59 PM, eclogg, Action Type : Call to Customer

I contacted the customer and advised that I am the regional case manager assigned to this case which he had opened in relations to complaint with the airbags in his vehicle. He agreed and I confirmed that according to him, this occurred on 9/17/09. I asked that he let me know what happened. He advised that his wife was parked with the key and vehicle on in a parking lot of a strip mall, that she had gotten out of the vehicle to listen to him about the time which the store opens and gotten back in the car and slammed the drivers door. He advised that the drivers side and curtain airbag had deployed as a result. He advised that the seat belt tensioners did not activate. He advised that ACS had referred him to his insurance, but he asked to bring it into the dealer and he brought the car to Steve Bailey Honda who advised him that they did not see damage, but felt that this had occurred and they declined to cover repairs. He advised that he had also asked them to pull codes stored and that they advised that there where no fault codes He advised that he has seen a lot of complaints about many Honda vehicles having this occur and felt that this was a defect in the car which should be covered under warranty. He advised that he did contact his insurance company, who is having someone inspect the car, that he was also going to get another opinion in the matter, but he wanted to see if AHM would cover this before he contacts his lawyers. I advised him that I would look into the matter further and contact the dealer, but could not say that AHM would be in a position to cover repairs. I advised him that airbag deployment is based on information which is received from the sensors and there are situations based on an event which could warrant the need for them. I advised him that this is also based on the movement of the vehicle. I advised him that I would review this and contact him back by 9/24 at the latest and let him know. He agreed. I also asked if he had been to Fowler Honda, but he declined.

*** CASE FULFILL 9/22/2009 3:33:06 PM, eclogg

Fulfilled for [REDACTED] due 09/22/2009 12:00:00 PM.

*** COMMIT 9/22/2009 3:33:11 PM, eclogg, Action Type : N/A

steve bailey RM 9/23

*** CASE VSC LOOKUP 9/23/2009 8:35:29 AM, eclogg

VSC-CUC CHECK 09/23/2009 08:35:29 AM eclogg

No data found for VIN.

*** CASE MODIFY 9/23/2009 10:37:29 AM, eclogg

into WIP 10B-Tony Dang and Status of Solving.

*** CASE MODIFY 9/23/2009 10:37:34 AM, eclogg

into WIP 10B-Tony Dang and Status of Solving.

*** NOTES 9/23/2009 10:44:01 AM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Mike Rowden at Steve Bailey Honda and was advised that the customer had brought the vehicle in on 9/18/09 when the DPSM Tony was there. He advised that the customer claimed that ACS had referred him in. I advised him that I did not see that this was the case. He advised that what they did was inspect the car and pulled the SRS codes, that they did not charge the customer. He advised that they did not see any damage underneath the car, but found scrapes on the right front bumper as well as wheel. He advised that it appeared that the left front tire had been recently replaced and he asked the customer about this. He advised that the customer informed him that the car had come into contact with a pothole about 6 weeks ago, that the impact was so hard that it tore the sidewall of the tire. I asked about airbag deployment and codes pulled. He advised that the drivers side seat and curtain

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

airbags had deployed, that it did not appear that the tensioner for the drivers side had activated. He advised that the only codes they had pulled were related to the deployment occurring. He advised that the customer asked for information on when this occurred as well as the speeds of the vehicle and was advised that they could not retrieve this information from the system. He advised that as far as the powder from the airbags there was some on the passenger's seat, but not the amount on the drivers seat and dash that he would expect from the deployment of both airbags. He advised that he asked the customer about this and was informed that they did not clean the vehicle, but drove the car with the windows rolled down. He advised that they have referred the customer to his insurance company, but the customer has tried to escalate the matter with the GM. He advised that this is the first time the vehicle has been in and the customer is not the original owner. I thanked the dealer for the information and advised that I would review and let him and the customer know.

*** NOTES 9/23/2009 3:13:50 PM, eclogg, Action Type : Manager

Region manager advised that he has not heard yet, but would let me know.

*** CASE FULFILL 9/23/2009 3:13:58 PM, eclogg

Fulfilled for [REDACTED] due 09/23/2009 12:00:00 AM.

*** COMMIT 9/23/2009 3:14:01 PM, eclogg, Action Type : N/A

RM cust airbag steve bailey DPSM 9/24

*** CASE CLAIMS LOOKUP 9/24/2009 11:54:34 AM, eclogg

CLAIM CHECK 09/24/2009 11:54:34 AM eclogg

The following Claim History information was found

0; 2008-08-14; 208036; 805281; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** NOTES 9/24/2009 2:50:15 PM, eclogg, Action Type : Manager

Reviewed the case with region manager who advised that based on further internal review, it has been decided that even though a defect was not determined to have occurred, as a onetime goodwill gesture, AHM would assist the customer in repairs. I advised him that I would let the dealer and customer know.

*** NOTES 9/24/2009 2:51:50 PM, eclogg, Action Type : Field Service

I contacted the DPSM, Tony and advised him that after management review, AHM has determined that even though we are not sure a defect had occurred, as a onetime goodwill gesture, ACS would like to cover repairs. He agreed and I advised him that I would contact the dealer and customer.

*** NOTES 9/24/2009 2:54:53 PM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Mike at Steve Bailey Honda. I advised him that I was able to have this case further reviewed with our office and even though we were not sure that a factory defect had occurred, we would like to assist the customer in repairs as a onetime goodwill gesture. He agreed and I provided him with authorization. He advised that they would also need to order the headliner. I agreed. He asked about damage to other parts and I advised him that if it shows damage from the airbag deployment, we would like to cover repairs. He agreed and advised that he would need max 5 days to repair the car and get parts in, but more like 3 days. I agreed to a rental. He asked that I contact the customer and I agreed and he asked that he have the customer contact him at 405-621-6065 to set up an appointment to bring the car in, so they could order parts. I agreed and thanked him.

*** NOTES 9/24/2009 2:59:45 PM, eclogg, Action Type : Call to Customer

I contacted the customer and advised that I was following up with him based on this case he had opened about issue with the airbags in his vehicle. I explained to him that we did review findings from Steve Bailey Honda and advised him that normally our first step would be to refer a customer to their insurance company. I asked him about the status of their claim. He advised that they are still waiting on inspection. I advised him that the dealer did nothing wrong in this referral, since issue such like a car coming into contact with a pothole hard enough to cause tire damage could cause a situation which would warrant them to deploy. The customer claimed again that the tire damage had occurred earlier than the deployment. I advised him that I understand that this is what he is stating. He asked if we would cover the repairs or not. I advised him that while we were not able to fully determine that there was a defect, we did wish to as a onetime goodwill gesture cover the repairs for him. He advised that he is pleased and claimed that based on the 96 contacts online about this issue in all Honda products, that there was a fault. I advised him that I understand that he feels this to be the case, but we could not say what had

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

occurred was a true defect. He understood and asked what to do. I asked that he contact the service manager, Mike at Eskridge Honda and he would need to inspect the vehicle for parts ordering, but they would repair once in. I advised him to contact him directly and provided him with his contact information. I informed the customer to contact me directly with questions, but I would follow up after repairs.

*** CASE FULFILL 9/24/2009 2:59:58 PM, eclogg

Fulfilled for [REDACTED] due 09/24/2009 12:00:00 AM.

*** COMMIT 9/24/2009 3:00:04 PM, eclogg, Action Type : N/A

steve bailey repair? 9/30

*** CASE MODIFY 9/24/2009 3:00:23 PM, eclogg

into WIP 10B-Tony Dang and Status of Solving.

*** NOTES 9/29/2009 12:29:43 PM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Mike who advised that the parts should be there tomorrow and vehicle possibly repaired by the end of the week.

*** NOTES 9/29/2009 12:29:55 PM, eclogg, Action Type : Call to Customer

Follow up after repairs.

*** CASE FULFILL 9/29/2009 12:30:02 PM, eclogg

Fulfilled for [REDACTED] due 09/30/2009 12:00:00 AM.

*** COMMIT 9/29/2009 12:30:04 PM, eclogg, Action Type : N/A

steve bailey repair? 10/2

*** NOTES 10/2/2009 12:20:56 PM, eclogg, Action Type : Call to Dealer

I contacted the SA who advised that the vehicle is being repaired and would be picked up today.

*** NOTES 10/2/2009 12:21:19 PM, eclogg, Action Type : Call to Customer

Follow up after repair.

*** CASE FULFILL 10/2/2009 12:21:35 PM, eclogg

Fulfilled for [REDACTED] due 10/02/2009 12:00:00 AM.

*** COMMIT 10/2/2009 12:21:41 PM, eclogg, Action Type : N/A

steve bailey 10/5

*** CASE CLAIMS LOOKUP 10/5/2009 8:56:51 AM, eclogg

CLAIM CHECK 10/05/2009 08:56:51 AM eclogg

The following Claim History information was found

0; 2008-08-14; 208036; 805281; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** CASE CLAIMS LOOKUP 10/5/2009 1:57:48 PM, eclogg

CLAIM CHECK 10/05/2009 01:57:48 PM eclogg

The following Claim History information was found

0; 2008-08-14; 208036; 805281; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** NOTES 10/5/2009 2:02:58 PM, eclogg, Action Type : Call to Customer

I contacted the customer and he confirmed that Steve Bailey Honda has repaired the vehicle for issue of airbag deployment, that he is very pleased with the help and repairs. He advised that there was another unrelated issues with the CD player which did not occur prior to him bringing the car in that the dealer

Case History

Case ID : N012009-09-1800110

Case Title : 10B - (STEVE BAILEY) [REDACTED] - SIDE CURTAIN AIR BAG DEPLOYED / NO ACCID

is working to resolve, so he is pleased and thanked me. I advised him that I was glad that AHM was able to make exceptions in this matter and that this has worked out for him, but sorry for the concern. I asked if he would like further follow up, but he declined. I verified his contact information and welcomed him to contact me back if he needs, but at this point, I would consider his contact resolved.

p/n 77960-TA0-A01

*** SUBCASE N012009-09-1800110-2 CLOSE 10/5/2009 2:03:37 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2009 2:03:40 PM, eclogg

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-03-0500358 Division : Honda - Auto Condition : Closed Open Date : 3/5/2009 8:48:09 AM
Case Originator : Marlene Wells (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 4/2/2009 1:35:48 PM
Case Owner : Sharon Egwuonwu (Team HD) Method : Dealer Referred Queue : Days Open : 28
Last Closed By : Sharon Egwuonwu (Team HD) Point of Origin : Customer Wipbin :
Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1352
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : LAKEVIEW, AL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1352
VIN Type / No. : US VIN / JHMCP26868C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 15,000
In Service Date : 07/11/2008
Months In Use : 8
Engine Number : K24Z31428021
Originating Dealer No. / Name : 206937 / TOWNSEND HONDA
Selling Dealer No. / Name : 206937 / TOWNSEND HONDA
Trim : EX-L
No. Of Doors : 4
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 : 206815 / TAMERON HONDA
Phone No. : 205-823-3333
Address : 1675 MONTGOMERY HWY
City / State / Zip : HOOVER, AL 35216
Svc District / Sls District : 07C / E07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-03-0500358-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag
N012009-03-0500358-2 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-03-0500358-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 3/5/2009 9:48:02 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 3/5/2009 9:48:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-03-0500358-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 3/17/2009 1:53:55 PM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/2/2009 1:35:47 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - Dealer100%, Provided Information, Documented Concern,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

*** CASE CREATE 3/5/2009 8:48:09 AM, mwells

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

*** CASE MODIFY 3/5/2009 8:48:14 AM, mwells

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 3/5/2009 8:48:15 AM, mwells

VSC-CUC CHECK 03/05/2009 08:48:15 AM mwells

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/5/2009 8:48:18 AM, mwells

CAMPAIGN CHECK 03/05/2009 08:48:18 AM mwells

No data found for VIN

*** CASE CLAIMS LOOKUP 3/5/2009 8:48:21 AM, mwells

CLAIM HISTORY CHECK 03/05/2009 08:48:21 AM mwells

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/5/2009 8:48:23 AM, mwells

WARRANTY CHECK 03/05/2009 08:48:23 AM mwells

No data found for VIN.

*** CASE MODIFY 3/5/2009 8:48:25 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 3/5/2009 8:53:30 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 3/5/2009 8:53:42 AM, mwells

into WIP default and Status of Solving.

*** NOTES 3/5/2009 8:58:51 AM, mwells, Action Type : Call from Customer

ACS spoke to Mrs [REDACTED] (mother)

ACS verified customer information

Situation: airbags deployed on passenger side

Customer stated that it was the side airbags and that it was not a complete deployment. The customer states she was referred by the dealership to call AHM.

Customer stated that the dealer has diagnose the vehicle yesterday and the vehicle was still with the dealership.

Customer stated that the passenger door was being closed, the vehicle was not in motion and the airbag deployed. She stated that the dealer felt that this should be covered under the manufacture warranty, But it was out of their hands. She was told that she would need to call her insurance company.

ACS advised the customer that if there was a product failuar she would need to get the insurance company involved, they would further investigate the issue and contact the manufacture. She was provided the case number. She thanked ACS and had no further requests

*** SUBCASE N012009-03-0500358-1 CREATE 3/5/2009 9:48:02 AM, mwells

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

Created in WIP Default with Due Date 3/5/2009 9:48:02 AM.

*** CASE MODIFY 3/5/2009 9:48:35 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE N012009-03-0500358-1 CLOSE 3/5/2009 9:48:37 AM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/5/2009 9:48:38 AM, mwells

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

*** CASE REOPEN 3/10/2009 2:53:29 PM, clira

with Condition of Open and Status of Solving.

*** NOTES 3/10/2009 3:00:55 PM, clira, Action Type : Call from Customer

SA. Damon Engle informed the customer of no diagnosis results on the vehicles air bag system. Customer states that her insurance company (Geico) rep. Nicholas Tlinge informed the customer that they will not cover the repairs due to the vehicle not being in a collision at all. Customer was informed at this time to inform the insurance company rep. to contact AHM legal department. Customer was informed that no resolution is being resolved at this time for the customer, the case will be dispatched for further review by a RCM. Customer was informed that the RCM is at no time to provide any assistance while reviewing the current case. Customer was provided with the case number. Case was reviewed by TL. C.Chow.

Case will be dispatched for further review.

[REDACTED] cell phone

*** CASE MODIFY 3/10/2009 3:01:02 PM, clira

into WIP default and Status of Solving.

*** CASE MODIFY 3/10/2009 3:01:09 PM, clira

into WIP default and Status of Solving.

*** CASE DISPATCH 3/10/2009 3:01:19 PM, clira

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 3/11/2009 10:42:52 AM, kmakaena

from Queue Honda Team E to WIP DEFAULT.

*** NOTES 3/11/2009 3:03:37 PM, ajohnso1, Action Type : Call from Customer

Customer states that she has been waiting for a rep to contact her about case. ACS advised to allow 1-2 business days for case manager to contact her.

*** NOTES 3/11/2009 3:16:36 PM, kperez, Action Type : Call for Case Mgr

Verified the customers information.

Situation:

The customer called to speak with the CM.

Request:

To speak with the CM.

Inbound conclusion:

ACS explained that the CM arrives at 8:00 am CST and then leaves at 4:30pm CST so informed the customer that the CM is unavailable but that the message will be relayed.

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

No further assistance was needed.

*** CASE ASSIGN 3/12/2009 7:02:33 AM, kmakaena

N012009-03-0500358 to tsonnta1, WIP

*** CASE RULE ACTION 3/12/2009 7:02:33 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/12/2009 7:34:04 AM, tsonnta1, Action Type : Call to Customer

Called customer and left a VM for a call back. Provided customer with my contact information(800-999-1009 ext. 118016). Informed customer that a call back will be done on Tuesday(03-17-2009).

*** COMMIT 3/12/2009 7:34:14 AM, tsonnta1, Action Type : N/A

Made to [REDACTED] due 03/17/2009 12:00:00 AM.

Call Customer

*** NOTES 3/12/2009 9:13:34 AM, yjones, Action Type : Warm Transfer

Verified the customers cell number.

Customer called to speak to RCM.

Transferred customer to RCM.

*** NOTES 3/12/2009 9:23:51 AM, tsonnta1, Action Type : Call from Customer

Customer called me back regarding the case. Customer informed that the passenger side airbag deployed when the passenger side door was closed. Customer informed that she was referred to her insurance company(Geico) and they informed that the vehicle was not involved in an accident so therefore she would need to have the airbag replaced by the manufacturer. Customer informed that she is frustrated about the situation and that she has been getting the run around. Apologized to customer for her situation and that the dealership will be contacted regarding the case. Informed customer that AHM should be able to give her a call back by the end of the business day today(03-12-2009). Customer understood and thanked me for taking her call.

*** NOTES 3/12/2009 11:19:24 AM, kdixon, Action Type : Call for Case Mgr

Customer called in to speak with case manager.

Customer states she received a voice mail message from her case manager Tim saying that he will be out of the office until Tuesday. Customer called Tim twice afterwards, and left messages both times. With no call back, she called into ACS and spoke with someone else who informed her that Tim was in fact in the office. Case manager Tim came to the phone, and let the customer know that he would call the dealership, and try to give her a call later in the day.

Per supervisor instruction:

ACS informed the customer that her concerns have been documented, and forwarded to a supervisor who would hand this over to a manager to follow up with her (the customer).

Customer satisfied, thanked ACS. No further action needed, call ended.

*** NOTES 3/12/2009 1:36:29 PM, aprymus, Action Type : Call from Customer

The customer's contact information was verified [REDACTED].

The customer called back because she has not been contacted by her CM and she was informed that she would be contacted by the end of business today. I informed her that her case had been assigned and is been reviewed by CM T. Sonntag. I contacted the CM and he informed me that he would be following up with the customer today. I provided the customer with the information and she understood. She required no further assistance. I thanked her for calling and the call ended.

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

*** NOTES 3/12/2009 1:58:31 PM, tsonnta1, Action Type : Call to Dealer

Called dealership and spoke with Damon(SA) regarding the case. SA informed that the DPSM looked over the vehicle and did not find any damage to the vehicle. SA informed that the DPSM contacted tech line and they informed that there is not a way that there could be a malfunction in the airbag system. SA informed that the DPSM is denying any type of assistance on the airbag at this time because tech line informed that there was not a defect in the airbag. Thanked SA for his time.

*** NOTES 3/12/2009 2:16:26 PM, tsonnta1, Action Type : Field/DSM

Called DPSM regarding the case. He informed that the he looked over the vehicle and there were no signs of damage on the vehicle. DPSM informed that he contacted Tech Line and they informed that there are occurrences that if the customer shuts the door too hard the airbag would deploy. DPSM informed that Tech Line told him that there are no defects in the airbag and that it has to do of how the customer closed the door. DPSM informed that no goodwill assistance will be provided. Thanked DPSM for his time.

*** CASE YANKED 3/12/2009 2:24:28 PM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 3/12/2009 2:24:52 PM, hmuhamma

N012009-03-0500358 to bmcDonald, WIP

*** CASE RULE ACTION 3/12/2009 2:24:52 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/12/2009 4:40:47 PM, llanza, Action Type : Call for Case Mgr

Customer called in to speak with RCM. Attempted to contact RCM however she was gone for the day. Advised customer that an e mail will be sent to RCM advising them to call her back Customer understands and requires no further assistance.

*** NOTES 3/13/2009 8:02:06 AM, pwalker, Action Type : Warm Transfer

The customer called stating that she has no received a phone call from AHM regarding her concern. I explained that the case manage is currently not available. I contacted the TTS that was working the case, and he located a case manager to handle the call. The call was transferred.

*** NOTES 3/13/2009 8:34:10 AM, segwuonw, Action Type : Escalation

I received a warm transferred call; Customer states her vehicle has been sitting at the dealership for 3 weeks and her vehicle is under warranty. Customer states she is not happy at all; customer states the airbags are a defective since they deployed. Customer states she purchased a Honda because she likes them and she just wants the vehicle repaired. Customer states she has not been called back and her case has been passed around. Customer states she went to her insurance company and they will not cover the repairs and they told her the airbags should not have deployed by he shutting the door. I apologized for her situation. I informed I have reviewed the case regarding the air bags. I informed AHMs position is to repair the vehicle under the terms of the warranty, 3years/36,000miles; for a manufacture defect in materials or workmanship. I explained her vehicle is under the warranty parameters but, according to the dealership and to Tech Line there is not manufacture defect with her vehicle. I explained the impact used to close the door was high which triggered the airbag sensor causing the airbag to deploy; I explained the vehicle was operating as designed and no defect occurred in the situation. I informed the dealership can make repairs to the vehicle but, the customer would be responsible for the repairs at this time. Customer disagreed and states she will not give Honda any money for repairs and that Honda will have to repair her vehicle. I apologized for the situation and explained the vehicle was reviewed with tech line and the DPSM reviewed her case. I informed based on the results of no defect AHM would not be in a position to provide assistance on the repairs; I informed the vehicle was operating as designed. I referred her to the warranty booklet to customer satisfaction and explained if she is not satisfied with the outcome she can contact the BBB to mediate the case between the customer and AHM. Customer is not happy with the outcome and does not want to contact the BBB. Customer states she will contact the dealership to find out what she needs to do next. I informed her case is documented at this time.

*** NOTES 3/13/2009 8:57:00 AM, mstaplet, Action Type : Call for Case Mgr

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

Verified customer contact information.
Customer called to speak to case manager.
I attempted to reach case manager but was unavailable.
The customer agreed to voicemail.

*** SUBCASE N012009-03-0500358-2 CREATE 3/17/2009 1:53:55 PM, bmcdonal

Created in WIP Default with Due Date 3/17/2009 1:53:55 PM.

*** CASE MODIFY 3/17/2009 1:54:03 PM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 3/17/2009 2:13:52 PM, bmcdonal, Action Type : Call to Customer

I Spoke to Ms. [REDACTED] introduced myself as Sr. RCM following up on this escalation case. Delivered the disclosure as required. Customer advised that the dealership is taking care of the repair of the deployed air bag. The customer said that this was a horrible experience in contacting the 800 ACS/CR Office. Customer indicated that she never received timely response on her case. The only person that told her anything worthwhile was Sharon. Eveybody else was horrible. The customer states this was her first Honda and she never anticipated having this type of problem with a vehicle under warranty. The customer said that she is glad that the vehicle is being repaired. I apologized for her frustration and assured her that this case handling was the exception and not the rule. We regret that she has experienced any difficulty at all and especially with the manner her case was handled. I asked the customer if there was anything else that I might be able to do for her today. Customer said that they was nothing. Customer thanked me for the call.

*** CASE ASSIGN 3/17/2009 2:24:39 PM, bmcdonal

N012009-03-0500358 to segwuonw, WIP

*** CASE RULE ACTION 3/17/2009 2:24:40 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 3/17/2009 2:24:52 PM, bmcdonal

Fulfilled for [REDACTED] due 03/17/2009 12:00:00 AM.

*** CASE MODIFY 3/19/2009 12:11:26 PM, segwuonw

into WIP default and Status of Solving.

*** NOTES 3/19/2009 12:14:46 PM, segwuonw, Action Type : Call to Dealer

I called the dealer and left a message for the SM-Rudy Arvizu of Tameron Honda requesting a call back; I provided the customers information along with my direct line.

*** COMMIT 3/19/2009 12:15:23 PM, segwuonw, Action Type : N/A

AIRBAGS - f/u on repairs

*** NOTES 3/23/2009 7:48:18 AM, segwuonw, Action Type : Call to Dealer

I called the dealer and left a message for the SM-Rudy Arvizu of Tameron Honda requesting a call back; I provided the customers information along with my direct line.

*** NOTES 3/24/2009 8:34:37 AM, segwuonw, Action Type : Call from Dealer

I received a message from SD-Rudy Arvizu of Tameron Honda stating the incorrect air bags were ordered last week but, the correct part is on order and should arrive by Wednesday, 03/25/2009 for repairs.

*** NOTES 3/24/2009 8:36:57 AM, segwuonw, Action Type : Call to Dealer

I called the dealer and left a message for the SM-Rudy Arvizu of Tameron Honda requesting a call back; I provided the customers information along with my direct line.

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

*** NOTES 3/24/2009 8:50:09 AM, segwuonw, Action Type : Call to Customer

I called the customer and reached voicemail; I provided my number for a call back.

I informed I will call back by Tuesday, 03/31/09. I provided the information I received from the dealership and explained that I will keep in contact with her until the repairs are completed. I explained I will be out of the office the remainder of the week but, will follow up with her on Tuesday, 03/31/2009.

*** CASE MODIFY COMMITMENT 3/24/2009 8:50:25 AM, segwuonw

with [REDACTED] due 03/31/2009 12:00:00 AM.

*** CASE MODIFY 3/24/2009 8:50:32 AM, segwuonw

into WIP CALL DLR/DPSM and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/31/2009 9:13:32 AM, segwuonw

CAMPAIGN CHECK 03/31/2009 09:13:32 AM segwuonw

No data found For VIN

*** NOTES 3/31/2009 9:18:12 AM, segwuonw, Action Type : Call to Customer

I spoke with SM-Rudy Arvizu of Tameron Honda and informed the call may be monitored or recorded for quality purposes. SM states the parts came in, the vehicle has been repaired and the customer has picked up the vehicle. SM states everything should be fine with the vehicle at this time.

*** NOTES 3/31/2009 9:20:43 AM, segwuonw, Action Type : Call to Customer

I called the customer and reached voicemail; I provided my number for a call back.

I informed I will call back by Thursday, 04/02/09. I informed I am following up on her case and repairs completed to her vehicle.

*** CASE MODIFY COMMITMENT 3/31/2009 9:21:25 AM, segwuonw

with [REDACTED] due 04/02/2009 12:00:00 AM.

*** CASE MODIFY 3/31/2009 9:22:00 AM, segwuonw

into WIP CALL DLR/DPSM and Status of Solving.

*** CASE MODIFY 3/31/2009 9:22:03 AM, segwuonw

into WIP CALL DLR/DPSM and Status of Solving.

*** CASE RULE ACTION 4/2/2009 7:48:09 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 4/2/2009 1:31:36 PM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purposes. I informed I am following up on repairs from the dealership regarding the airbag deployment. I apologized for her experience she had with AHM but, I wanted to make sure the vehicle is repaired and operating as designed. Customer states the dealership took care of everything and the vehicle is operating well. Customer states AHM did not call her until after the fact and I was not the original person who was suppose to help her. I agreed and informed I took over the case towards the end of the issue, I apologize for her case being passed around and explained although I was not the original RCM; I still want to make sure repairs are completed and she is satisfied. Customer thanked AHM for calling back.

No further assistance needed at this time.

Case closed.

*** SUBCASE N012009-03-0500358-2 YANKED 4/2/2009 1:32:10 PM, segwuonw

Yanked by segwuonw into WIPbin default.

*** SUBCASE N012009-03-0500358-2 MODIFY 4/2/2009 1:33:01 PM, segwuonw

into WIP default and Status of Solving.

Case History

Case ID : N012009-03-0500358

Case Title : 7C (TAMERON) [REDACTED] - AIRBAG DEPLOYED

*** CASE MODIFY 4/2/2009 1:33:04 PM, segwuonw
into WIP CALL DLR/DPSM and Status of Solving.

*** CASE MODIFY 4/2/2009 1:33:08 PM, segwuonw
into WIP CALL DLR/DPSM and Status of Solving.

*** CASE MODIFY 4/2/2009 1:35:39 PM, segwuonw
into WIP CALL DLR/DPSM and Status of Solving.

*** SUBCASE N012009-03-0500358-2 CLOSE 4/2/2009 1:35:47 PM, segwuonw
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/2/2009 1:35:48 PM, segwuonw
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-11-0900793 Division : Honda - Auto Condition : Closed Open Date : 11/9/2011 9:51:58 AM
Case Originator : Tara Limun (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/6/2011 4:01:59 PM
Case Owner : Ray Saeini (Team SB) Method : Phone Queue : Days Open : 27
Last Closed By : Ray Saeini (Team SB) Point of Origin : Customer Wipbin :
Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IM No. of Attachments : 8

Site / Contact Info :

Site Name : [REDACTED] 1708
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : SHERMAN, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1708
VIN Type / No. : US VIN / 1HGCP26808A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 60,000
In Service Date : 05/02/2008
Months In Use : 42
Engine Number : K24Z31052539
Originating Dealer No. / Name : 208395 / ORR HONDA OF PARIS
Selling Dealer No. / Name : 208353 / DAVID MCDAVID HONDA OF FRISC
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208515 / RED RIVER HONDA
Phone No. : 903-463-9800
Address : 2020 US HIGHWAY 75 N
City / State / Zip : DENISON, TX 75020
Svc District / Sls District : 03A / D03
Warranty Labor Rate / Date : \$78.00 /
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
N012011-11-0900793-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-11-0900793-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 11/10/2011 2:39:59 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 11/30/2011 12:09:05
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE CREATE 11/9/2011 9:51:58 AM, tlimun

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

*** CASE MODIFY 11/9/2011 9:58:40 AM, tlimun

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 9:58:46 AM, tlimun

into WIP default and Status of Solving.

*** NOTES 11/9/2011 10:00:05 AM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number 469-556-6063.

FIRST HONDA, SECOND OWNER, SERVICE HIS VEHICLE AT THE DLR.

The customer did not provide VIN number.

The customer called ACS and advised that a week ago the passenger airbag deployed after slamming the car door when the vehicle was in parked. Customer stated no accident and no high impact. Customer stated the insurance company did investigation on the vehicle. Customer stated based on the information that was given from his insurance company the passenger airbag is a manufacturing defect which is no covered by the insurance company. Customer seeks AHM to fix the vehicle at no cost. I advised customer I mailed the SRS booklet has been mailed. Customer stated he spoke to SM Steve at the dlr and the dlr will diagnosed his vehicle. Customer was referred by the SM to contact AHM for further assistance. ACS advised customer the CM will review his case for possible assistance and CM will contact him within 1 or 2 business days. ACS provided customer the case number and customer thanked ACS.

Customer stated he will take his vehicle into Honda dlr today for diagnosis.

*** CASE MODIFY 11/9/2011 10:00:06 AM, tlimun

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 10:00:15 AM, tlimun

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 10:04:04 AM, tlimun

into WIP default and Status of Solving.

*** CASE DISPATCH 11/9/2011 10:17:35 AM, tlimun

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 11/9/2011 10:32:15 AM, ksulliva

N012011-11-0900793 to bmagana, WIP

*** CASE RULE ACTION 11/9/2011 10:32:16 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 11/10/2011 2:37:43 PM, bsamonte

Yanked by bsamonte into WIPbin default.

*** SUBCASE N012011-11-0900793-1 CREATE 11/10/2011 2:39:59 PM, bsamonte

Created in WIP Default with Due Date 11/10/2011 2:39:59 PM.

*** NOTES 11/10/2011 2:48:03 PM, bsamonte, Action Type : Call to Customer

ACS called Mr. [REDACTED] and was directed to voice mail. ACS left a detailed message for customer and provided case manager's business hours and extension.

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

ACS called Mr. [REDACTED] and left a message with a female. ACS provided her case manager's office hours and extension and that his case manager will follow up 11/17 to discuss the diagnosis and case further with the customer.

*** COMMIT 11/10/2011 2:48:07 PM, bsamonte, Action Type : N/A

follow up

*** CASE ASSIGN 11/10/2011 2:48:27 PM, bsamonte

N012011-11-0900793 to bmagana, WIP ¶ £Q

*** CASE RULE ACTION 11/10/2011 2:48:28 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-11-0900793-1 ASSIGN 11/10/2011 2:48:50 PM, bsamonte

N012011-11-0900793-1 to bmagana, WIP

*** SUBCASE N012011-11-0900793-1 RULE ACTION 11/10/2011 2:48:51 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/11/2011 8:32:47 AM, bmagana

into WIP Default and Status of Solving.

*** COMMIT 11/11/2011 8:32:52 AM, bmagana, Action Type : N/A

Made to [REDACTED] due 11/14/2011 08:33:03 AM.

Red River Honda - SM Respond? - AirBag Diploy / No Accident ***

*** NOTES 11/11/2011 8:34:52 AM, bmagana, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/17/2011

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

Passenger AirBag Deployment / No Impact.

The customer called ACS and advised that a week ago the passenger airbag deployed after slamming the car door when the vehicle was in parked. Customer stated no accident and no high impact. Customer stated the insurance company did investigation on the vehicle. Customer stated based on the information that was given from his insurance company the passenger airbag is a manufacturing defect which is no covered by the insurance company. Customer seeks AHM to fix the vehicle at no cost. I advised customer I mailed the SRS booklet has been mailed. Customer stated he spoke to SM Steve at the dlr and the dlr will diagnosed his vehicle. Customer was referred by the SM to contact AHM for further assistance.

Please contact me with all relating information for further review, also has the DPSM been involved?

Thank you for your prompt attention to this matter.

Brian Magana
Regional Case Manager
(310)783-7746
Automobile Customer Service

*** CASE FULFILL 11/11/2011 8:35:12 AM, bmagana

Fulfilled for [REDACTED] due 11/17/2011 12:00:00 AM.

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE MODIFY COMMITMENT 11/11/2011 8:35:46 AM, bmagana

with [REDACTED] due 11/14/2011 08:33:00 AM.

*** CASE MODIFY COMMITMENT 11/11/2011 8:35:52 AM, bmagana

with [REDACTED] due 11/17/2011 08:33:00 AM.

*** CASE MODIFY 11/11/2011 8:36:04 AM, bmagana

into WIP Default and Status of Solving.

*** CASE MODIFY COMMITMENT 11/18/2011 5:11:46 PM, bmagana

with [REDACTED] due 11/22/2011 08:33:00 AM.

*** CASE YANKED 11/21/2011 10:44:47 AM, rsaeini

Yanked by rsaeini into WIPbin default.

*** SUBCASE N012011-11-0900793-1 YANKED 11/21/2011 10:45:07 AM, rsaeini

Yanked by rsaeini into WIPbin default.

*** NOTES 11/21/2011 10:48:01 AM, rsaeini, Action Type : Call from Dealer

Received a call from the SM, Steve, at Red River Honda.

He advised me the customer called him and is going to be bringing the vehicle into the dealership for an inspection tomorrow morning.

I advised the SM to check the vehicle for any damage and then call me with any updates.

Thanked the SM, ended the call.

*** CASE MODIFY 11/21/2011 10:48:05 AM, rsaeini

into WIP default and Status of Solving.

*** CASE FULFILL 11/21/2011 10:48:10 AM, rsaeini

Fulfilled for [REDACTED] due 11/22/2011 08:33:00 AM.

*** COMMIT 11/21/2011 10:48:13 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 11/23/2011 10:48:14 AM.

call customer. discuss the case.

*** CASE MODIFY 11/21/2011 10:48:32 AM, rsaeini

into WIP default and Status of Solving.

*** NOTES 11/22/2011 1:24:11 PM, rsaeini, Action Type : Call from Dealer

Received a call from the SM, Steve, at red River Honda.

He stated that the dealership inspected the vehicle

They did not notice any damage under the vehicle other than normal wear and tear.

The dealership did note that the front right wheel has scuffs on the outside of the wheel and the front right tire has been replaced as well with a tire that doesnt match the other 3 tires. Also the steering wheel is off center and the vehicle will drift to once side.

Alignment will probably correct the problem but its also possible the vehicle impacted a curb to cause damage to the steering, the wheel and to the tire.

Were unsure if that impact caused the airbags to deploy.

The SM noted that the customers wife brought the vehicle in.

The SM is supposed to call [REDACTED], to provide an update on the inspection.

I advised the SM that I will contact the customer to discuss AHMs position.

Thanked the SM, ended the call.

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE MODIFY 11/22/2011 1:40:06 PM, rsaeini

into WIP 00 - Other Districts and Status of Solving.

*** CASE MODIFY 11/22/2011 1:40:33 PM, rsaeini

into WIP 00 - Other Districts and Status of Solving.

*** NOTES 11/22/2011 1:48:47 PM, rsaeini, Action Type : Call to Customer

Called [REDACTED] and went over the details of the case.

The customer said that she has already contacted her insurance company and the claim was denied. The customer said that the insurance company said this is a defect.

I explained to the customer that AHM would not be willing to pay for the repairs and we are recommending that she speak to her insurance company once again about having the repairs covered.

The customer understood and she will follow up with them again.

Thanked the customer, ended the call.

*** CASE FULFILL 11/22/2011 1:51:51 PM, rsaeini

Fulfilled for BILL GARCIA due 11/23/2011 10:48:14 AM.

*** COMMIT 11/22/2011 1:51:54 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 11/29/2011 01:51:55 PM.

follow up on pics and RO. close case.

*** CASE MODIFY 11/22/2011 1:52:13 PM, rsaeini

into WIP 00 - Other Districts and Status of Solving.

*** NOTES 11/29/2011 11:07:19 AM, rsaeini, Action Type : Note-General

Still waiting for the pictures to be attached to the case.

8 pictures received from the dealership. Attaching to the case.

*** CASE MODIFY COMMITMENT 11/29/2011 11:07:31 AM, rsaeini

with [REDACTED] due 12/01/2011 01:51:55 PM.

*** CASE MODIFY 11/29/2011 11:07:35 AM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_8_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_1_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_2_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_3_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_4_1.pdf

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_5_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_6_1.pdf

*** CASE ADD ATTACHMENT 11/29/2011 11:15:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-0900793_7_1.pdf

*** SUBCASE N012011-11-0900793-1 CLOSE 11/30/2011 12:09:05 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/30/2011 12:09:20 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** NOTES 11/30/2011 12:09:27 PM, rsaeini, Action Type : Note-General

Pictures attached. Closing case.

*** CASE MODIFY 11/30/2011 12:09:29 PM, rsaeini

into WIP 03F - Amy Clawson and Status of Solving.

*** CASE CLOSE 11/30/2011 12:09:32 PM, rsaeini

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

*** CASE REOPEN 12/6/2011 10:17:30 AM, wwalker1

with Condition of Open and Status of Solving.

*** NOTES 12/6/2011 10:25:31 AM, wwalker1, Action Type : Call from Customer

warm transfer x17753

*** NOTES 12/6/2011 10:40:02 AM, rsaeini, Action Type : Call from Customer

The call was warm transferred to me.

The customers husband, Bill Garcia, called me back to go over some of the case details.

The customer said that he works for the editorial department of a newspaper.

The customer said he feels this is a safety issue.

The customer said this is a common problem with these vehicles.

The customer wanted to know our position on this.

I advised the customer that we are recommending that he contact his insurance company to repair the vehicle.

The customer stated this is a manufacturer defect/malfunction so he should not have to go through his insurance company.

The customer said that the technician at the Honda dealership told him this is a manufacturer defect.

The customer said that he will write a consumer report article on this matter.

The customer said that AHM needs to take responsibility for this and admit the defect and repair the vehicle.

I reiterated our position and suggested he contact his insurance company.

The customer said that AHM doesnt care about the consumers and this issue is all about money and thats why the repairs are not being covered.

The customer said that he will obtain all the information from the dealership and provide it to his lawyer and he intends to pursue this matter.

The customer said that this is not the last he will hear from him.

The customer said that his intention is to spread the word about how we're handling the situation.

The customer said his lawyer's name is Steve Johnson and he will contact our office.

Thanked the customer, ended the call.

Case History

Case ID : N012011-11-0900793

Case Title : 03F - (RED RIVER) [REDACTED] - PASSENGER AIRBAG DEPLOYMENT/ NO IMPACT

*** CASE DISPATCH 12/6/2011 11:37:55 AM, wwalker1
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 12/6/2011 11:58:31 AM, ksulliva
N012011-11-0900793 to rsaeini, WIP

*** CASE RULE ACTION 12/6/2011 11:58:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/6/2011 4:01:57 PM, rsaeini
into WIP default and Status of Solving.

*** CASE CLOSE 12/6/2011 4:01:59 PM, rsaeini
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-10-0800172 Division : Honda - Auto Condition : Closed Open Date : 10/8/2008 7:40:53 AM
Case Originator : Jamel Applewhite (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/12/2008 8:46:14 AM
Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 35
Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1605
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : SCOTTSBLUFF, NE [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1605
VIN Type / No. : US VIN / JHMCP26478C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 5,800
In Service Date : 06/10/2008
Months In Use : 4
Engine Number : K24Z21423464
Originating Dealer No. / Name : 208298 / REGANIS HONDA
Selling Dealer No. / Name : 208298 / REGANIS HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208298 / REGANIS HONDA
Phone No. : 308-632-8200
Address : 1901 EAST OVERLAND
City / State / Zip : SCOTTSBLUFF, NE 69361
Svc District / Sls District : 10C / A10
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-0800172-1 / [REDACTED] - P	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-0800172-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 10/8/2008 2:16:06 PM
Issue Owner : Brian Perez	Type 2 : Operation	Queue :	Close Date : 10/29/2008 5:34:50 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-0800172

Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VEHICLE----

*** CASE CREATE 10/8/2008 7:40:53 AM, japplewh

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

*** CASE EXTENDED WARRANTY LOOKUP 10/8/2008 7:40:59 AM, japplewh

WARRANTY CHECK 10/08/2008 07:40:59 AM japplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/8/2008 7:41:04 AM, japplewh

CLAIM HISTORY CHECK 10/08/2008 07:41:04 AM japplewh

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/8/2008 7:41:11 AM, japplewh

CAMPAIGN CHECK 10/08/2008 07:41:11 AM japplewh

No data found for VIN

*** CASE VSC LOOKUP 10/8/2008 7:41:16 AM, japplewh

VSC-CUC CHECK 10/08/2008 07:41:16 AM japplewh

No data found for VIN.

*** CASE MODIFY 10/8/2008 7:42:17 AM, japplewh

into WIP default and Status of Solving.

*** CASE MODIFY 10/8/2008 7:42:29 AM, japplewh

into WIP default and Status of Solving.

*** NOTES 10/8/2008 7:48:25 AM, japplewh, Action Type : Call from Customer

Customer contacted ACS to voice a complaint about his vehicle. I first documented the customer's owner information. The customer stated when he closed the passenger front door last night. His passenger side air bag and side curtain air bag deployed. The customer stated that he has taken the vehicle to the dealer, and he has spoken with the SM (no name) at REGANIS HONDA. The customer stated that he was told that, they didn't know if this would be covered under warranty.

I informed the customer that I will forward his case to a RCM for a follow up with the dealer.

*** CASE MODIFY 10/8/2008 7:48:42 AM, japplewh

into WIP default and Status of Solving.

*** CASE DISPATCH 10/8/2008 7:48:46 AM, japplewh

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 10/8/2008 8:32:58 AM, wparker

N012008-10-0800172 to sperez, WIP

*** CASE RULE ACTION 10/8/2008 8:32:59 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 10/8/2008 2:15:42 PM, sperez, Action Type : N/A

Call customer.

*** CASE MODIFY 10/8/2008 2:15:49 PM, sperez

into WIP unsorted and Status of Solving.

Case History

Case ID : N012008-10-0800172

Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VEHICLE----

*** SUBCASE N012008-10-0800172-1 CREATE 10/8/2008 2:16:06 PM, sperez

Created in WIP Default with Due Date 10/8/2008 2:16:06 PM.

*** CASE MODIFY 10/8/2008 2:16:13 PM, sperez

into WIP unsorted and Status of Solving.

*** CASE MODIFY 10/8/2008 2:25:22 PM, sperez

into WIP unsorted and Status of Solving.

*** CASE MODIFY 10/9/2008 10:05:18 AM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** NOTES 10/10/2008 3:32:08 PM, sperez, Action Type : Call to Customer

I placed a call to customer and introduced myself as the RCM assigned to his case.

I asked the customer if the dealership had followed up with him in regards to unexpected air bag deployment of his vehicle. Customer states that the vehicle has been at the dealership since Wednesday and he has not heard from the dealership in regards to his vehicle. I advised customer that I would like to leave my contact information so that he may call me if he should have any questions or concerns.

Customer did advise that he had been told by the dealership that they were waiting on the arrival of a Honda Technician Representative to inspect the vehicle. I advised customer that I would make contact with the dealership and follow up with him early next week. He understood and thanked me for my involvement.

*** CASE MODIFY 10/10/2008 3:32:12 PM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** CASE FULFILL 10/10/2008 3:32:19 PM, sperez

Fulfilled for [REDACTED] due 10/09/2008 12:00:00 AM.

*** COMMIT 10/10/2008 3:32:21 PM, sperez, Action Type : N/A

call dealership.

*** CASE MODIFY 10/10/2008 3:32:35 PM, sperez

into WIP Reviewed/Initial and Status of Solving.

*** CASE FULFILL 10/13/2008 4:09:44 PM, sperez

Fulfilled for [REDACTED] due 10/13/2008 12:00:00 AM.

*** COMMIT 10/13/2008 4:09:46 PM, sperez, Action Type : N/A

call dealership and customer!

*** CASE MODIFY 10/13/2008 4:10:08 PM, sperez

into WIP District 10 and Status of Solving.

*** CASE MODIFY 10/14/2008 1:32:59 PM, sperez

into WIP District 10 and Status of Solving.

*** NOTES 10/14/2008 1:41:14 PM, sperez, Action Type : Call to Dealer

I placed a call to dealership and spoke with SM-Azerto.

SM advises that they have ordered the parts today and expect to receive them within the week. I asked SM what was going on with the vehicle? He states that they are replacing all air bags on the vehicle as well as the SRS unit and module. I asked SM if the parts had been found to be defective. SM advised

Case History

Case ID : N012008-10-0800172

Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VEHICLE----

that his DPSM had been involved and had authorized the work. I advised SM that this was good news. I asked if he could have someone call the customer to provide him a status on his case. SM agreed to do this. I thanked SM for his time and advised that I would follow up with again in regards to this case. SM understood. I thanked him for his time.

*** NOTES 10/14/2008 1:47:57 PM, sperez, Action Type : Call to Customer

I placed a call to customer and advised that I had spoken with the SM at Reganis Honda. I advised customer that the dealership would be replacing the failed parts at no cost to him and made the order for the parts that they would replace on the car. I advised customer that if he had any specific questions about the work being done to the vehicle, he should await for the call from the SM as he had agreed to do. Customer understood. I advised customer that I would be following at least one last time to further discuss. Customer understood and thanked me for my call.

*** CASE MODIFY 10/14/2008 1:48:00 PM, sperez

into WIP District 10 and Status of Solving.

*** CASE FULFILL 10/14/2008 1:48:02 PM, sperez

Fulfilled for [REDACTED] due 10/14/2008 12:00:00 AM.

*** COMMIT 10/14/2008 1:48:04 PM, sperez, Action Type : N/A

Parts arrive?

*** CASE MODIFY 10/14/2008 1:48:18 PM, sperez

into WIP District 10 and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/20/2008 11:48:29 AM, sperez

CAMPAIGN CHECK 10/20/2008 11:48:29 AM sperez

No data found For VIN

*** CASE CLAIMS LOOKUP 10/20/2008 11:48:39 AM, sperez

CLAIM HISTORY CHECK 10/20/2008 11:48:39 AM sperez

No data found for VIN.

*** NOTES 10/20/2008 11:53:03 AM, sperez, Action Type : Call to Customer

I placed a call to customer and asked if the dealership had made contact with him in regards to the repairs currently being done to the vehicle.

Customer states that the dealership did receive the parts today and would commence work immediately. Customer was asked if there were any questions he had that he would like me to address. Customer asks if it would be al right to trade the vehicle in for another once the vehicle was completed. I advised customer that what he chose to do with the vehicle once completed would be at his discretion. Customer understood. He states that he would be looking at this possibility with the dealership.

I advised customer that I would follow up with him next week to follow up on the status of his vehicle and address any unresolved issues or unanswered questions he may have at that time. Customer appreciated this and thanked me for my time.

*** CASE MODIFY 10/20/2008 11:53:08 AM, sperez

into WIP District 10 and Status of Solving.

*** CASE FULFILL 10/20/2008 11:53:10 AM, sperez

Fulfilled for [REDACTED] due 10/17/2008 12:00:00 AM.

*** COMMIT 10/20/2008 11:53:12 AM, sperez, Action Type : N/A

Vehicle completed? Follow up.

Case History

Case ID : N012008-10-0800172

Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VEHICLE----

*** CASE MODIFY 10/20/2008 11:53:33 AM, sperez

into WIP District 10 and Status of Solving.

*** NOTES 10/29/2008 5:34:26 PM, sperez, Action Type : Call to Customer

I placed a call to customer and asked if the vehicle had been completed. Customer advised that they are still working on it but don't expect to have it completed until early next week. I advised customer that he should make contact with me if he has any questions or concerns about the time being taken to complete the work. Customer advises that he would. I thanked him for his time.

*** CASE MODIFY 10/29/2008 5:34:32 PM, sperez

into WIP District 10 and Status of Solving.

*** SUBCASE N012008-10-0800172-1 CLOSE 10/29/2008 5:34:50 PM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 10/29/2008 5:34:55 PM, sperez

Fulfilled for [REDACTED] due 10/27/2008 12:00:00 AM.

*** CASE MODIFY 10/29/2008 5:34:58 PM, sperez

into WIP District 10 and Status of Solving.

*** CASE CLOSE 10/29/2008 5:35:00 PM, sperez

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

*** CASE REOPEN 11/3/2008 3:47:18 PM, sperez

with Condition of Open and Status of Solving.

*** NOTES 11/3/2008 3:57:45 PM, sperez, Action Type : Call from Customer

I received a call from customer. Customer stated that he has not heard from the dealership and is concerned about the vehicle. I advised customer that I would see what the hold up is on the vehicle and the services being completed.

Customer stated that the car has been at the dealership for some time and is wondering about his monthly payment. Customer states that does not feel he should pay for the payment on the car. I advised customer that it is important for him to pay for the monthly ticket as this is his responsibility. I advised customer that if he is looking for AHM to assist him with the cost of this it would have to be reviewed and considered as a reimbursement. Customer understood. I advised customer that I would be glad to review his request and would let him know of what I need in specific to be able to review his request.

I added that I would follow up with him as soon as I had heard back from the dealership.

*** NOTES 11/3/2008 4:00:18 PM, sperez, Action Type : Call to Customer

I placed a call to customer and let him know the dealership expects to have the vehicle completed tomorrow afternoon. Customer understood. I advised that I would follow up with him tomorrow.

*** CASE MODIFY 11/3/2008 4:00:22 PM, sperez

into WIP unsorted and Status of Solving.

*** CASE MODIFY 11/3/2008 4:00:56 PM, sperez

into WIP unsorted and Status of Solving.

*** CASE RULE ACTION 11/5/2008 7:40:53 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 11/10/2008 2:24:21 PM, sperez, Action Type : Call from Customer

Case History

Case ID : N012008-10-0800172

Case Title : 10A REGANIS HONDA* [REDACTED] - CUSTOMER COMPLAINT---VEHICLE----

I received a call back from customer.

Customer states that he received the vehicle back from the dealership and he is not satisfied with how the vehicle was serviced. He stated that the vehicle was very dirty and the sun visors were both black with marks. He states that he did make contact with the dealership to express his concern and was told to bring the vehicle back in. He states that he is concerned about the dealerships attention to the integrity of the vehicle. Customer was advised that I understood his concern and advised that if the dealership is willing to look at his vehicle and make any needed repairs he should take the vehicle to the dealership.

Customer inquired about having us assist him with his monthly payment. Customer was advised that I could review his request for assistance since his vehicle had been at the dealership for over a month and now it will have to go back because of the dealerships lack of attention to the rest of the vehicle. Customer agreed to send a copy of his statement to our office, 310-783-3023. I advised customer that I would follow up once I had received this information.

*** CASE MODIFY 11/10/2008 2:24:46 PM, sperez

into WIP 10A Ron Criss and Status of Solving.

*** COMMIT 11/10/2008 2:26:49 PM, sperez, Action Type : N/A

Fax received? follow up.

*** CASE MODIFY 11/10/2008 2:27:08 PM, sperez

into WIP 10A Ron Criss and Status of Solving.

*** NOTES 11/12/2008 8:41:46 AM, sperez, Action Type : Call to Dealer

I placed a call to dealership and spoke with SM-Arlo.

SM advises that they did work on this vehicle late last week. What he would like me to note is that they had offered to detail the vehicle to the customer before he took possession of it because they has seen some finger prints in the interior of the vehicle. He states that the customer advised that he would do it himself. SM states that the customer then had a change of heart and came back wanting the dealership to do it. SM advises that the customer also claims that some damage was done to the kick board foot panel but to minimize inconvenience they would do this for him. I thanked SM for his involvement in this case and advised that I would make contact with the customer to ask if there is anything else I might be able to do.

*** NOTES 11/12/2008 8:45:45 AM, sperez, Action Type : Call to Customer

I placed a call to customer. Customer was advised that I was following up with him to make sure everything had gone according to plan. Customer advises that he is scheduled to bring the vehicle back in to the dealership as soon as the dealership gets the parts. I advised customer that if he should have any further delays or concerns he should make every attempt to call me. Customer agreed and thanked me for my call.

*** CASE MODIFY 11/12/2008 8:45:58 AM, sperez

into WIP 10A Ron Criss and Status of Solving.

*** CASE FULFILL 11/12/2008 8:46:07 AM, sperez

Fulfilled for [REDACTED] due 11/12/2008 12:00:00 AM.

*** CASE MODIFY 11/12/2008 8:46:12 AM, sperez

into WIP 10A Ron Criss and Status of Solving.

*** CASE CLOSE 11/12/2008 8:46:14 AM, sperez

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-06-3000505 Division : Honda - Auto Condition : Closed Open Date : 6/30/2010 9:02:44 AM
Case Originator : Jessica Ward (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/21/2010 2:38:40 PM
Case Owner : Sergio Salvador (Team MA) Method : Phone Queue : Days Open : 21
Last Closed By : Sergio Salvador (Team MA) Point of Origin : Customer Wipbin :
Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2223
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CHAMBERSBURG, PA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2223
VIN Type / No. : US VIN / 1HGCP26708A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 38,000
In Service Date : 03/17/2008
Months In Use : 27
Engine Number : K24Z31052560
Originating Dealer No. / Name : 208064 / MARTIN HONDA
Selling Dealer No. / Name : 208064 / MARTIN HONDA
Trim : EX
No. Of Doors : 4
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 : 207745 / BOBBY RAHAL HONDA
Phone No. : 717-766-4300
Address : 6696 CARLISLE PIKE
City / State / Zip : MECHANICSBURG, PA 17050
Svc District / Sls District : 05L / D05
Warranty Labor Rate / Date : \$94.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206938	ANTRIM WAY HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-3000505-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation - "Safety"	752	SRS
N012010-06-3000505-2 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-06-3000505-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2010 9:23:45 AM
Issue Owner : Jessica Ward	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/30/2010 9:24:13 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-06-3000505-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2010 10:58:17 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 7/21/2010 10:59:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

*** CASE CREATE 6/30/2010 9:02:44 AM, jward

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

*** NOTES 6/30/2010 9:22:30 AM, jward, Action Type : Call from Customer

Verified customers contact information.

Best Contact Number: [REDACTED]

Customer called to document dealer complaint with ANTRIM WAY HONDA. Customer informs front right air bag and top right air bag deployed when the door was shut. Customer took vehicle to ANTRIM WAY HONDA and service manager, Tom H. informed the deployment of the air bag is not covered under warranty. Customer would like ACS to cover air bag repair.

ACS informed customer AHM will not cover the air bag repair for air bag deployment is not covered under warranty unless there is a manufacturer defect. ACS advised customer to take vehicle to another Honda dealer for a second opinion. ACS referred customer to ahm-ownerlink.com for campaign inquiry.

*** SUBCASE N012010-06-3000505-1 CREATE 6/30/2010 9:23:45 AM, jward

Created in WIP Default with Due Date 6/30/2010 9:23:45 AM.

*** CASE CLOSE 6/30/2010 9:24:13 AM, jward

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

*** SUBCASE N012010-06-3000505-1 CLOSE 6/30/2010 9:24:13 AM, jward

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 7/6/2010 2:48:45 PM, cvito

with Condition of Open and Status of Solving.

*** NOTES 7/6/2010 2:56:24 PM, cvito, Action Type : Call from Customer

The customer was requesting for the supervisor regarding his case. The customer wants to send some information regarding this case being Hondas defect from an independent auto body/insurance company. I verified with the customer he can send all information in and to write the case # on all paperwork to [REDACTED]. No further assistance was needed for this customer.

*** CASE CLOSE 7/6/2010 2:56:29 PM, cvito

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

*** CASE REOPEN 7/7/2010 2:41:46 PM, cgill

with Condition of Open and Status of Solving.

*** NOTES 7/7/2010 2:46:41 PM, cgill, Action Type : Call from Customer

Verified Customer Information

Best Number to Call: [REDACTED]

Customer is calling to follow-up on his call from yesterday. Customer states that he has been without a car for two weeks. Customer states that the local dealer cant tell what caused his airbag to deploy. Customer has spoken to state rep for PA. He is going to call the media, an attorney, his friends and family, and BBB.

Customer states that she spoke with Christine at AHM on a conference call with his insurance company for 30 minutes at around lunch time today.

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

Customer is upset that the dealer cant tell him why the airbags deployed. Customer states that Tom, the SM at the dealership, told him that there wasnt a factory defect for the car. He also states that the SM conferred with the dealer techline for additional assistance and that they told him that they need to repair the car before they attempt to determine what has happened with his original airbags. Customer states that his IRF told him that the airbags should not have deployed and that there is a safety defect with the car.

Customer states that his insurance company wont pay for the repair because he wasnt in an accident. The estimate for the repair is \$4000 at an IRF body shop. Customer didnt get an estimate from the Honda dealership.

Customer states that there are at least 25 incidents of airbag deployment on the Internet. Customer states that Honda needs to stand behind its products.

Customer hasnt had a follow-up inspection with a different Honda dealership because he doesnt have the time to do so. Customer states that Honda isnt valuing him as a customer and that there is no value for his loyalty. Customer states he is going to not buy imports any longer. Customer states that he has worked for Ford for eight years and that if this was Ford situation they would have taken care of him already because they understand that the customer comes first.

Customer states that the airbag deployed on Friday, June 25, 2010. Customer states that the incident happened a supper-time, he doesnt have the exact time. The car was in the parking lot of a restaurant. He closed the door upon exiting the car and that caused the side curtain airbags and the passenger front seat airbag deployed.

ACS advised customer that his case will be reviewed by a CM and that he will receive a return call within 1-2 business days. Customer is going on vacation this weekend and requests that he get a return call tomorrow. ACS advised customer that his request has been noted.

*** CASE MODIFY 7/7/2010 2:47:15 PM, cgill

into WIP default and Status of Solving.

*** CASE DISPATCH 7/7/2010 2:48:34 PM, cgill

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 7/8/2010 5:58:46 AM, ltafoya

N012010-06-3000505 to segwuonw, WIP_employee WHERE emplo

*** CASE RULE ACTION 7/8/2010 5:58:46 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/8/2010 9:07:50 AM, segwuonw

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 7/8/2010 9:08:17 AM, segwuonw

VSC CHECK 07/08/2010 09:08:17 AM segwuonw

The following VSC information was found

GENA;HORST;V003575345;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2009-03-28;2015-03-16;100000;11781;207745;0.00

*** CASE CUC LOOKUP 7/8/2010 9:08:18 AM, segwuonw

CUC CHECK 07/08/2010 09:08:18 AM segwuonw

The following CUC information was found

GENA;HORST;ACTIVE;100000;11673;48000;2011-03-17;2015-03-17;2008-03-17;2009-03-28;2009-03-28;207745;2010-06-28;37996;2009-03-31;2009-03-28

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

*** CASE MODIFY 7/8/2010 9:08:19 AM, segwuonw
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/8/2010 9:15:04 AM, segwuonw
CAMPAIGN CHECK 07/08/2010 09:15:04 AM segwuonw
The following Campaign information was found
09-081; R21; 08-2010 ACCORD NOSE MASK; ;

*** CASE VSC LOOKUP 7/8/2010 9:15:10 AM, segwuonw
VSC CHECK 07/08/2010 09:15:10 AM segwuonw
The following VSC information was found
GENA;HORST;V003575345;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2009-03-28;2015-03-16;100000;11781;207745;0
.00

*** CASE CUC LOOKUP 7/8/2010 9:15:10 AM, segwuonw
CUC CHECK 07/08/2010 09:15:10 AM segwuonw
The following CUC information was found
GENA;HORST;ACTIVE;100000;11673;48000;2011-03-17;2015-03-17;2008-03-17;2009-03-28;2009-03-28;207745;2010-06-28;
37996;2009-03-31;2009-03-28

*** CASE CAMPAIGN LOOKUP 7/8/2010 9:15:15 AM, segwuonw
CAMPAIGN CHECK 07/08/2010 09:15:15 AM segwuonw
The following Campaign information was found
09-081; R21; 08-2010 ACCORD NOSE MASK; ;

*** CASE CLAIMS LOOKUP 7/8/2010 9:15:18 AM, segwuonw
CLAIM CHECK 07/08/2010 09:15:18 AM segwuonw
The following Claim History information was found
0; 2009-10-05; 206938; 187485; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.
INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2010 9:15:20 AM, segwuonw
WARRANTY CHECK 07/08/2010 09:15:20 AM segwuonw
No data found for VIN.

*** CASE MODIFY 7/8/2010 9:17:57 AM, segwuonw
into WIP default and Status of Solving.

*** NOTES 7/8/2010 9:28:31 AM, segwuonw, Action Type : Call to Customer

I received an inbound call from Mr. Heefner; customer states he purchased the vehicle certified pre-owned and has an issue with the airbags. Customer states he went to the dealer and was treated rudely. Customer states he called his insurance company and they are not covering the air bag due to them finding no reason for the air bag to deploy; customer states the dealer is unable to tell him why the air bag deployed also and his body shop is stating it is a defect. Customer states the air bags are safety items and he is just out of warranty; customer states Honda should cover the airbags due to him being out of warranty only by 2,000miles. I apologized for the concern and informed AHM has just received his case today and review process will start. I informed at this time AHM needs to contact the dealer for additional information regarding his situation. Customer notes he closed the door and the side airbags deployed. I informed depending on the pressure used; that could have caused the air bags to deploy. Customer states he is going on vacation this week for two weeks and would like a response about his case. I informed AHM needs to opportunity to review his case; I informed there is no guarantee that assistance will be provided however his issue will be looked into. I informed I will contact him by Friday, 07/09/2010 with an update. Customer understood.

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

*** COMMIT 7/8/2010 9:28:40 AM, segwuonw, Action Type : N/A

AIRBAG DEPLOY: call dlr/cust!!!

*** CASE MODIFY 7/8/2010 9:29:03 AM, segwuonw

into WIP default and Status of Solving.

*** COMMIT 7/8/2010 11:18:29 AM, segwuonw, Action Type :

Made to [REDACTED] due 07/11/2010 11:18:33 AM.

DCS Follow-Up

*** NOTES 7/8/2010 11:18:42 AM, segwuonw, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/11/2010

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

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:

ACS received a case from Steve Heefner regarding the airbags. Customer states he closed eh door and the side airbags deployed. Customer states his insurance company is involved and they are not sure why it deployed; customer state the body shop feels this is a defect. Customer states airbags are safety features and is requesting assistance with repairs.

What was the out come of the diagnosis?

Has the DPSM been contacted?

Does the customer have service history?

Please call ACS [REDACTED] further discuss this case.

Thank you,

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.

Sharon Egwuonwu

Automobile Customer Service

*** CASE MODIFY 7/8/2010 11:18:53 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 7/9/2010 8:59:33 AM, jstarlin, Action Type : Call from Customer

The customer called for the CM. The customer was advised per the CM that he will receive a return call today.

*** CASE MODIFY 7/9/2010 9:18:10 AM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 7/9/2010 9:21:23 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 7/9/2010 9:33:42 AM, segwuonw, Action Type : Call from Customer

I spoke with SA-Chad Evan of Antrim Way Honda and informed the call may be monitored or recorded for quality purposes. SA I formed the vehicle came in 7/2/2010 for the airbags deploying; according to the customer on 6/25/2010 he shut the door and both side air bags deployed on the vehicle; SA notes the system shows Gina Horst as the owner of the vehicle. SA notes the dealer determined the vehicle was not in an accident and pulled code F-411 from the vehicle. SA notes the technician is out to lunch at this time but he would have the meaning of the code. SA states the vehicle is out of warranty and

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

assistance was denied. SA advised I speak with SM-Tom Houpt for additional information once he returns from lunch.

*** NOTES 7/9/2010 9:36:12 AM, segwuonw, Action Type : Call to Dealer

I called the dealer and left a message for SM- SM-Tom Houpt of Antrim Way Honda requesting a call back; I provided the customers information along with my direct line.

*** CASE MODIFY 7/9/2010 9:36:24 AM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 7/9/2010 10:34:08 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 7/9/2010 10:35:55 AM, mmckenzen, Action Type : Call for Case Mgr

Customer called for the CM. Customer was really upset because he wanted to speak to the CM now and not wait... ACS empathized with the customer and notified him that a message will be sent to the CM for further review. Customer said that he wanted to go to Bobby Rahal Honda instead of Antrim Honda. ACS notified the customer that the information will be documented and the CM will be notified to transfer the case.

*** NOTES 7/9/2010 11:01:24 AM, segwuonw, Action Type : Call to Customer

I spoke with Steve Heefner and informed the call may be monitored or recorded for quality purposes. I informed I am calling regarding the airbag. I informed I have contacted the dealer and waiting to hear back from them. I explained time is I needed to review his case regarding the air bags. I explained I have expedited his case to try and have an update for him today however it is still early in the day here in California and I am still waiting to hear back from them. customer states he does not want to go back to Antrim Honda due to their service; customer states his vehicle has been down for three weeks and next week he will be on vacation so by then a month will pass of him not having the vehicle and he will still have to make his car payment on it. I apologized for the concern and explained his case was just received for review 7/8/2010 and his case is being expedited at this time. Customer states he called Bobby Rahal Honda and they agreed to give him a loaner vehicle. Customer states he will be taking his vehicle to Bobby Rahal Honda to work with them. Customer understands that a different case manager will be involved. I agreed and informed his case will be documented and sent to his new case manager. I verified his number and informed he should receive a call back within 1-2business days. Customer understood.

Case forwarded to CM of 5M

*** NOTES 7/9/2010 11:28:00 AM, segwuonw, Action Type : Call from Dealer

I spoke with SM-Tom Houpt of Antrim Way Honda and informed the call may be monitored or recorded for quality purposes. I explained at this time the customer has decided to work with Bobby Rahal Honda. I inquired about code F4-11; I was informed it means the front passenger side airbag curtain or front passenger seat belt tensioner. SM notes the DPSM was contacted and they called the VSC and explained the situation and they automatically declined assistance. SM notes they called Customer Relations and was informed the customer needs to get his insurance company involved and no assistance was provided. SM notes the insurance company advised him to take the vehicle to a body shop which is 30miles away. SM notes Tech Line was contacted *REF#3024829* and was informed they would need to repair the vehicle first and then diagnosis it to see if they could find what caused the issue. I informed I will document the information received for the new dealership.

*** CASE MODIFY 7/9/2010 11:28:18 AM, segwuonw

into WIP default and Status of Solving.

*** CASE YANKED 7/9/2010 11:29:03 AM, ssalvado

Yanked by ssalvado into WIPbin ** default **.

*** NOTES 7/9/2010 12:27:27 PM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with John, DP, who informed ACS that the customer contacted his dealership about two weeks ago since they were the selling dealership. According to the SA that took the call customer called in stating that he slammed the door, while upset, and the airbags deployed. Customer informed the dealership that his girlfriend, the owner of the vehicle was in the vehicle with the vehicle in Drive, when the incident occurred. DP states that the customer

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

is taking the vehicle down to them for an inspection tomorrow and the customer is going on vacation on Monday, will be out for the rest of the week.

*** CASE FULFILL 7/9/2010 12:36:29 PM, ssalvado

Fulfilled for [REDACTED] due 07/09/2010 12:00:00 AM.

*** CASE FULFILL 7/9/2010 12:36:38 PM, ssalvado

Fulfilled for [REDACTED] due 07/11/2010 11:18:33 AM.

*** COMMIT 7/9/2010 12:36:44 PM, ssalvado, Action Type : N/A

follow up on diag (7/14)

*** CASE MODIFY 7/9/2010 12:37:13 PM, ssalvado

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

*** NOTES 7/12/2010 10:06:15 AM, bmagana, Action Type : Call from Customer

Calvin SM called requesting RCM.

ACS advised SM that the RCM is currently unavailable.

SM understood and requested a return call.

*** NOTES 7/12/2010 11:13:58 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Calvin, ASM, who informed ACS that vehicle was inspected after being brought in with the side and curtain airbag being deployed. Upon diagnosis it was determine that the only code that was set, F4-11, referred to the airbag deploying but no codes for the sensor being set.

ASM states that the vehicle was inspected for any physical damages to the body and under carriage but none were found. ASM was informed that ACS would review the case with the DPSM for a possible DPSM inspection since no damages were found.

*** NOTES 7/12/2010 11:14:34 AM, ssalvado, Action Type : Field Service

ACS called DPSM, 5M, and left voicemail summarizing the customer case and a request for an inspection of the vehicle.

*** NOTES 7/12/2010 12:09:28 PM, ssalvado, Action Type :

*** NOTES 7/12/2010 12:09:50 PM, ssalvado, Action Type : Field Service

ACS received a call from DPSM who informed ACS that based on the current concern he will have the dealership thoroughly inspect the vehicle and take photos of the vehicle to make a decision. SM states that he will call the dealership and make the request and will get back to ACS by the end of the week.

*** NOTES 7/14/2010 1:26:10 PM, ssalvado, Action Type : Call to Dealer

ACS spoke with Calvin, ASM, who informed ACS that they inspected the vehicle on the DPSM behalf and based on the fact that there were no signs of any damages the repairs were being authorized fully by the DPSM. ASM states that the parts were ordered and should be in tomorrow. SM states that the vehicle should be repaired by Monday.

*** CASE MODIFY 7/14/2010 1:26:34 PM, ssalvado

into WIP 5M- Walt Radziszewski and Status of Solving.

*** NOTES 7/14/2010 1:29:33 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left message on 3019915036, requesting a call back to discuss case.

*** CASE FULFILL 7/14/2010 1:29:46 PM, ssalvado

Fulfilled for [REDACTED] due 07/14/2010 05:00:00 PM.

*** COMMIT 7/14/2010 1:29:53 PM, ssalvado, Action Type : N/A

follow up on repairs (7/19)

*** CASE MODIFY 7/14/2010 1:30:14 PM, ssalvado

Case History

Case ID : N012010-06-3000505

Case Title : (BOBBY RAHAL) 5M [REDACTED] - COMPLAINT/AIRBAG DEPLOY

into WIP 5M- Walt Radziszewski and Status of Solving.

*** NOTES 7/15/2010 8:39:22 AM, ssalvado, Action Type : Call from Customer

ACS received a call from customer responding to ACS voicemail. Customer was informed that ACS was just following up with the case to verify that he had been kept up to date on the case status through the dealership. Customer verified that it was a sign of relief that he had a decision by Tuesday. Customer states that he is said to get the vehicle back by the end of the week. Customer was informed that ACS would follow up with him on Tuesday to ensure that the repairs were successful.

*** NOTES 7/15/2010 8:42:23 AM, csudario, Action Type : Warm Transfer

ACS received an inbound call from Customer requesting to speak with RCM. ACS transferred Customer to RCM successfully.

*** NOTES 7/19/2010 11:02:39 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and informed that the vehicle was still being repaired and should be returned to the customer no later than Wednesday.

*** NOTES 7/19/2010 11:06:14 AM, ssalvado, Action Type : Call to Customer

ACS called customer provided him with an update and informed him that ACS would follow up with him on Wednesday.

*** CASE FULFILL 7/19/2010 11:06:25 AM, ssalvado

Fulfilled for [REDACTED] due 07/19/2010 05:00:00 PM.

*** COMMIT 7/19/2010 11:06:30 AM, ssalvado, Action Type : N/A

follow up with customer (7/21)

*** CASE MODIFY 7/19/2010 11:06:49 AM, ssalvado

into WIP 5M- Walt Radziszewski and Status of Solving.

*** NOTES 7/21/2010 10:51:00 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with Calvin, ASM, who informed ACS that vehicle was repaired and returned on Monday. ASM states that they followed up with the customer today and were informed that the repairs were successful and they were happy with the service department and based on their experience will purchase their next vehicle from their dealership.

*** NOTES 7/21/2010 10:54:43 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left message informing the customer that ACS was following up as promised in the previous conversation. Customer was informed that ACS had been informed that the vehicle was repaired and returned to them and informed about the follow up by the dealership. Customer was informed that if the repairs were successful, there would be no need to call ACS back. Customer was informed that if they any questions or concern regarding the repairs, to feel free to call ACS back.

*** SUBCASE N012010-06-3000505-2 CREATE 7/21/2010 10:58:17 AM, ssalvado

Created in WIP Default with Due Date 7/21/2010 10:58:17 AM.

*** SUBCASE N012010-06-3000505-2 CLOSE 7/21/2010 10:59:03 AM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/21/2010 10:59:10 AM, ssalvado

into WIP 5M- Walt Radziszewski and Status of Solving.

*** CASE MODIFY 7/21/2010 2:38:37 PM, ssalvado

into WIP 5M- Walt Radziszewski and Status of Solving.

*** CASE CLOSE 7/21/2010 2:38:40 PM, ssalvado

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-03-1501191 Division : Honda - Auto Condition : Closed Open Date : 3/15/2012 1:15:29 PM
Case Originator : Stephanie Arriola (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/20/2012 1:50:49 PM
Case Owner : Sharon Egwuonwu (Team HD) Method : Phone Queue : Days Open : 5
Last Closed By : Sharon Egwuonwu (Team HD) Point of Origin : Customer Wipbin :
Case Title : 1G (FREEWAY) [REDACTED] - SIDE AIRBAG DEPLOYMENTWITHOUT I No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2784
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : [REDACTED] 4
Cell / Pager No. : [REDACTED] 7
Fax No. : () -
Address :
City / State / Zip : SUN CITY, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMCP26388C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 46,000
In Service Date : 07/19/2008
Months In Use : 44
Engine Number : K24Z21709697
Originating Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
Selling Dealer No. / Name : 206564 / HONDA OF HOLLYWOOD
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208436 / FREEWAY HONDA
Phone No. : 714-547-3555
Address : 1505 AUTO MALL DRIVE
City / State / Zip : SANTA ANA, CA 92705
Svc District / Sls District : 01E / C01
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208253	RIVERSIDE HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-03-1501191-1 / [REDACTED] - PR	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-03-1501191-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sharon Egwuonwu	Type 1 : Product	Status : Subcase Close	Open Date : 3/16/2012 8:48:00 AM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/20/2012 1:50:49 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-03-1501191

Case Title : 1G (FREEWAY) [REDACTED] - SIDE AIRBAG DEPLOYMENT WITHOUT IMPACT

*** CASE CREATE 3/15/2012 1:15:29 PM, sarriola

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

*** CASE MODIFY 3/15/2012 1:15:43 PM, sarriola

into WIP default and Status of Solving.

*** NOTES 3/15/2012 1:39:36 PM, sarriola, Action Type : Call from Customer

Updated customer information

Best contact # [REDACTED] (customer boyfriend)

Customer called in regarding her HCUC side airbag deployment. Customer purchased vehicle in Jan 2012 from RIVERSIDE HONDA. Customer stated vehicle was parked and her boyfriend slammed the door hard and side curtain air bag deployed. Customer took vehicle in to FREEWAY HONDA in SANTA ANA and vehicle was seen by DPSM KEN ILMAN, who stated on her paperwork, right front door/bumper repainted: previously repaired/obvious previous damage. Customer was advised to take vehicle back to dealership of purchase, which she did and the CAR-FAX is showing no issue of previous damage. Customer would like her airbag repaired.

ACS empathized with customer's situation. Did advise that this case will be dispatched to CM. Advised customer will contact her back within 24-48 business hours to confirm. Did advise customer that there is no guarantee of any financial assistance, reviews are based on case by case basis. Gave customer case#. Was unable to locate any service history in AIRBASE to add.

*** CASE MODIFY 3/15/2012 1:42:25 PM, sarriola

into WIP default and Status of Solving.

*** NOTES 3/15/2012 1:43:13 PM, sarriola, Action Type : Note-General

Vehicle was purchased at RIVERSIDE HONDA but seen at FREEWAY HONDA for airbag deployment without impact.

*** CASE MODIFY 3/15/2012 1:43:28 PM, sarriola

into WIP default and Status of Solving.

*** CASE DISPATCH 3/15/2012 1:43:39 PM, sarriola

from WIP default to Queue Honda Team D.

*** CASE MODIFY 3/15/2012 1:43:47 PM, sarriola

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2012 1:43:53 PM, sarriola

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2012 1:43:55 PM, sarriola

into WIP default and Status of Solving.

*** CASE ACCEPT 3/15/2012 1:56:30 PM, segwuonw

from Queue Honda Team D to WIP default.

*** SUBCASE N012012-03-1501191-1 CREATE 3/16/2012 8:48:00 AM, segwuonw

Created in WIP Default with Due Date 3/16/2012 8:48:00 AM.

*** CASE MODIFY 3/16/2012 8:48:07 AM, segwuonw

into WIP default and Status of Solving.

*** COMMIT 3/16/2012 9:27:32 AM, segwuonw, Action Type :

Case History

Case ID : N012012-03-1501191

1G (FREEWAY) - SIDE AIRBAG DEPLOYMENTWITHOUT IMPACT

Made to due 03/19/2012 09:27:36 AM.

DCS Follow-Up

*** NOTES 3/16/2012 9:28:12 AM, segwuonw, Action Type : Dealer Communication

ATTN: SERVICE MANAGER - FRANK MARTINEZ

RESOLUTION DUE DATE : 3/19/2012

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

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

ACS received a case from regarding the airbags. Customer states her boyfriend slammed the door and the side passenger airbag deployed. Customer states the DPSM inspected the vehicle and informed there is damage to the vehicle however the customer is unable to find the damage reported on CarFax. Customer is requesting assistance with repairs.

Has the vehicle come in for a formal diagnosis?

What was the out come of the diagnosis?

Has the DPSM been contacted? (If needed)

Has Tech Line been contacted? (If needed)

Does the customer have service history?

Please call ACS- to further discuss this case.

Thank you,

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.

Sharon Egwuonwu

Automobile Customer Service

*** CASE MODIFY 3/16/2012 9:29:11 AM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2012 9:29:21 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 3/16/2012 3:09:33 PM, segwuonw, Action Type : Call from Dealer

I spoke with SM-Frank Martinez of Freeway Honda and informed the call may be monitored or recorded for quality purposes. SM informed the DPSM inspected the vehicle regarding the airbag and found body damage which looked old on the vehicle. The customer purchased the vehicle CUC from Riverside Honda and advised the customer to work with the selling dealer; Riverside Honda. SM informed the vehicle has poor body work and that may have caused the air bag to go off. SM informed this is not a Honda problem. SM informed he is not sure if the proper body work repairs were completed at a reputable body shop. SM noted the repairs are not noted on carFax as body shops report repairs to CarFax for insurance claims. SM informed the body work completed was poorly done and the customer needs to work with Riverside Honda. SM informed the vehicle is out of warranty at this time also.

*** CASE MODIFY 3/16/2012 4:46:26 PM, segwuonw

into WIP default and Status of Solving.

*** NOTES 3/16/2012 4:47:20 PM, segwuonw, Action Type : Call to Customer

I spoke with and reached voicemail. I informed AHM has received the case regarding the airbag deployment. I informed AHM will review the case with the dealer and all appropriate parties and AHM will contact him back by Tuesday 03/20/2012 with an update. I provide

Case History

Case ID : N012012-03-1501191

Case Title : 1G (FREEWAY) [REDACTED] - SIDE AIRBAG DEPLOYMENTWITHOUT IMPACT

my number for a call back.

*** CASE FULFILL 3/16/2012 4:47:35 PM, segwuonw

Fulfilled for [REDACTED] due 03/19/2012 09:27:36 AM.

*** COMMIT 3/16/2012 4:47:36 PM, segwuonw, Action Type : N/A

AIRBAG-DEPLOYMENT NO ACCIDENT; call dlr/cust...

*** CASE MODIFY 3/16/2012 4:48:02 PM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2012 4:48:10 PM, segwuonw

into WIP default and Status of Solving.

*** NOTES 3/20/2012 1:50:10 PM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purposes; I informed the customer of my name and that I am the case manager. I informed I am calling regarding the head gasket. Customer states her boyfriend slammed the car door and the side airbag deployed. Customer states she went to Freeway Honda and the DPSM looked at the vehicle and informed there is bumper damage and they are unable to cover it under the warranty; customer was referred to the selling dealership, Riverside Honda. Customer states the carfax does not show any repairs to the front bumper and the customer wanted to see if the repairs could be completed under the warranty. I informed I understand her situation and apologized for the position she is in; I explained at this time AHM is not sure how much force was used to slam/shut the car door however that is what caused the airbag to deploy. I informed AHMs position is to repair the vehicle under the terms of the warranty for a defect in material or workmanship. I explained the airbag did not go off due to a defect but because of impact from an outside influence. I informed at this time AHM is not in a position to offer assistance and the customer is considered fully responsible for the repairs. Customer states she understands and was calling AHM to see if there was any assistance. Customer states she will pay to have the airbags repaired. I agreed.
No further assistance needed at this time.
Case closed.

*** CASE MODIFY 3/20/2012 1:50:40 PM, segwuonw

into WIP CALL DLR/DPSM and Status of Solving.

*** CASE MODIFY 3/20/2012 1:50:46 PM, segwuonw

into WIP CALL DLR/DPSM and Status of Solving.

*** SUBCASE N012012-03-1501191-1 CLOSE 3/20/2012 1:50:49 PM, segwuonw

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/20/2012 1:50:49 PM, segwuonw

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012010-11-2903403	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/29/2010 2:59:25 PM
Case Originator :	Michael Mendoza (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/30/2010 10:12:06
Case Owner :	Kris Schroeder (Team HE)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	7B-(CAREY)-[REDACTED] - AIRBAG DEPLOY - NO IMPACT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 1880
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : 4 [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : SNELLVILLE, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1880
VIN Type / No. : US VIN / 1HGCP26898A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 35,000
In Service Date : 02/08/2008
Months In Use : 33
Engine Number : K24Z31053290
Originating Dealer No. / Name : 207629 / CONYERS HONDA
Selling Dealer No. / Name : 207629 / CONYERS HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206848 / CAREY PAUL HONDA
Phone No. : 770-985-1444
Address : 3430 HIGHWAY 78
City / State / Zip : SNELLVILLE, GA 30078
Svc District / Sls District : 07G / D07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-11-2903403-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-11-2903403-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2010 6:50:43 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 11/30/2010 10:12:05
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-2903403

Case Title : 7B-(CAREY)-[REDACTED] - AIRBAG DEPLOY - NO IMPACT

*** CASE CREATE 11/29/2010 2:59:25 PM, mmendoza

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

*** CASE MODIFY 11/29/2010 3:01:58 PM, mmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/29/2010 3:02:09 PM, mmendoza

into WIP default and Status of Solving.

*** NOTES 11/29/2010 3:09:56 PM, mmendoza, Action Type : Call from Customer

Verified Customer Contact Info

Best Contact [REDACTED]

Customer states last Wednesday afternoon (9/24/2010) when his wife and son got out of the vehicle the car's passenger side airbag went off when the door closed. He states the airbags on the passenger side of vehicle deployed with no impact just the closing of the passenger door. He states he had the vehicle taken into a Honda DLR right after this happened and was working with Yule the SM. He states that he just got a call from David Moran the GM from the DLR who said that they contacted AHM's technical assistance line and no assistance would be offered under the warranty and he would need to work with his insurance company directly. He states he feels this is a defect and his vehicle is still under warranty. He states he feels he shouldn't have to contact his Insurance Company for this issue.

ACS apologized and advised that I could document his concerns with the vehicle and forward his case to a RCM for review. ACS advised the RCM would follow up with him in 1-2 business days. ACS advised no guarantees as to what assistance a RCM could provide at this time.

*** CASE MODIFY 11/29/2010 3:10:03 PM, mmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/29/2010 3:10:09 PM, mmendoza

into WIP default and Status of Solving.

*** CASE DISPATCH 11/29/2010 3:10:20 PM, mmendoza

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 11/30/2010 5:58:29 AM, kschoed

from Queue Honda Team E to WIP Default.

*** CASE MODIFY 11/30/2010 6:50:13 AM, kschoed

into WIP Default and Status of Solving.

*** SUBCASE N012010-11-2903403-1 CREATE 11/30/2010 6:50:43 AM, kschoed

Created in WIP Default with Due Date 11/30/2010 6:50:43 AM.

*** COMMIT 11/30/2010 6:50:45 AM, kschoed, Action Type :

Made to [REDACTED] due 12/03/2010 06:50:49 AM.

DCS Follow-Up

*** NOTES 11/30/2010 6:51:02 AM, kschoed, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/3/2010

Case History

Case ID : N012010-11-2903403

Case Title : 7B-(CAREY)-[REDACTED] - AIRBAG DEPLOY - NO IMPACT

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

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

Airbag deployment

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Kris Schroeder
Automobile Customer Service

*** CASE MODIFY 11/30/2010 7:00:17 AM, kschroed

into WIP Default and Status of Solving.

*** NOTES 11/30/2010 8:15:15 AM, kschroed, Action Type : Call to Dealer

Dealer contact: Llyod

Date at dealer: 11-23-10

R/O: 124124

Mileage: 35486

Customer's complaint: Passenger side airbag deployed when door was closed

Dealer's diagnosis: Confirmed airbag deployed. Contacted techline. techline ref #3086744

Dealer resolution: Referred customer to contact insurance company

Service history at dealer: Some history at dealer

DPSM involvement: Not involved

Notes:

Techline advised that it was not a defect and it takes excessive amount of force to cause airbags to go off by slamming door.

*** CASE MODIFY 11/30/2010 8:16:17 AM, kschroed

into WIP 24 hr call and Status of Solving.

*** NOTES 11/30/2010 10:11:10 AM, kschroed, Action Type : Call to Customer

Case History

Case ID : N012010-11-2903403

Case Title : 7B-(CAREY)-[REDACTED] - AIRBAG DEPLOY - NO IMPACT

Spoke with the customer regarding customers concerns with the passenger side airbag deployment on the vehicle. He stated that the vehicle was at the dealer and they had advised that the customer bring the concern up with his insurance company. Customer felt the issue was a defect and AHM should cover the repair cost under warranty. I advised that the dealer had inspected the issue and advised that the dealer found that the issue was not due to a defect but due to the passenger door being slammed shut. I advised that the customer was being directed to his insurance company for inspection. I advised that the customer would need to determine if there was a defect in the vehicle and if there is, they would subrogate on behalf of the customer. I advised that at this time, nothing further would be done with the vehicle. Customer understood. I thanked the customer and ended call.

Verified customers information

*** CASE MODIFY 11/30/2010 10:12:03 AM, kschroed

into WIP 24 hr call and Status of Solving.

*** SUBCASE N012010-11-2903403-1 CLOSE 11/30/2010 10:12:05 AM, kschroed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2010 10:12:06 AM, kschroed

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N032012-07-1602058 Division : Honda - Auto Condition : Closed Open Date : 7/16/2012 11:10:47 AM
Case Originator : Keith Applewhite (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 7/16/2012 1:50:05 PM
Case Owner : Keith Applewhite (Team CD) Method : Phone Queue : Days Open : 0
Last Closed By : Keith Applewhite (Team CD) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIRBAG CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 304
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : BARNESVILLE, GA
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.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032012-07-1602058-1 / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED] 304
VIN Type / No. : US VIN / JHMCP26828C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 96,255
In Service Date : 06/18/2008
Months In Use : 49
Engine Number : K24Z31428468
Originating Dealer No. / Name : 208444 / SONS HONDA
Selling Dealer No. / Name : 208444 / SONS HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Issue Details

Issue ID : N032012-07-1602058-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2012 1:49:51 PM
Issue Owner : Keith Applewhite	Type 2 : Operation	Queue :	Close Date : 7/16/2012 1:50:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Forward to Call Ctr
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032012-07-1602058

Case Title : [REDACTED] - SIDE AIRBAG CONCERN

*** CASE CREATE 7/16/2012 11:10:47 AM, kapplewh

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

*** CASE MODIFY 7/16/2012 11:11:01 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2012 11:11:24 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2012 11:11:37 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2012 11:12:33 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2012 11:13:26 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 7/16/2012 11:17:52 AM, kapplewh, Action Type : Call from Customer

I updated the customer as the owner.

The customer called AHM regarding side airbag concerns. The customer she closed the passenger door and the side airbag deployed on its own. I apologize for the bad experience and any inconveniences. I warm transferred the customer to ACS (Honda) for further assistance. The customer requested no further assistance.

Customers contact number: [REDACTED]

*** CASE MODIFY 7/16/2012 11:17:54 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 7/16/2012 11:28:19 AM, kapplewh, Action Type : Note-General

late note

The customer states the vehicle does not have a nose mask.

*** SUBCASE N032012-07-1602058-1 CREATE 7/16/2012 1:49:51 PM, kapplewh

Created in WIP Default with Due Date 7/16/2012 1:49:51 PM.

*** CASE MODIFY 7/16/2012 1:50:02 PM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032012-07-1602058-1 CLOSE 7/16/2012 1:50:05 PM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2012 1:50:05 PM, kapplewh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-1602097 Division : Honda - Auto Condition : Closed Open Date : 7/16/2012 11:21:17 AM
Case Originator : Tieshia Pogues (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/18/2012 6:26:37 AM
Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 94
Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
Case Title : 07G-(SONS [REDACTED]) - AIRBAG DEPLOYED/ WITHOUT A No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 304
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : BARNESVILLE, GA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 304
VIN Type / No. : US VIN / JHMCP26828C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 96,000
In Service Date : 06/18/2008
Months In Use : 49
Engine Number : K24Z31428468
Originating Dealer No. / Name : 208444 / SONS HONDA
Selling Dealer No. / Name : 208444 / SONS HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208444 / SONS HONDA
Phone No. : 770-228-2888
Address : 105 SONS DRIVE
City / State / Zip : MCDONOUGH, GA 30253
Svc District / Sls District : 07G / D07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-1602097-1 / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-07-1602097-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 7/17/2012 1:07:20 PM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 8/1/2012 11:32:49 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-1602097

[REDACTED] 07G-(SONS HONDA)-[REDACTED] - AIRBAG DEPLOYED/ WITHOUT ACCIDEN

*** CASE CREATE 7/16/2012 11:21:17 AM, tpogues

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

*** NOTES 7/16/2012 11:26:07 AM, tpogues, Action Type : Call from Customer

Verified customer contact info

Best contact # [REDACTED]

Customer stated she yesterday she closed the passenger side door and the airbag deployed with out any impact to the vehicle. Customer stated deployed all the way out. Customer stated she was able to drive the vehicle home to inspect the vehicle .Customer stated the passenger seat busted open on the side of the vehicle. Customer stated she has not contacted her insurance company about this issue. Customer stated she would like for someone to contact her regarding this issue.

ACS informed the customer to work with her insurance company regarding this matter. ACS also informed the customer that her concern has been documented and the case would be sent over to a RCM for review

*** CASE MODIFY 7/16/2012 11:26:39 AM, tpogues

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2012 11:30:28 AM, tpogues

into WIP default and Status of Solving.

*** CASE DISPATCH 7/16/2012 11:30:39 AM, tpogues

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 7/16/2012 12:12:42 PM, ltafoya

N012012-07-1602097 to kmakaena, WIP

*** CASE RULE ACTION 7/16/2012 12:12:42 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/16/2012 1:45:42 PM, kmakaena, Action Type : N/A

24

*** CASE MODIFY 7/16/2012 1:45:50 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 7/17/2012 8:49:05 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012012-07-1602097-1 CREATE 7/17/2012 1:07:20 PM, kmakaena

Created in WIP Default with Due Date 7/17/2012 1:07:20 PM.

*** CASE FULFILL 7/17/2012 1:08:20 PM, kmakaena

Fulfilled for [REDACTED] due 07/17/2012 12:00:00 AM.

*** COMMIT 7/17/2012 1:08:22 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 7/17/2012 1:08:30 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on [REDACTED] to introduce myself as the RCM, no answer. ACS will try again by 07/18.

Case History

Case ID : N012012-07-1602097 [REDACTED] 07G-(SONS HONDA)-[REDACTED] - AIRBAG DEPLOYED/ WITHOUT ACCIDEN

*** CASE MODIFY 7/17/2012 1:08:33 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 7/19/2012 8:47:46 AM, kmakaena, Action Type : Call to Dealer

Mike(sm) for a update with the customer vehicle. Mike informed ACS that he has not seen the customer vehicle concerning a air bag deployment. I thanked Mike for the update and asked if I may refer the customer to his dealership, he stated yes and will provide a update once the vehicle has been inspected.

*** CASE FULFILL 7/19/2012 8:51:35 AM, kmakaena

Fulfilled for [REDACTED] due 07/18/2012 12:00:00 AM.

*** COMMIT 7/19/2012 8:51:39 AM, kmakaena, Action Type : N/A

update customer

*** NOTES 7/19/2012 8:51:50 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer on [REDACTED] for a update. The customer informed ACS while she was closing the passenger side door, the side airbag deployed and she stated her vehicle has never been in a accident. The customer asked if AH would be able to assist her with repairs. I apologized to the customer for this concern and asked if a Honda Dealership has inspected her vehicle, she stated no. I asked the customer if she would be able to take her vehicle to Sons Honda for a inspection, she stated yes and will try early next week. I thanked the customer and informed her that I will contact her again by 07/24. I provided my contact information.

*** CASE MODIFY 7/19/2012 8:51:56 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** CASE FULFILL 7/24/2012 9:43:07 AM, kmakaena

Fulfilled for [REDACTED] due 07/24/2012 12:00:00 AM.

*** COMMIT 7/24/2012 9:43:09 AM, kmakaena, Action Type : N/A

call customer

*** NOTES 7/24/2012 9:43:19 AM, kmakaena, Action Type : Call to Customer

ACS called the customer twice on [REDACTED] for a update, no answer. ACS will try again by 07/27.

*** CASE MODIFY 7/24/2012 9:43:22 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** CASE FULFILL 7/26/2012 10:48:05 AM, kmakaena

Fulfilled for [REDACTED] due 07/27/2012 12:00:00 AM.

*** COMMIT 7/26/2012 10:48:07 AM, kmakaena, Action Type : N/A

call customer

*** NOTES 7/26/2012 10:48:45 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer on [REDACTED] for a update. The customer informed ACS that she will be taking her vehicle to Sons Honda on 07/31 to have it inspected. I thanked the customer for the update and will provide a follow up call on 08/01.

*** CASE MODIFY 7/26/2012 10:48:49 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** NOTES 8/1/2012 11:31:14 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on [REDACTED] for a update. The customer stated that she was not able to take her vehicle to Sons Honda to have it inspected because of work. I thanked the customer for the update and asked if I could provided my contact information for a call back once the vehicle has been inspected.

Case History

Case ID : N012012-07-1602097

[REDACTED] 07G-(SONS HONDA)-[REDACTED] - AIRBAG DEPLOYED/ WITHOUT ACCIDEN

The customer stated yes and to call back if 5 minutes so she could take my information.

AC called the customer back twice in the time span of 10 minutes and she did not answer. I provided my direct contact information for a back once the vehicle has been inspected.

*** CASE MODIFY 8/1/2012 11:32:48 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** SUBCASE N012012-07-1602097-1 CLOSE 8/1/2012 11:32:49 AM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 11:32:50 AM, kmakaena

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

*** CASE REOPEN 10/18/2012 6:20:23 AM, kmakaena

with Condition of Open and Status of Solving.

*** NOTES 10/18/2012 6:26:26 AM, kmakaena, Action Type : Call from Dealer

Mike(sm) informed ACS that the customer contacted him yesterday stating she would like to take the vehicle in for repairs for a replacement air bag. Mike asked AH if we had approved repairs. I informed Mike no, that the last conversation I had with the customer was to have the vehicle inspected to determine why the air bags deployed. I asked Mike if he has inspected the vehicle, he stated no. Mike stated that the customer also requested a rental vehicle, I informed Mike that AH will not offer a rental vehicle at this time until his dealership has a diagnosis on the customer vehicle. Mike stated that he will contact ACS back once the vehicle has been inspected.

*** CASE CLOSE 10/18/2012 6:26:37 AM, kmakaena

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-02-2500473 Division : Honda - Auto Condition : Closed Open Date : 2/25/2010 9:40:22 AM
Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/16/2010 10:55:44 AM
Case Owner : Caroline Odulio (Team HH) Method : Phone Queue : Days Open : 19
Last Closed By : Caroline Odulio (Team HH) Point of Origin : Customer Wipbin :
Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406 No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3017
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : CINCINNATI, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3017
VIN Type / No. : US VIN / 1HGCP26308A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 30,000
In Service Date : 07/15/2008
Months In Use : 19
Engine Number : K24Z21027235
Originating Dealer No. / Name : 208169 / JEFF WYLER HONDA
Selling Dealer No. / Name : 208169 / JEFF WYLER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : 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 : 208169 / JEFF WYLER HONDA
Phone No. : 859-283-2727
Address : 949 BURLINGTON PIKE
City / State / Zip : FLORENCE, KY 41042
Svc District / Sls District : 04H / B04
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-02-2500473-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	411	Rear Brakes
N012010-02-2500473-2 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-02-2500473-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 2/26/2010 6:27:49 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 3/10/2010 7:26:21 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 411 / Rear Brakes
Condition Code Desc : Noise 4111
Campaign Code / Desc : /
Temperament Code : Hot
Resolutions : Repaired/Cust. Pay
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 : N012010-02-2500473-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 3/10/2010 7:26:31 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 3/16/2010 10:55:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

*** CASE CREATE 2/25/2010 9:40:22 AM, keaton

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

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2010 9:40:27 AM, keaton

WARRANTY CHECK 02/25/2010 09:40:26 AM keaton

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/25/2010 9:40:31 AM, keaton

CLAIM CHECK 02/25/2010 09:40:30 AM keaton

The following Claim History information was found

0; 2008-08-12; 207076; 247540; 510; 8261A0 ; FRONT DOOR POWER WINDOW REGULATOR, LEFT - REPLACE.

07> CR-V CHANGED TO 0.3 PER TIME STUDY. ELEMENT >

*** CASE CAMPAIGN LOOKUP 2/25/2010 9:40:33 AM, keaton

CAMPAIGN CHECK 02/25/2010 09:40:33 AM keaton

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 2/25/2010 9:40:35 AM, keaton

VSC-CUC CHECK 02/25/2010 09:40:35 AM keaton

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2010 9:48:01 AM, keaton

WARRANTY CHECK 02/25/2010 09:48:01 AM keaton

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/25/2010 9:48:07 AM, keaton

CLAIM CHECK 02/25/2010 09:48:07 AM keaton

The following Claim History information was found

0; 2008-08-12; 207076; 247540; 510; 8261A0 ; FRONT DOOR POWER WINDOW REGULATOR, LEFT - REPLACE.

07> CR-V CHANGED TO 0.3 PER TIME STUDY. ELEMENT >

*** CASE CAMPAIGN LOOKUP 2/25/2010 9:48:10 AM, keaton

CAMPAIGN CHECK 02/25/2010 09:48:10 AM keaton

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 2/25/2010 9:48:11 AM, keaton

VSC-CUC CHECK 02/25/2010 09:48:11 AM keaton

No data found for VIN.

*** CASE MODIFY 2/25/2010 9:53:46 AM, keaton

into WIP default and Status of Solving.

*** NOTES 2/25/2010 10:01:23 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that she fell sick when she initially contacted ACS about case N012008-08-1300406.

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

Request: Customer wishes to proceed with this matter.

Probing Questions: Customer states that her insurance company was following up on the matter, in which she has contacted and they have stated that have stopped following up on the matter. Customer states that since she initially created this case she has experienced several issues with her vehicle such as the passengers side window, and also the rear brakes. Customer states that she also had a bad experience with her local dealers. Customer states that the airbags have still not been repaired and it bothers her to think that in the event of a crash she will not have sufficient restraints due to what has been deemed by her insurance company and what she believes is a manufacturing defect. Customer is asking AHM to reopen this case for review.

Insurance Company: Geico
Adjuster: Kourtney Barnes @ (800) 841-9160
Customers best daytime contact [REDACTED]

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting her in the next 1 to 2 business days in regards to her request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 2/25/2010 10:01:29 AM, keaton

into WIP default and Status of Solving.

*** CASE DISPATCH 2/25/2010 10:01:34 AM, keaton

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 2/25/2010 2:24:59 PM, sperez

N012010-02-2500473 to codulio, WIP _empl!¶b°

*** CASE RULE ACTION 2/25/2010 2:24:59 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-02-2500473-1 CREATE 2/26/2010 6:27:49 AM, codulio

Created in WIP Default with Due Date 2/26/2010 6:27:49 AM.

*** COMMIT 2/26/2010 6:28:13 AM, codulio, Action Type : N/A

call customer

*** CASE MODIFY 2/26/2010 6:28:26 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 2/26/2010 8:31:15 AM, codulio, Action Type : Call to Customer

I called @ [REDACTED] . I left message asking the customer to call to discuss their concerns with their Honda vehicle. I provided the case# and my extension #117739.

*** COMMIT 2/26/2010 8:31:35 AM, codulio, Action Type : N/A

Made to [REDACTED] due 03/01/2010 08:31:38 AM.

4j Jeff Wyler: pending the SM DCS Follow-Up

*** NOTES 2/26/2010 8:33:31 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/1/2010 8

Dear: Jay Deaton,

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

This customer contacted our office regarding the following issue(s): problems with rear brakes, passengerside window, and currently have an air bag deployment concern that has not been repaired.

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:

Hi Jay, how are you? I wanted to see if this vehicle came in for these problems? I need to know what is the current diagnoses and history you have on these problems.

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)

*** CASE FULFILL 2/26/2010 8:33:44 AM, codulio

Fulfilled for [REDACTED] due 02/26/2010 09:00:00 AM.

*** CASE MODIFY COMMITMENT 2/26/2010 8:34:09 AM, codulio

with [REDACTED] due 03/05/2010 08:31:38 AM.

*** CASE FULFILL 3/5/2010 1:42:37 PM, codulio

Fulfilled for [REDACTED] due 03/05/2010 08:31:38 AM.

*** NOTES 3/5/2010 1:45:53 PM, codulio, Action Type : Call to Customer

I called @ [REDACTED] I left message asking to call me about airbag concerns on her 2008 Accord. I provided the case# and my extension#117739.

*** COMMIT 3/5/2010 1:46:08 PM, codulio, Action Type : N/A

pending customer response

*** NOTES 3/10/2010 7:13:19 AM, codulio, Action Type : Call from Customer

I spoke with the customer. I confirmed the address & phone number is still correct.

I told the customer we tried to reach her to discuss issues with her airbags deploying. I told the customer I reviewed the prior case open back in 2008. The customer said she got ill and her health took precedent over her vehicle but she is better now that is why it took a long time to resolve this matter. I asked if she repaired her airbags yet? The customer said not yet because she feels strongly there is something wrong with the vehicle.

I asked to described what happened when this incident happened? Customer was saying her daughter was putting in grocery in the front & rear passenger side. When her daughter had closed the doors the airbags deployed suddenly. The customer said she immediately called the dealer. The advised to take the vehicle into the dealer for inspection. The customer said the dealer kept the vehicle for 24 hours and the DPSM Mike Ditmer said the vehicle had scuffing on the under carriage of the vehicle. Assistance was denied and customer was referred to her insurance company.

Customer said she got her insurance involve and the adjuster from the insurance looked the vehicle over on 10/19/2009. Their examination should the airbag deployed not due to an accident. I asked the customer if her insurance also determine if cause was a defect? Customer said no, she was not told to do that.

The customer mentioned she had problems with the window not operating right. The customer explained when she spoke with the SM @ Performance Honda, she was

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

told door slamming can cause the airbags to deploy. Customer said the SM then provided AH # and the BBB#. The customer said she spoke with a Steve in ACS back in 8/13/2008 that door slamming can cause the airbags to deploy.

Customer mentioned she had issues with the rear brakes making noise and she was frustrated with the dealer and ended up paying to repair at an IRF 10/2009. The customer the dealer quoted her about \$200 but an IRF quoted her \$170. I asked if the dealer offered to look at her brakes? Customer said they did but she was upset with them because they told her over the phone the brakes are not a warranty repair.

I told the customer the information the dealer provided her is correct. I asked the customer what is she asking AH to do for her? Customer said she feels the deployment was not caused by them, the vehicle has a defect. Customer wants the airbags to be repaired at no charge to her. I explained our office will need to re contact our DPSM that had been involve to determine if there will be any consideration or if we need to refer her back to her insurance company. I told the customer I will call back on 3/15/2010. The customer agreed with the arrangements.

*** SUBCASE N012010-02-2500473-1 CLOSE 3/10/2010 7:26:21 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-02-2500473-2 CREATE 3/10/2010 7:26:31 AM, codulio

Created in WIP Default with Due Date 3/10/2010 7:26:31 AM.

*** NOTES 3/10/2010 8:08:02 AM, codulio, Action Type : Field Service

I called the DPSM for 4J to let him know case has been re open regarding airbag deployment. I let the DPSM know in 2008 he has inspected the vehicle with the SM @ Jeff Wyler Honda. I told the DPSM they did see several under carriage damage to the point that 8 damage areas were chalked off.

DPSM said he does not agree he has to look the vehicle over again and he will stand firm on the decision back in 2008. DPSM and I has agreed the customer will need to be referred again to their insurance company.

*** CASE MODIFY 3/10/2010 8:08:40 AM, codulio

into WIP 208169 (4j) Jeff Wyler and Status of Solving.

*** CASE MODIFY 3/10/2010 8:09:02 AM, codulio

into WIP 208169 (4j) Jeff Wyler and Status of Solving.

*** NOTES 3/10/2010 8:12:06 AM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. I left message asking the customer to please call me to discuss AH position on their request. I did provide the case# and my extension #117739.

*** NOTES 3/11/2010 8:06:20 AM, codulio, Action Type : Call from Dealer

Hi Caroline

We did look at the air bag issue 8/6/08 @ 1240 miles, there were some scratches under the vehicle, infact we sent the vehicle to our colerain store for the dpsm to inspect, he did and advised us to refer the customer to her insurance company. That is the last time we have seen the vehicle.

Jay

*** NOTES 3/11/2010 1:42:21 PM, codulio, Action Type : Call from Customer

I rec'd a return call from customer asking to call her back.

*** NOTES 3/11/2010 1:43:38 PM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. I left message letting the customer know I rec'd her message and I was just trying to reach her. I said I will try again a little later to discuss the status of her case.

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

*** CASE FULFILL 3/11/2010 1:46:55 PM, codulio

Fulfilled for [REDACTED] due 03/11/2010 06:00:00 AM.

*** NOTES 3/11/2010 2:18:09 PM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. I left message letting the customer it is 2:15 pm PST and I am trying to reach her to discuss AH position on her case. I provided the case# and my extension #117739.

*** COMMIT 3/11/2010 2:18:19 PM, codulio, Action Type : N/A

READY TO CLOSE/ pending customer response

*** NOTES 3/12/2010 6:43:14 AM, codulio, Action Type : Call to Customer

I called @ 513 481-7782. I left message asking the customer to call me back to discuss the status of her case. I provided the case# and my extension #117739.

*** CASE FULFILL 3/12/2010 6:43:30 AM, codulio

Fulfilled for [REDACTED] due 03/12/2010 06:00:00 AM.

*** COMMIT 3/12/2010 6:43:37 AM, codulio, Action Type : N/A

READY TO CLOSE/ call customer !!!!!!!!!!!!!!!!!!!!!!!

*** NOTES 3/16/2010 9:07:13 AM, codulio, Action Type : Call from Customer

I rec'd a message from the customer asking to call her back @ [REDACTED].

*** NOTES 3/16/2010 9:11:01 AM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. The customer was not available to answer.

I called @ [REDACTED]. I left message letting the customer know I tried to call her work # but she did not answer but I will keep trying again.

I called @ [REDACTED]. I attempted again to call the # but customer still did not answer.

*** CASE FULFILL 3/16/2010 9:11:13 AM, codulio

Fulfilled for [REDACTED] due 03/15/2010 06:00:00 AM.

*** NOTES 3/16/2010 9:39:57 AM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. I attempted again to reach the customer but she did not answer.

I called @ [REDACTED]. I left message letting the customer know I attempted again to contact her @ work but she still have not answered. I said I will keep trying again.

*** NOTES 3/16/2010 10:55:04 AM, codulio, Action Type : Call to Customer

I called @ [REDACTED]. I spoke with the customer. I let her know I reviewed the prior case when representative Matt delt with her case. I also re contacted the DPSM that initially was involve to see if there will be any re consideration of her request. I told the customer the position still stands the same, we have to refer her to her insurance company. I told the customer if the insurance company feels there is a defect then they will settle with her and arbitrate through AH.

Customer said she had googled problems with 2008 Accord and she found over 2 million complaints. I tried to tell the customer if the web site is not Honda than we can not validate the information put out there on the web site. I said there is no recalls for the air bags or the brakes she also mentioned she seen is also to be a problem.

Case History

Case ID : N012010-02-2500473

Case Title : 4J (208169/ JEFF WYLER): [REDACTED] - DUP CASE N012008-08-1300406

Customer said she is not satisfied with the service she rec'd by Honda. Customer thanked me for calling her back. No further request needed.

*** SUBCASE N012010-02-2500473-2 CLOSE 3/16/2010 10:55:35 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/16/2010 10:55:44 AM, codulio

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-08-1300406 Division : Honda - Auto Condition : Closed Open Date : 8/13/2008 8:55:02 AM
Case Originator : Steven Ruge (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/15/2008 9:48:16 AM
Case Owner : Matthew Ramelb (Team HH) Method : Phone Queue : Days Open : 33
Last Closed By : Matthew Ramelb (Team HH) Point of Origin : Customer Wipbin :
Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT N No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 3017
Dealer No. :
Site Phone No. :
Contact Name : [REDACTED] LER
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : CINCINNATI, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3017
VIN Type / No. : US VIN / 1HGCP26308A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 67
In Service Date : 07/15/2008
Months In Use : 1
Engine Number : K24Z21027235
Originating Dealer No. / Name : 208169 / JEFF WYLER HONDA
Selling Dealer No. / Name : 208169 / JEFF WYLER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : 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 : 207076 / PERFORMANCE HONDA
Phone No. : 513-829-7300
Address : 5760 DIXIE HIGHWAY
City / State / Zip : FAIRFIELD, OH 45014
Svc District / Sls District : 04H / B04
Warranty Labor Rate / Date : \$93.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208169	JEFF WYLER HONDA		
208236	JEFF WYLER HONDA OF CO		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-08-1300406-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012008-08-1300406-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matthew Ramelb	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2008 6:58:29 AM
Issue Owner : Matthew Ramelb	Type 2 : Operation	Queue :	Close Date : 9/15/2008 9:47:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : No Contact, Provided Information, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-08-1300406

Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT NON-ACC

*** CASE CREATE 8/13/2008 8:55:02 AM, srugc

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

*** NOTES 8/13/2008 9:03:23 AM, srugc, Action Type : Call from Customer

Customer called ACS regarding an airbag complaint on her brand new vehicle.

Customer stated that she took delivery of the vehicle on July 15, it has 67 miles on it.

Customer stated that the passenger side curtain airbag deployed after a door was slammed.

Customer took the vehicle back to the dealer and had the DPSM inspect the vehicle. DPSM is denying any assistance towards the vehicle because he detected scrapes on the underbody of the vehicle. Customer states that the vehicle has never been in an accident and she had her insurance agency inspect the vehicle and they could not see any scrapes on the vehicle.

Customer did not have information on who the DPSM was or who she spoke with at the dealership.

Customer also wanted to report that a passenger rear window channel was defective and the rocker panel on the right side of the vehicle seemed out of alignment.

ACS apologized and stated that a case has been opened for review. Customer understood. ACS thanked the customer for their call.

Reviewed by TL MFenner.

Because the vehicle was not involved in an accident, and per GALbu, the case will be escalated to a Tier 2 for review since the airbag deployed while not due to a collision.

*** CASE MODIFY 8/13/2008 9:03:34 AM, srugc

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2008 9:03:40 AM, srugc

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2008 9:03:42 AM, srugc

into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2008 9:03:42 AM, srugc

into WIP default and Status of Solving.

*** CASE DISPATCH 8/13/2008 9:03:53 AM, srugc

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 8/14/2008 4:59:10 AM, mramelb

from Queue Honda Team H to WIP DEFAULT.

*** CASE MODIFY 8/14/2008 6:31:06 AM, mramelb

into WIP default 2 and Status of Solving.

*** CASE VSC LOOKUP 8/14/2008 6:46:50 AM, mramelb

VSC-CUC CHECK 08/14/2008 06:46:50 AM mramelb

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/14/2008 6:46:53 AM, mramelb

CAMPAIGN CHECK 08/14/2008 06:46:53 AM mramelb

No data found For VIN

Case History

Case ID : N012008-08-1300406

Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT NON-ACC

*** CASE CLAIMS LOOKUP 8/14/2008 6:46:55 AM, mramelb

CLAIM HISTORY CHECK 08/14/2008 06:46:55 AM mramelb

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/14/2008 6:46:57 AM, mramelb

WARRANTY CHECK 08/14/2008 06:46:57 AM mramelb

No data found for VIN.

*** SUBCASE N012008-08-1300406-1 CREATE 8/14/2008 6:58:29 AM, mramelb

Created in WIP Default with Due Date 8/14/2008 6:58:29 AM.

*** NOTES 8/14/2008 7:13:40 AM, mramelb, Action Type : Call to Customer

No answer, LM, introduced myself as CM, provided my contact info, welcomed a call back, stated that I'd call the dealer in the meantime as well as the DPSM to see what I could find out.

*** NOTES 8/14/2008 8:44:15 AM, mramelb, Action Type : Call to Dealer

I called the SM at the Colerain dealer. He informs me that the Florence dealer brought the vehicle over. He states he and the DPSM looked at it together, they found marks under engine cover, marks along chassis of right side. He states he circled about 8 areas with chalk. He adds Customer also went to Performance Honda. He states it looks like there was some kind of impact under vehicle.

*** NOTES 8/14/2008 8:46:36 AM, mramelb, Action Type : Call to Dealer

I called Jay at the Florence dealer. He states that the Cust. was referred back to the insurance co., but that Cust. does not wish to go there. He states the DPSM looked at this. SM states he sent it over to Colerain because the DPSM was there. He states his dealer pointed out some things to the Cust. found by the DPSM. He states that the Cust. disagrees, and claims it happened when she slammed the door.

*** NOTES 8/14/2008 8:48:44 AM, mramelb, Action Type : Field/DSM

I asked DPSM to confirm his findings with me. He states he feels that the airbag deployed due to an external influence. He states there are marks on the body of the vehicle and undercarriage. He states Cust. should be referred to her insurance co. If they do not feel this is something they should handle the Cust. can what she has in writing.

*** NOTES 8/14/2008 8:54:33 AM, mramelb, Action Type : Call to Customer

No answer, LM, stated that I spoke to the dealer and DPSM, and wanted to discuss case with her. I stated that I'd try my best to contact her within a week's time.

*** COMMIT 8/14/2008 8:54:37 AM, mramelb, Action Type : N/A

CC2 FLO* D, air bag, ask recommended questions.

*** CASE MODIFY 8/14/2008 8:55:05 AM, mramelb

into WIP default 2 and Status of Solving.

*** NOTES 8/15/2008 11:17:33 AM, mramelb, Action Type : Call to Customer

I confirmed Customer's contact info on file is correct. She provided the following:

- her daughter had the vehicle when the airbag deployed
- it happened on the second or third of this month
- no injuries
- no one was in the vehicle
- all 3 side curtain airbags deployed
- vehicle is drivable

Case History

Case ID : N012008-08-1300406

Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT NON-ACC

·its at Performance Honda
·her insurance co. has been contacted; they said they could not find any damage to vehicle that would indicate collision or impact that would cause current situation. Performance Honda has the paperwork.
·POC is Tom and Brian in service.
·She requests costs of repairs to have airbags replaced to be covered and to ensure they are still working. She requests rental reimbursement.
·Shes concerns with Honda taking responsibility.

I apologized for her experience and stated that the DPSM and I discussed. I stated that Id like to look into the doc.s she has from her insurance co. and call back. She adds that the vehicle had 67 mi. on it when it was given to them, and she feels that marks on the undercarriage could have happened during transport.

She states shes been quoted \$2652, and her drivers side window wont come up as well.

She provided contact info: (513) 352-6030. I stated that Id call back.

*** CASE MODIFY 8/15/2008 11:21:31 AM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/15/2008 11:36:09 AM, mramelb, Action Type : Call to Dealer

SM informed me that he has the paperwork from Geico insurance, and that it seems like a non-committal, and all it describes is what it will take to have the repairs done. I provided the case number, ACS fax number, and asked him to fax that info to me.

*** CASE FULFILL 8/15/2008 11:36:14 AM, mramelb

Fulfilled for [REDACTED] due 08/21/2008 12:00:00 AM.

*** COMMIT 8/15/2008 11:36:15 AM, mramelb, Action Type : N/A

U PRF* AIRBAG fax received?

*** CASE MODIFY 8/15/2008 11:36:51 AM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/18/2008 10:48:08 AM, krivas, Action Type : Letter/Fax

On 08/15/08 ACS received a 5-page fax from customer.

*** CASE MODIFY 8/18/2008 12:06:50 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/18/2008 12:26:57 PM, mramelb, Action Type : Letter/Fax

I received fax. It appears to be an estimate from Geico.

*** NOTES 8/18/2008 12:35:43 PM, mramelb, Action Type : Call to Dealer

SM informs me that the Customer took the car and may reschedule.

*** CASE MODIFY 8/18/2008 12:35:49 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/18/2008 12:37:48 PM, mramelb, Action Type : Call to Customer

I called [REDACTED]. I was informed Customer does not work there.

*** NOTES 8/18/2008 12:39:45 PM, mramelb, Action Type : Call to Customer

No answer, LM, requested call back, stated that I want to discuss the paperwork from Geico.

*** CASE FULFILL 8/18/2008 12:39:50 PM, mramelb

Case History

Case ID : N012008-08-1300406

Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT NON-ACC

Fulfilled for [REDACTED] due 08/15/2008 01:00:00 PM.

*** COMMIT 8/18/2008 12:39:52 PM, mramelb, Action Type : N/A

FU2 PRF* review ppr-wk with Customer (ins.)

*** CASE MODIFY 8/18/2008 12:40:23 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/18/2008 2:08:16 PM, mramelb, Action Type : Call from Customer

Customer called. I informed her that I would call back.

*** NOTES 8/18/2008 2:17:49 PM, mramelb, Action Type : Call to Customer

I informed Customer that I reviewed the fax. I stated that it appears to be a quote for the repairs with a \$500 that she is being priced. The Customer informed me that that was the initial paperwork from the first Geico Rep., but that since then she has been advised by a more senior rep that they would not be assisting. I asked her if she has something in writing. She said she didnt ask them. I stated that I want to see if there is anything that can be done, but that I need some kind of paperwork stating that her insurance co. is not helping. I provided ACS fax number, and stated that Id contact her once the paperwork is received.

*** CASE MODIFY 8/18/2008 2:17:51 PM, mramelb

into WIP 4C and Status of Solving.

*** CASE FULFILL 8/18/2008 2:17:54 PM, mramelb

Fulfilled for [REDACTED] due 08/21/2008 12:00:00 AM.

*** COMMIT 8/18/2008 2:17:56 PM, mramelb, Action Type : N/A

FU PRF* fax arrived?

*** CASE MODIFY 8/18/2008 2:18:09 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/21/2008 9:51:38 AM, mramelb, Action Type : Call to Customer

I LM for Customer, stated that I have still not received any of the requested documents that we talked about on the 18th. I requested a call back, and provided ACS fax number again.

*** CASE MODIFY 8/21/2008 9:51:40 AM, mramelb

into WIP 4C and Status of Solving.

*** CASE FULFILL 8/21/2008 9:51:44 AM, mramelb

Fulfilled for [REDACTED] due 08/21/2008 12:00:00 AM.

*** COMMIT 8/21/2008 9:51:46 AM, mramelb, Action Type : N/A

FU2 PRF* fax arrive?

*** CASE MODIFY 8/21/2008 9:52:05 AM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/28/2008 1:07:40 PM, mramelb, Action Type : Call to Customer

No answer, LM, stated that I have not received fax. I asked if she was still working on that. I provided my contact info and welcomed a call back.

*** CASE MODIFY 8/28/2008 1:07:44 PM, mramelb

into WIP 4C and Status of Solving.

*** CASE MODIFY COMMITMENT 8/28/2008 1:08:01 PM, mramelb

Case History

Case ID : N012008-08-1300406

Case Title : 4C (PERFORMANCE) [REDACTED] - CLAIM - AIRBAG DEPLOYMENT NON-ACC

with [REDACTED] due 09/03/2008 12:00:00 AM.

*** CASE MODIFY 8/28/2008 1:08:08 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 8/28/2008 1:24:55 PM, mramelb, Action Type : Call from Customer

Customer states she was out of town, she just got my message, she requested her insurance rep. to fax the info to me. She states she will give the insurance rep. my contact info. I stated that all I will do is provide my fax number, and the case number. I provided the numbers to the Customer. I stated that I'd monitor if the fax is received or not.

*** CASE MODIFY 8/28/2008 1:25:17 PM, mramelb

into WIP 4C and Status of Solving.

*** NOTES 9/4/2008 11:13:35 AM, mramelb, Action Type : Call to Customer

No answer, LM, stated that I have not received a call from her insurance co., or a fax. I stated that I would prefer not to deal with her insurance agent, but that the requested documents should be a feasible request to receive them by fax. I requested a call back to be updated.

*** CASE MODIFY 9/4/2008 11:13:37 AM, mramelb

into WIP 4C and Status of Solving.

*** CASE MODIFY COMMITMENT 9/4/2008 11:13:45 AM, mramelb

with [REDACTED] due 09/11/2008 12:00:00 AM.

*** CASE MODIFY 9/4/2008 11:13:49 AM, mramelb

into WIP 4C and Status of Solving.

*** CASE RULE ACTION 9/10/2008 7:55:02 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/15/2008 9:46:24 AM, mramelb, Action Type : Note-General

I have not received fax or a call back from the Customer at all. I will stand by for fax, and reopen upon fax arrival, or Customer's call back.

*** CASE FULFILL 9/15/2008 9:46:28 AM, mramelb

Fulfilled for [REDACTED] due 09/11/2008 12:00:00 AM.

*** SUBCASE N012008-08-1300406-1 CLOSE 9/15/2008 9:47:39 AM, mramelb

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/15/2008 9:48:15 AM, mramelb

into WIP 4C and Status of Solving.

*** CASE CLOSE 9/15/2008 9:48:16 AM, mramelb

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012012-10-2400136	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/24/2012 7:06:11 AM
Case Originator :	Robert Enriquez (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/24/2012 7:19:49 AM
Case Owner :	Robert Enriquez (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Robert Enriquez (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - AIR BAG DEPLOYMENT CONCERN/ND			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 440
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : SAN MARCOS, TX [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 440
VIN Type / No. : US VIN / JHMCP267X8C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 60,000
In Service Date : 09/18/2008
Months In Use : 49
Engine Number : K24Z31429374
Originating Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
Selling Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
Phone No. : 512-392-1313
Address : 4300 I H 35 SOUTH
City / State / Zip : SAN MARCOS, TX 78666
Svc District / Sls District : 03B / B03
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-2400136-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-2400136-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2012 7:18:55 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 10/24/2012 7:19:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-10-2400136

Case Title : [REDACTED] - AIR BAG DEPLOYMENT CONCERN/ND

*** CASE CREATE 10/24/2012 7:06:11 AM, renrique

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

*** CASE MODIFY 10/24/2012 7:06:15 AM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2012 7:17:46 AM, renrique

into WIP default and Status of Solving.

*** NOTES 10/24/2012 7:18:23 AM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best # [REDACTED]

Dealership:HONDA OF SAN MARCOS

Customer called in stating that they have a concern. Customer said that 10/20/2012 the passenger door was closed firmly or close to slamming. Customer said that the passenger side air bag deploy without impact. Customer said that the vehicle has not been moved and has not been physically inspected by a Honda Dealership.

Customer said that they are not aware of any impacts while driving or hit any large pot holes. Customer said that they would like to know if there are any recalls for this vehicle. Customer said that they called HONDA OF SAN MARCOS and was advised that the vehicle is out of warranty. Customer said that they are not aware of any modifications. Customer would like to know if there is any recalls for this vehicle.

ACS apologized for the experience and advised the customer unfortunately this concern would have to be brought to the attention of the SM at the Honda Dealership. ACS advised that the vehicle would have to be inspected by an authorized Honda Dealership. ACS advised the customer that they should even contact the Honda Dealership to schedule an appointment. ACS advised that the inspection fee is at the cost of the customer. Customer said that they will visit HONDA OF SAN MARCOS sometime this week. Customer needs no further assistance.

*** SUBCASE N012012-10-2400136-1 CREATE 10/24/2012 7:18:55 AM, renrique

Created in WIP Default with Due Date 10/24/2012 7:18:55 AM.

*** SUBCASE N012012-10-2400136-1 CLOSE 10/24/2012 7:19:06 AM, renrique

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/24/2012 7:19:45 AM, renrique, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Best [REDACTED]

Customer said that they are having an issue with the side airbag. Customer said that they may want to have the vehicle inspected.

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

Thank you for your attention to this matter.

Case History**Case ID :** N012012-10-2400136**Case Title :** [REDACTED] - AIR BAG DEPLOYMENT CONCERN/ND

Robert Enriquez
Automobile Customer Service

*** **CASE MODIFY 10/24/2012 7:19:47 AM, renrique**
into WIP default and Status of Solving.

*** **CASE CLOSE 10/24/2012 7:19:49 AM, renrique**
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-09-2001638 Division : Honda - Auto Condition : Closed Open Date : 9/20/2013 3:21:27 PM
Case Originator : LaDrena McGee (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/2/2013 1:40:40 PM
Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 12
Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDEN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5715
VIN Type / No. : US VIN / 1HGCP26378A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 79,000
In Service Date : 03/17/2008
Months In Use : 66
Engine Number : K24Z21027443
Originating Dealer No. / Name : 208326 / CROWN HONDA
Selling Dealer No. / Name : 207904 / HENDRICK HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208140 / HUDSON HONDA
Phone No. : 201-868-9500
Address : 6608 KENNEDY BLVD.
City / State / Zip : WEST NEW YORK, NJ 07093
Svc District / Sls District : 05B / B05
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-2001638-1 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012013-09-2001638-2 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-09-2001638-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2013 8:14:42 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/23/2013 11:41:53 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-09-2001638-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 10/2/2013 1:38:51 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/2/2013 1:40:37 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern, Referred to 3rdParty
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

*** CASE CREATE 9/20/2013 3:21:27 PM, lmcgee

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

*** CASE MODIFY 9/20/2013 3:21:38 PM, lmcgee

into WIP default and Status of Solving.

*** CASE MODIFY 9/20/2013 3:23:05 PM, lmcgee

into WIP default and Status of Solving.

*** CASE MODIFY 9/20/2013 3:23:16 PM, lmcgee

into WIP default and Status of Solving.

*** CASE MODIFY 9/20/2013 3:32:34 PM, lmcgee

into WIP default and Status of Solving.

*** NOTES 9/20/2013 3:41:07 PM, lmcgee, Action Type : Call from Customer

Verified customers contact information

Best contact [REDACTED]

The customer called in because the vehicle was in an accident last summer; the vehicle owners fiance George backed into a pole. He said the airbag deployed this morning around 7AM. He put his daughter in the vehicle and closed the door. The driver side airbag deployed and hit him in the head.

The customer took the vehicle into Hudson Honda today and they inspected the vehicle. The dealer hooked the vehicle up to the computer and the code said the reason the airbag deployed was due to impact to the rear end of the vehicle. The dealer referred the customer to work with his Insurance Company. He was told if Honda comes out to inspect the vehicle we will see the damage to the rear end and deny the claim. The customer said he has never experienced this or heard of this happening before. So he called AHM to find out if this could happen.

ACS apologized to the customer for the experience and advised this information will be documented and forward to a Case Manager who will be in touch with them in 1 business day. The customer understood and thanked. The customer was given their case # for their reference. The call ended.

*** CASE MODIFY 9/20/2013 3:44:23 PM, lmcgee

into WIP default and Status of Solving.

*** CASE DISPATCH 9/20/2013 3:44:46 PM, lmcgee

from WIP default to Queue Honda Team G.

*** CASE YANKED 9/23/2013 5:58:48 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 9/23/2013 8:12:00 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 9/23/2013 8:13:05 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012013-09-2001638-1 CREATE 9/23/2013 8:14:42 AM, jmccaugh

Created in WIP Default with Due Date 9/23/2013 8:14:42 AM.

*** CASE MODIFY 9/23/2013 8:15:29 AM, jmccaugh

into WIP default and Status of Solving.

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

*** NOTES 9/23/2013 8:17:02 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Drivers side airbag deployed and the vehicle was parked. What is your diagnosis? Is the DPSM involved? Please call me to discuss at your earliest opportunity.

Thank you for your attention to this matter.

Jeff McCaughan
Regional Case Mgr.
Automobile Customer Service
1 (310) 783-7731

*** COMMIT 9/23/2013 8:17:09 AM, jmccaugh, Action Type : N/A

First call.

*** NOTES 9/23/2013 8:21:20 AM, jmccaugh, Action Type : Note-General

Data base shows this customer has one service visit. One 10/24/11 the vehicle was at Honda dlr. #208140 (Hudson Honda).

*** NOTES 9/23/2013 8:22:32 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark @ Hudson Honda and he informed me that he has not seen this vehicle since 10/24/11. No open RO at this time. I thanked him for the update.

*** NOTES 9/23/2013 8:26:24 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number [REDACTED] and left a detailed VM. I informed Ms. Moro of my contact with the SM Mark @ Hudson Honda this morning. I asked which Honda dlr. has diagnosed this side airbag concern? I provided my first name, title, contact info., and office hours. I requested Ms. Moro call me back.

*** CASE FULFILL 9/23/2013 8:26:35 AM, jmccaugh

Fulfilled for [REDACTED] due 09/24/2013 12:00:00 AM.

*** COMMIT 9/23/2013 8:26:36 AM, jmccaugh, Action Type : N/A

Call customer / second attempt.

*** NOTES 9/23/2013 11:12:15 AM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM, while I was on a break. Ms. Moro said she was returning my call. The customer said she can not answer her phone at work. The customer requested I call her back @ [REDACTED] then she can call me right back.

*** NOTES 9/23/2013 11:15:17 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number 201-725-8395 and left a detailed VM. I informed Ms. Moro of my contact with the SM Mark @ Hudson Honda this morning. I asked which Honda dlr. has diagnosed this side airbag concern? I provided my first name, title, contact info., and office hours. I requested Ms. Moro call me back.

*** NOTES 9/23/2013 11:33:38 AM, jmccaugh, Action Type : Call from Customer

Ms. [REDACTED] called back and informed me "we are playing phone tag". I thanked the customer for returning my call. I empathized with the customer about the air bag deploying. I informed her of my contact with the Service Mgr. Mark @ Hudson Honda. Customer told me she did have a diagnosis performed by Hudson Honda last week. She went and spoke to a person by the name of Michael Lisa. The customer told me that this person suggested she call ACS, she even had to call them back for the 800#. I informed her I just got off the phone with the SM Mark @ Hudson Honda and he informed me that they have no record of

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

her being there for a formal diagnosis. I informed the customer we have no known problems with the airbags deploying for no reason. I informed her of the 3/36K new car Limited Warranty. She cut me off and said she knows her new car warranty expired "but this is a Honda". I said that any possible GW assistance for repairs on vehicles no longer under our warranty are considered on a case by case basis. I said I would need a formal diagnosis at a Honda dlr. so I can discuss their findings. The customer cut me off - she vented, loudly, and told me that Honda has known problems with their airbags. Ms. Moro said she hates airbags, wished her vehicle did not ever have them. I empathized with her and said I can tell how upsetting this issue is by the way she is speaking to me. She told me she has a 2 year old daughter and she does not feel safe driving this car now. The customer said she knows of recalls on the Odyssey, and has seen On Line all the complaints about our airbags deploying for no reason. I allowed her time to vent and scream at me. I explained that if the damage is related to any physical damage this is considered and insurance issue, not a defect. Customer cut me off and began speaking very loud. She told me how unhappy she is that Honda is not taking care of this repair. She told me she has contacted her insurance co. so she can have it documented that the rear end damage was caused by an accident a year ago. She vented and told me she will be contacting NHTSA and her Attorney about this. She hung up on me.

*** NOTES 9/23/2013 11:39:54 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and informed him of the conversation I had with the customer. The SM informed me that Michael Lisa is their Body Shop Mgr. I requested the SM call me back if the customer does decide to come to the Service Dept. for a diagnosis. She said he would, and he would also speak to the Body Shop Mgr. about the customer and her contact with ACS. That way if the customer comes to the Body Shop again he can notify the Service Mgr. I thanked him for this time and assistance.

*** CASE FULFILL 9/23/2013 11:41:33 AM, jmccaugh

Fulfilled for [REDACTED] due 09/26/2013 12:00:00 AM.

*** SUBCASE N012013-09-2001638-1 CLOSE 9/23/2013 11:41:53 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/23/2013 11:42:02 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE CLOSE 9/23/2013 11:42:06 AM, jmccaugh

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

*** CASE REOPEN 9/23/2013 2:30:28 PM, dbilardo

with Condition of Open and Status of Solving.

*** NOTES 9/23/2013 2:31:24 PM, dbilardo, Action Type : Call from Customer

ACS verified info.

Best contact # [REDACTED]

Customer states she would like to speak to CM Supervisor. Customer states her fiancé George Rippdondidi brought vehicle to Hudson Honda 9/20/13 and spoke with body shop manager (didn't have name) who looked under vehicle and noticed the sensor is bad. Body shop manager suggested for them to contact their insurance company, the body shop manager did not provide paperwork to finance. Customer has vehicle and does not feel safe with vehicle.

ACS advised info would be forwarded and she will receive a call back by end of next business day by a supervisor. Customer understood and did not require further assistance.

*** CASE DISPATCH 9/23/2013 2:31:31 PM, dbilardo

from WIP default to Queue Honda Team G.

*** CASE YANKED 9/23/2013 2:34:15 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

*** COMMIT 9/24/2013 7:12:22 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 9/24/2013 7:15:46 AM, jmccaugh, Action Type : Escalation

I reviewed the case with my RM.

*** NOTES 9/24/2013 10:45:52 AM, avanwest, Action Type : Escalation

I called Ms. [REDACTED] and introduced myself as calling from AHM responding to her request to escalate. I advised her I have reviewed the case and discussed it with the RCM. I asked her how I can assist her.

Ms. [REDACTED] stated that she was aggravated yesterday. She stated that a lot of stuff was not adding up and she wasn't getting the answers she was seeking. She stated that she overreacted.

Ms. [REDACTED] stated that she is not asking anyone to fix anything; she just wants to know what the problem is to start. She stated that when her fiancée brought the vehicle to the dealer they found a sensor problem. She later found out they had no record of this visit. She feels as if she has gotten the runaround.

I apologized to Ms. [REDACTED] and advised she must have been very frustrated going through this. I advised her that she has to get her vehicle diagnosed. I would recommend that she contacts the SM at the dealership to schedule an appointment and then follow up with the RCM so he can follow up. I made it clear that if they find an issue related to an accident or a collision then she will have to call her insurance company. If a defect is found; then we can review her case on a case by case basis. I confirmed she had the RCM's extension. She confirmed she'd follow up with him once she speaks to the dealer.

Ms. [REDACTED] did indicate that she has an inspection with her insurance company tomorrow but she will not be filing a claim. I thanked her for her time.

*** CASE MODIFY COMMITMENT 9/25/2013 6:44:33 AM, jmccaugh

with [REDACTED] due 09/26/2013 12:00:00 AM.

*** NOTES 9/25/2013 9:38:21 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and left a VM. I requested he call me back if the vehicle is brought to the Service Dept. for a formal diagnosis regarding the airbags.

*** CASE MODIFY 9/25/2013 9:38:27 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 9/26/2013 9:54:10 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. She commented that she does remember speaking to me previously. I provided our disclaimer. I confirmed that the customer had her insurance co. inspect her vehicle yesterday. I asked what their findings were? She said they told her that there is no sensor in the back of the vehicle, and they are working to get her a copy of their report. She told me she called Hudson Honda yesterday and scheduled an appt. with George in the Service Dept. She said her appt. is scheduled for tomorrow for them to diagnose the airbag concern. I said I would call her back on Monday to follow up. She said that would be fine. No other assistance needed at this time. She thanked me for the follow up call. I thanked Ms. [REDACTED] for calling AHM.

*** CASE FULFILL 9/26/2013 9:54:16 AM, jmccaugh

Fulfilled for [REDACTED] due 09/26/2013 12:00:00 AM.

*** COMMIT 9/26/2013 9:54:17 AM, jmccaugh, Action Type : N/A

Call the customer / follow up.

*** NOTES 9/27/2013 7:57:57 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and he informed me that Ms. Moro is scheduled to come in at 10AM, EST today. He said he would keep me updated after they inspect

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

Ms. [REDACTED] Honda. I thanked him for his time and assistance.

*** CASE MODIFY 9/27/2013 7:58:42 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 9/27/2013 1:29:32 PM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and he informed me that Ms. [REDACTED] boyfriend/fiance dropped off the vehicle today. They are in the process or doing their diagnosis. He is not charging the customer any diag. fee. Customer said he should have the letter from the insurance co. by Monday. Mark instructed the customer to provide the document to him and he would then contact me and Honda can look into it from there. SM Mark said he would have the results by Monday and will provide them to me at that time. I thanked him for his time and assistance.

*** NOTES 9/30/2013 8:54:07 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and left a detailed VM. I asked if the customer has provided him a written copy of their findings? I asked if there was any physical damage to this vehicle that would have/may have caused the side airbags to deploy? I requested he call me back with an update.

*** NOTES 9/30/2013 9:46:01 AM, jmccaugh, Action Type : Call from Customer

The SM Mark sent me a communication informing me that the customer's boyfriend/fiance is suppose to stop by the dealership today with the insurance co. paperwork (adjuster's evaluation). The SM said he would keep me updated with the diagnosis, pictures and insurance co. paperwork after he sees the boyfriend/fiance today.

*** CASE MODIFY COMMITMENT 9/30/2013 9:46:41 AM, jmccaugh

with BARBARA MORO due 10/02/2013 12:00:00 AM.

*** NOTES 10/1/2013 6:55:14 AM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the Service Mgr. Mark. I requested he call me back.

*** CASE MODIFY 10/1/2013 6:55:25 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 10/1/2013 8:51:07 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and he informed me that neither Ms. Moro or her boyfriend have been back with the requested document from her insurance co. He said he would keep me updated when this document has been received.

*** NOTES 10/2/2013 10:48:52 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number [REDACTED] and left a detailed VM. I informed Ms. [REDACTED] of my contact with the SM Mark @ Hudson Honda. I informed the customer we need to review the written evaluation from the insurance company's claim adjuster. I encouraged her to provide this written document to the SM Mark. I provided my first name, title, contact info., and office hours. I requested Ms. [REDACTED] call me back if she has any questions.

*** CASE FULFILL 10/2/2013 10:48:59 AM, jmccaugh

Fulfilled for [REDACTED] due 10/02/2013 12:00:00 AM.

*** COMMIT 10/2/2013 10:49:00 AM, jmccaugh, Action Type : N/A

Call customer / follow up.

*** NOTES 10/2/2013 1:38:06 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Mark and he informed me that the customer has not been back to provide the requested document from her insurance company. He said he does not believe the side curtain airbags deployed because of the door being closed. I requested he keep me updated if the customer does bring in the requested document.

*** CASE CLOSE 10/2/2013 1:38:25 PM, jmccaugh

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

Case History

Case ID : N012013-09-2001638

Case Title : (HUDSON HONDA) 5B - [REDACTED] - AIRBAG DEPLOYED/ NO ACCIDENT (ND)

*** CASE REOPEN 10/2/2013 1:38:38 PM, jmccaugh

with Condition of Open and Status of Solving.

*** SUBCASE N012013-09-2001638-2 CREATE 10/2/2013 1:38:51 PM, jmccaugh

Created in WIP Default with Due Date 10/2/2013 1:38:51 PM.

*** SUBCASE N012013-09-2001638-2 CLOSE 10/2/2013 1:40:37 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/2/2013 1:40:40 PM, jmccaugh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012011-02-1001629	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/10/2011 3:00:48 PM
Case Originator :	Kangsan Kim (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/23/2011 12:44:43 PM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	41
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	\$ JAY 4H [REDACTED] - AIRBAG DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 5247
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : GARFIELD HEIGHTS, OH [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6221
VIN Type / No. : US VIN / 1HGCP26898A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 49,000
In Service Date : 02/29/2008
Months In Use : 36
Engine Number : K24Z31055419
Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206659 / JAY HONDA
Phone No. : 440-232-5005
Address : 175 BROADWAY AVE.
City / State / Zip : BEDFORD, OH 44146
Svc District / Sls District : 04G / C04
Warranty Labor Rate / Date : \$109.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-1001629-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-02-1001629-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2011 6:16:12 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 3/23/2011 12:44:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-02-1001629

Case Title : \$ JAY 4H [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 2/10/2011 3:00:48 PM, kkim

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

*** CASE MODIFY 2/10/2011 3:01:10 PM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2011 3:11:01 PM, kkim

into WIP default and Status of Solving.

*** NOTES 2/10/2011 3:15:09 PM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

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

The customer called ACS and stated that his side curtain and passenger side airbag deployed this morning around 1am when he closed the to turn the vehicle on. The customer has no injuries from the accident. The vehicle is currently with the customer and in operable condition. The dealership hasn't checked out the issue yet. The customer is willing to take his vehicle to Jay Honda within the next 5 days. The customer has extensive service history with the dealership. The customer would like a resolution to the issue.

ACS stated that the case would be dispatched for further investigation. ACS stated that the case manager will contact the customer within 1-2 business days. ACS asked if he has a local dealership, and the customer stated that Jay Honda is his local dealership.

The customer understood and required no further assistance.

*** CASE MODIFY 2/10/2011 3:15:26 PM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2011 3:15:33 PM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2011 3:15:37 PM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 2/10/2011 3:15:37 PM, kkim

into WIP default and Status of Solving.

*** CASE DISPATCH 2/10/2011 3:15:48 PM, kkim

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 2/11/2011 6:11:34 AM, kogawa

from Queue Honda Team H to WIP Default.

*** CASE MODIFY 2/11/2011 6:11:57 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 2/11/2011 6:15:44 AM, kogawa, Action Type : Dealer Communication

ATTN Shawn D., : SERVICE MANAGER

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

Shawn, I don't have much details on this yet, but the customer intends to bring the car in, apparently the side and curtain SRS deployed unexpectedly.

Case History

Case ID : N012011-02-1001629

Case Title : \$ JAY 4H [REDACTED] - AIRBAG DEPLOYMENT

Please inspect in hopes to determine if the system operated as designed or not. 310-783-7744

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** SUBCASE N012011-02-1001629-1 CREATE 2/11/2011 6:16:12 AM, kogawa

Created in WIP Default with Due Date 2/11/2011 6:16:12 AM.

*** COMMIT 2/11/2011 6:17:08 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 02/11/2011 03:17:14 PM.
initial

*** CASE MODIFY 2/11/2011 6:21:57 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 2/11/2011 10:48:06 AM, kogawa, Action Type : Call to Dealer

SM Shawn had no info on this case, he will be receptive to inspect if ACS requests it.

*** NOTES 2/11/2011 1:35:52 PM, kogawa, Action Type : Call to Customer

Message left on voicemail for a call back to review.

*** CASE FULFILL 2/11/2011 1:36:12 PM, kogawa

Fulfilled for [REDACTED] due 02/11/2011 03:17:14 PM.

*** COMMIT 2/11/2011 1:36:16 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 2/15/2011 8:22:04 AM, kogawa, Action Type : Call to Customer

Message left on voicemail for a call back. Has he had any chance to get the car inspected at a honda dealer?

*** NOTES 2/25/2011 1:14:43 PM, kogawa, Action Type : Call to Customer

Customer advises the car was seen today. Still no update on the oil consumption. As far as the SRS, dealer looked at it, but made no commitments pending a discussion with AHM. he advises he cannot explain how the airbags deployed from just shutting the door. ACS advised that we will seek feedback/review from Jay Honda.

*** CASE FULFILL 2/25/2011 1:15:22 PM, kogawa

Fulfilled for [REDACTED] due 02/18/2011 12:00:00 AM.

*** COMMIT 2/25/2011 1:15:29 PM, kogawa, Action Type : N/A

SM Shawn?

*** NOTES 3/1/2011 11:19:38 AM, kogawa, Action Type : Call to Dealer

SM Shawn shows a techline contact suggesting that they have seen this type of SRS deployment, there is no evidence of damage. An approx \$3100 repair. ACS will review with RM due to cost/safety considerations.

*** CASE FULFILL 3/1/2011 2:26:48 PM, kogawa

Fulfilled for [REDACTED] due 03/01/2011 12:00:00 AM.

*** COMMIT 3/1/2011 2:26:57 PM, kogawa, Action Type : N/A

RM?

Case History

Case ID : N012011-02-1001629

Case Title : \$ JAY 4H [REDACTED] - AIRBAG DEPLOYMENT

*** NOTES 3/10/2011 12:49:46 PM, kogawa, Action Type : Call to Customer

Message left on vociemail for a call back to review. AHM engineering suggests that this is not a 'warranty' issue but one can discuss with DPSM/RCM. 50k miles at time of diagnosis.

*** CASE FULFILL 3/10/2011 12:50:01 PM, kogawa

Fulfilled for [REDACTED] due 03/03/2011 12:00:00 AM.

*** COMMIT 3/10/2011 12:50:06 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 3/10/2011 1:40:14 PM, kogawa, Action Type : Dealer Communication

ATTN: Shawn Darby., SERVICE MANAGER

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

Assuming you have not discussed with DPSM, can you get me warranty pricing on the needed SRS related repairs? Thanks. If you have consulted DPSM, let me know the outcome. [REDACTED].

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** CASE RULE ACTION 3/10/2011 3:00:49 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/15/2011 11:45:50 AM, kogawa, Action Type : Call from Customer

Discussed the case. ACS advised that dealer is tasked to inspect to determine if there is any damage to indicate if there is an external factor. If so, it is referred to insurance. Seeing as there was no evidence, a discussion of the anecdotal reason (door closed while car was powered, SRS side curtain deployed) was that indeed this is a possibility, though not one that we would deem a defect. Car is outside of 3/36 regardless, so we are under no obligation to assist. However we do care about safety and customer satisfaction, so we aren't opposed to considering some relief, this is an expensive repair. Customer hopes AHM can consider splitting the cost. ACS advised that frankly in discussion with management, this is the direction we were heading. ACS will call the dealer to authorize splitting the approx \$3000 cost. Customer highly appreciative.

*** NOTES 3/15/2011 12:07:37 PM, kogawa, Action Type : Call to Dealer

Discussed with SM Shawn. Gave auth for 50% towards the repair at warranty cost. Shawn will take care of.

*** CASE FULFILL 3/15/2011 12:07:47 PM, kogawa

Fulfilled for [REDACTED] due 03/16/2011 12:00:00 AM.

*** COMMIT 3/15/2011 12:07:53 PM, kogawa, Action Type : N/A

repaired?

*** CASE MODIFY 3/16/2011 9:28:18 AM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 3/21/2011 10:28:16 AM, kogawa

into WIP 4H and Status of Solving.

Case History

Case ID : N012011-02-1001629

Case Title : \$ JAY 4H [REDACTED] - AIRBAG DEPLOYMENT

*** NOTES 3/21/2011 10:28:43 AM, kogawa, Action Type : Note-General

No claims filed yet.

*** CASE FULFILL 3/21/2011 10:29:43 AM, kogawa

Fulfilled for [REDACTED] due 03/22/2011 12:00:00 AM.

*** COMMIT 3/21/2011 10:29:47 AM, kogawa, Action Type : N/A

repaired?

*** CASE MODIFY 3/23/2011 12:42:34 PM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 3/23/2011 12:42:57 PM, kogawa, Action Type : Call to Customer

Called the customer confirms SRS related repairs completed today, he has the car back.

*** SUBCASE N012011-02-1001629-1 CLOSE 3/23/2011 12:44:43 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/23/2011 12:44:43 PM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-10-1200051 Division : Honda - Auto Condition : Closed Open Date : 10/12/2012 6:26:03 AM
Case Originator : Sean Scott (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/7/2012 6:51:28 AM
Case Owner : Matt Caldarella (Team HG) Method : Phone Queue : Days Open : 56
Last Closed By : Matt Caldarella (Team HG) Point of Origin : Customer Wipbin :
Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUE No. of Attachments : 13

Site / Contact Info :

Site Name : [REDACTED] 191
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : HOLLIDAYSBURG, PA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 191
VIN Type / No. : US VIN / JHMCP26888C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 50,000
In Service Date : 07/24/2008
Months In Use : 51
Engine Number : K24Z31711972
Originating Dealer No. / Name : 207509 / BLAIR HONDA
Selling Dealer No. / Name : 207509 / BLAIR HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207509 / BLAIR HONDA
Phone No. : 814-944-4517
Address : 6030 SIXTH AVENUE
City / State / Zip : ALTOONA, PA 16602
Svc District / Sls District : 05M / D05
Warranty Labor Rate / Date : \$70.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-10-1200051-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag
N012012-10-1200051-2 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag
N012012-10-1200051-3 / SHARON JENKINS [REDACTED]					
[REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-1200051-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2012 8:00:26 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 10/12/2012 8:00:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : DriverCurtainSRS7515
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-10-1200051-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2012 8:01:12 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 10/12/2012 8:01:30 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-10-1200051-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Scott	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2012 8:02:32 AM
Issue Owner : Sean Scott	Type 2 : Operation	Queue :	Close Date : 10/12/2012 8:02:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-10-1200051-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2012 8:58:19 AM
Issue Owner : Matt Caldarella	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/7/2012 6:51:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

*** CASE CREATE 10/12/2012 6:26:03 AM, sscott2

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

*** CASE MODIFY 10/12/2012 6:26:33 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 10/12/2012 6:41:33 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number: [REDACTED]

The customer stated that she and her husband are the original owners of the vehicle and have owned a number of Honda vehicles. The customer stated that on 10/11/2012 at 5:30pm in Hollidaysburg, PA., she and her child were exiting the vehicle and when her child slammed the door, as children sometimes do, the side curtain airbags on both sides deployed without impact. The customer stated that she contacted the dlr to address the issue and they referred her to AHM. After empathizing with the customer, I informed her that she may want to work with her insurance company and may have to take the vehicle to the dlr to be inspected. I informed her that I would dispatch her case to a case manager. The customer was given her case number. I informed the customer that her case would be reviewed on a case by case basis and that a CM would contact her by the end of the next business day.

The customer understood and required no further assistance

*** CASE MODIFY 10/12/2012 6:46:13 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 10/12/2012 7:59:00 AM, sscott2, Action Type : Call from Customer

I contacted the customer and inquired how old her child was. The customer stated that her son is 30 years old, she just refers to him as her child, but he's an adult and does not close the door any harder than he usually does, it was not a slam, just harder than she would close her door. The customer stated that the vehicle was parked and the airbags deployed without impact from another vehicle. I informed the customer to work with her insurance company and if she needs for Honda to inspect the vehicle, to take the vehicle to the dlr and work with the SM.

The customer understood and required no further assistance

*** CASE MODIFY 10/12/2012 7:59:30 AM, sscott2

into WIP default and Status of Solving.

*** SUBCASE N012012-10-1200051-1 CREATE 10/12/2012 8:00:26 AM, sscott2

Created in WIP Default with Due Date 10/12/2012 8:00:26 AM.

*** SUBCASE N012012-10-1200051-1 CLOSE 10/12/2012 8:00:50 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-10-1200051-2 CREATE 10/12/2012 8:01:12 AM, sscott2

Created in WIP Default with Due Date 10/12/2012 8:01:12 AM.

*** SUBCASE N012012-10-1200051-2 CLOSE 10/12/2012 8:01:30 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-10-1200051-3 CREATE 10/12/2012 8:02:32 AM, sscott2

Created in WIP Default with Due Date 10/12/2012 8:02:32 AM.

Case History

Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

*** SUBCASE N012012-10-1200051-3 CLOSE 10/12/2012 8:02:55 AM, sscott2

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/12/2012 8:03:00 AM, sscott2

into WIP default and Status of Solving.

*** CASE CLOSE 10/12/2012 8:03:03 AM, sscott2

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

*** CASE REOPEN 10/12/2012 1:24:44 PM, mtaylor

with Condition of Open and Status of Solving.

*** NOTES 10/12/2012 1:25:00 PM, mtaylor, Action Type : Call from Customer

I updated the customers information.

The customers best contact number is: [REDACTED]

The customer called ACS and stated that she took her vehicle to the dealer and they stated that there was no damage to the vehicle. She also stated that she received a diagnosis from the dealer and it stated that the following need to be repaired: the front passenger seatbelt tensioner, buckle, right side curtain airbag, front passenger side airbag and SRS unit to correct issue. She stated that it also says that she will need to have front passenger seat repaired once the airbag was replace. The customer stated that she is looking to get this issue resolved as there is nothing that she did to cause this to happen.

ACS empathized with the customer and documented the customer's concern. ACS advised the customer that her case will be forwarded to a CM for further review. ACS advised the customer her case will be reviewed and she will receive a call from the CM by the end of the next business day. ACS advised the customer there is no guarantee in assistance that can be provided or the outcome as all information is reviewed on a case by case basis. ACS provided the customer with the case number.

The customer requires no additional assistance at this time.

*** CASE MODIFY 10/12/2012 1:25:20 PM, mtaylor

into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2012 1:25:41 PM, mtaylor

into WIP default and Status of Solving.

*** CASE DISPATCH 10/12/2012 1:26:51 PM, mtaylor

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 10/12/2012 1:46:21 PM, mcaldare

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

*** CASE MODIFY 10/15/2012 6:51:35 AM, mcaldare

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

*** NOTES 10/15/2012 6:55:08 AM, mcaldare, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Sharon Jenkins called American Honda stating her vehicle's airbag deployed with no impact to the vehicle. She did call AHM initially stating that her son,

Case History

Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

who is 30 years old, slammed the passenger side door when exiting the vehicle. This is when the airbags deployed.

Please call me to review this and let me know whether you have discussed this with the DPSM. We may need to set up an appointment for him to inspect the vehicle and at the minimum, call him to discuss this customer's request.

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service
310-783-7735

*** CASE MODIFY 10/15/2012 6:57:16 AM, mcaldare

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

*** NOTES 10/15/2012 7:03:40 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Ms. [REDACTED]. The customer was unavailable. I left a voice message for her stating that American Honda has received her concerns and request for assistance regarding her 2008 Honda Accord's airbags that deployed when her son closed the door on her vehicle. I stated that AHM would be speaking with the SM at Blair Honda to review her concerns further and calling back by this Thursday to discuss the outcome of AHM's review. I provided my contact information for any questions or concerns.

*** COMMIT 10/15/2012 7:03:43 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/17/2012 05:00:00 PM.
call dealership to review

*** CASE MODIFY 10/15/2012 7:05:01 AM, mcaldare

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

*** CASE MODIFY 10/15/2012 7:05:11 AM, mcaldare

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

*** NOTES 10/16/2012 2:15:28 PM, mtaylor, Action Type : Call for Case Mgr

Customer called to speak with the case manager. She stated that she had not heard from them and was suppose to receive a call on Monday. Customer was transferred to the case manager's voicemail as he was not available.

*** NOTES 10/17/2012 12:27:57 PM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah, SM at Blair Honda. He informed me that he is familiar with this vehicle. He said the passenger side airbags have all deployed and the SRS light is on but he does not see any kind of impact damage on the vehicle. I understood. I asked if he has talked to his DPSM on this yet? He said he has not but informed that the DPSM was there at the dealership today. I asked that he run this situation by him first to see what he would like to do. I stated that if he agrees that in the event of having no impact damaged, AHM would be willing to cover the majority of the cost of this out of warranty repair for the customer strictly as a one time goodwill gesture. Jeremiah understood and said he would look into this calling me back by tomorrow with the outcome of his conversation with the DPSM. I understood.

*** NOTES 10/17/2012 12:36:28 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Ms. [REDACTED] once again. The customer was unavailable. I left another voice message for her stating that AHM has talked to the SM at Blair Honda regarding her concerns with this vehicle and have asked that he review this with the DPSM for direction. I explained that I am going to call again this Friday to verify whether AHM would be providing any out of warranty goodwill assistance towards the cost of this repair. I then provided my contact information and invited any questions or concerns from the customer then thanked her for her patience.

*** CASE MODIFY 10/17/2012 12:36:35 PM, mcaldare

Case History

Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

into WIP 5N and Status of Solving.

*** CASE FULFILL 10/17/2012 12:36:38 PM, mcaldare

Fulfilled for [REDACTED] due 10/17/2012 05:00:00 PM.

*** COMMIT 10/17/2012 12:36:38 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/19/2012 05:00:00 PM.

review with dealership then customer

*** CASE MODIFY 10/17/2012 12:37:00 PM, mcaldare

into WIP 5N and Status of Solving.

*** NOTES 10/17/2012 1:13:12 PM, ssann, Action Type : Warm Transfer

I verified the customer contact information.

The customer best contact number is: [REDACTED]

The customer called ACS and states that someone is suppose to call her today.

ACS advised the customer that ACS has approximately 4 hours until the office is closes. ACS advised the customer that ACS will check to see if CM is available.

ACS WT to CM.

*** CASE MODIFY 10/17/2012 1:19:53 PM, mcaldare

into WIP 5N and Status of Solving.

*** CASE CLOSE 10/17/2012 1:19:55 PM, mcaldare

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

*** CASE REOPEN 10/17/2012 1:20:29 PM, mcaldare

with Condition of Open and Status of Solving.

*** COMMIT 10/17/2012 1:20:36 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/19/2012 05:00:00 PM.

review with dealership then customer

*** CASE MODIFY 10/17/2012 1:20:55 PM, mcaldare

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

*** NOTES 10/17/2012 1:31:06 PM, mcaldare, Action Type : Call from Customer

I received a call from Ms. [REDACTED] to discuss her concerns. I first asked if she received either of my voice messages? She said she did not because her cell phone's voice message system is not working properly. I understood and provided the customer my contact information and extension so she could call into my extension directly from here on. She understood.

I then stated that I have talked to Jeremiah, SM at Blair Honda regarding her vehicle and was informed that he did inspect the car and seemed to be unable to verify any signs of impact. She said that is what she figured. The customer said her 30 year old son does not have a vehicle so she picks him up and drops him off where ever he needs to go, which means he is opening and closing this passenger door quite frequently. She said he does close the door a little harder then she does when getting in and out of the vehicle. Ms. [REDACTED] did not say he slammed the door each time but did inform that he closed with a lot of force. I understood.

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Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

I stated that the Honda dealership is going to be reviewing this matter with their factory rep and once that has been done they will call AHM to discuss the outcome. I explained that AHM may be interested in covering this repair as a one time goodwill gesture if there is no sign of impact but that remains to be seen and the DPSM may request to inspect her vehicle directly. She understood and would be okay with that. I thanked her for her time and stated that I would call again this Friday. Ms. Jenkins understood.

*** NOTES 10/18/2012 11:49:52 AM, mcaldare, Action Type : Field Service

I received a call from the DPSM. He informed me that AHM has a procedure on airbag deployments to follow before any goodwill consideration is made. He stated that first, any customer with this issue has to contact their insurance company to discuss this matter with them and if the insurance company declines assistance because there is no impact, then AHM can consider providing some goodwill coverage towards the repairs cost. The DPSM asked that I relay this to the customer and then if her insurance company declines coverage, we are to have her take the vehicle in and have pictures taken and goodwill will be considered at that time. I understood.

*** CASE MODIFY 10/18/2012 11:49:55 AM, mcaldare

into WIP 5N and Status of Solving.

*** NOTES 10/19/2012 10:43:51 AM, mcaldare, Action Type : Call to Customer

I contacted Ms. [REDACTED] to review her concerns with this vehicle's airbags deploying. I stated that I did speak with the Honda Factory Rep and was informed that AHM's position at this point is to have her review this situation with her insurance company first. I stated that if the insurance company inspects the vehicle and does not feel there was any impact that caused this deployment and informs that they will not be paying for this, then AHM will talk to her about assisting in this situation. Ms. [REDACTED] understood and informed Honda that she appreciates the follow up and information. I will call next Wednesday to verify the outcome of this situation.

*** CASE FULFILL 10/19/2012 10:43:59 AM, mcaldare

Fulfilled for [REDACTED] due 10/19/2012 05:00:00 PM.

*** COMMIT 10/19/2012 10:44:00 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/24/2012 05:00:00 PM.

verify outcome with customer

*** CASE MODIFY 10/19/2012 10:44:48 AM, mcaldare

into WIP 5N and Status of Solving.

*** NOTES 10/19/2012 10:48:22 AM, mcaldare, Action Type : Call from Customer

I received a voice message from Ms. [REDACTED] and the customer informed AHM that her insurance company has informed that they will not be inspecting this vehicle or providing any coverage towards this repair as there was no collision or claim put in place. I am going to review this information with the DPSM.

*** CASE MODIFY 10/19/2012 10:48:25 AM, mcaldare

into WIP 5N and Status of Solving.

*** NOTES 10/23/2012 7:31:37 AM, mcaldare, Action Type : Field Service

I left a VM for the DPSM stating that I did speak with Ms. [REDACTED] regarding her Airbag deployment and did refer her to her insurance company. I explained that the customer's insurance company stated that they would not be assisting her with anything towards this vehicle's repair cost as the customer was not in an accident. I asked for a call back to review this further.

*** CASE MODIFY 10/23/2012 7:31:40 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 10/24/2012 8:02:46 AM, mcaldare, Action Type : Field Service

I contacted the DPSM. He stated that he understands her insurance company is not going to assist her. He stated that she would just need to get the vehicle down to Blair Honda for them to take pictures and informed me that if no evidence of a defect is found, Honda will cover her repairs entirely as a

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Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

one time goodwill gesture. I thanked him for the update and will call Blair Honda to verify that they have contacted her to bring this vehicle back in.

*** NOTES 10/24/2012 8:10:11 AM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah, SM at Blair Honda. He stated that he did speak with the DPSM. He was informed that the dealership has been instructed to have this vehicle brought in for pictures. I stated that once the dealership takes pictures AHM will review them. If no evidence of a impact is found then Honda will cover the cost of this vehicle's repairs as a one time goodwill gesture. Jeremiah understood. I asked him to call me as soon as this takes place so we can proceed with repairs is appropriate or denial if there is impact damage. He understood. I thanked him for his assistance.

*** NOTES 10/24/2012 8:47:36 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] to discuss this vehicle's airbag deployment situation. He said that he is very familiar with this situation. I understood. I stated that AHM has talked to the DPSM and SM at Blair Honda. I stated that American Honda would like pictures taken of this vehicle to show Honda that there is no sign of impact on this vehicle. I stated that if there is not, AHM will cover this repair entirely as a one time goodwill gesture on this out of warranty repair. If there is, the vehicle will need to be inspected by the customer's insurance company. Mr. [REDACTED] understood. He informed AHM that he is going to pass this information along to his Wife and have her call Blair Honda to have them set up a time and date to take these pictures. I thanked him for his assistance. I am going to call the dealership Monday to verify the outcome of this inspection.

*** CASE FULFILL 10/24/2012 9:25:41 AM, mcaldare

Fulfilled for [REDACTED] due 10/24/2012 05:00:00 PM.

*** COMMIT 10/24/2012 9:25:43 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/29/2012 05:00:00 PM.

verify status of pictures

*** NOTES 10/29/2012 11:10:51 AM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah, SM at Blair Honda. He informed me that pictures of this customer's vehicle were taken Friday. He stated that the vehicle did not have any signs of impact. I understood. Jeremiah is going to send these pictures to his DPSM and to me for review. I understood. I thanked him for the updates and stated that AHM will call back once these pictures have been reviewed for a final decision. He understood.

*** CASE FULFILL 10/29/2012 11:11:10 AM, mcaldare

Fulfilled for [REDACTED] due 10/29/2012 05:00:00 PM.

*** COMMIT 10/29/2012 11:11:11 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/30/2012 05:00:00 PM.

review pictures, call DPSM and customer

*** CASE MODIFY 10/29/2012 11:11:43 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 10/30/2012 7:28:01 AM, mcaldare, Action Type : Call to Dealer

I sent a message to the SM at Blair Honda asking that he please send in pictures of this customer's vehicle to both my attention and the DPSM's for review as soon as possible. I am going to call the customer to let them know that I am just waiting for this information from the dealership before I can proceed with any repairs being authorized.

*** CASE MODIFY 10/30/2012 7:28:03 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 10/30/2012 7:48:09 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Ms. [REDACTED]. The customer was unavailable and her phone rang continuously with no answer. I am going to try calling the customer once again this Thursday after speaking with the dealership.

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Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

*** CASE FULFILL 10/30/2012 7:48:26 AM, mcaldare

Fulfilled for [REDACTED] due 10/30/2012 05:00:00 PM.

*** COMMIT 10/30/2012 7:48:29 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/01/2012 05:00:00 PM.

call and review with customer

*** CASE MODIFY 10/30/2012 7:48:55 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/1/2012 9:58:53 AM, mcaldare, Action Type : Call to Dealer

I attempted to contact Jeremiah, SM at Blair Honda. He was unavailable. I left a message with another service rep asking that he have Jeremiah call back once this message has been received. I am going to speak with the DPSM about this situation as well to verify whether he has received pictures.

*** NOTES 11/1/2012 10:09:56 AM, mcaldare, Action Type : Field Service

I left a voice message for the DPSM asking that he follow up with AHM and the dealership to verify the status of this vehicle's pictures being received. I asked that he call me as soon as possible to update AHM on this matter. I will try the dealership later today.

*** NOTES 11/1/2012 10:45:41 AM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah and was informed that he did send in pictures of this vehicle to the DPSM's attention. He stated that he has not heard anything back from him at this time. I understood and stated that I have not received any pictures here at corporate and asked that he send me a copy of those same pictures to review so we can try and move this along. He understood and agreed to do so.

*** NOTES 11/1/2012 10:53:29 AM, mcaldare, Action Type : Field Service

I contacted the DPSM and informed that I am still waiting for pictures from Blair Honda. I asked he has received any at this time? The DPSM said he has not. He said that he will cover the repairs entirely as a one time goodwill gesture as long as there are no signs of impact in the interest of LOL. I understood. I stated that I will forward him copies of the pictures for this vehicle as soon as they are received and call the dealership to let them know whether any assistance is going to be given to this customer. He understood. I thanked him for the update.

*** NOTES 11/1/2012 11:02:31 AM, mcaldare, Action Type : Field Service

I reviewed the pictures received by the dealership with the DPSM and found that none of the pictures were of the exterior of this vehicle or underneath. I stated that all the pictures show is interior shots of the airbags deploying which really does not substantiate what caused the airbags to deploy. He agreed and stated that he would call the dealership today to ask him to have this customer bring the vehicle back in so pictures can be taken of the exterior and undercarriage for AHM to review for the possibility of some goodwill consideration. I thanked the DPSM for this assistance. I am going to call the customer Monday to make sure this information and direction has been received after speaking with the dealership to review photos of the vehicle.

*** CASE FULFILL 11/1/2012 11:02:35 AM, mcaldare

Fulfilled for [REDACTED] due 11/01/2012 05:00:00 PM.

*** COMMIT 11/1/2012 11:02:36 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/05/2012 05:00:00 PM.

call customer and dealership

*** CASE MODIFY 11/1/2012 11:02:57 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE MODIFY 11/5/2012 8:53:53 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/5/2012 8:57:44 AM, mcaldare, Action Type : Call to Dealer

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Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

I contacted Jeremiah, SM at Blair Honda. He stated that the dealership did speak with the DPSM. He was informed that the dealership needs to get the customer back into the shop to take pictures of the vehicle's exterior and under carriage. I understood. Jeremiah said he has left a message for the customer to bring the vehicle back in once again. I understood and stated that I will try calling her as well. He understood. I asked that he keep me posted on any updates and pictures. Jeremiah said he would.

*** SUBCASE N012012-10-1200051-4 CREATE 11/5/2012 8:58:19 AM, mcaldare

Created in WIP Default with Due Date 11/5/2012 8:58:19 AM.

*** NOTES 11/5/2012 9:52:01 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] to review this case further. I stated that I have discussed the pictures received at AHM with the Honda factory rep and we both agree that the pictures taken by the dealership are not sufficient enough to determine whether any impact was sustained to this vehicle. I stated that Honda has asked the dealership to take exterior photo's of the vehicle and it's under carriage for review. I apologized for this inconvenience admitting it was just that. He agreed but informed me that he was not upset with AHM as he understands we are trying to assist in this situation. I stated that what I would recommend is contacting the dealership to have this vehicle taken in and having Jeremiah, SM at Blair Honda call me while the vehicle is down. I stated that once he send the pictures of this vehicle into AHM we will review them and make a goodwill decision on the spot to try and speed this process along. Mr. Jenkins understood and thanked me for the follow up. I welcomed him and thanked Mr. Jenkins for his time. I will call again Thursday to verify the outcome.

*** CASE FULFILL 11/5/2012 9:52:07 AM, mcaldare

Fulfilled for [REDACTED] due 11/05/2012 05:00:00 PM.

*** COMMIT 11/5/2012 9:52:09 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/08/2012 05:00:00 PM.
review with dealership and customer

*** CASE MODIFY 11/5/2012 9:52:24 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE MODIFY 11/6/2012 7:53:08 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/8/2012 9:57:43 AM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah, SM at Blair Honda. I asked if this customer has brought the vehicle in for to have exterior pictures taken? He said they have not at this time and have not returned his call. I understood. I stated that Honda is going to follow up with the customer to verify when this will be taking place so we can try and move forward with this situation. Jeremiah understood. I asked that he call me as soon as the vehicle is in and pictures have been sent. He said he would.

*** NOTES 11/8/2012 11:10:17 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Sharon Jenkins. She was unavailable. I left a voice message for the customer stating that AHM was calling to verify when they intended on taking their vehicle into Blair for pictures for AHM to review. I stated that AHM will call again this Monday to verify the outcome of this inspection.

*** CASE MODIFY 11/8/2012 11:10:22 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE FULFILL 11/8/2012 11:10:25 AM, mcaldare

Fulfilled for [REDACTED] due 11/08/2012 05:00:00 PM.

*** COMMIT 11/8/2012 11:10:26 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/12/2012 05:00:00 PM.

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Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

call to verify inspection

*** CASE MODIFY 11/8/2012 11:10:49 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE RULE ACTION 11/9/2012 6:26:03 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 11/12/2012 12:43:57 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Sharon Jenkins. The customer was unavailable. I left a voice message for the customer stating that AHM was calling to verify whether she has had the opportunity to take her vehicle into Blair Honda or call Blair to schedule a final appointment. I provided my contact information for a call back and will try calling the dealership again this Wednesday to discuss her concerns.

*** CASE FULFILL 11/12/2012 12:44:05 PM, mcaldare

Fulfilled for [REDACTED] due 11/12/2012 05:00:00 PM.

*** COMMIT 11/12/2012 12:44:06 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/14/2012 05:00:00 PM.

call the dealership then customer

*** CASE MODIFY 11/12/2012 12:44:24 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/14/2012 8:52:03 AM, mcaldare, Action Type : Call to Dealer

I contacted Jeremiah to discuss whether this customer has brought her vehicle into the dealership for inspection. He stated that her vehicle was in yesterday and pictures were taken of the vehicle. He said that he has exterior shots along with the under carriage of the vehicle and there are no signs of damage at all. I understood and said that he can call the customer and let her know that AHM will be taking care of repairs on this vehicle as a one time goodwill gesture. I stated that he will still need to send in pictures to my attention as well as to the DPSM for documentation purposes. Jeremiah understood and stated that he will call the customer to get this set up.

*** NOTES 11/14/2012 9:17:28 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Ms. [REDACTED]. The customer was unavailable. I left a voice message for the customer stating that I have discussed her concerns with Jeremiah, SM at Blair Honda. I stated that the dealership has informed AHM that pictures of this vehicle has been taken and no signs of impact were evident. I stated that AHM is going to cover her vehicle's repairs as a one time goodwill gesture. I then informed the customer that AHM would like her to contact the dealership and verify when she can take the vehicle in for repairs. I provided my contact information for any questions or concerns.

*** CASE MODIFY 11/14/2012 9:20:05 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE FULFILL 11/14/2012 9:20:21 AM, mcaldare

Fulfilled for [REDACTED] due 11/14/2012 05:00:00 PM.

*** COMMIT 11/14/2012 9:20:23 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/19/2012 05:00:00 PM.

verify repair status and pictures attached to case

*** CASE MODIFY 11/14/2012 9:22:15 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/15/2012 9:00:40 AM, mcaldare, Action Type : Note-General

Pictures received for this customer's vehicle and they all show no signs of impact on this customer's vehicle. Dealership has been authorized to repair this

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vehicle as soon as possible as a one time goodwill gesture by AHM.

*** CASE MODIFY 11/15/2012 9:00:43 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE ADD ATTACHMENT 11/15/2012 9:15:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_1.pdf

*** CASE ADD ATTACHMENT 11/15/2012 9:30:19 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_2.pdf

*** CASE ADD ATTACHMENT 11/15/2012 9:45:21 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_3.pdf

*** CASE ADD ATTACHMENT 11/15/2012 10:00:20 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_4.pdf

*** CASE ADD ATTACHMENT 11/15/2012 10:15:16 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_5.pdf

*** CASE ADD ATTACHMENT 11/15/2012 10:45:22 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_6.pdf

*** CASE ADD ATTACHMENT 11/15/2012 11:30:21 AM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_7.pdf

*** CASE ADD ATTACHMENT 11/15/2012 12:00:18 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_8.pdf

*** CASE ADD ATTACHMENT 11/15/2012 12:15:20 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_9.pdf

*** CASE ADD ATTACHMENT 11/15/2012 12:30:17 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_10.pdf

*** CASE ADD ATTACHMENT 11/15/2012 1:15:18 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_11.pdf

*** CASE ADD ATTACHMENT 11/15/2012 1:30:20 PM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_12.pdf

*** CASE ADD ATTACHMENT 11/15/2012 1:45:18 PM, crmsuser

Added attachment ScanDoc 13 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-10-1200051_13.pdf

*** NOTES 11/19/2012 8:56:35 AM, mcaldare, Action Type : Call to Dealer

I contacted Blair Honda and was informed that Jeremiah is no longer working at the dealership. I talked to Wendy, the new SM at the dealership. I stated that I wanted to check on the status of this customer's vehicle being repaired as AHM has authorized repairs to be covered 100% as a one time goodwill gesture. She understood and stated that right now there is a part on back order, the SRS control module. I asked if she could find out the ETA for release and asked that she call the customer to discuss this information as well. Wendy said she would and stated that she would call back with the ETA on when this part would be available. I thanked her for the assistance.

*** CASE MODIFY 11/19/2012 8:56:37 AM, mcaldare

into WIP 5M and Status of Solving.

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Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

*** NOTES 11/19/2012 9:03:48 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Ms. [REDACTED] to review her request for goodwill assistance. I stated that AHM has reviewed her situation with the dealership and received all the requested pictures. I stated that after reviewing these pictures AHM verified that there appears to be no signs of impact. I stated that because of this AHM is going to cover this repair 100% as a one time goodwill gesture. I explained that Blair Honda stated there is one part needed for this vehicle's repair that is on back order. I stated that the dealership will call her to discuss when this part will be available. I stated that I am going to be out of the office until next Wednesday so I will call on Thursday to verify the status of this vehicle's repairs. I provided my contact information for any questions or concerns.

*** CASE MODIFY 11/19/2012 9:03:51 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/19/2012 9:05:03 AM, mcaldare, Action Type : Call from Dealer

I received a call back from Wendy at Blair Honda. She informed me that her parts manager said the vehicle's SRS unit should be available tomorrow so she is going to call the customer to have this repair scheduled as soon as possible. I understood and provided her my authorization number to get this going and asked that she keep me posted on the outcome. Wendy stated that she will.

*** CASE FULFILL 11/19/2012 9:05:10 AM, mcaldare

Fulfilled for [REDACTED] due 11/19/2012 05:00:00 PM.

*** COMMIT 11/19/2012 9:05:11 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/29/2012 05:00:00 PM.

call for repair status

*** CASE MODIFY 11/19/2012 9:05:25 AM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 11/29/2012 11:53:22 AM, mcaldare, Action Type : Call to Dealer

I contacted Wendy, SM at Blair Honda. She informed me that this vehicle is scheduled for repair on December 5th. She informed that the repair should only take a day or so. I understood and thanked her for the update. Wendy also informed AHM that Blair would be providing this customer a loaner vehicle as well. I stated that I appreciate her assistance and will call on the 7th to verify the final Ro and Amount totals.

*** NOTES 11/29/2012 12:04:53 PM, mcaldare, Action Type : Call to Customer

I attempted to contact [REDACTED]. The customer was unavailable. I left a voice message for her stating that American Honda has verified her vehicle's repairs will take place on December 5th with Blair Honda. I stated that AHM will follow up with her once again on December 7th to verify this vehicle's repairs have taken place and that she is satisfied with the repair work that has been performed. I provided my contact information for any future questions or concerns.

*** CASE FULFILL 11/29/2012 12:04:58 PM, mcaldare

Fulfilled for [REDACTED] due 11/29/2012 05:00:00 PM.

*** COMMIT 11/29/2012 12:04:58 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 12/07/2012 05:00:00 PM.

verify repair status, RO and Amount

*** CASE MODIFY 11/29/2012 12:05:13 PM, mcaldare

into WIP 5M and Status of Solving.

*** NOTES 12/7/2012 6:41:46 AM, mcaldare, Action Type : Call to Dealer

I contacted Wendy, SM at Blair Honda. She confirmed this customer's vehicle has been repaired. RO is 35485 and the total AHM paid is 1450.83

Case History

Case ID : N012012-10-1200051

Case Title : (BLAIR) -5N-[REDACTED] - AIRBAG DEPLOYMENT ASSISTANCE REQUEST

dollars. I thanked her for the update.

DPSM involved? Yes

Customer pay quote from Dealership: \$2,200.00

Total Warranty Repair Cost\$1,450.83

Total Amount Authorized for claim:\$1,450.83

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ -

*** NOTES 12/7/2012 6:51:06 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] and confirmed this vehicle has been picked up by his Wife. He stated that he appreciates AHM's assistance with this issue. I welcomed the customer and informed that he is welcome to call back with any questions or concerns. I thanked him for his time. Closing case.

*** CASE MODIFY 12/7/2012 6:51:08 AM, mcaldare

into WIP 5M and Status of Solving.

*** SUBCASE N012012-10-1200051-4 CLOSE 12/7/2012 6:51:24 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/7/2012 6:51:27 AM, mcaldare

into WIP 5M and Status of Solving.

*** CASE CLOSE 12/7/2012 6:51:28 AM, mcaldare

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-08-2701398 Division : Honda - Auto Condition : Closed Open Date : 8/27/2013 1:50:18 PM
Case Originator : Yesenia Rios (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/25/2013 5:43:41 AM
Case Owner : Lilia Tafoya (Team HE) Method : Phone Queue : Days Open : 29
Last Closed By : Lilia Tafoya (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7F (PROCTOR HONDA) [REDACTED] -AIR BAD DEPLOYMENT WITH OUT I No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 4072
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : TALLAHASSEE, FL [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206620 / PROCTOR HONDA
Phone No. : 850-576-5165
Address : 2373 W. TENNESSEE ST.
City / State / Zip : TALLAHASSEE, FL 32304
Svc District / Sls District : 07F / H07
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-2701398-1 [REDACTED] - PROD	Subcase Close	Product	Fit/Finish/Quality	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1190
VIN Type / No. : US VIN / JHMCP26398C [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 64,241
In Service Date : 07/13/2008
Months In Use : 61
Engine Number : K24Z21426748
Originating Dealer No. / Name : 208299 / RICK CASE HONDA
Selling Dealer No. / Name : 208299 / RICK CASE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-08-2701398-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lilia Tafoya	Type 1 : Product	Status : Subcase Close	Open Date : 8/28/2013 6:00:24 AM
Issue Owner : Lilia Tafoya	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 9/25/2013 5:43:40 AM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-2701398 [REDACTED] 7F (PROCTOR HONDA) - [REDACTED] -AIR BAD DEPLOYMENT WITH OUT IMPACT

*** CASE CREATE 8/27/2013 1:50:18 PM, yrios

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

*** CASE MODIFY 8/27/2013 2:04:47 PM, yrios

into WIP default and Status of Solving.

*** NOTES 8/27/2013 2:30:50 PM, yrios, Action Type : Call from Customer

Verified customer information.

Best contact # [REDACTED].

Customer states she was driving and when she dropped off her boyfriend and he shut the passenger door the passenger side air bag and curtain air bag deployed. The past few 3 weeks before the incident the passenger air bag off light was blinking on and off. States it occurred on August 25, 2013 around 3:30pm outside the Wal Mart in North Monroe street. She took the vehicle to Proctor Honda after the incident and spoke to Brian SM who advised he has never seen anything like that. There is no damaged with the vehicle and had no repairs done to the vehicle. States the passenger air bag off light is off now and she has another light regarding the air bags. The air bags are still not in place. Customers next step is she is going to file a claim with her insurance (All State). Customer doesn't have a RO from the dlr and the dlr advised they can take pictures to further research the problem. Customer seeks for AHM to inspect the vehicle and fix the problem.

ACS apologized and empathized with the customer. Advised the concern has been documented. Advised a CM will contact customer by the end of business day. Advised to file a claim with her insurance. Provided case #.

*** CASE MODIFY 8/27/2013 2:31:09 PM, yrios

into WIP default and Status of Solving.

*** CASE MODIFY 8/27/2013 2:31:50 PM, yrios

into WIP default and Status of Solving.

*** CASE DISPATCH 8/27/2013 2:32:03 PM, yrios

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 8/28/2013 5:52:04 AM, ltafoya

from Queue Honda Team E to WIP W-DEFAULT.

*** SUBCASE N012013-08-2701398-1 CREATE 8/28/2013 6:00:24 AM, ltafoya

Created in WIP Default with Due Date 8/28/2013 6:00:24 AM.

*** COMMIT 8/28/2013 6:00:30 AM, ltafoya, Action Type : N/A

Made to [REDACTED] due 08/28/2013 11:00:31 PM.

PROCTOR HONDA: 24 hrs airbag

*** CASE MODIFY 8/28/2013 6:00:52 AM, ltafoya

into WIP W-DEFAULT and Status of Solving.

*** NOTES 8/28/2013 2:06:32 PM, ltafoya, Action Type : Call to Dealer

I left a message for the SM requesting he contact ACS. I provided VIN and contact information.

*** NOTES 8/28/2013 2:17:07 PM, ltafoya, Action Type : Call to Customer

[REDACTED]: ACS contacted the customer several times. The phone rang, then it made a click noise and terminated the call.

I will try again on 08/29/2013.

*** CASE FULFILL 8/28/2013 2:17:18 PM, ltafoya

Fulfilled for [REDACTED] due 08/28/2013 11:00:31 PM.

Case History

Case ID : N012013-08-2701398

7F (PROCTOR HONDA) -AIR BAD DEPLOYMENT WITH OUT IMPACT

*** COMMIT 8/28/2013 2:17:20 PM, Itafoya, Action Type : N/A

Proctor Honda: 2nd attempt

*** CASE MODIFY 8/28/2013 2:17:39 PM, Itafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 8/29/2013 11:20:09 AM, Itafoya, Action Type : Call to Customer

I spoke with Mrs. Jessup and I introduced myself and stated that I was the CM that will be assisting with her case.

I verified that on 08/25/2013 while her boyfriend closed the passenger door and the side airbag and curtain deployed. I asked if the door was slammed and she no, she was dropping him off to Wal-Mart when he closed the door it was no difference that any other time.

I asked if the insurance company was contacted and she stated that she left a message for an adjusted on Tuesday but has not yet heard back from them. A claim has not yet been filed with All State.

I asked if the car as taken to Proctor Honda and she said yes, she spoke with David Burch and he looked at the car and told her that she will need to contact AHM in order to have the vehicle inspected.

I asked if any indicator lights were currently and she stated that he airbag light is on. The customer also stated about 2-3 weeks before the airbag deployed the passenger air bag off light was blinking on and off. I asked how often it blinked and she stated that it was intermittently but throughout the day but almost daily. I apologized for the incident and stated that I will contact the dlr and will call her back with an update by 09/03/2013.

*** NOTES 8/29/2013 11:20:38 AM, Itafoya, Action Type : Call to Dealer

I left another message for the SM requesting he contact ACS. I provided VIN and contact information.

*** CASE FULFILL 8/29/2013 11:20:46 AM, Itafoya

Fulfilled for due 08/29/2013 12:00:00 AM.

*** COMMIT 8/29/2013 11:20:49 AM, Itafoya, Action Type : N/A

PROCTOR HONDA: airbag case

*** CASE MODIFY 8/29/2013 11:21:09 AM, Itafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 8/30/2013 8:57:54 AM, Itafoya, Action Type : Field Service

The case was discussed with the DPSM and the SM. According to the SM when the customer brought the car in the vehicle had the spare tire on and there was evident that it hit a curve. According to the SM the customer acknowledged that her boyfriend slammed the door when the airbag deployed.

I asked the DPSM if he will be inspected the vehicle and he has asked that the customer be referred to her insurance company. AHM will not be inspecting the car at this time.

*** CASE MODIFY 8/30/2013 8:58:00 AM, Itafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 9/3/2013 10:23:39 AM, Itafoya, Action Type : Call to Customer

I contacted Mrs. and made her aware that I was calling in reference to her case regarding the 2008 Accord.

I made her aware of my conversation with the SM and the DPSM and the fact that the dlr noticed the car being on a spare tire and noticing it hit curve.

The customer denied hitting anything or slamming the door. The customer stated that she does not feel safe in the car and will be writing a letter to AHM, according to her she is scared that she will be driving and the driver side airbags will deploy.

I asked if she has contacted her insurance company and she stated that she has and unless the car was involved in a collision they will not covering any repairs.

The customer stated that the airbag or sensors are defective and should be addressed. I apologized and stated that AHM at this time has not agreed to inspect the car. The customer requested to escalate and stated that she feels AHM is responsible and should inspect and replace the airbags.

I stated that I would escalate her case and further review and agreed to follow up again by end of business tomorrow.

Case History

Case ID : N012013-08-2701398

7F (PROCTOR HONDA) - [REDACTED] -AIR BAD DEPLOYMENT WITH OUT IMPACT

*** NOTES 9/3/2013 10:25:55 AM, ltafoya, Action Type : Field Service

The case was further reviewed with the DPSM and made him aware of my conversation with the customer. He asked what AHM would like him to do and stated that he would not be going back for a few weeks. I stated that I suggested doing a thorough inspection; he stated that he will be contacting the SM and will asked that they schedule her in, put the car in the lift and take pictures.

*** CASE FULFILL 9/3/2013 10:26:05 AM, ltafoya

Fulfilled for [REDACTED] due 09/03/2013 12:00:00 AM.

*** COMMIT 9/3/2013 10:26:07 AM, ltafoya, Action Type : N/A

PROCTOR HONDA: airbag case

*** CASE MODIFY 9/3/2013 10:57:32 AM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 9/6/2013 12:53:32 PM, ltafoya, Action Type : Call to Dealer

I spoke with Don SM.

He spoke with Mrs. [REDACTED] and stated that the customer was upset tha they told AHM that she had acknowledge her boyfriend slamming the door. The SM stated that she tried to deny the conversation took place however it was 2 separate advisors that heard the story.

The SM asked to bring the car in and allow him to inspect it and she told him that she will need to check her schedule and terminated the call.

*** NOTES 9/6/2013 12:59:32 PM, ltafoya, Action Type : Call to Customer

9542533498: I spoke with Mrs. [REDACTED] and made her aware that I was calling in reference to her case. I stated that the inspection on her vehicle and was approved and wanted to find out how soon she can take it in for the inspection to be performed.

The customer stated that she is a teacher and is not sure when she will have an opportunity to take it in to the dlr. I asked how long she thinks it may take before she goes in and she stated that she may set it up towards the end of the month. I asked if it would be ok to contact her again on 09/23/2013 and she agreed.

*** CASE FULFILL 9/6/2013 12:59:41 PM, ltafoya

Fulfilled for [REDACTED] due 09/04/2013 12:00:00 AM.

*** COMMIT 9/6/2013 12:59:43 PM, ltafoya, Action Type : N/A

PROCTOR HONDA: airbag case- call customer on 09/23/2013.

*** CASE MODIFY 9/6/2013 1:00:01 PM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 9/11/2013 9:05:18 AM, ltafoya, Action Type : Call from Customer

The customer left a message on 09/10/13 at 3:35 pm stating that she is ready to take the dlr for an inspection. She asked that I contact her at 954-253-3498.

*** NOTES 9/11/2013 9:11:08 AM, ltafoya, Action Type : Call to Customer

9542533498: I contacted Mrs. [REDACTED] and stated that I was returning her phone call. The customer stated that she wants to have the vehicle inspected and wanted to find out if she needed to schedule and appointment with ACS or the dlr.

I asked the customer that she please contact the dlr and set up an appointment, once the appointment is set contact ACS and let me know what day the vehicle will be inspected so that I can follow up with the dlr. The customer states that she plans on going in next week; I stated that I will be out of the office but the dlr will still be able to perform the inspection. I agreed to follow up on 09/23/2013, the customer understood and did not have any questions at this time.

*** NOTES 9/11/2013 9:12:36 AM, ltafoya, Action Type : Dealer Communication

Case History

Case ID : N012013-08-2701398

7F (PROCTOR HONDA) -AIR BAD DEPLOYMENT WITH OUT IMPACT

ATTN: SERVICE MANAGER

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

Hello Don,

contacted ACS and stated that she will be calling the dealer today to set up an appointment for next week. Once the vehicle is inspected please contact ACS with an update.

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

Thank you for your attention to this matter.

Lilia Tafoya
Automobile Customer Service
310-783-7707

*** CASE FULFILL 9/11/2013 9:12:41 AM, ltafoya

Fulfilled for due 09/13/2013 12:00:00 AM.

*** COMMIT 9/11/2013 9:12:43 AM, ltafoya, Action Type : N/A

PROCTOR HONDA: Inspection completed?outcome?

*** CASE MODIFY 9/11/2013 9:13:05 AM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

*** NOTES 9/17/2013 11:25:44 AM, aspeck, Action Type : Call for Case Mgr

added contact info

Best contact #:

The customer is calling about a vehicle his daughter drives. The customer stated the vehicle had an airbag issue. The customer stated the airbag deployed when the passenger side door was closed. The customer stated he read about this happening online. The customers daughter has an appointment concerning the vehicle. The customer would like to clarify what the appointment entails. The customer stated he spoke to Rick Case Honda, a DLR in his area, who advised him to contact AH and request the vehicle is inspected by an engineer. The customer stated he lives in a different area than his daughter in Florida. The customer feels the DLR in his daughters area has lied to her. The customer feels the DLR PROCTOR HONDA has treated his daughter like dog s***. The customer wants to know if he can rely on AH to do the right thing here. The customer contacted the insurance company and they denied the repair because it is not an accident issue, it was a defect with the vehicle. The customer feels the DLR has been stonewalling them. The customer is hoping AH can provide guidance. The customer wants to make sure that it is a AH rep who will be inspecting the vehicle not a Proctor Honda employee. ACS advised that I cannot answer that question. ACS advised that the CM can answer that question. The customer stated that the CM is gone until the 23rd and he would like to speak to someone right now to get some answers. The customer then asked how many calls AH has received about this and when a recall is coming out. ACS advised we do not have that information to provide. ACS advised that the customer speaks to a CM. ACS asked the customer to hold while we see if another CM is covering this case while the assigned CM is away. ACS advised that the current CM is away from her desk and can call him back. The customer was not satisfied and asked to speak to a supervisor. ACS warm transferred to TL.

*** NOTES 9/17/2013 11:44:58 AM, rsaeini, Action Type : Escalation

Spoke to Jeff Jessup, the father of the driver of the vehicle.

He wanted to speak to the CM handling the case. He noted that Jessicas friend closed the door of the vehicle and the airbag deployed. He wants this matter

Case History

Case ID : N012013-08-2701398 [REDACTED] 7F (PROCTOR HONDA) - [REDACTED] -AIR BAD DEPLOYMENT WITH OUT IMPACT

resolved ASAP and wants to know if they have a meeting with a Honda representative at the local dealership.

I explained that the CM is currently unavailable and we can advise the CM that they called in and request a call back for them. I verified the phone number:

*** NOTES 9/18/2013 9:08:30 AM, gdelaros, Action Type : Call from Dealer

SM Don informed that the customer went in today and they inspected the vehicle. They pulled up code F41 and they contacted Tech line (ref 3480180). They advised that the issue was not caused by a defect and he informed that the DPSM is declining assistance. He will fax ACS the RO information. He just wanted to make ACS aware that they inspected the car.

*** NOTES 9/18/2013 12:53:16 PM, kpittman, Action Type : Letter/Fax

On 9/18/13 ACS received a 8 page (including cover) fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 9/18/2013 1:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-2701398_1.PDF

*** NOTES 9/23/2013 8:25:01 AM, ltafoya, Action Type : Call from Customer

The customer left a message on 09/16/2013 at 8:25 am asking if a Honda Representative would be available during the inspection.

*** NOTES 9/23/2013 10:12:02 AM, ltafoya, Action Type : Note-General

On 09/13/2013 the vehicle was inspected by Proctor Honda.

The dlr pulled code F4-11, that dlr provided the following " car has had accident in right rear of vehicle rear bumper and impact bar have been replaced and reported on car fax. also several bumps and scrapes in the front end and under body of car."

Per TL notes.

The dlr reported that passenger side airbag deployed while driving. Her boyfriend slammed the door. The dlr stated that code F4-11 was retrieved and T/L refer them to contact the DPSM and stated that slamming the door will cause this issue.

Per conversation on 09/18/2013, the DPSM has declined assistance.

*** NOTES 9/23/2013 1:50:46 PM, ltafoya, Action Type : Call to Customer

I contacted Mrs. [REDACTED] and went over the information on the RO and what information provided by the SM to the CM.

I stated that the case was reviewed and at this time assistance would not be provided. The customer stated that she disagrees and the door was never slammed by anyone, she feels that the repair should be cover by AHM. I apologized and stated that based on the information that has been provided AHM will not be in a position to provide assistance and recommended contacting her insurance company.

The customer requested a copy of the RO and was told that she can obtain one from the dlr.

The customer requested her father be contacted at 9 [REDACTED], his name is Jeff Jessup.

*** CASE FULFILL 9/23/2013 1:50:53 PM, ltafoya

Fulfilled for [REDACTED] due 09/23/2013 12:00:00 AM.

*** COMMIT 9/23/2013 1:50:56 PM, ltafoya, Action Type : N/A

PROCTOR HONDA: contact father

*** CASE MODIFY 9/23/2013 1:51:10 PM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

*** CASE MODIFY 9/23/2013 1:51:15 PM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

Case History

Case ID : N012013-08-2701398

7F (PROCTOR HONDA) -AIR BAD DEPLOYMENT WITH OUT IMPACT

*** NOTES 9/24/2013 1:04:19 PM, agomez1, Action Type : Call from Customer

ACS verified contact information

Best contact #

The customer is calling regarding air bag deploy issue. Customers states she feels the Cm has not been doing her job and wants to speak with Cm supervisor.

ACS contacted RCM per customers request and warm transferred customer for further assistance.

*** NOTES 9/24/2013 1:27:21 PM, kmakaena, Action Type : Call from Customer

The customer's father contacted ACS because he was not happy with AH decision. Mr. was irate and stated he has reviewed these types of cases on the Internet and found this is a defect from Honda. The customer stated that AH need to step up and pay for the replacement airbag or he will never buy a Honda again. I apologized to the customer and asked that he stop using profanity during our conversation and to keep it professional. I informed the customer that his case was reviewed with Don(sm) and he confirmed that the vehicle had been in a rear end accident in the past and the air bag deployment was caused by the boyfriend slamming the door, not a manufacture. I informed the customer that AH has declined to assist with repairs at this time. The customer began using profanity towards myself and I informed him that I will be ended the call at this time.

*** CASE MODIFY 9/25/2013 5:43:37 AM, ltafoya

into WIP 7F- George Oppel and Status of Solving.

*** SUBCASE N012013-08-2701398-1 CLOSE 9/25/2013 5:43:40 AM, ltafoya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/25/2013 5:43:41 AM, ltafoya

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-08-1801604 Division : Honda - Auto Condition : Closed Open Date : 8/18/2009 2:21:38 PM
Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/25/2009 7:15:05 AM
Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 7
Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
Case Title : 09J- [REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYME No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 171
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : NASHUA, NH [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA
Phone No. : 603-886-9300
Address : 300 AMHERST STREET
City / State / Zip : NASHUA, NH 03063
Svc District / Sls District : 09H / C09
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208225	ROCKINGHAM HONDA		

Product Info :

Unit Owner : [REDACTED] 171
VIN Type / No. : US VIN / 1HGCP26778A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 18,000
In Service Date : 08/27/2008
Months In Use : 12
Engine Number : K24Z31055730
Originating Dealer No. / Name : 208225 / ROCKINGHAM HONDA
Selling Dealer No. / Name : 208225 / ROCKINGHAM HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : DPSM 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
N012009-08-1801604-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	751	Side Airbag
N012009-08-1801604-2 / [REDACTED]	PRODU Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-08-1801604-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2009 2:34:16 PM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 8/18/2009 2:34:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-08-1801604-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2009 1:36:53 PM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 8/25/2009 7:15:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-1801604

Case Title : 09J-[REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

*** CASE CREATE 8/18/2009 2:21:38 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 8/18/2009 2:21:40 PM, mstaplet

WARRANTY CHECK 08/18/2009 02:21:40 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/18/2009 2:21:43 PM, mstaplet

CLAIM HISTORY CHECK 08/18/2009 02:21:43 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/18/2009 2:21:45 PM, mstaplet

CAMPAIGN CHECK 08/18/2009 02:21:45 PM mstaplet

No data found for VIN

*** CASE VSC LOOKUP 8/18/2009 2:21:49 PM, mstaplet

VSC-CUC CHECK 08/18/2009 02:21:49 PM mstaplet

No data found for VIN.

*** SUBCASE N012009-08-1801604-1 CREATE 8/18/2009 2:34:16 PM, mstaplet

Created in WIP Default with Due Date 8/18/2009 2:34:16 PM.

*** SUBCASE N012009-08-1801604-1 CLOSE 8/18/2009 2:34:52 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/18/2009 2:39:38 PM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding side curtain airbag.

The customer said the drivers side curtain airbags deployed.

The customer said the dealer referred him to insurance company.

The customer said he was advised it was the way he connected the child seat to the seat belt.

The customer said this does not make sense since the car seat was not in the vehicle.

The customer said the insurance company said it is a Honda issue.

I explained the sensors on the airbag receive a sensor in order to deploy and this would be an insurance issue.

I recommended he continue to work with the insurance company and they will know how to contact AHM in this regard.

I gave the case number for reference.

No further information requested.

*** CASE MODIFY 8/18/2009 2:39:47 PM, mstaplet

into WIP default and Status of Solving.

*** CASE CLOSE 8/18/2009 2:39:52 PM, mstaplet

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

*** CASE REOPEN 8/19/2009 8:39:35 AM, lprak

with Condition of Open and Status of Solving.

*** NOTES 8/19/2009 9:00:00 AM, lprak, Action Type : Call from Customer

Case History

Case ID : N012009-08-1801604

Case Title : 09J-[REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

Verified Customers Information (reopen case)

Phone number: [REDACTED]

Customer stated that he took the vehicle into Rockingham Honda three weeks ago, July 23, and spoke with the SM but does not remember his name because the driver side curtain airbag had deployed. He stated that all Rockingham Honda did to inspect the concern was look and they found that the driver seat belt was buckled. They informed him that Honda is not responsible because the seat belt was buckled and was referred to contact his insurance company. He was given a quote for the repair.

ACS inquired if his insurance company sent an adjuster to investigate the concern. He stated yes, Metropolitan Insurance Company (1-800-854-6011) had an adjuster (Tim Armstrong) come out and has determine that it is a manufacturer defect and will not cover the. The policy number: [REDACTED] but he does not have the claim number at this time.

ACS inquired on what happened prior to the driver side curtain airbag deploying. He stated that there were a couple of bags in the passenger seat, one in the rear seat, and one in the driver seat which he was getting. He got out of the vehicle gave the driver door a pushed with his hip then the driver side airbag deployed but not right away.

He is requesting for AHM to cover the cost of the repair because he feels that this is a manufacturer defect.

ACS informed him that the case will be forward over to an RCM who will get in contact with him within 1 to 2 business days to ensure that the dealership is taking the measures to address his concern. However, there is no guarantee that AHM will be able to assist him with his request. ACS provided the case number and no further assistance is needed. Forwarding the case.

*** CASE MODIFY 8/19/2009 9:00:40 AM, lprak

into WIP DEFAULT and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2009 9:01:37 AM, lprak

WARRANTY CHECK 08/19/2009 09:01:37 AM lprak

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/19/2009 9:01:40 AM, lprak

CLAIM HISTORY CHECK 08/19/2009 09:01:39 AM lprak

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/19/2009 9:01:42 AM, lprak

CAMPAIGN CHECK 08/19/2009 09:01:42 AM lprak

No data found For VIN

*** CASE VSC LOOKUP 8/19/2009 9:01:45 AM, lprak

VSC-CUC CHECK 08/19/2009 09:01:45 AM lprak

No data found for VIN.

*** CASE MODIFY 8/19/2009 9:01:49 AM, lprak

into WIP DEFAULT and Status of Solving.

*** CASE DISPATCH 8/19/2009 9:01:59 AM, lprak

from WIP DEFAULT to Queue Honda Team H .

*** CASE ASSIGN 8/19/2009 1:31:19 PM, mcooley

Case History

Case ID : N012009-08-1801604

Case Title : 09J-[REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

N012009-08-1801604 to wmenjiva, WIP

*** CASE RULE ACTION 8/19/2009 1:31:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CAMPAIGN LOOKUP 8/20/2009 1:31:27 PM, wmenjiva

CAMPAIGN CHECK 08/20/2009 01:31:27 PM wmenjiva

No data found For VIN

*** CASE MODIFY 8/20/2009 1:32:49 PM, wmenjiva

into WIP 9J and Status of Solving.

*** COMMIT 8/20/2009 1:33:03 PM, wmenjiva, Action Type :

Made to [REDACTED] due 08/23/2009 01:33:06 PM.

DCS Follow-Up

*** NOTES 8/20/2009 1:36:02 PM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/23/2009

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

Drivers side curtain airbags deployed.

He states dealer referred him to his insurance company, and his insurance company said it is a Honda issue.

He took the vehicle into Rockingham Honda three weeks ago, July 23, and spoke with the SM.

Dealer inspected the concern and they found that the driver seat belt was buckled. They informed him that Honda is not responsible because the seat belt was buckled and was referred to contact his insurance company.

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

For your information.

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

Walter Menjivar

Automobile Customer Service

310-783-7740

*** SUBCASE N012009-08-1801604-2 CREATE 8/20/2009 1:36:53 PM, wmenjiva

Created in WIP Default with Due Date 8/20/2009 1:36:53 PM.

*** CASE CAMPAIGN LOOKUP 8/20/2009 2:13:57 PM, wmenjiva

CAMPAIGN CHECK 08/20/2009 02:13:57 PM wmenjiva

No data found For VIN

*** NOTES 8/20/2009 2:29:23 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Rockingham Honda SM-Curt, who informed him that customer just drove into service department inquiring about side curtain airbags.

SM states that customer does use his seatbelt, but keeps it buckled up at all times. Customer told dealer that he slammed the door close with his knee and that is when the airbag went off.

Case History

Case ID : N012009-08-1801604

09J- [REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

SM states that being that the seatbelt was engaged when the customer closed the door, the sensor assumed there was someone sitting there and thus the airbag deployed.

SM states that the vehicle was operating as designed.

SM states that when dealer checked the computer, for saved codes, they found code for seatbelt being engaged.

SM states that customer did not allow further diagnosis/inspection, and left right away, upset,, when dealer referred him to his insurance company.

*** NOTES 8/20/2009 2:29:31 PM, wmenjiva, Action Type : Call to Customer

I contacted customer on [REDACTED] and introduced myself.

I asked customer to give me details about the incident.

Customer states that he went out to pick up grocery bags from vehicle, and he closed the door using his hip, he states "hip check", and that is when the driver side curtain airbag deployed.

Customer states that this took place on July 23, 2009, at around 4:40pm.

Customer states that there was no one in the vehicle at the time.

Customer states that he is the main driver of the vehicle now, but back then it was his wife.

Customer states that his insurance company is Metropolitan Insurance Company (1-800-854-6011), and he does not remember when the adjuster came to inspect the vehicle.

Customer states that they came to the house to perform the inspection.

I explained to customer, after speaking with dealer, that his vehicle was not properly inspected, being that they did not open an R.O.

I informed customer that I would ask if he could take the vehicle back into a Honda dealer to have them properly inspect vehicle.

He states that he will take it into Peters Honda, because its closer, tomorrow around 9-10 am.

I provided customer my contact information.

I explained to customer that I will follow up with dealer to research their findings.

*** COMMIT 8/20/2009 2:30:17 PM, wmenjiva, Action Type :

Made to [REDACTED] due 08/23/2009 02:30:19 PM.

DCS Follow-Up

*** NOTES 8/20/2009 2:31:17 PM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/23/2009

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

Driver side curtain airbag deployed on its own.

He states that he planning on taking his vehicle into dealer, Friday, for proper inspection.

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:

Follow up with RCM and DPSM

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

Walter Menjivar

Automobile Customer Service

310-783-7740

*** COMMIT 8/20/2009 2:31:43 PM, wmenjiva, Action Type : N/A

Case History

Case ID : N012009-08-1801604

Case Title : 09J- [REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

Made to [REDACTED] due 08/21/2009 09:00:00 AM.

Follow up with dlr

*** CASE MODIFY 8/20/2009 2:32:07 PM, wmenjiva

into WIP 9J and Status of Solving.

*** NOTES 8/21/2009 7:11:31 AM, wmenjiva, Action Type : Call to Dealer

I spoke with Peters Honda SM-Mike, who informed me that there is no physical damages and no previous accident damages. SM consulted with DPSM, who informed SM to refer customer to his insurance company.

SM states that he is having his tech contact Techline, as we speak. SM will follow up with RCM.

SM reiterated, what Rockingham Honda had previous indicated, that customer engages his driver front seat belt, but does not wear it.

*** CASE MODIFY 8/21/2009 7:11:37 AM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE FULFILL 8/21/2009 7:44:49 AM, wmenjiva

Fulfilled for [REDACTED] due 08/23/2009 01:33:06 PM.

*** CASE FULFILL 8/21/2009 7:44:58 AM, wmenjiva

Fulfilled for [REDACTED] due 08/23/2009 02:30:19 PM.

*** CASE MODIFY 8/21/2009 10:00:45 AM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE MODIFY 8/21/2009 10:06:30 AM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE FULFILL 8/21/2009 10:38:47 AM, wmenjiva

Fulfilled for [REDACTED] due 08/21/2009 09:00:00 AM.

*** CASE MODIFY 8/21/2009 12:49:04 PM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE MODIFY 8/21/2009 12:49:13 PM, wmenjiva

into WIP 9J and Status of Solving.

*** NOTES 8/21/2009 1:45:06 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Peters Honda SM-Mike, who informed me that SM spoke with DPSM's boss, DPSM was not available at the time, and dealer sent DPSM's boss pictures for further review and decision.

SM states that dealer spoke with Techline, ticket# 2885346.

I asked SM to fax, [REDACTED] 5, copy of R.O., where he documented diagnosis/inspection, and Techline notes.

*** CASE MODIFY 8/21/2009 2:18:13 PM, wmenjiva

into WIP 9J and Status of Solving.

*** COMMIT 8/21/2009 2:18:21 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 08/24/2009 12:00:00 PM.

(Peters) Awaiting word from field

*** CASE MODIFY 8/21/2009 2:18:45 PM, wmenjiva

into WIP 9J and Status of Solving.

Case History

Case ID : N012009-08-1801604

Case Title : 09J-[REDACTED] - (PETERS) DRIVER SIDE CURTAIN AIRBAG DEPLOYMENT/CO

*** NOTES 8/24/2009 12:19:14 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Peters Honda SM-Mike, who informed me that his DPSM's boss approved to cover repair cost.

SM states that parts have been placed on order: side curtain, side airbag, foam seat back, seat back cover, control module, and seat belt.

SM states that customer did not wish to leave the vehicle, and drove off, even after dealer recommended him not to.

*** CASE MODIFY 8/24/2009 12:20:23 PM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE FULFILL 8/24/2009 12:31:28 PM, wmenjiva

Fulfilled for [REDACTED] due 08/24/2009 12:00:00 PM.

*** CASE MODIFY 8/24/2009 12:59:16 PM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE MODIFY 8/24/2009 12:59:57 PM, wmenjiva

into WIP 9J and Status of Solving.

*** CASE MODIFY 8/24/2009 1:00:16 PM, wmenjiva

into WIP 9J and Status of Solving.

*** NOTES 8/25/2009 7:07:05 AM, wmenjiva, Action Type : Call to Dealer

I spoke with Peters Honda SM-Mike, who informed me that ETA for parts is for tomorrow or Thursday.

*** NOTES 8/25/2009 7:14:04 AM, wmenjiva, Action Type : Call to Customer

I contacted customer on [REDACTED], and informed him that I was following up to verify that he was satisfied with Honda's decision to cover entire repair cost?

He states that he is, and he is very happy with Peters Honda, they are excellent.

I informed customer that I had spoken with dealer, earlier today, and they had informed me that ETA on parts is for tomorrow or Thursday.

He states that dealer called him to let him know the same.

I informed customer that he has my contact information, in case he has any questions.

He thanked.

I thanked customer.

*** CASE MODIFY 8/25/2009 7:14:52 AM, wmenjiva

into WIP 9J and Status of Solving.

*** SUBCASE N012009-08-1801604-2 CLOSE 8/25/2009 7:15:04 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2009 7:15:05 AM, wmenjiva

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-08-1301545 Division : Honda - Auto Condition : Closed Open Date : 8/13/2009 2:55:06 PM
Case Originator : Anthony Varon (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 8/18/2009 11:41:35 AM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 5
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : 6F/ [REDACTED], [REDACTED] - AIRBAG DEPLOYED CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 46 C
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BALTIMORE, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4926
VIN Type / No. : US VIN / 1HGCP26708A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 20,462
In Service Date : 08/08/2008
Months In Use : 12
Engine Number : K24Z31055676
Originating Dealer No. / Name : 208308 / HONDA OF BOWIE
Selling Dealer No. / Name : 208047 / ANDERSON HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208047 / ANDERSON HONDA
Phone No. : 410-243-7000
Address : 10139 YORK ROAD
City / State / Zip : COCKYESVILLE, MD 21030
Svc District / Sls District : 06D / B06
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-1301545-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-08-1301545-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2009 1:37:23 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 8/18/2009 11:41:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-1301545

Case Title : 6F/ [REDACTED] - AIRBAG DEPLOYED CONCERN

*** CASE CREATE 8/13/2009 2:55:06 PM, avaron

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

*** NOTES 8/13/2009 3:02:19 PM, avaron, Action Type : Call from Customer

Updated Customer Information

Best Contact phone: [REDACTED]

Situation: Customer states that the airbags deployed on the passenger side & the vehicle was inspected Honda who advised that there was no impact & nothing can be done.

Request: Customer is seeking to get some assistance with the repair of the passenger airbag that deployed on it's own.

Probing questions: Customer states that Anderson Honda is not going to pay for the repair because they are saying that the door was slammed & caused the airbags to deploy. Customer states they are not finding any type of impact that could have caused it. Customer states she contacted her insurance company who advised its not covered because there was no accident.

Inbound Summary: ACS apologized & advised the customer that the case can be forwarded to a RCM for review & to see if anything can be done. ACS advised the customer that she will receive a call back within 2 business days. Customer was provided the case number & seeks no further assistance.

*** CASE MODIFY 8/13/2009 3:02:28 PM, avaron

into WIP default and Status of Solving.

*** CASE DISPATCH 8/13/2009 3:02:47 PM, avaron

from WIP default to Queue Honda Team E.

*** CASE MODIFY 8/13/2009 3:02:49 PM, avaron

into WIP default and Status of Solving.

*** CASE YANKED 8/14/2009 6:13:36 AM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 8/14/2009 6:13:45 AM, hmuhamma

N012009-08-1301545 to bmcDonald, WIP

*** CASE RULE ACTION 8/14/2009 6:13:46 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-08-1301545-1 CREATE 8/14/2009 1:37:23 PM, bmcDonald

Created in WIP Default with Due Date 8/14/2009 1:37:23 PM.

*** CASE MODIFY 8/14/2009 1:37:28 PM, bmcDonald

into WIP default and Status of Solving.

*** CASE MODIFY 8/14/2009 1:38:03 PM, bmcDonald

into WIP default and Status of Solving.

*** NOTES 8/14/2009 1:39:41 PM, bmcDonald, Action Type : Call to Customer

Attempted to contact the customer. I left a detailed message to make her aware that I am the Case Manager assigned to his case. I will contact the dealership to confirm the inspection findings and review service history. I will contact him by Thursday August 19, 2009. He will be informed if there

Case History

Case ID : N012009-08-1301545

Case Title : 6F/ [REDACTED] - AIRBAG DEPLOYED CONCERN

is viability for assistance at that time. Should he have any questions, I invite him to contact the ACS Office

*** COMMIT 8/14/2009 1:39:49 PM, bmcdonal, Action Type : N/A

call the customer to discuss the air bag issue

*** CASE FULFILL 8/14/2009 1:40:13 PM, bmcdonal

Fulfilled for [REDACTED] due 08/19/2009 12:00:00 AM.

*** COMMIT 8/14/2009 1:43:19 PM, bmcdonal, Action Type :

Made to [REDACTED] due 08/17/2009 01:43:26 PM.

DCS Follow-Up

*** NOTES 8/14/2009 1:44:44 PM, bmcdonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/17/2009

This customer contacted our office regarding the following issue(s): Please ,contact the case manager to discuss the inspection findings. Thank you for your timely response.

Customer states that the airbags deployed on the passenger side & the vehicle was inspected Honda who advised that there was no impact & nothing can be done.

Request: Customer is seeking to get some assistance with the repair of the passenger airbag that deployed on it's own.

Probing questions: Customer states that Anderson Honda is not going to pay for the repair because they are saying that the door was slammed & caused the airbags to deploy. Customer states they are not finding any type of impact that could have caused it. Customer states she contacted her insurance company who advised its not covered because there was no accident.

Inbound Summary: ACS apologized & advised the customer that the case can be forwarded to a RCM for review & to see if anything can be done. ACS advised the customer that she will receive a call back within 2 business days. Customer was provided the case number & seeks no further assistance.

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

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

Bettie McDonald
Automobile Customer Service
310 783-7732 Direct line

*** CASE MODIFY 8/14/2009 1:44:51 PM, bmcdonal

into WIP SAFETY and Status of Solving.

*** CASE MODIFY 8/18/2009 11:20:12 AM, bmcdonal

into WIP SAFETY and Status of Solving.

*** NOTES 8/18/2009 11:28:34 AM, bmcdonal, Action Type : Call to Dealer

I returned the call to the SM, John Dinatale. According to the SM the customer has told him a couple of different stories on how the air bags deployed. The first time is that the door was slammed and the one bad deployed and later the second one deployed. The second story is that she was driving down the street when the air bags deployed. The SM contacted the DPSM Greg Brazil who reviewed the case with his AZM. Tech-line was contacted and they

Case History

Case ID : N012009-08-1301545

Case Title : 6F/ [REDACTED] - AIRBAG DEPLOYED CONCERN

said what the customer described is not likely to happen. Both bags deployed at the same time. The AZM declined any assistance at this time. Currently, the SM is working with the customer insurance company. The adjuster came out to reinspect the vehicle yesterday for the second time. The insurance company is reviewing the findings and have yet to make a decision on the decision. The SM spoke to them hopefully to influence the insurance company to help the customer. SM will keep me informed if anything were to change. I advised the SM that I will contact the customer to advised that her contention has been documented.

DPSM reviewed with the AZM, no assistance forthcoming.

*** NOTES 8/18/2009 11:40:35 AM, bmc donal, Action Type : Call to Customer

I called and spoke to the customer. I delivered the disclosure as required. I reviewed the customer's comments and the notes documented in the case. The customer said that she has explained to the MS that she close her door and drove away and the air bag deployed. Customer said that she did not hit anything and the bags went off. The customer confirmed that the dealer is working with State Farms to work with her on this repair. I explained that the SM did proactively contact the DPSM to review the case. The DPSM who is part of Field Operations contacted the Regional Zone Office to review the case with he AZM. Reviewing the information form the physical inspection findings and the technical information provided by Tech-line AHM will not participate in repair cost. The customer understands and said that she is waiting for State Farms to make a decision on her case.

*** CASE FULFILL 8/18/2009 11:40:44 AM, bmc donal

Fulfilled for [REDACTED] due 08/17/2009 01:43:26 PM.

*** SUBCASE N012009-08-1301545-1 MODIFY 8/18/2009 11:41:10 AM, bmc donal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012009-08-1301545-1 CLOSE 8/18/2009 11:41:31 AM, bmc donal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2009 11:41:35 AM, bmc donal

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-06-3001026	Division : Honda - Auto	Condition : Closed	Open Date : 6/30/2010 11:36:58 AM
Case Originator : Cicely Gill (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/30/2010 12:22:42 PM
Case Owner : Cicely Gill (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cicely Gill (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPLAINT/AIRBAG DEPLOY/NO ACCIDENT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 5833
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : KANSAS CITY, MO [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5833
 VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP2688JNW / A
 Miles / Hours :
 In Service Date : 06/14/2008
 Months In Use : 24
 Engine Number : K24Z31056526
 Originating Dealer No. / Name : 208110 / INDEPENDENCE HONDA
 Selling Dealer No. / Name : 208110 / INDEPENDENCE HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208110 / INDEPENDENCE HONDA
 Phone No. : 816-833-4790
 Address : 3151 S. NOLAND ROAD
 City / State / Zip : INDEPENDENCE, MO 64055
 Svc District / Sls District : 08K / F08
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-3001026-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS
N012010-06-3001026-2 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-06-3001026-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cicely Gill	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2010 12:14:39 PM
Issue Owner : Cicely Gill	Type 2 : Operation	Queue :	Close Date : 6/30/2010 12:22:42 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to 3rd Party, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-06-3001026-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cicely Gill	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2010 12:17:11 PM
Issue Owner : Cicely Gill	Type 2 : Operation	Queue :	Close Date : 6/30/2010 12:22:41 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : DriverCurtainSRS7515
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rd Party, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-3001026

Case Title : [REDACTED] - COMPLAINT/AIRBAG DEPLOY/NO ACCIDENT

*** CASE CREATE 6/30/2010 11:36:58 AM, cgill

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

*** NOTES 6/30/2010 11:59:56 AM, cgill, Action Type : Call from Customer

Updated Customers Information

Best number to call: [REDACTED]

Situation: airbag deploy / no-impact

Request: assistance

Probing Questions: Customer states that he doesnt drive his car. He states that he doesnt know the mileage. Customer has taken car to dealership (Independence Honda) and was told that the repair would not be covered under the warranty. The SA is Harold Miller.

Customer states that the SA told him that he was supposed to go through his insurance company to have the car repaired. Customer states that the SA states that the door was slammed too roughly which caused the deployment.

Customer states that the driver side airbag and the side curtain deployed with no accident or contact. The deployment was on Sunday night, at about 8pm.

Customer states that he has not notified his insurance company. Customer states that he doesnt want to involve his insurance company because he doesnt want his rate to go up.

Customer states that he has one car and that he needs his car because he is in a dual-car household. Customer states that AHM is causing him a great inconvenience and he needs a timeframe as to when the issue will be resolved.

Customer states that there is obviously a defect with the car. Customer also complains that he has missed work because of the situation. Customer states that he is almost to the dealership and is not going to hang up until the issue is resolved.

Inbound Summary: ACS advised customer to work with his insurance company and stated that the insurance company would follow-up with the dealership if more information is needed. Customer declines to work with his insurance company. ACS advised that his refusal was noted in his case notes.

Customer arrived at the dealership and spoke with SM, Jay Hillingham. Customer advised that Jay might be able to assist him and disconnected the call.

*** CASE MODIFY 6/30/2010 12:12:40 PM, cgill

into WIP default and Status of Solving.

*** SUBCASE N012010-06-3001026-1 CREATE 6/30/2010 12:14:39 PM, cgill

Created in WIP Default with Due Date 6/30/2010 12:14:39 PM.

*** CASE MODIFY 6/30/2010 12:15:24 PM, cgill

into WIP default and Status of Solving.

*** SUBCASE N012010-06-3001026-2 CREATE 6/30/2010 12:17:11 PM, cgill

Created in WIP Default with Due Date 6/30/2010 12:17:11 PM.

*** CASE MODIFY 6/30/2010 12:18:54 PM, cgill

Case History

Case ID : N012010-06-3001026

Case Title : [REDACTED] - COMPLAINT/AIRBAG DEPLOY/NO ACCIDENT

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2010 12:19:28 PM, cgill

into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2010 12:20:44 PM, cgill

into WIP default and Status of Solving.

*** SUBCASE N012010-06-3001026-2 CLOSE 6/30/2010 12:22:41 PM, cgill

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-06-3001026-1 CLOSE 6/30/2010 12:22:42 PM, cgill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/30/2010 12:22:42 PM, cgill

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-06-1300705 Division : Honda - Auto Condition : Closed Open Date : 6/13/2011 8:58:48 AM
Case Originator : Daniel Wentz (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 7/7/2011 6:42:28 AM
Case Owner : Barry Meikle (Team HD) Method : Phone Queue : Days Open : 24
Last Closed By : Barry Meikle (Team HD) Point of Origin : Customer Wipbin :
Case Title : 5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION No. of Attachments : 3

Site / Contact Info :

Site Name : [REDACTED] 103
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : STATEN ISLAND, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
Phone No. : 718-720-1100
Address : 1232 HYLAN BLVD.
City / State / Zip : STATEN ISLAND, NY 10305
Svc District / Sls District : 05B / A05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-1300705-1 / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS
N012011-06-1300705-2 / [REDACTED] - PR	Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED] 16 B
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 45,000
In Service Date : 07/19/2008
Months In Use : 35
Engine Number : K24Z31517977
Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-06-1300705-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2011 6:37:35 AM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 6/28/2011 7:40:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012011-06-1300705-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 7/7/2011 6:41:38 AM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 7/7/2011 6:42:27 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

*** CASE CREATE 6/13/2011 8:58:48 AM, dwentz01

Contact = DAVID AVERACK, Priority = N/A, Status = Solving.

*** CASE MODIFY 6/13/2011 9:02:09 AM, dwentz01

into WIP default and Status of Solving.

*** NOTES 6/13/2011 9:07:48 AM, dwentz01, Action Type : Call from Customer

Updated customer information.

Best contact phone number is: [REDACTED].

Customer contacted AHM to state that approximately 3 days ago her driver's side, side and seat airbags deployed when her husband slammed the door on the driver's side. Customer advised that she had spoken with State Farm, and they advised her that this was a known issue with this year/model vehicle and AHM would pay for the repairs. Customer would like for AHM to follow up with her on this issue.

Customer was advised that an RCM would contact her in 1-2 business days for further review of her case.

Customer thanked ACS and required no further assistance at this time.

*** CASE MODIFY 6/13/2011 9:08:04 AM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 6/13/2011 9:08:23 AM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 6/13/2011 9:08:25 AM, dwentz01

into WIP default and Status of Solving.

*** CASE DISPATCH 6/13/2011 9:08:30 AM, dwentz01

from WIP default to Queue Honda Team G.

*** CASE YANKED 6/13/2011 10:58:52 AM, bmeikle

Yanked by bmeikle into WIPbin ** default **.

*** CASE YANKED 6/13/2011 10:59:40 AM, bmeikle

Yanked by bmeikle into WIPbin ** default **.

*** SUBCASE N012011-06-1300705-1 CREATE 6/14/2011 6:37:35 AM, bmeikle

Created in WIP Default with Due Date 6/14/2011 6:37:35 AM.

*** COMMIT 6/14/2011 6:38:19 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/14/2011 06:55:20 PM.

call cust- air bag deployed

*** NOTES 6/14/2011 12:12:38 PM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. I apologized for this and advised we need to have the vehicle inspected at the Honda dealer. It can be Staten Island or Bay Ridge. Call me back with the date and we move forward from there. I left my # and hours.

*** CASE FULFILL 6/14/2011 12:13:01 PM, bmeikle

Fulfilled for [REDACTED] due 06/14/2011 06:55:20 PM.

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

*** COMMIT 6/14/2011 12:13:05 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/20/2011 05:45:06 PM.

cust to call- air bag deployed- what dealer when?

*** NOTES 6/15/2011 8:25:43 AM, bmeikle, Action Type : Call from Customer

The customer called and advised Bay Ridge and Staten Island both looked at the car but it was awhile ago. Her husband slammed the door during an argument and the air bag went off. State Farm Insurance refused to cover it saying Honda knows about this issue. I don't know why they would say that because we are not. I'll call the dealers and call you back. She said it may have been last year when she went in. If that's the case they will have to see the car again. I'll let you know.

*** CASE FULFILL 6/15/2011 8:25:51 AM, bmeikle

Fulfilled for [REDACTED] due 06/20/2011 05:45:06 PM.

*** COMMIT 6/15/2011 8:25:55 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/15/2011 06:51:56 PM.

call BRH & SIH air bag deplaoyed

*** NOTES 6/15/2011 10:29:12 AM, bmeikle, Action Type : Call to Dealer

I called Staten Island Honda who said the car was there 06/2010 but no work or inspection was done. The customer took the car. They have not seen before or after.

*** NOTES 6/15/2011 10:30:27 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. The dealer confirmed the car was last there a tear ago so you'll have to have it inspected at a Honda dealer of your choice. Please call me back and let me know what dealer and when. I left my # and hours.

*** CASE FULFILL 6/15/2011 10:30:54 AM, bmeikle

Fulfilled for [REDACTED] due 06/15/2011 06:51:56 PM.

*** COMMIT 6/15/2011 10:31:20 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/21/2011 05:45:21 PM.

cust to call- air bag deployed- what dealer when?

*** NOTES 6/20/2011 8:49:43 AM, bmeikle, Action Type : Call from Customer

The customer called and advised she will be taking the car to Staten Island Honda Tuesday and asked if any time is better? I suggested she leave the car and take a shuttle home because it takes time for the issue to be addressed and diagnosed properly. I asked she let them know the ACS is involved and SM Jeff needs the diag so he cam call me.

*** CASE MODIFY 6/20/2011 8:49:57 AM, bmeikle

into WIP 5c Bay Ridge Honda and Status of Solving.

*** NOTES 6/20/2011 8:51:59 AM, bmeikle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Hey Jeff,

This customer wants to use your dealer for checking out an air bag that deployed when the door was slammed by her boyfriend. Please check for damage under the car and call me. Please don't allow the Advisor to say it's an insurance issue until you have checked out the car and called Tech Line. There is a chance

AHM may pay for the repair if no impact marks are present.

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

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

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** CASE FULFILL 6/20/2011 8:52:16 AM, bmeikle

Fulfilled for [REDACTED] due 06/21/2011 05:45:21 PM.

*** COMMIT 6/20/2011 8:52:26 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/21/2011 06:50:29 PM.

SIH to call- air bag deployed

*** NOTES 6/21/2011 12:36:37 PM, bmeikle, Action Type : Call to Dealer

SM Jeff advised he has not looked at the car yet. I asked he call me when he does.

*** NOTES 6/22/2011 7:47:32 AM, bmeikle, Action Type : Call from Dealer

SM Jeff called and advised the car has many areas that are damaged. The rear bumper has been replaced, the front has been painted. r/f wheel has a big gouge and the body just behind the wheel has a large dent. The left front body just below the door has a deep and large gouge in it and that is right near the sensor for the left air bag that deployed. The right front door has been repainted with visual drip marks. The engine area has been cleaned along with the rest of the car. The customer may be getting ready to turn in the lease.

I advised with so much damage we will need a DPSM to take a look. When will he be there? Thursday. I asked he request the Advisor Peter ask the customer if they can leave the car for the inspection tomorrow. Jeff will ask and get back with me. The customer claims the air bag went off when slamming the door.

*** NOTES 6/22/2011 1:33:08 PM, bmeikle, Action Type : Call to Customer

I called the customer and advised the dealer has said there is damage right near the air bag sensors and say this would cause them to deploy. She said she has had no accidents on that side of the car. The dealer sent us pictures of a good size dent just below the drivers door right where the air bag sensor is. Just looking at that impact it would be consistent with the deployment of an air bag. The DPSM will need to inspect the vehicle to determine if we can cover this under warranty or not. I asked if she can leave the car overnight because he'll be at this dealer tomorrow? Yes she can. OK we'll talk again after he has done his inspection.

*** CASE FULFILL 6/22/2011 1:35:23 PM, bmeikle

Fulfilled for [REDACTED] due 06/21/2011 06:50:29 PM.

*** COMMIT 6/22/2011 1:35:27 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/23/2011 06:50:28 PM.

DPSM air bag inspection SIH

*** NOTES 6/23/2011 8:37:43 AM, bmeikle, Action Type : Field Service

DPSM Dan is at the dealer and sent pictures. He's still looking into this but there is fairly deep damage under the left door on the frame. He'll let me know.

*** CASE MODIFY 6/23/2011 8:38:49 AM, bmeikle

into WIP 5c Staten Island Honda and Status of Solving.

*** NOTES 6/23/2011 11:25:17 AM, bmeikle, Action Type : Field Service

DPSM Dan advised he would not offer any goodwill because the damage is consistent with the dent under the car. He sent pictures.

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

*** NOTES 6/23/2011 11:42:00 AM, bmeikle, Action Type : Call to Customer

I called the customer and explained the DPSM can see this damage directly under the left drivers door and the dent can cause an air bag to deploy. The customer thinks maybe the dent happened after the air bag went off. It may have but that was a year ago and what our DPSM is seeing today is what we are going with. You need to call your insurance company and ask they go to the dealer who will show and tell them why they say it's an impact that caused this. But she claims she was there when it went off and she took it to the dealer who said a year ago they can't cover it. I don't know if they made notes about the dent a year ago or not. She said if State farm doesn't cover it then she has to because she's getting ready to turn it in on the lease. She asked how much it would be? I don't know. She said the one inside the seat and the curtain one all along the top is hanging out. That sounds like 2 air bags deployed. She will call her insurance company and hope for the best. You are welcome to call me back after the inspection if they say no but I'm not sure we can help. OK she'll call them.

*** CASE FULFILL 6/23/2011 11:42:11 AM, bmeikle

Fulfilled for [REDACTED] due 06/23/2011 06:50:28 PM.

*** COMMIT 6/23/2011 11:42:14 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/29/2011 05:45:17 PM.

SIH air bag deployed- no assist

*** CASE MODIFY 6/23/2011 1:22:38 PM, bmeikle

into WIP 5c Staten Island Honda and Status of Solving.

*** CASE ADD ATTACHMENT 6/24/2011 8:30:18 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-06-1300705_1_1.pdf

*** NOTES 6/28/2011 7:39:32 AM, bmeikle, Action Type : Call to Dealer

SM Jeff is off today. The customer took the car yesterday no charge and not repaired.

*** SUBCASE N012011-06-1300705-1 CLOSE 6/28/2011 7:40:25 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/28/2011 7:40:26 AM, bmeikle

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

*** CASE REOPEN 6/29/2011 9:10:33 AM, myyoungbl

with Condition of Open and Status of Solving.

*** NOTES 6/29/2011 9:15:36 AM, myyoungbl, Action Type : Call from Customer

Customer stets that her insurance company, States Farm told her that they would not cover the issue because it is a defective matter. Customer states that the insurance adjuster looked at the dents on her door and said they can not cover it because the dents are not defined enough to caused the airbags to deploy. Customer states that she has all the paper work from State Farm indicating why they will not cover the charge. Customer states that she will fax her supporting documents today.

ACS advised customer that the RCM will contact her back within 1-2 business days. ACS apologized to the customer for the inconvenience.

*** CASE DISPATCH 6/29/2011 9:15:47 AM, myyoungbl

from WIP default to Queue Honda Team G.

*** CASE YANKED 6/29/2011 9:39:37 AM, bmeikle

Yanked by bmeikle into WIPbin ** default **.

*** NOTES 6/29/2011 9:47:45 AM, bmeikle, Action Type : Call from Customer

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

I called the customer prior to reading the notes that she called. She had left me a message this morning with the same info. I advised she needs to contact the NY State Insurance Commissioner. If State Farm thinks this a MFG defect they have a policy in place to subrogate with AHM after the car has been repaired. The DPSM Bill H. who works on the East Coast advised this is how it works. The insurance company has the primary responsibility to repair the car where an air bag went off and ask AHM to reimburse them when they have proved their case. I'm sorry they are placing you in the middle here. She also has some other paperwork that may help. Last year she had Bay Ridge look at the car and there was no damage at the time so she feels the dent came after the deployment. I'm not sure what the invoice says but I'll take a look. I would also suggest you start by contacting the Insurance Commissioner and see what they say. I'll call you back this week as soon as I have new info. She can't afford the \$7,000 it cost to repair the car that she is turning in next month. I'll work with you trying to figure this out. She thanked us for that. She is pregnant with a 10 month old.

*** COMMIT 6/29/2011 9:48:57 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/29/2011 06:59:58 PM.

look for fax- air bag

*** NOTES 6/30/2011 1:35:42 PM, bmeikle, Action Type : Call from Customer

The customer called and asked if I got her 2 faxes? No we didn't and I gave her another #. I apologized for that and advised the machine broke. I will call as soon as I get it.

*** NOTES 6/30/2011 1:49:15 PM, bmeikle, Action Type : Note-General

We reviewed the case with the ACS Manager Terry and was told to cover the repairs.

*** CASE MODIFY COMMITMENT 6/30/2011 2:14:35 PM, bmeikle

with [REDACTED] due 07/01/2011 06:50:58 PM.

*** NOTES 6/30/2011 3:03:40 PM, mmillen, Action Type : Letter/Fax

On 6/30/11 ACS received a 1-page faxed letter from the customer dated 6/29/11 with 6-pages of supporting documentation.

*** CASE ADD ATTACHMENT 6/30/2011 3:15:17 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-06-1300705_2.PDF

*** NOTES 6/30/2011 3:54:51 PM, pbongco, Action Type : Letter/Fax

On 06/30/11 ACS received a 16-page fax from the customer regarding previous issue

*** CASE ADD ATTACHMENT 6/30/2011 4:00:21 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-06-1300705_3.PDF

*** NOTES 7/1/2011 6:19:22 AM, bmeikle, Action Type : Field Service

I left a message with DPSM Dan advising we are covering the repairs at Staten Island Honda.

*** NOTES 7/1/2011 7:39:45 AM, bmeikle, Action Type : Call to Dealer

I called SM Jeff and advised we are covering the air bag and all related parts. Please order parts and call the customer when they arrive.

*** NOTES 7/1/2011 7:42:58 AM, bmeikle, Action Type : Call to Customer

I called the customer and had to leave a message. We are covering the repair 100% and we've asked the dealer to order the parts. They will call you when they arrive to install them. I apologized for the time it took to get this authorized but I'm very happy that we have.

*** CASE FULFILL 7/1/2011 7:43:09 AM, bmeikle

Fulfilled for [REDACTED] due 07/01/2011 06:50:58 PM.

*** COMMIT 7/1/2011 7:43:37 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 07/07/2011 05:45:48 PM.

100% air bag- SIH

Case History

Case ID : N012011-06-1300705

5C - [REDACTED] - ALLEGED AIRBAG DEPLOYMENT (NON COLLISION)

*** NOTES 7/1/2011 8:49:56 AM, bmeikle, Action Type : Call to Customer

I called the customer back from her message to me. She said Peter from the dealer said she must bring her car in because Honda now has the liability for it and she can't drive it. I called the dealer and spoke to the SM Jeff who confirmed this is not true and they will order the parts with the car. I told this to the customer and she is happy and thanked us over and over again.

*** NOTES 7/6/2011 9:30:24 AM, bmeikle, Action Type : Call to Dealer

The parts should be in Thursday.

*** SUBCASE N012011-06-1300705-2 CREATE 7/7/2011 6:41:38 AM, bmeikle

Created in WIP Default with Due Date 7/7/2011 6:41:38 AM.

*** SUBCASE N012011-06-1300705-2 CLOSE 7/7/2011 6:42:27 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/7/2011 6:42:28 AM, bmeikle

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-09-1701393 Division : Honda - Auto Condition : Closed Open Date : 9/17/2009 2:01:07 PM
Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/9/2010 12:12:12 PM
Case Owner : Pamela Bongco (Team AC) Method : Phone Queue : Days Open : 173
Last Closed By : Pamela Bongco (Team AC) Point of Origin : Third Party Wipbin :
Case Title : 4E (206987/RENNER): -COMPLAINT- SIDE CURTAIN AIRBAG DEP No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGCP26478A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 24,100
In Service Date : 03/27/2008
Months In Use : 18
Engine Number : K24Z21030376
Originating Dealer No. / Name : 207311 / HONDA OF FISHERS
Selling Dealer No. / Name : 206987 / RENNER HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206987 / RENNER HONDA
Phone No. : 812-372-1561
Address : 3055 CENTRAL AVENUE
City / State / Zip : COLUMBUS, IN 47203
Svc District / Sls District : 04E / G04
Warranty Labor Rate / Date : \$87.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-09-1701393-1 / - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012009-09-1701393-2 /	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-09-1701393-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 9/17/2009 2:27:23 PM
Issue Owner : Sarah Lambert	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/17/2009 2:27:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-09-1701393-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2010 1:37:27 PM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 1/18/2010 9:28:59 AM
Issue Title : FARMERS INSURANCE # [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM Partial, CR Generated Gdwill
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding :

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
78870-TA5-A80	MOD, R. SI CURT AB	Not Applicable

Check Req Info :

Check Requisition No. : 446
Primary Amount : \$1,563.63
Incidental Type 1 / Amount : [REDACTED] / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$1,563.63
Approved By : mfenner
Approval Date : 1/14/2010
Status : [REDACTED]
Check No. : 1838811
Check Date : 1/15/2010

Payee Name : FARMERS INSURANCE # [REDACTED]
Address : 147 WASHINGTON POINTE [REDACTED]
City / State / Zip : [REDACTED] 46229
Campaign Template # :
Contention Code : 03220
Defect Code : 03217
Category : Regular
Failed Part # : 78870-TA5-A80

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

*** CASE CREATE 9/17/2009 2:01:07 PM, slambert

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

*** CASE MODIFY 9/17/2009 2:01:13 PM, slambert

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/17/2009 2:05:10 PM, slambert

CAMPAIGN CHECK 09/17/2009 02:05:10 PM slambert

No data found for VIN

*** CASE MODIFY 9/17/2009 2:11:22 PM, slambert

into WIP default and Status of Solving.

*** NOTES 9/17/2009 2:26:12 PM, slambert, Action Type : Call from Customer

ACS verified the customer's information.

He said he had just left a McDonald's drive thru and his daughter spilled hot food in her lap. He said he got and shut the door and his passenger side curtain airbag deployed. He said he took the vehicle to the dealership and he was advised he would be responsible for the airbag to be repaired because there were no defects. He said he was advised to contact his insurance company. He called in to see why his issue is not being covered under warranty.

ACS empathized with the customer and advised him any sudden impact can cause the airbags to deploy. He was advised unless there are any defects, he would be responsible. He indicated he was not happy with this. He said he would contact his insurance company. He had no further requests and ended the call.

*** CASE MODIFY 9/17/2009 2:26:17 PM, slambert

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 9/17/2009 2:26:39 PM, slambert

CLAIM CHECK 09/17/2009 02:26:39 PM slambert

The following Claim History information was found

0; 2008-04-02; 206987; 116337; 510; 0101B5 ; RADIO - REPLACE WITH REMANUFACTURED UNIT.

07> CR-V CHANGED TO 0.9 PER TIME STUDY.

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2009 2:26:41 PM, slambert

WARRANTY CHECK 09/17/2009 02:26:41 PM slambert

No data found for VIN.

*** CASE VSC LOOKUP 9/17/2009 2:26:43 PM, slambert

VSC-CUC CHECK 09/17/2009 02:26:43 PM slambert

No data found for VIN.

*** SUBCASE N012009-09-1701393-1 CREATE 9/17/2009 2:27:23 PM, slambert

Created in WIP Default with Due Date 9/17/2009 2:27:23 PM.

*** SUBCASE N012009-09-1701393-1 CLOSE 9/17/2009 2:27:52 PM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/17/2009 2:27:58 PM, slambert

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

*** CASE REOPEN 10/1/2009 8:34:30 AM, pbongco

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

with Condition of Open and Status of Solving.

*** NOTES 10/1/2009 8:35:53 AM, pbongco, Action Type : Letter/Fax

On 09/28/09 ACS received a 1-page letter from State Farm Insurance dated 09/22/09 regarding side curtain airbag.

*** CASE MODIFY 10/1/2009 8:36:21 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 10/1/2009 8:36:34 AM, pbongco

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 10/1/2009 1:39:26 PM, mcooley

N012009-09-1701393 to codulio, WIP

*** CASE RULE ACTION 10/1/2009 1:39:27 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/1/2009 2:49:28 PM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 10/2/2009 8:14:08 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 10/2/2009 9:55:53 AM, codulio, Action Type : Call to Dealer

I called Renner Honda. I left message with Barbara asking the SM John Chambers to call me to discuss the concerns on this vehicle. I provided the case#.

*** NOTES 10/2/2009 9:59:42 AM, codulio, Action Type : Call to Customer

I left message asking a call back to discuss their airbag concerns. I provided the case#.

*** COMMIT 10/2/2009 10:02:48 AM, codulio, Action Type : N/A

4e Renner: No 24hrs/ pending customer response

*** CASE FULFILL 10/8/2009 1:18:44 PM, codulio

Fulfilled for [REDACTED] due 10/08/2009 06:00:00 AM.

*** CASE RULE ACTION 10/15/2009 1:01:07 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/19/2009 8:34:35 AM, codulio, Action Type : Call to Customer

I left message asking the customer to call me to discuss a letter we received by their insurance company about the side airbags deploying. I related we don't talk to insurance company from our department. I asked to call to gather some more information. I provided the case#.

*** NOTES 10/19/2009 8:37:57 AM, codulio, Action Type : Note-General

Note: case did not have a commitment date.

*** NOTES 10/19/2009 8:38:45 AM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with Barbara who took message for the SM John Chambers to call me back. I provide the case# and the last 8 digit of the vin#.

I told Barbara to tell John this is about a passenger side airbag deployment.

*** COMMIT 10/19/2009 8:39:04 AM, codulio, Action Type : N/A

4e Renner: No 24hrs/ pending customer response

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

*** NOTES 10/22/2009 12:04:50 PM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with the acting SM Krystal because the SM John Chamber has left for the day.

I spoke with Krystal and I asked if she can provide me history if this customer came into the dealer for a passenger side airbag deployment? Krystal said yes, on 9/17/2009 @ 23,996 miles the customer states passenger side airbag pillar deployed while closing the door.

Krystal said on 10/19/09 @ 24,972 miles which was the repair. I asked if the customer's insurance company covered the repair. Krystal said the insurance did cover the repair.

I asked if the DPSM was ever informed of this matter or involve? Krystal was not sure she would have to pull the hard copy and call me back. I asked to check because the customer's insurance company has written to our office.

*** CASE FULFILL 10/22/2009 12:05:26 PM, codulio

Fulfilled for [REDACTED] due 10/21/2009 06:00:00 AM.

*** NOTES 10/22/2009 12:14:12 PM, codulio, Action Type : Call to Customer

I spoke with the customer. I told him his insurance company had sent us a letter about the airbag deploying on his passenger side. The customer said he did not know anything about it and the vehicle was repaired and covered by the insurance company. I asked if he is seeking anything from AH? Customer said no. I thanked the customer and we ended the call.

*** NOTES 10/22/2009 1:40:54 PM, codulio, Action Type : Note-General

I reviewed case with my Team H RM to check the next step to handle this case. I have been informed to get the cost of the repairs and see if the dealer had taken pictures of the damages.

*** COMMIT 10/22/2009 1:55:52 PM, codulio, Action Type : N/A

4e Renner: URGENT! pending dlr. response

*** CASE MODIFY 10/23/2009 7:53:07 AM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** CASE FULFILL 10/23/2009 9:43:18 AM, codulio

Fulfilled for [REDACTED] due 10/23/2009 06:00:00 AM.

*** COMMIT 10/23/2009 9:43:23 AM, codulio, Action Type : N/A

f/up w/ cust

*** NOTES 10/26/2009 10:11:16 AM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with Lisa in service who took message for Krystal since the SM is out for sometime due to an accident. I provided the last 8 digit of the customer's vin# and the case#.

*** CASE FULFILL 10/26/2009 10:11:39 AM, codulio

Fulfilled for HERB ASHER due 10/26/2009 06:00:00 AM.

*** COMMIT 10/26/2009 10:11:53 AM, codulio, Action Type : N/A

4e Renner: READY TO CLOSE/ pending Krystal response

*** NOTES 10/26/2009 12:41:02 PM, codulio, Action Type : Call from Dealer

I rec'd a call from Krystal @ Renner Honda asking to call back to discuss this case.

*** NOTES 10/26/2009 12:43:21 PM, codulio, Action Type : Call to Dealer

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

I called Renner Honda. I spoke with Crystal because the SM was not in.

I asked Krystal if she has the total amount of the damages? Krystal said it was \$3625.52, zero deductible. I asked if they took pictures of the damages? Krystal said they did and as soon as she can she will e-mail the pictures to me.

*** NOTES 10/26/2009 12:43:51 PM, codulio, Action Type : Note-General

I updated my team H RM on what is going on with this case.

*** CASE FULFILL 10/26/2009 12:44:05 PM, codulio

Fulfilled for [REDACTED] due 10/27/2009 06:00:00 AM.

*** COMMIT 10/26/2009 12:44:16 PM, codulio, Action Type : N/A

4e Renner: pending pictures from dealer

*** CASE FULFILL 10/30/2009 2:28:03 PM, codulio

Fulfilled for [REDACTED] due 10/30/2009 06:00:00 AM.

*** COMMIT 10/30/2009 2:28:11 PM, codulio, Action Type : N/A

f/up w/ cust

*** CASE FULFILL 11/2/2009 1:11:54 PM, codulio

Fulfilled for [REDACTED] due 11/02/2009 06:00:00 AM.

*** NOTES 11/2/2009 1:15:25 PM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with Barbara who took message for Crystal because she was not in the office today. I asked Crystal to call me back to confirm if she had a chance to send the pictures. I provided the case# and the last 8 digit of the vin#.

*** COMMIT 11/2/2009 1:15:36 PM, codulio, Action Type : N/A

4e Renner: pending docs. from dlr.

*** NOTES 11/4/2009 1:24:19 PM, wmenjiva, Action Type : Call to Dealer

I spoke with Renner Honda SA-Krystal, who informed me that she will send pictures to RCM-Caroline, today.
I thanked SA.

*** CASE YANKED 11/4/2009 1:24:24 PM, wmenjiva

Yanked by wmenjiva into WIPbin Default.

*** CASE FULFILL 11/4/2009 1:25:25 PM, wmenjiva

Fulfilled for [REDACTED] due 11/03/2009 06:00:00 AM.

*** COMMIT 11/4/2009 1:25:33 PM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 11/06/2009 01:00:00 PM.

(Renner) Awaiting pics from dlr

*** CASE ASSIGN 11/4/2009 1:26:12 PM, wmenjiva

N012009-09-1701393 to codulio, WIP

*** CASE RULE ACTION 11/4/2009 1:26:13 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 11/13/2009 1:45:54 PM, codulio

Fulfilled for [REDACTED] due 11/06/2009 01:00:00 PM.

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

*** COMMIT 11/13/2009 1:54:37 PM, codulio, Action Type : N/A

4e Renner: review with Team H RM

*** NOTES 11/13/2009 1:55:49 PM, codulio, Action Type : Note-General

I have forwarded the pictures the dealer sent over. Awaiting the Team H RM response.

*** CASE FULFILL 11/17/2009 2:09:42 PM, mcooley

Fulfilled for [REDACTED] due 11/17/2009 06:00:00 AM.

*** NOTES 11/17/2009 2:09:47 PM, mcooley, Action Type : Call to Customer

Called the customer and I introduced myself. I advised him that I was following up on behalf of the RCM Caroline. I advised him that according to the notes Caroline was reviewing his concern with the air bags. I advised him that according to the notes the dealer sent some photos to her and they were supposed to be reviewed by our region manager. The customer advised ACS that his insurance company had already paid for the repair and this time he no longer needs AHM assistance. He stated that he told this to the other rep three weeks ago. I apologized for having to call him again and advised him that the case will be closed out at this time.

*** CASE YANKED 11/17/2009 2:11:02 PM, mcooley

Yanked by mcooley into WIPbin ** default **.

*** CASE MODIFY 11/17/2009 2:11:57 PM, mcooley

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

*** CASE CLOSE 11/17/2009 2:12:01 PM, mcooley

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

*** CASE REOPEN 11/25/2009 1:23:39 PM, codulio

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/25/2009 1:24:26 PM, codulio

into WIP Default and Status of Solving.

*** CASE CLOSE 11/25/2009 1:24:37 PM, codulio

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

*** CASE REOPEN 12/4/2009 8:20:12 AM, codulio

with Condition of Open and Status of Solving.

*** NOTES 12/4/2009 8:42:16 AM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with the SM John Chamber.

I told John the customer's insurance company is coming back requesting we pay for the air bag repair they did on the vehicle. I asked John if there is any damage to the passenger side door before they did the repair? John said no but John explained there had been severe issues in trying to cover this repair under warranty because the customer finally admitted the girl friend and him were fighting and the doors were slammed more than enough causing the side airbags to go off. John said the insurance company were involve with this and were explained also. John said the insurance company authorized to cover the repair.

John said they had gotten tech line involve (ref#288967) and was told if the door is slammed more than normal it can set off the side air bags. I thanked John for the information.

*** NOTES 12/4/2009 9:05:18 AM, codulio, Action Type : Field Service

I e mailed the DPSM for 4E asking to give me direction on how she wants me to handle this case and if there can be any consideration for reimbursement for

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

the repairs the insurance company is seeking?

*** COMMIT 12/4/2009 9:06:26 AM, codulio, Action Type : N/A

4e Renner: pending DPSM review & response

*** NOTES 12/7/2009 7:47:35 AM, codulio, Action Type : Field Service

I rec'd return e mail from the DPSM stating if ACS wants to cover the repairs she does not have a problem with it but wants to understand why since customer caused the damages.

*** NOTES 12/7/2009 7:50:08 AM, codulio, Action Type : Field Service

I left message asking the DPSM to call me to discuss this matter further.

*** CASE FULFILL 12/8/2009 7:30:47 AM, codulio

Fulfilled for [REDACTED] due 12/08/2009 06:00:00 AM.

*** NOTES 12/8/2009 1:02:21 PM, codulio, Action Type : Field Service

I rec'd a 2nd. message DPSM letting me know she does not have a problem with paying for the repairs.

*** NOTES 12/8/2009 1:07:16 PM, codulio, Action Type : Note-General

I have been instructed to get the bill that shows what was repaired and the cost. I was also asked to provide proof of payment form the Insurance company.

*** NOTES 12/8/2009 1:09:03 PM, codulio, Action Type : Note-Third Party

I left message for Doug Johnson (product investigation unit) to call me and fax over their bill and proof of payment to review. I provided the fax#310 783-3023 attn: to me and include the case#.

*** COMMIT 12/8/2009 1:09:21 PM, codulio, Action Type : N/A

4e Renner: document are pending

*** NOTES 12/9/2009 2:07:28 PM, fdiaz, Action Type : Letter/Fax

On 12/09/09 ACS received 1 page cover letter from State Farm with 5 page doc's from Renner Collision Repair.

*** CASE FULFILL 12/11/2009 12:57:42 PM, codulio

Fulfilled for [REDACTED] due 12/11/2009 06:00:00 AM.

*** NOTES 12/11/2009 1:10:03 PM, codulio, Action Type : Note-General

I have provided the fax rec'd from State Farm Insurance to my Team H RM to see if we will reimburse or not.

*** NOTES 12/11/2009 1:10:13 PM, codulio, Action Type : Note-Third Party

I called State Farm Insurance @ 317 895-2676 and I left message for the Agent Doug Johnson (Product Investigation Unit) letting him know their claim #14-2373-169 fax has been rec'd and AH will review to see what we can do and call back on 12/17/2009 with status.

*** COMMIT 12/11/2009 1:12:27 PM, codulio, Action Type : N/A

4e Renner: Team H RM pending review

*** NOTES 12/18/2009 1:33:33 PM, codulio, Action Type : Call to Dealer

I called Renner Honda. I spoke with the SM John Chamber.

I told John my upper Manager is reviewing this case and I wanted to request the RO showing the parts used to repair the damages and the cost of the parts. John said he will do that. I provided fax#310 783-7890 attn: to me and include the case#.

*** NOTES 12/18/2009 1:35:24 PM, codulio, Action Type : Note-Third Party

I called State Farms Insurance Product Investigation Unit Doug Johnson @ 317 895-2676 letting him know we are still reviewing the case and hopefully

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

my next call will be letting him know our company's decision. I said I will call on 12/23/2009. I provided the case#.

*** CASE FULFILL 12/18/2009 1:35:35 PM, codulio

Fulfilled for [REDACTED] due 12/17/2009 06:00:00 AM.

*** COMMIT 12/18/2009 1:35:51 PM, codulio, Action Type : N/A

4e Renner: pending fax from dealer

*** NOTES 12/18/2009 3:16:45 PM, fdiaz, Action Type : Letter/Fax

On 12/18/09 ACS received 1 page cover letter from DLR with 2 page RO's.

*** CASE FULFILL 1/7/2010 8:24:51 AM, codulio

Fulfilled for [REDACTED] due 12/23/2009 06:00:00 AM.

*** NOTES 1/7/2010 2:06:11 PM, codulio, Action Type : Note-Third Party

I left message for Doug Johnson @ State Farms Insurance Product Investigation Unit. I let Doug know I am almost done with evaluating their case and I will return a call tomorrow 1/8/2010 and provide status. I provided the case#.

*** COMMIT 1/7/2010 2:06:31 PM, codulio, Action Type : N/A

4e Renner: URGENT! CALL INSURANCE

*** NOTES 1/11/2010 8:33:05 AM, codulio, Action Type : Note-Third Party

I called Doug Johnson @ State Farm Product Investigation Unit asking a call back to discuss the status of the claim. I provided the case#.

*** COMMIT 1/11/2010 8:33:19 AM, codulio, Action Type : N/A

4e Renner: URGENT! verify if Doug @ Farmers Ins. called

*** CASE FULFILL 1/11/2010 1:46:08 PM, codulio

Fulfilled for [REDACTED] due 01/08/2010 06:00:00 AM.

*** NOTES 1/12/2010 6:44:12 AM, codulio, Action Type : Note-Third Party

I called Doug Johnson @ Farmers Insurance Product Investigation Unit asking to call me to discuss the case. I provided the case#.

*** CASE FULFILL 1/12/2010 6:44:26 AM, codulio

Fulfilled for [REDACTED] due 01/12/2010 06:00:00 AM.

*** COMMIT 1/12/2010 6:44:40 AM, codulio, Action Type : N/A

FOLLOW UP W/ INSURANCE Doug.

*** NOTES 1/13/2010 11:04:49 AM, codulio, Action Type : Note-Third Party

I have rec'd a return call from the Insurance agent Doug Johnson asking to call him back on his cell#317 517-3401.

*** CASE MODIFY 1/13/2010 12:03:52 PM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** NOTES 1/13/2010 1:20:43 PM, codulio, Action Type : Note-Third Party

I called Doug Johnson from Farmers Insurance @ 317 517-3401. I spoke with Doug Johnson.

I told Doug Johnson AH has proposed an offer to reimburse their customer's claim [REDACTED] in the amount of \$1563.63. I did remind Mr. Johnson AH did not have an opportunity to investigate our findings so the best we can do is that amount. Mr. Johnson said Farmers Insurance will be happy to accept the offer on this claim 14 2373 169. I told Mr. Johnson I will process the claim and I will call once the check is mailed. Mr. Johnson agreed with the arrangements.

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

*** NOTES 1/13/2010 1:24:12 PM, codulio, Action Type : Note-General

goodwill template:

DPSM involved? YES

Total Amount the customer paid\$3,625.52

Total Goodwill assistance offered:\$1,563.63

Percentage of Goodwill Authorized: 43%

*** NOTES 1/13/2010 1:24:52 PM, codulio, Action Type : Check Requisition

I processed claim for the amount of \$1563.63. I passed claim for approval to be paid to team RM-MF.

*** CASE MODIFY 1/13/2010 1:28:28 PM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** SUBCASE N012009-09-1701393-2 CREATE 1/13/2010 1:37:27 PM, codulio

Created in WIP Default with Due Date 1/13/2010 1:37:27 PM.

*** CASE FULFILL 1/13/2010 1:39:46 PM, codulio

Fulfilled for FARMERS INSURANCE # [REDACTED] due 01/13/2010 06:00:00 AM.

*** CASE MODIFY 1/13/2010 1:40:17 PM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** CASE MODIFY 1/13/2010 1:47:02 PM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** COMMIT 1/13/2010 1:52:26 PM, codulio, Action Type : N/A

4e Renner: check req. pending

*** SUBCASE N012009-09-1701393-2 MODIFY 1/13/2010 1:53:21 PM, codulio

into WIP Default and Status of Solving.

*** SUBCASE N012009-09-1701393-2 DISPATCH 1/13/2010 1:53:37 PM, codulio

from WIP Default to Queue CkReq - Fenner.

*** CASE MODIFY 1/13/2010 1:56:31 PM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** SUBCASE N012009-09-1701393-2 1/14/2010 9:45:09 AM, mfenner, Action Type :

Check Requisition for 1,563.63 \$ submitted

Check Requisition for 1,563.63 \$ submitted by mfenner

*** SUBCASE N012009-09-1701393-2 RETURN 1/14/2010 9:45:21 AM, mfenner

from Queue CkReq - Fenner to WIP SUBCASES.

*** NOTES 1/15/2010 1:45:33 PM, pbongco, Action Type : Note-General

Check Mailed

*** CASE FULFILL 1/18/2010 7:02:55 AM, codulio

Fulfilled for FARMERS INSURANCE [REDACTED] due 01/21/2010 06:00:00 AM.

*** NOTES 1/18/2010 7:05:44 AM, codulio, Action Type : Note-Third Party

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

I called Farmers Insurance @ 317 895-2676. I left message for the Product investigator Doug Johnson letting him know a check has mailed out on 1/15/2010.

*** SUBCASE N012009-09-1701393-2 YANKED 1/18/2010 7:07:23 AM, codulio

Yanked by codulio into WIPbin Default.

*** CASE MODIFY 1/18/2010 7:29:04 AM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** SUBCASE N012009-09-1701393-2 COMMIT 1/18/2010 8:00:57 AM, codulio, Action Type : External Commitment

Check processed for check_req_no = 446 on 2010-01-15-00.00.00.000000

*** SUBCASE N012009-09-1701393-2 CLOSE 1/18/2010 9:28:59 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/18/2010 9:29:13 AM, codulio

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

*** CASE REOPEN 1/26/2010 10:38:43 AM, codulio

with Condition of Open and Status of Solving.

*** NOTES 1/26/2010 10:42:03 AM, codulio, Action Type : Note-Third Party

I rec'd a call from Doug Johnson @ State Farms Insurance asking if we can re issue another check because the one we cut for them is under "Farmers Insurance" instead of "State Farms Insurance."

I was asked to call back @ [REDACTED].

*** NOTES 1/26/2010 10:43:30 AM, codulio, Action Type : Note-Third Party

I spoke with Doug Johnson from State Farms Insurance. I told Doug I can request to re issue another check under "State Farms Insurance." I asked to mail the check we sent them back to me @ 1919 Torrance Blvd. Torrance CA 90501 M/S 500-2N-129.

*** COMMIT 1/26/2010 10:43:42 AM, codulio, Action Type : N/A

verify if check mailed in

*** NOTES 2/2/2010 12:19:13 PM, fdiaz, Action Type : Letter/Fax

On 01/29/10 ACS received a 1 page letter from customer Farm Insurance. The letter is from Doug Johnson with check that State Farm sent back.

*** CASE MODIFY 2/4/2010 8:06:13 AM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** NOTES 2/4/2010 8:09:05 AM, codulio, Action Type : Note-General

I have put my request for stop payment and re issue new check under State Farms Insurance instead of Farmers Insurance.

*** CASE FULFILL 2/4/2010 8:16:16 AM, codulio

Fulfilled for STATE FARM INSURANCE [REDACTED] due 02/02/2010 06:00:00 AM.

*** NOTES 2/4/2010 8:23:20 AM, codulio, Action Type : Note-Third Party

I called State Farm Insurance Agent Doug John @ 317 895-2676. I let Mr. Johnson know the check has been rec'd and cancelled. I let Mr. Johnson know another check has been requested to be re issued.

*** COMMIT 2/4/2010 8:23:29 AM, codulio, Action Type : N/A

4e Renner: pending check req.

*** CASE FULFILL 2/10/2010 6:28:00 AM, codulio

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

Fulfilled for STATE FARM INSURANCE # [REDACTED] due 02/10/2010 08:00:00 AM.

*** CASE MODIFY 2/10/2010 7:34:45 AM, codulio

into WIP 206987 (4e) Renner: and Status of Solving.

*** COMMIT 2/11/2010 12:58:06 PM, codulio, Action Type : N/A

READY TO CLOSE/ pending check req.

*** NOTES 2/11/2010 1:01:17 PM, codulio, Action Type : Call to Customer

I called Doug Johnson (agent) @ 317 895-2676. I let Mr. Johnson know I have not seen the 2nd. check request mailed out yet. I said i will call back on 2/19/2010 to update him if check has mailed out by the date. I provided the case# and my extension #.

*** CASE FULFILL 2/16/2010 10:29:30 AM, codulio

Fulfilled for STATE FARM INSURANCE [REDACTED] due 02/16/2010 06:00:00 AM.

*** COMMIT 2/16/2010 10:29:38 AM, codulio, Action Type : N/A

READY TO CLOSE/ pending check req.

*** NOTES 2/16/2010 10:31:52 AM, codulio, Action Type : Note-Resolution

I requested status, if a check has been issued to State Farms Insurance?

*** NOTES 2/19/2010 1:22:22 PM, codulio, Action Type : Note-General

I have requested a status if the check has mailed out to State Farms Insurance?

*** NOTES 2/19/2010 1:24:29 PM, codulio, Action Type : Note-Third Party

I called Doug Johnson @ State Farm Insurance @ 317 895-2676. I requested a call back to confirm if they rec'd the 2nd. check with the correct name. I provided the case# and my extension # 117739 to reach me.

*** CASE FULFILL 2/19/2010 1:24:39 PM, codulio

Fulfilled for STATE FARM INSURANCE [REDACTED] due 02/19/2010 06:00:00 AM.

*** COMMIT 2/19/2010 1:24:48 PM, codulio, Action Type : N/A

READY TO CLOSE/ pending check

*** NOTES 2/22/2010 1:27:07 PM, codulio, Action Type : Note-General

I reviewed case with my team H RM- DG on what is going on with this case. I reported I am still waiting to see if a check has been re issued to STATE FARM INSURANCE.

*** NOTES 2/22/2010 1:27:54 PM, codulio, Action Type : Note-General

I have e mailed Pam (Admin) to check the status of the check request. I also cc'ed my team H RM- DG.

*** NOTES 2/23/2010 2:48:28 PM, codulio, Action Type : Note-General

I have been informed a request for stop payment has been put in on 2/22/2010 and a check will be reissued and sent out by 2/26/2010.

*** CASE FULFILL 2/23/2010 2:48:39 PM, codulio

Fulfilled for STATE FARM INSURANCE [REDACTED] due 02/23/2010 06:00:00 AM.

*** COMMIT 2/23/2010 2:48:43 PM, codulio, Action Type : N/A

READY TO CLOSE/ pending check req

*** NOTES 2/26/2010 2:03:52 PM, pbongco, Action Type : Note-General

check mailed

*** CASE FULFILL 2/26/2010 2:12:16 PM, codulio

Case History

Case ID : N012009-09-1701393

Case Title : 4E (206987/RENNER): [REDACTED] -COMPLAINT- SIDE CURTAIN AIRBAG DEPLOYED

Fulfilled for STATE FARM INSURANCE # [REDACTED] due 03/01/2010 09:00:00 AM.

*** NOTES 2/26/2010 2:15:22 PM, codulio, Action Type : Note-Third Party

I called @ 317 895-2676. I left message for Doug Johnson letting him know the check has finally been sent out. I provided the case# and asked for one to two weeks for delivery. I provided the case# and my extension# 117739.

*** CASE CLOSE 2/26/2010 2:15:41 PM, codulio

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

*** CASE REOPEN 3/9/2010 11:59:04 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 3/9/2010 12:07:29 PM, pbongco, Action Type : Note-General

On 03/09/10 ACS received a returned check for this customer due to incorrect address.

ACS Admin called Mr. Doug Johnson of State Farm Insurance, advising him about the check was returned due to incorrect address. Mr. Johnson states that it is still cashable since State Farm Mutual Insurance Co. is the Payee. ACS admin told Mr. Johnson that the check will be Fed Ex today and he should be receiving it tomorrow. ACS admin verified the correct mailing address. ACS admin told Mr. Johnson that if there is any problem cashing the check just to let AHM know. Mr. Johnson thanked ACS and he was satisfied.

*** NOTES 3/9/2010 12:12:03 PM, pbongco, Action Type : Note-General

FEDEX tracking# 798458477875

*** CASE MODIFY 3/9/2010 12:12:09 PM, pbongco

into WIP default and Status of Solving.

*** CASE CLOSE 3/9/2010 12:12:12 PM, pbongco

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-10-1000704 Division : Honda - Auto Condition : Closed Open Date : 10/10/2013 10:45:53
Case Originator : Leticia Muniz (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 10/22/2013 6:20:25 AM
Case Owner : Charles Villanueva (Team HH) Method : Phone Queue : Days Open : 12
Last Closed By : Charles Villanueva (Team HH) Point of Origin : Customer Wipbin :
Case Title : 09C- (MOHAWK HONDA)- [REDACTED] - AIRBAG DEPLOYMENT NO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 230
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : BERNE, NY [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 230
VIN Type / No. : US VIN / 1HGCP26418A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 75,000
In Service Date : 06/16/2008
Months In Use : 64
Engine Number : K24Z21510071
Originating Dealer No. / Name : 206710 / MOHAWK HONDA
Selling Dealer No. / Name : 206710 / MOHAWK HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206710 / MOHAWK HONDA
Phone No. : 518-370-4911
Address : 175 FREEMANS BRIDGE RO
City / State / Zip : SCOTIA, NY 12302
Svc District / Sls District : 09C / E09
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-1000704-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012013-10-1000704-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 10/10/2013 11:06:14
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 10/22/2013 6:20:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-1000704

Case Title : 09C- (MOHAWK HONDA)- [REDACTED] - AIRBAG DEPLOYMENT NO IMPAC

*** CASE CREATE 10/10/2013 10:45:53 AM, lmuniz

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

*** CASE MODIFY 10/10/2013 10:48:23 AM, lmuniz

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 10:56:23 AM, lmuniz

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2013 10:56:26 AM, lmuniz

into WIP default and Status of Solving.

*** NOTES 10/10/2013 10:59:49 AM, lmuniz, Action Type : Call from Customer

All information verified

Best call back # is [REDACTED]

Customer states that she was dropping of her teenage son when her airbag deployed. Customer states the engine was on and not set to park when he exited the vehicle shut the door the passenger curtain air bag deployed.

Customer states no prior accidents to the passenger side. Customer states her driver side front fender was damaged when she hit a deer in 2008. Customer states that an IRF repaired her vehicle at the time

Customer states this is her first Honda vehicle and is the original owner. She service s regular at Mohawk Honda. Customer called the DLR and they advised she call our office to open a case prior to coming in. She plans to come to the DLR this afternoon.

Customer is seeking for AH to pay for the needed repairs for she feels this is a defect she has no control of. I appreciated the customer for calling. I advised that at this time I will have a CM further review her request in the interest of customer satisfaction. The CM will be calling her by the end of the next business day. I provided customer with her case number for reference, Customer understood and case dispatched

*** NOTES 10/10/2013 11:00:25 AM, lmuniz, Action Type : Call from Customer

This incident took place today. No name on dlr rep given.

*** CASE MODIFY 10/10/2013 11:00:26 AM, lmuniz

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2013 11:00:42 AM, lmuniz

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 10/10/2013 11:03:34 AM, cvillanu

from Queue Honda Team H to WIP default.

*** SUBCASE N012013-10-1000704-1 CREATE 10/10/2013 11:06:14 AM, cvillanu

Created in WIP Default with Due Date 10/10/2013 11:06:14 AM.

*** COMMIT 10/10/2013 11:06:34 AM, cvillanu, Action Type : N/A

Made to [REDACTED] due 10/13/2013 11:06:36 AM.

Customer call back?\Case closed

*** NOTES 10/10/2013 11:07:17 AM, cvillanu, Action Type : Dealer Communication

Case History

Case ID : N012013-10-1000704

Case Title : 09C- (MOHAWK HONDA)- [REDACTED] - AIRBAG DEPLOYMENT NO IMPAC

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/13/2013

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

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

The customer was advised to contact AHM by the dealership. She claims that the airbags went off without any impact. Please provide the outcome of the diagnosis.

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

Charles Villanueva
Automobile Customer Service

*** CASE MODIFY COMMITMENT 10/10/2013 11:14:39 AM, cvillanu

with [REDACTED] due 10/15/2013 11:06:36 AM.

*** NOTES 10/10/2013 11:14:49 AM, cvillanu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer contacted AHM in regards to her side air bags. The customer advised that she dropped off her son and when he closed the door the passenger side airbag deployed. The customer feels that she not be having these concerns and that the airbag should go off. The customer plan to bring the vehicle to the dealership on Monday the 14th. The customer is the original owner of the vehicle.

The customer wants AHM to provide assistance with the repairs. The customers concern and request from AHM have been confirmed. According to the customer the vehicle is normally serviced at the dealership and is the customers first Honda. Based on the information provided by the customer which has yet to be confirmed, I advised that I would be happy to review the case but assistance at this time is not guaranteed. The customer understood I provided my contact information if there were further concerns. ACS will contact the customer by 10/18/13.

*** CASE MODIFY 10/10/2013 11:14:57 AM, cvillanu

into WIP default and Status of Solving.

*** NOTES 10/15/2013 6:31:33 AM, cvillanu, Action Type : Call from Dealer

I spoke to the SM-Guy who advised that vehicle had a code F411 and 5631. The SM contacted the DPSM for involvement. They have agreed to refer the customer to their insurance company.

*** NOTES 10/15/2013 6:32:13 AM, cvillanu, Action Type : Field Service

Communication sent from the DPSM advising that the customer was referred to their insurance company.

*** CASE MODIFY 10/15/2013 6:32:21 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 10/15/2013 6:32:37 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY COMMITMENT 10/15/2013 7:59:11 AM, cvillanu

with [REDACTED] due 10/22/2013 11:06:36 AM.

*** NOTES 10/15/2013 7:59:41 AM, cvillanu, Action Type : Call to Customer

I contacted the customer and explained that I was able to review her concerns with the dealership. I explained to the customer the parameters of the new vehicle warranty. I advised that I spoke to the SM-Guy who advised that the vehicle had a code F411 and 5631. The customer was referred to her insurance company.

Case History

Case ID : N012013-10-1000704

Case Title : 09C- (MOHAWK HONDA)-[REDACTED] - AIRBAG DEPLOYMENT NO IMPAC

I advised that If the insurance company has been contacted then they would investigate the issue further in order to determine if there was a manufacturer defect. If this was the case the Insurance Company would contact the appropriate parties at AHM. The customer was upset and may pursue the issue through an alternate avenue. The customer had no further questions or concerns and the call ended.

*** CASE MODIFY 10/15/2013 7:59:44 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 10/15/2013 7:59:48 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 10/15/2013 7:59:51 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 10/15/2013 7:59:54 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 10/22/2013 6:20:23 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** SUBCASE N012013-10-1000704-1 CLOSE 10/22/2013 6:20:25 AM, cvillanu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/22/2013 6:20:25 AM, cvillanu

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-05-2701078 Division : Honda - Auto Condition : Closed Open Date : 5/27/2010 1:13:45 PM
Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2010 7:32:12 AM
Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 77
Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
Case Title : 07G-(HONDA OF CONYERS)-[REDACTED]-AIRBAG DEPLOYMENT WITH No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1070
VIN Type / No. : US VIN / 1HGCP26438A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 34,000
In Service Date : 04/29/2008
Months In Use : 25
Engine Number : K24Z21030768
Originating Dealer No. / Name : 208165 / TIM MARBURGER HONDA
Selling Dealer No. / Name : 208343 / LUMBERTON HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208488 / HONDA OF CONYERS
Phone No. : 770-922-5292
Address : 1860 GA.HWY.20 SOUTH
City / State / Zip : CONYERS, GA 30013
Svc District / Sls District : 07G / D07
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-05-2701078-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-05-2701078-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 5/28/2010 6:29:59 AM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 6/3/2010 12:35:51 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-05-2701078

Case Title : 07G-(HONDA OF CONYERS)-[REDACTED]-AIRBAG DEPLOYMENT WITHOUT IM

*** CASE CREATE 5/27/2010 1:13:45 PM, jstarlin

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

*** CASE MODIFY 5/27/2010 1:14:18 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2010 1:18:46 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 5/27/2010 1:26:01 PM, jstarlin, Action Type : Call from Customer

Updated Customers Information

Best Contact Number: [REDACTED]

The customer states that she purchased a used Honda in January 2010. The customer does not have the VIN# available, but will return a call with it. The customer states that the vehicle is a CUC vehicle and last Sunday her husband closed the passenger door and the side airbags deployed. The customers 9 month old baby was in the rear of the vehicle and though there was no serious damage the baby was sent to a doctor for redness in eyes and face. The customer filed a claim with her insurance company. The insurance company inspected the vehicle ,but found no hint of impact and will not cover a deployment that the deem as a defect. The customer would like AHM to cover the full repair cost. ACS advised the customer that a CM will review her request, but no assistance is guaranteed. Case Dispatched

**reviewed with TL-M.Foster

*** CASE MODIFY 5/27/2010 1:26:04 PM, jstarlin

into WIP default and Status of Solving.

*** CASE DISPATCH 5/27/2010 1:26:15 PM, jstarlin

from WIP default to Queue Honda Team E.

*** CASE MODIFY 5/27/2010 1:26:20 PM, jstarlin

into WIP default and Status of Solving.

*** CASE ACCEPT 5/27/2010 1:52:52 PM, kmakaena

from Queue Honda Team E to WIP NEW CASES.

*** CASE YANKED 5/27/2010 4:28:11 PM, cbaldas

Yanked by cbaldas into WIPbin default.

*** CASE MODIFY 5/27/2010 4:28:33 PM, cbaldas

into WIP default and Status of Solving.

*** CASE DISPATCH 5/27/2010 4:29:11 PM, cbaldas

from WIP default to Queue Honda Team E.

*** NOTES 5/27/2010 4:31:12 PM, cbaldas, Action Type : Call from Customer

Verified customer contact information. phn # [REDACTED]

Customer called back to update her case file with VIN 1HGCP26438A [REDACTED]. ACS provided customer with her case number. Re-dispatched case to CM.

*** CASE ASSIGN 5/28/2010 5:53:38 AM, ltafoya

Case History

Case ID : N012010-05-2701078

Case Title : 07G-(HONDA OF CONYERS)-[REDACTED]-AIRBAG DEPLOYMENT WITHOUT IM

N012010-05-2701078 to kmakaena, WIP

*** CASE RULE ACTION 5/28/2010 5:53:39 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-05-2701078-1 CREATE 5/28/2010 6:29:59 AM, kmakaena

Created in WIP Default with Due Date 5/28/2010 6:29:59 AM.

*** COMMIT 5/28/2010 6:30:40 AM, kmakaena, Action Type : N/A

Made to [REDACTED] due 05/31/2010 06:30:43 AM.

call customer

*** NOTES 5/28/2010 6:30:51 AM, kmakaena, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/31/2010

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

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

Best Contact Number: [REDACTED]

The customer states that she purchased a used Honda in January 2010. The customer does not have the VIN# available, but will return a call with it. The customer states that the vehicle is a CUC vehicle and last Sunday her husband closed the passenger door and the side airbags deployed. The customers 9 month old baby was in the rear of the vehicle and though there was no serious damage the baby was sent to a doctor for redness in eyes and face. The customer filed a claim with her insurance company. The insurance company inspected the vehicle ,but found no hint of impact and will not cover a deployment that the deem as a defect. The customer would like AHM to cover the full repair cost. ACS advised the customer that a CM will review her request, but no assistance is guaranteed

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.

Kai Makaena

Automobile Customer Service

*** NOTES 5/28/2010 6:36:55 AM, kmakaena, Action Type : Call to Customer

ACS left the customer a message on 7064610982 stating her case is under review. I informed the customer that I will not be in the office on 05/31 and will contact her by 06/01 with a update. ACS provided my contact information.

*** CASE MODIFY COMMITMENT 5/28/2010 6:37:13 AM, kmakaena

with [REDACTED] due 06/01/2010 06:30:43 AM.

*** CASE MODIFY 5/28/2010 6:37:20 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 6/1/2010 8:42:56 AM, elim, Action Type : Call for Case Mgr

Verified contact information

Customer is calling to speak with her CM and was advised her case number is currently unavailable. The customer was advised her CM is aware she is looking for him and per the CM, will return her call later today. The customer is requesting to be called back at [REDACTED]. No further comments.

Case History

Case ID : N012010-05-2701078

Case Title : 07G-(HONDA OF CONYERS)-[REDACTED]-AIRBAG DEPLOYMENT WITHOUT IM

*** CASE MODIFY 6/1/2010 8:43:20 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** NOTES 6/1/2010 1:13:48 PM, kmakaena, Action Type : Field Service

ACS spoke with the DPSM concerning the customer vehicle. DPSM stated that he was aware of this case and the dealership is still waiting for the customer to bring the vehicle to the dealership for a inspection. DPSM stated that the customer informed the dealership that she does not want to take the vehicle to the dealership unless repairs are covered 100%. DPSM stated that he cannot make any guaranties the vehicle will be repaired 100% unless the dealership inspects the vehicle and finds no impacts marks on the vehicle.

*** NOTES 6/1/2010 1:52:14 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning her vehicle. I asked the customer if she will be able to take her vehicle to a Honda dealership for a inspection? she stated yes and will be towing the vehicle tomorrow.

*** CASE FULFILL 6/1/2010 1:52:31 PM, kmakaena

Fulfilled for [REDACTED] due 06/01/2010 06:30:43 AM.

*** COMMIT 6/1/2010 1:52:36 PM, kmakaena, Action Type : N/A

call customer

*** CASE MODIFY 6/1/2010 1:53:42 PM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** CASE MODIFY 6/1/2010 1:53:44 PM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** NOTES 6/3/2010 11:30:57 AM, kmakaena, Action Type : Call from Customer

The customer left a message stating her vehicle was towed to Honda of Conyers last night. The customer request to follow up with the dealership for a inspection.

*** NOTES 6/3/2010 11:45:10 AM, kmakaena, Action Type : Call to Customer

ACS left a message for Dean(sm) concerning the customer vehicle.

*** NOTES 6/3/2010 12:28:51 PM, kmakaena, Action Type : Call to Dealer

ACS spoke with Dean(sm) concerning the customer vehicle. Dean stated that he has inspected the vehicle with the DPSM and they did not find any impact on the vehicle. Dean stated that the will be covering the cost of repairs and provide the customer a rental vehicle while the vehicle is being repaired. I thanked Dean for the update.

*** NOTES 6/3/2010 12:35:19 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning her vehicle. I informed the customer that her case has been review by the DPSM and he will be covering the cost of repairs because he did not find any impact marks on her vehicle. The customer stated that she was very happy with the offer and has spoken with Dean concerning the repair. The customer stated that she is very thankful that AH is assisting her with this issue. I thanked the customer for the update and asked if she needed further assistance from AH? she stated no and thanked ACS for calling.

*** CASE MODIFY 6/3/2010 12:35:49 PM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** SUBCASE N012010-05-2701078-1 CLOSE 6/3/2010 12:35:51 PM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2010 12:35:52 PM, kmakaena

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

Case History

Case ID : N012010-05-2701078

[REDACTED] 07G-(HONDA OF CONYERS)-[REDACTED]-AIRBAG DEPLOYMENT WITHOUT IM

*** CASE REOPEN 8/12/2010 6:27:50 AM, bsamonte

with Condition of Open and Status of Solving.

*** NOTES 8/12/2010 6:29:08 AM, bsamonte, Action Type : Call from Customer

Customer called back and requests to be reimbursed for towing. Customer can be reached at 706-461-0982.

*** CASE DISPATCH 8/12/2010 6:29:20 AM, bsamonte

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 8/12/2010 7:31:49 AM, kmakaena

from Queue Honda Team E to WIP NEW CASES.

*** CASE CLOSE 8/12/2010 7:32:12 AM, kmakaena

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N032008-03-1800222 Division : Honda - Auto Condition : Closed Open Date : 3/18/2008 7:53:13 AM
Case Originator : Djhoanna Guerrero (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 3/18/2008 8:03:24 AM
Case Owner : Djhoanna Guerrero (Team CB) Method : Phone Queue : Days Open : 0
Last Closed By : Djhoanna Guerrero (Team CB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIRBAGS DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 134
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : JARVISBURG, NC [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.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-03-1800222-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 1744
VIN Type / No. : US VIN / 1HGCP26718A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 180
In Service Date : 10/18/2008
Months In Use : -7
Engine Number : K24Z31061142
Originating Dealer No. / Name : 208457 / PRIORITY HONDA
Selling Dealer No. / Name : 208457 / PRIORITY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N032008-03-1800222-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Djhoanna Guerrero	Type 1 : Product	Status : Subcase Close	Open Date : 3/18/2008 8:03:14 AM
Issue Owner : Djhoanna Guerrero	Type 2 : Operation	Queue :	Close Date : 3/18/2008 8:03:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-03-1800222

Case Title : [REDACTED] - SIDE AIRBAGS DEPLOYED

*** CASE CREATE 3/18/2008 7:53:13 AM, dguerrer

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

*** CASE MODIFY 3/18/2008 7:53:26 AM, dguerrer

into WIP default and Status of Solving.

*** NOTES 3/18/2008 8:01:44 AM, dguerrer, Action Type : Call from Customer

The customer called stating he bought this vehicle on 03/16/08 (Sunday) and when he got out the front passenger side of the vehicle and shut the door, the side airbags on the door deployed. He stated that his 7 year old granddaughter was sitting in the back and she was not hurt but she was shaken up. He stated that priority Honda checked the vehicle and verified that there were no signs of neglect and damage. He stated that he just wanted to call and have the situation documented. He stated that he is waiting for the dealership to give him an answer to see if he will get a new vehicle because he does not want the same vehicle back. He thanked me for my time and ended the call.

*** CASE MODIFY 3/18/2008 8:01:50 AM, dguerrer

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/18/2008 8:01:59 AM, dguerrer

WARRANTY CHECK 03/18/2008 08:01:59 AM dguerrer

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/18/2008 8:02:01 AM, dguerrer

CLAIM HISTORY CHECK 03/18/2008 08:02:01 AM dguerrer

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/18/2008 8:02:04 AM, dguerrer

CAMPAIGN CHECK 03/18/2008 08:02:04 AM dguerrer

No data found For VIN

*** CASE VSC LOOKUP 3/18/2008 8:02:05 AM, dguerrer

VSC-CUC CHECK 03/18/2008 08:02:05 AM dguerrer

No data found for VIN.

*** CASE MODIFY 3/18/2008 8:02:18 AM, dguerrer

into WIP default and Status of Solving.

*** SUBCASE N032008-03-1800222-1 CREATE 3/18/2008 8:03:14 AM, dguerrer

Created in WIP Default with Due Date 3/18/2008 8:03:14 AM.

*** CASE CLOSE 3/18/2008 8:03:24 AM, dguerrer

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

*** SUBCASE N032008-03-1800222-1 CLOSE 3/18/2008 8:03:24 AM, dguerrer

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-09-2400969 Division : Honda - Auto Condition : Closed Open Date : 9/24/2013 11:39:06 AM
Case Originator : LaDrena McGee (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/4/2013 3:44:04 PM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 10
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED No. of Attachments : 5

Site / Contact Info :

Site Name : [REDACTED] 1108
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : WICHITA, KS [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1108
VIN Type / No. : US VIN / 1HGCP264X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 62,000
In Service Date : 03/19/2008
Months In Use : 66
Engine Number : K24Z21510511
Originating Dealer No. / Name : 207255 / P. S. HONDA
Selling Dealer No. / Name : 207255 / P. S. HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 240005 / SCHOLFIELD HONDA SERVICE
Phone No. : 316-729-1300
Address : 8880 WEST CENTRAL AVE
City / State / Zip : WICHITA, KS 67212
Svc District / Sls District : 10A / A10
Warranty Labor Rate / Date : \$109.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-2400969-1 / [REDACTED] -	Subcase Close	Product	Accident/Injury	752	SRS
N012013-09-2400969-2 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-09-2400969-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaDrena McGee	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2013 11:57:41 AM
Issue Owner : LaDrena McGee	Type 2 : Accident/Injury	Queue :	Close Date : 9/24/2013 12:37:19 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Safety-Regulatory
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-09-2400969-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 9/25/2013 4:51:27 PM
Issue Owner : Bettie McDonald	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/4/2013 3:43:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Safety-Regulatory
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-2400969

Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED NO AC

*** CASE CREATE 9/24/2013 11:39:06 AM, lmcgee

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

*** CASE MODIFY 9/24/2013 11:40:11 AM, lmcgee

into WIP default and Status of Solving.

*** SUBCASE N012013-09-2400969-1 CREATE 9/24/2013 11:57:41 AM, lmcgee

Created in WIP Default with Due Date 9/24/2013 11:57:41 AM.

*** NOTES 9/24/2013 12:33:18 PM, lmcgee, Action Type : Call from Customer

Verified customer contact information

Best contact [REDACTED]

The customer called in because the airbag deployed without an accident. The customer states her husband went out to the vehicle at about 11:00pm last Tuesday after finding out his father had past away, She states her husband was sitting in the vehicle on the passenger side waiting for her to come out. She states she was taking to long to come out of the house and her husband decided to get out the vehicle and get her, he close the door and the air deployed on the passenger side. The customer states the vehicle is currently at SCHOLFIELD HONDA SERVICE CENTER and has been there since last week because of the funeral. The customer states she has no called the dealership as she had no time due to the loss in her family. She states she is calling AHM to document her concern.

ACS advised the customer to contact her insurance company regarding the airbag deployment. ACS advised the customer I would forward her concern to a CM to have the follow up with the dealership. I advised her that I cannot guarantee anything because the CM needs to speak with the dealership. I provided the customer with her case number and advised her that a CM would respond by end of business day tomorrow.

*** CASE MODIFY 9/24/2013 12:35:53 PM, lmcgee

into WIP default and Status of Solving.

*** CASE DISPATCH 9/24/2013 12:35:58 PM, lmcgee

from WIP default to Queue Honda Team C.

*** SUBCASE N012013-09-2400969-1 MODIFY 9/24/2013 12:37:06 PM, lmcgee

into WIP default and Status of Solving.

*** SUBCASE N012013-09-2400969-1 CLOSE 9/24/2013 12:37:19 PM, lmcgee

Status = Solving, Resolution Code = Instruction Given

*** CASE ASSIGN 9/24/2013 4:44:17 PM, ksulliva

N012013-09-2400969 to bmcDonald, WIP [REDACTED]

*** SUBCASE N012013-09-2400969-2 CREATE 9/25/2013 4:51:27 PM, bmcDonald

Created in WIP Default with Due Date 9/25/2013 4:51:27 PM.

*** CASE MODIFY 9/25/2013 4:51:32 PM, bmcDonald

into WIP default and Status of Solving.

*** NOTES 9/25/2013 5:42:36 PM, bmcDonald, Action Type : Call to Customer

Lost notes entered before 5:00 PM re-entered at this time.

AC called and spoke to the customer, I delivered the disclosure as required. I introduced myself as calling from Honda and the RCM who was assigned this

Case History

Case ID : N012013-09-2400969

Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED NO AC

case. According to the customer she and her husband had been in bed for about 3 hours when they receive the call about her husband's father passing. Her husband went into the garage and was getting into the vehicle on the passenger side, the customer said her husband doesn't see well enough to drive at night. He was getting out of her car to get into his own vehicle and closed the door when all the air bags deployed front and rear on the passenger side. The customer said it was a loud noise like a gun shot in the closed garage. The customer said her husband told her he just closed the door and the bags deployed. They researched the issue on the Internet and found a number of people with the 2008 Accord that have experienced the same problem. Her husband has been the primary contact that the dealer has talked to. She indicated his name is [REDACTED], his mobile number is [REDACTED]. I advised her that I will contact the dealer and call her husband tomorrow 9/26/13.

I asked the customer what her expectations are of AHM, the customer said she wants the issue resolved. She feels strongly that they didn't do anything to cause the deployment, there was no impact or accident. She found it very unusual that the front and rear passenger side air bags would both deploy without an accident. The customer was advised that I will contact her husband after speaking with the appropriate people at the dealership. The customer said they have driven infinity, Jeep and Ford and never experience this type of problem. The customer said they wanted to try Honda based on the success of the lifetime of her mother-in-law's 1989 Civic, they drove that vehicle for 15 years without any problems. They trusted the Honda brand and that's the reason they purchased the Honda. I thanked Mrs. M Clellan for her time and cooperation, she thanked me for the telephone follow up.

*** COMMIT 9/25/2013 5:43:17 PM, bmcdonal, Action Type : N/A

Made to [REDACTED] due 09/28/2013 05:43:23 PM.

DCS Follow-Up dealer and the customer Mr.

*** NOTES 9/25/2013 5:45:23 PM, bmcdonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/28/2013

This customer contacted our office regarding the following issue(s): Deployed Passenger Side AirBags. Please contact the Case Manager to discuss the inspection findings in this case. The DPSM should also be notified ASAP. Thank you for your cooperation.

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

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

Bettie McDonald
Automobile Customer Service
(310) 783- 7749

*** CASE MODIFY 9/25/2013 5:45:26 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 9/25/2013 5:45:56 PM, bmcdonal

with [REDACTED] due 09/26/2013 05:43:23 PM.

*** CASE MODIFY 9/25/2013 5:46:01 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2013 5:46:17 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2013 3:58:36 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

Case History

Case ID : N012013-09-2400969

Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED NO AC

*** NOTES 9/26/2013 4:02:17 PM, bmcldonal, Action Type : Call to Dealer

I spoke to SA-Doug and he advised me that SM-Steve may have called, he is gone now. The best time to call is in the morning.

*** NOTES 9/26/2013 4:18:26 PM, bmcldonal, Action Type : Call to Customer

ACS called and spoke to Mr. [REDACTED], delivered the disclosure as required. I asked the customer who he was working with. The service person's name is Marcus he believes. The SM-Steve has a call from me and I expect to speak with him tomorrow. The customer said he appreciates me following up today and any assistance that Honda can provide. I advised the customer I will gather information on the inspection findings. I have another individual involved that can provide further insight. I will re-contact him by Monday 9/30 a if not before. I advised the customer our office is closed over the weekend. I thanked the customer for his time.

*** CASE MODIFY 9/26/2013 4:18:30 PM, bmcldonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE FULFILL 9/26/2013 4:18:38 PM, bmcldonal

Fulfilled for [REDACTED] due 09/26/2013 05:43:23 PM.

*** COMMIT 9/26/2013 4:18:39 PM, bmcldonal, Action Type : N/A

call the customer to update

*** COMMIT 9/26/2013 4:18:55 PM, bmcldonal, Action Type : N/A

call SM-Steve on this issue/ Update the DPSM

*** CASE MODIFY 9/26/2013 4:21:46 PM, bmcldonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE MODIFY 9/26/2013 4:23:08 PM, bmcldonal

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 9/27/2013 9:33:21 AM, bmcldonal, Action Type : Call to Dealer

ACS called and spoke to SM-Steve I advised that I would like to have the RO including the inspection findings and the technician notes. According to Steve SA-Marcus has been involved with the customer and the inspection from the start. Marcus is currently out to lunch, he will have him return the call to provide the information.

*** CASE ADD ATTACHMENT 9/27/2013 2:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2400969_1.pdf

*** NOTES 9/27/2013 2:39:20 PM, bmcldonal, Action Type : Field Sales

ACS called and spoke to the DPSM, updated him on the customer situation and requested his intervention for inspection of the vehicle. The DIPS agreed to make every effort to get to the dealership by Monday 9/30. The customer's information was provided. The DPSM asked if the customer has contacted the insurance company. I advised I can't say for certain, I will have that conversation when I speak to Mr. McClellan this afternoon. The DPSM said he will complete the form and forward it to ACS. He has a Zone Meeting next week so he has to contact them to make them aware of the need for this inspection.

*** CASE FULFILL 9/27/2013 2:39:33 PM, bmcldonal

Fulfilled for ANDREA MCCLELLAN due 09/27/2013 12:00:00 AM.

*** CASE MODIFY 9/27/2013 2:39:42 PM, bmcldonal

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 9/30/2013 9:42:42 AM, bmcldonal, Action Type : Field Service

The DPSM for 10A called ACS to advise that he has completed the inspection of the [REDACTED] vehicle. He forwarded the report and pictures to my attention. The DPSM said in completing his inspection no defect found, no defect in parts or workmanship. The DPSM said the customer should be notified to contact

Case History

Case ID : N012013-09-2400969

Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED NO AC

their insurance company. This repair will not be covered by AH,

*** CASE MODIFY 9/30/2013 9:42:47 AM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE ADD ATTACHMENT 9/30/2013 10:00:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2400969_2.pdf

*** CASE MODIFY 9/30/2013 11:47:33 AM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE ADD ATTACHMENT 9/30/2013 12:30:19 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2400969_3.zip

*** NOTES 9/30/2013 12:41:58 PM, bmcdonal, Action Type : Manager

Reviewed the case with the RM to update on the DPSM inspection findings of this vehicle. I advised the RM the DPSM's opinion was the customer slammed the door causing the air bag to deploy and therefore should contact their insurance company. RM advised he will consult with ACS Management .

After discussion with ACS Mgmt. directed the RCM to notify the DPSM that Honda will as a onetime goodwill gesture cover the cost of replacement of the deployed air bags. The DPSM must instruct the dealership to document the repair order accordingly. This is a onetime goodwill gesture, no defect found. This is a onetime goodwill gesture, if this occurred again, Honda will not cover the repair, it will be the customer's responsibility .

The dealership must sent ACS a copy of the RO as proof the documentation was completed with a copy given to the customer. The customer must understand this is a onetime goodwill gesture.

*** NOTES 9/30/2013 12:42:41 PM, bmcdonal, Action Type : Manager

The DPSM must be notified of this request prior to contacting the customer.

*** NOTES 9/30/2013 12:47:19 PM, bmcdonal, Action Type : Field Service

ACS /RCM contacted the DPSM 10A to convey the information provided from ACS Mgmt. I gave the statement verbatim of what must be documented on the repair order. The DPSM said he will ensure the documentation is completed as instructed. The DPSM is clear about the request and will comply, he supports the decision of ACS. The DPSM said in the interest of customer satisfaction that Honda /ACS has rendered this decision he is in agreement.

*** CASE MODIFY 9/30/2013 1:25:53 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE ADD ATTACHMENT 9/30/2013 2:00:21 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2400969_4.pdf

*** NOTES 9/30/2013 3:14:55 PM, bmcdonal, Action Type : Call to Dealer

ACS called the dealer to advised that I did received the repair order RO# 420461 the documentation is fine except it doesn't states there was no defect found. that verbiage is imperative to be on the documentation. Marcus agreed to add that and will regenerated the RO to my attention. He has confirmed this information with the customer and they are very pleased. I thanked Marcus for his assistance.

*** NOTES 9/30/2013 3:16:05 PM, bmcdonal, Action Type : Call to Customer

ACS attempted to contact the customer, I left a message as Mr. [REDACTED] was not available at the time of this call.

*** NOTES 9/30/2013 3:25:21 PM, bmcdonal, Action Type : Call to Customer

ACS called the customer at the mobile number. I delivered the disclosure as required. I advised the customer the DPSM was at the dealership today inspection of the vehicle. No defects were found however, as a onetime goodwill gesture AH will cover the repair cost. In the event this would occur again it will be

Case History

Case ID : N012013-09-2400969

Case Title : 10A: SCHOLFIELD SERVICE CTR. [REDACTED] - AIRBAG DEPLOYED NO AC

the responsibility for the customer, Honda will not cover the cost of repair. Mr. [REDACTED] said that he just received a call from SA-Marcus and he has told him the good news, he does understand this repair is being completed as a gesture of goodwill. Mr. [REDACTED] said he greatly appreciates the assistance and the efforts made on his behalf. I advised Mr. [REDACTED] we value him as a customer and its our pleasure to be of service to him. I advised the customer I will call him back on Friday 10/4 to check the repair status on the vehicle and his satisfaction.

*** CASE FULFILL 9/30/2013 3:25:28 PM, bmcdonal

Fulfilled for [REDACTED] due 09/30/2013 12:00:00 AM.

*** COMMIT 9/30/2013 3:25:29 PM, bmcdonal, Action Type : N/A

call cust for repair status/satisfaction

*** CASE MODIFY 9/30/2013 3:25:52 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** CASE ADD ATTACHMENT 10/1/2013 10:30:19 AM, crmsuser

Added attachement ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2400969_5.pdf

*** NOTES 10/4/2013 3:22:10 PM, bmcdonal, Action Type : Call to Customer

ACS attempted to call the customer on repair status. Left a message to return the call.

*** CASE FULFILL 10/4/2013 3:22:17 PM, bmcdonal

Fulfilled for [REDACTED] due 10/04/2013 12:00:00 AM.

*** COMMIT 10/4/2013 3:22:18 PM, bmcdonal, Action Type : N/A

call for repair status

*** CASE MODIFY 10/4/2013 3:22:35 PM, bmcdonal

into WIP 10A- Ron Criss and Status of Solving.

*** NOTES 10/4/2013 3:43:21 PM, bmcdonal, Action Type : Call to Customer

ACS called and spoke to Mrs. [REDACTED], delivered the disclosure as required. The customer confirmed that they picked up their vehicle. Mrs. [REDACTED] said they feel blessed that Honda and ACS took such good care of them. They are over so joyful with the way everything worked out. The customer said they have a big family but they love their car. The customer asked for the mailing address to write a letter to express their appreciation. I thanked the customer for her kind words and advised her this conversation has made my day. I thanked Mrs. [REDACTED] and wished her and the family well.

*** CASE FULFILL 10/4/2013 3:43:26 PM, bmcdonal

Fulfilled for ANDREA MCCLELLAN due 10/10/2013 12:00:00 AM.

*** SUBCASE N012013-09-2400969-2 MODIFY 10/4/2013 3:43:43 PM, bmcdonal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012013-09-2400969-2 CLOSE 10/4/2013 3:43:57 PM, bmcdonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/4/2013 3:44:04 PM, bmcdonal

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-08-0701143 Division : Honda - Auto Condition : Closed Open Date : 8/7/2008 1:28:23 PM
Case Originator : Atiya Bey (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2008 2:04:20 PM
Case Owner : Michael Fenner (Team HB) Method : Phone Queue : Days Open : 5
Last Closed By : Michael Fenner (Team HB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - CLOSED DOOR/PASSENGER SIDE AIRBAGS WENT OFF No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 47 E
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : OCEANSIDE, NY [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 47 E
VIN Type / No. : US VIN / 1HGCP26338A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 10,476
In Service Date : 02/27/2008
Months In Use : 6
Engine Number : K24Z21510977
Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-08-0701143-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-08-0701143-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Fenner	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2008 2:03:39 PM
Issue Owner : Michael Fenner	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/12/2008 2:04:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-08-0701143

Case Title : [REDACTED] - CLOSED DOOR/PASSENGER SIDE AIRBAGS WENT OFF

*** CASE CREATE 8/7/2008 1:28:23 PM, abey

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

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2008 1:29:30 PM, abey

WARRANTY CHECK 08/07/2008 01:29:30 PM abey

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2008 1:29:33 PM, abey

CLAIM HISTORY CHECK 08/07/2008 01:29:33 PM abey

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2008 1:29:35 PM, abey

CAMPAIGN CHECK 08/07/2008 01:29:35 PM abey

No data found for VIN

*** CASE VSC LOOKUP 8/7/2008 1:29:38 PM, abey

VSC-CUC CHECK 08/07/2008 01:29:38 PM abey

No data found for VIN.

*** NOTES 8/7/2008 2:18:22 PM, abey, Action Type : Call from Customer

Verified the customers contact information.

Situation:

Customer states that his air bags deployed when he closed his front passenger door.

Request:

He would like for AHM to cover the cost of the repair to the airbag system.

Probing Questions:

I inquired if he had the system checked at the dealer and he advised that the system was not found to be defective but that he does not care because this is an obvious defect when a customer can close the door and the airbag just deploy. He indicates that the dealer referred him to his insurance company but he does not feel this is right. I then advised the customer if the air bag system was not found to be faulty that he would need to take the matter up with the insurance company. He advised that he did not even care if the system did not operate anymore that he just wants the air bag placed back into the vehicle. He then advised that if he runs over a pot hole and the system does not deploy because it is faulty that he would be suing AHM. I then advised that the statement is contradictory if he did not care for the system to deploy and only to be repaired so that it did not hang like it was. His girlfriend began to yell in the background that AHM is crooked and that the system is obviously faulty.

Inbound Conclusion:

I again advised that the system would have to be determined to be a defect in workmanship or materials and explained the SRS indicators flashing or not turning off for example, but advised since the dealer was unable to locate a defect he would need to contact his insurance company. He then demanded a supervisor and call was transferred to TL MF.

*** CASE MODIFY 8/7/2008 2:18:39 PM, abey

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2008 2:18:42 PM, abey

WARRANTY CHECK 08/07/2008 02:18:42 PM abey

Case History

Case ID : N012008-08-0701143

Case Title : [REDACTED] - CLOSED DOOR/PASSENGER SIDE AIRBAGS WENT OFF

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2008 2:18:46 PM, abey

CLAIM HISTORY CHECK 08/07/2008 02:18:46 PM abey

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2008 2:18:48 PM, abey

CAMPAIGN CHECK 08/07/2008 02:18:48 PM abey

No data found for VIN

*** CASE VSC LOOKUP 8/7/2008 2:18:50 PM, abey

VSC-CUC CHECK 08/07/2008 02:18:50 PM abey

No data found for VIN.

*** CASE ASSIGN 8/7/2008 2:19:04 PM, abey

N012008-08-0701143 to mfenner, WIP

*** CASE RULE ACTION 8/7/2008 2:19:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/7/2008 2:19:06 PM, abey

into WIP default and Status of Solving.

*** NOTES 8/12/2008 1:59:32 PM, mfenner, Action Type : Call from Customer

Contact was escalated within Inbound.

Customer was very upset (verbally aggressive) regarding the airbag. It was indicated the customer closed the door on the vehicle and the airbag deployed. It was indicated the door was shut no harder than any other time, just this time it deployed. The customer is adamant there is a defect in the vehicles design, and demanded that Honda repair the vehicle at no cost to him.

ACS apologized to the customer regarding the incident and inquired if the SRS light was illuminated at anytime during the incident. It was indicated the customer was not paying attention to the SRS light at the time of the incident, and continued to argue defect.

ACS encouraged the customer to follow-up with his insurance company and indicated if his insurance company shares his opinion, they would have the ability to subrogate the claim within Honda's legal department.

The customer became increasingly irate arguing emphatically that he feels he does not need to involve his insurance company for an obvious defect. The customer demanded Honda assume responsibility.

ACS again referred the customer to his insurance company indicating it is an insurance matter.

The customer disconnected.

*** SUBCASE N012008-08-0701143-1 CREATE 8/12/2008 2:03:39 PM, mfenner

Created in WIP Default with Due Date 8/12/2008 2:03:39 PM.

*** SUBCASE N012008-08-0701143-1 CLOSE 8/12/2008 2:04:18 PM, mfenner

Status = Solving, Resolution Code = Instruction Given

Case History**Case ID :** N012008-08-0701143**Case Title :** [REDACTED] - CLOSED DOOR/PASENGER SIDE AIRBAGS WENT OFF***** CASE CLOSE 8/12/2008 2:04:20 PM, mfenner**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-07-0300109 Division : Honda - Auto Condition : Closed Open Date : 7/3/2008 6:52:08 AM
Case Originator : Vanessa Lucas (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/22/2008 7:40:44 AM
Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 19
Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
Case Title : (BLAIR HONDA) 5N - [REDACTED] - SRS WARRANTY COVERAGE REQUEST No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 605
VIN Type / No. : US VIN / 1HGCP26758A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 2,500
In Service Date : 04/15/2008
Months In Use : 3
Engine Number : K24Z31519505
Originating Dealer No. / Name : 207509 / BLAIR HONDA
Selling Dealer No. / Name : 207509 / BLAIR HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207509 / BLAIR HONDA
Phone No. : 814-944-4517
Address : 6030 SIXTH AVENUE
City / State / Zip : ALTOONA, PA 16602
Svc District / Sls District : 05M / D05
Warranty Labor Rate / Date : \$70.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-07-0300109-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-07-0300109-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 7/7/2008 6:21:54 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 7/22/2008 7:39:28 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-0300109

Case Title : (BLAIR HONDA) 5N - [REDACTED] - SRS WARRANTY COVERAGE REQUEST

*** CASE CREATE 7/3/2008 6:52:08 AM, vlucas

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

*** CASE EXTENDED WARRANTY LOOKUP 7/3/2008 6:52:10 AM, vlucas

WARRANTY CHECK 07/03/2008 06:52:10 AM vlucas

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/3/2008 6:52:14 AM, vlucas

CLAIM HISTORY CHECK 07/03/2008 06:52:14 AM vlucas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/3/2008 6:52:17 AM, vlucas

CAMPAIGN CHECK 07/03/2008 06:52:16 AM vlucas

No data found for VIN

*** CASE VSC LOOKUP 7/3/2008 6:52:20 AM, vlucas

VSC-CUC CHECK 07/03/2008 06:52:20 AM vlucas

No data found for VIN.

*** CASE MODIFY 7/3/2008 6:55:49 AM, vlucas

into WIP default and Status of Solving.

*** NOTES 7/3/2008 7:06:02 AM, vlucas, Action Type : Call from Customer

Verified the customers information.

Customer states a large object hit vehicle and created two dents on the passenger side.

Customer states 2 weeks later the passenger side airbags deployed. Customer states per Jeremiah, SA AHM will not cover air bag replacement.

Customer wants AHM to assist with coverage. Customer states Jeremiah advised customer to contact ACS for assistance.

Advised customer that the denial was most likely based on AHM warranty, which does not cover environmental defects.

Advised customer that this may be an insurance issue.

Customer states his insurance company will cover costs for the dents, but will not cover cost for the airbags, because they deployed 2 weeks later.

Customer states that insurance company advised customer that the deployment sounds as if it is due to a manufactures defect.

Customer wants AHM to cover repair under warranty.

Advised customer that ACS can not guarantee assistance, but will forward request to a RCM for review.

Advised customer that the RCM will contact customer within the next 2 business days.

Customer understood.

*** CASE MODIFY 7/3/2008 7:06:11 AM, vlucas

into WIP default and Status of Solving.

*** CASE DISPATCH 7/3/2008 8:20:01 AM, vlucas

from WIP default to Queue Honda Team G.

*** CASE YANKED 7/3/2008 11:18:30 AM, jmccaugh

Case History

Case ID : N012008-07-0300109

Case Title : (BLAIR HONDA) 5N - [REDACTED] - SRS WARRANTY COVERAGE REQUEST

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 7/3/2008 11:18:49 AM, jmccaugh
into WIP default and Status of Solving.

*** NOTES 7/3/2008 12:55:07 PM, blafata, Action Type : Call from Customer

Mr. Morgan contacted ACS back questioning why someone hasnt followed up with him yet.

I apologized to Mr. [REDACTED] and advised that his case was just escalated today and told that he must allow us to contact the dealership to conclude our research before we can give him any answers.

Mr. [REDACTED] stated he's not too happy and no further assistance was needed.

*** CASE CAMPAIGN LOOKUP 7/7/2008 6:20:35 AM, jmccaugh

CAMPAIGN CHECK 07/07/2008 06:20:35 AM jmccaugh

No data found For VIN

*** SUBCASE N012008-07-0300109-1 CREATE 7/7/2008 6:21:54 AM, jmccaugh

Created in WIP Default with Due Date 7/7/2008 6:21:54 AM.

*** COMMIT 7/7/2008 6:22:45 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 7/7/2008 6:38:34 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Jeremiah and he informed me that the customer came in with physical damage to the under carriage on the passenger side of the vehicle. Small dent about the size of a softball. Customer said he hit something at night. He then contacted his insurance co. to file a claim. About a week later the side air bag deployed when he slammed the door. His insurance co. will not pay for the air bag repair and he feels this should be covered under warranty because it was defective. The vehicle is currently at the dealership. DPSM Bruce W. was contacted and declined assistance, referring this issue to the customer's insurance co.

*** NOTES 7/7/2008 6:40:21 AM, jmccaugh, Action Type : Field/DSM

I called the DPSM Bruce W. on his cell phone and he informed me that he did review this with the Service Mgr. He said he would speak to his counter part DPSM Russ B. and then call me back to discuss this further. I asked if T/L was contacted? He said no. I suggested we notify T/L and make sure this is documented with them.

*** NOTES 7/7/2008 6:44:43 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and introduced myself as the Regional Case Mgr. I informed him that the call may be monitored or recorded for quality purposes. He informed me that he hit some type of road debris, and then about 2 weeks later the side air bags deployed when he slammed the passenger door. I empathized with him and informed him I would investigate this by contacting our factory trained tech @ the dealership and I would speak to our factory rep. in the field. I said I would try to call him back tomorrow. He thanked me for the call. I thanked him for calling AHM.

*** CASE FULFILL 7/7/2008 6:44:47 AM, jmccaugh

Fulfilled for [REDACTED] due 07/08/2008 12:00:00 AM.

*** COMMIT 7/7/2008 6:44:49 AM, jmccaugh, Action Type : N/A

Call the DPSM.

*** NOTES 7/7/2008 1:50:01 PM, jmccaugh, Action Type : Field/DSM

I called the DPSM Bruce W. on his cell phone and he informed me that the customer informed the Service Mgr. that the vehicle was not running when this air bag deployed. Bruce said the vehicle would have had be running for the air bags to deploy. The customer is being told to work with their insurance co.

Case History

Case ID : N012008-07-0300109

Case Title : (BLAIR HONDA) 5N - [REDACTED] - SRS WARRANTY COVERAGE REQUEST

*** CASE FULFILL 7/7/2008 1:50:07 PM, jmccaugh

Fulfilled for [REDACTED] due 07/08/2008 12:00:00 AM.

*** COMMIT 7/7/2008 1:50:09 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 7/9/2008 8:29:37 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Jeremiah and he informed me that the customer had two issues. 1) a torn run channel molding. Customer was informed that this could be repaired under warranty. Customer told him to hold off. 2) The side air bag issue. The customer's wife originally told him that they shut the vehicle off, her husband slammed the passenger door and the air bag deployed. The DPSM told him that this is not possible with the vehicle being turned off. This was relayed to the customer. The vehicle is still @ Blair Honda and no authorizations for any repairs have been given by the customer.

*** NOTES 7/9/2008 8:32:08 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a detailed VM. I requested a call back ASAP.

*** CASE FULFILL 7/9/2008 8:32:15 AM, jmccaugh

Fulfilled for [REDACTED] due 07/09/2008 12:00:00 AM.

*** COMMIT 7/9/2008 8:32:16 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 7/9/2008 8:33:38 AM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone. The phone rang several times and then stopped. No VM.

*** NOTES 7/9/2008 8:40:22 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the other cell # and spoke to Mrs. [REDACTED]. I informed her of the info. provided to me by the Service Mgr. Jeremiah @ Blair Honda. She became upset and told me that she did not have the vehicle turned off. She dropped her husband off at work and he slammed the door, and that was when the side air bag deployed. I apologized this happened, and told her this was not the info. provided to me by the Service Mgr. She said she would have her husband call me back.

*** NOTES 7/9/2008 8:43:12 AM, jmccaugh, Action Type : Field/DSM

I called the DPSM Bruce W. on his cell phone and left a detailed VM. I requested he call me back ASAP.

*** NOTES 7/9/2008 8:54:52 AM, jmccaugh, Action Type : Call from Customer

Mr. [REDACTED] called and informed me that he received my VM. He informed me that the vehicle was running when his wife dropped him off @ an intersection. He got out on the passenger side of the vehicle and slammed the door. This caused the air bags to deploy. He was informed that the SM Jeremiah had informed AHM that the info. he was told was that the vehicle was turned off. Mr. Morgan told me that this is bogus info. I asked him if his insurance co. was involved? He said no. He stated that the dents on the side of the vehicle are very minor, and have nothing to do with this issue. I informed him we have no known problem with this, and stated I would speak to the Service Mgr. and then call him back.

*** CASE FULFILL 7/14/2008 2:53:25 PM, jmccaugh

Fulfilled for [REDACTED] due 07/11/2008 12:00:00 AM.

*** NOTES 7/14/2008 2:54:37 PM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone # and left a detailed VM. I requested he call me back ASAP.

*** COMMIT 7/14/2008 2:54:40 PM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 7/15/2008 11:41:58 AM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM. He informed me that he is returning my call. He is currently on vacation and requested I call him on his cell phone # (301)

Case History

Case ID : N012008-07-0300109

Case Title : (BLAIR HONDA) 5N - [REDACTED] - SRS WARRANTY COVERAGE REQUEST

268-2181.

*** NOTES 7/16/2008 10:56:40 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a detailed VM. I requested he call me back when he returns from his vacation.

*** CASE FULFILL 7/16/2008 2:22:46 PM, jmccaugh

Fulfilled for [REDACTED] due 07/16/2008 12:00:00 AM.

*** COMMIT 7/16/2008 2:22:49 PM, jmccaugh, Action Type : N/A

Call the customer/close case.

*** NOTES 7/16/2008 2:24:59 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Jeremiha and he informed me that the repair was completed today. Customer was called this morning and informed. Mr. [REDACTED] is currently on vacation and was very pleased with the GW assistance provided by AHM. RO # 13592, and the amount AHM paid @ warranty rates is \$2,152.09.

*** CASE MODIFY 7/16/2008 2:27:20 PM, jmccaugh

into WIP District 5N and Status of Solving.

*** CASE FULFILL 7/21/2008 9:06:10 AM, jmccaugh

Fulfilled for [REDACTED] due 07/21/2008 12:00:00 AM.

*** NOTES 7/21/2008 9:06:57 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and was informed Mr. Morgan no longer works here.

*** NOTES 7/21/2008 9:07:59 AM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone and left a detailed VM. I requested he call me back ASAP.

*** COMMIT 7/21/2008 9:08:27 AM, jmccaugh, Action Type : N/A

Call the customer/close the case.

*** NOTES 7/22/2008 7:37:03 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Jeremiah and he informed me that the repair was completed, and the customer has picked up his vehicle.

*** NOTES 7/22/2008 7:38:13 AM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone and left a detailed VM. I requested he call me back ASAP.

*** SUBCASE N012008-07-0300109-1 CLOSE 7/22/2008 7:39:28 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** NOTES 7/22/2008 7:40:33 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ his home. He confirmed that the vehicle has been repaired to his satisfaction. He thanked me for all my help. I thanked him for calling AHM, verified his mailing address, and encouraged him to call back.

*** CASE FULFILL 7/22/2008 7:40:39 AM, jmccaugh

Fulfilled for [REDACTED] due 07/22/2008 12:00:00 AM.

*** CASE CLOSE 7/22/2008 7:40:44 AM, jmccaugh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-06-0101373 Division : Honda - Auto Condition : Closed Open Date : 6/1/2010 11:24:58 AM
Case Originator : Barry Meikle (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 6/1/2010 1:26:54 PM
Case Owner : Lindsey Hoffman (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Lindsey Hoffman (Team HE) Point of Origin : Customer Wipbin :
Case Title : 3E [REDACTED] - SIDE AIR BAGS DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 5724
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : LUBBOCK, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206644 / FRANK BROWN HONDA
Phone No. : 806-796-7777
Address : 5802 SPUR 327
City / State / Zip : LUBBOCK, TX 79424
Svc District / Sls District : 03E / A03
Warranty Labor Rate / Date : \$91.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-0101373-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 5724
VIN Type / No. : US VIN / 1HGCP26838A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 17,000
In Service Date : 04/30/2008
Months In Use : 26
Engine Number : K24Z31068017
Originating Dealer No. / Name : 208055 / KELLY GRIMSLEY HONDA
Selling Dealer No. / Name : 208055 / KELLY GRIMSLEY HONDA
Trim : EX-LNAV
No. Of Doors : 4
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 :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-06-0101373-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2010 12:01:21 PM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 6/1/2010 12:08:09 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-0101373

Case Title : 3E [REDACTED] - SIDE AIR BAGS DEPLOYED

*** CASE CREATE 6/1/2010 11:24:58 AM, bmeikle

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

*** CASE EXTENDED WARRANTY LOOKUP 6/1/2010 11:25:02 AM, bmeikle

WARRANTY CHECK 06/01/2010 11:25:02 AM bmeikle

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/1/2010 11:25:10 AM, bmeikle

CLAIM CHECK 06/01/2010 11:25:10 AM bmeikle

The following Claim History information was found

0; 2010-04-12; 206644; 029148; 510; 1161D3 ; IMMOBILIZER & TRANSMITTER KEY - REPLACE AND RE-CUT.

*** NOTES 6/1/2010 11:47:01 AM, bmeikle, Action Type : Call from Customer

The customer called in at the request of State Farm Insurance. They asked she file a warranty claim. I asked what happened? She said there were very high winds and the right rear door slammed shut. This is when the side curtain and in the seat air bags went off. She has just removed her young daughter from the rear seat when the wind shut the door hard. She called the dealer many times and they refused to even look at it until she had a B/S Manager call them and demand it. The dealer said this is not covered under warranty and sent her away. She did talk her Insurance company State Farm to pay for it but it took a lot of calls. State Farm told her to file a claim with AHM. I don't know what that means other than just telling us the details and we will file a complaint under the VIN. I don't think the air bags should not deploy while the car is parked and the door slammed shut. I asked if she took it to the dealer after the repairs were done? No because they wouldn't look at it when it needed repairs so why would she think they would after. She didn't waste her time. I apologized and will file a complaint. I would think State Farm will subrogate with us if they think we are at fault. She worked for an insurance company for 11 years so understands what all this means. AHM ACS would like the dealer to inspect issues like this and apologized for her concern. Rudy was the guy at the dealer who helped her, well didn't help. Jason in Precision Performance at the Dodge dealer is who fixed the car and State Farm paid them.

Claim # [REDACTED]

The air bags deployed on 4.1.2010 and was seen at the dealer on 4.12

I thanked her for calling and will file a complaint against the vehicle for air bags deploying while the car is parked.

*** CASE MODIFY 6/1/2010 11:47:24 AM, bmeikle

into WIP default and Status of Solving.

*** SUBCASE N012010-06-0101373-1 CREATE 6/1/2010 12:01:21 PM, bmeikle

Created in WIP Default with Due Date 6/1/2010 12:01:21 PM.

*** CASE MODIFY 6/1/2010 12:02:42 PM, bmeikle

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2010 12:06:46 PM, bmeikle

into WIP default and Status of Solving.

*** NOTES 6/1/2010 12:08:00 PM, bmeikle, Action Type : Note-General

I updated all the customer info because she bought this used.

*** SUBCASE N012010-06-0101373-1 CLOSE 6/1/2010 12:08:09 PM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/1/2010 12:08:09 PM, bmeikle

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

Case History

Case ID : N012010-06-0101373

Case Title : 3E [REDACTED] - SIDE AIR BAGS DEPLOYED

*** CASE REOPEN 6/1/2010 1:24:15 PM, lhoffman

with Condition of Open and Status of Solving.

*** NOTES 6/1/2010 1:26:31 PM, lhoffman, Action Type : Note-Third Party

Lavyonne Moore calling from State Farm Insurance on behalf of the owner. Customer had called us to make a claim where the airbags deployed. Customer was left with word that she would need to contact her insurance company, so now the insurance rep is calling to make a claim.

ACS advised the caller that the customer was referred to the insurance company who may or may not perform an investigation in regard to the issue. ACS advised that if the insurance company is alleging a failure of some kind, they would need to go through their proper channels.

*** CASE CLOSE 6/1/2010 1:26:54 PM, lhoffman

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-05-0401404 Division : Honda - Auto Condition : Closed Open Date : 5/4/2010 2:01:55 PM
Case Originator : Aaron Nguyen (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 5/4/2010 2:26:08 PM
Case Owner : Aaron Nguyen (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Aaron Nguyen (Team HE) Point of Origin : Dealer Wipbin :
Case Title : [REDACTED] - FRONT CURTAIN AIR BAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 5601
Dealer No. :
Site Phone No. : 7 [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : FALLS CHURCH, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5601
VIN Type / No. : US VIN / 1HGCP26348A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 46,000
In Service Date : 05/28/2008
Months In Use : 24
Engine Number : K24Z21034876
Originating Dealer No. / Name : 208408 / HONDA OF TYSONS CORNER
Selling Dealer No. / Name : 208408 / HONDA OF TYSONS CORNER
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208408 / HONDA OF TYSONS CORNER
Phone No. : 703-442-8000
Address : 1580 SPRING HILL ROAD
City / State / Zip : VIENNA, VA 22182
Svc District / Sls District : 06C / A06
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-05-0401404-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-05-0401404-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 5/4/2010 2:25:50 PM
Issue Owner : Aaron Nguyen	Type 2 : Operation	Queue :	Close Date : 5/4/2010 2:26:08 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-05-0401404

Case Title : - FRONT CURTAIN AIR BAG DEPLOYED

*** CASE CREATE 5/4/2010 2:01:55 PM, anguyen

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

*** CASE MODIFY 5/4/2010 2:02:01 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:02:44 PM, anguyen

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/4/2010 2:02:49 PM, anguyen

WARRANTY CHECK 05/04/2010 02:02:48 PM anguyen

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/4/2010 2:02:54 PM, anguyen

CLAIM CHECK 05/04/2010 02:02:54 PM anguyen

The following Claim History information was found

0; 2009-09-01; 208408; 152768; 510; 111002 ; VEHICLE SERVICE CONTRACT - OIL CHANGE.

*** CASE CAMPAIGN LOOKUP 5/4/2010 2:02:57 PM, anguyen

CAMPAIGN CHECK 05/04/2010 02:02:56 PM anguyen

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE CUC LOOKUP 5/4/2010 2:02:59 PM, anguyen

CUC CHECK 05/04/2010 02:02:59 PM anguyen

The following CUC information was found

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;;;0;0;0;:::0;;
```

*** CASE VSC LOOKUP 5/4/2010 2:02:59 PM, anguyen

VSC CHECK 05/04/2010 02:02:59 PM anguyen

The following VSC information was found

;V003357964;S42;SENTINEL 42 MO/42,000 MILE (NO REPAIR);ACTIVE;;2008-05-28;2011-11-27;42000;6;2

08408;0.00

*** CASE MODIFY 5/4/2010 2:03:12 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:04:13 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:04:19 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:04:23 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:04:26 PM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:18:43 PM, anguyen

into WIP Default and Status of Solving.

Case History

Case ID : N012010-05-0401404

Case Title : [REDACTED] - FRONT CURTAIN AIR BAG DEPLOYED

*** CASE MODIFY 5/4/2010 2:18:53 PM, nguyuen

into WIP Default and Status of Solving.

*** NOTES 5/4/2010 2:25:17 PM, nguyuen, Action Type : Call from Dealer

SM Paul at HONDA OF TYSONS CORNER advised me that the customer took the car to the dealership because the front passenger curtain airbag had deployed.

The customer claims that the airbag deployed when he closed the front passenger door.

The customer said that his wife called ACS and was told that Honda will cover the repair.

SM Paul advised that they found evidence to suggest that the car has been in an accident. There is sub frame damage under the front passenger.

I advised him that there is no record of Mrs LAHLOU contacting ACS.

I told him that I will document the situation.

*** CASE MODIFY 5/4/2010 2:25:19 PM, nguyuen

into WIP Default and Status of Solving.

*** SUBCASE N012010-05-0401404-1 CREATE 5/4/2010 2:25:50 PM, nguyuen

Created in WIP Default with Due Date 5/4/2010 2:25:50 PM.

*** CASE MODIFY 5/4/2010 2:26:00 PM, nguyuen

into WIP Default and Status of Solving.

*** CASE MODIFY 5/4/2010 2:26:05 PM, nguyuen

into WIP Default and Status of Solving.

*** SUBCASE N012010-05-0401404-1 CLOSE 5/4/2010 2:26:08 PM, nguyuen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2010 2:26:08 PM, nguyuen

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-09-1301910 Division : Honda - Auto Condition : Closed Open Date : 9/13/2010 9:02:49 AM
Case Originator : Sergio Salvador (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 9/22/2010 7:16:48 AM
Case Owner : Caroline Odulio (Team HH) Method : Phone Queue : Days Open : 9
Last Closed By : Caroline Odulio (Team HH) Point of Origin : Customer Wipbin :
Case Title : 9D (206817/ BEDARD BROS.): [REDACTED] - SIDE AIRBAG DEPLOYED/ NO I No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 220
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : LEE, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 220
VIN Type / No. : US VIN / 1HGCP26398A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 37,000
In Service Date : 04/20/2008
Months In Use : 29
Engine Number : K24Z21512403
Originating Dealer No. / Name : 206944 / HONDA CARS OF BOSTON
Selling Dealer No. / Name : 206944 / HONDA CARS OF BOSTON
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206817 / BEDARD BROS. HONDA
Phone No. : 413-743-0014
Address : 391 SOUTH STATE ROAD
City / State / Zip : CHESHIRE, MA 01225
Svc District / Sls District : 09C / E09
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
N012010-09-1301910-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-09-1301910-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2010 6:05:34 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 9/22/2010 7:16:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-1301910

Case Title : 9D (206817/ BEDARD BROS.): [REDACTED] - SIDE AIRBAG DEPLOYED/ NO IMPACT

*** CASE CREATE 9/13/2010 9:02:49 AM, ssalvado

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

*** CASE MODIFY 9/13/2010 9:06:45 AM, ssalvado

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

*** CASE MODIFY 9/13/2010 9:06:53 AM, ssalvado

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

*** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 9:07:00 AM, ssalvado

WARRANTY CHECK 09/13/2010 09:07:00 AM ssalvado

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/13/2010 9:07:03 AM, ssalvado

CLAIM HISTORY CHECK 09/13/2010 09:07:03 AM ssalvado

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/13/2010 9:07:07 AM, ssalvado

CAMPAIGN CHECK 09/13/2010 09:07:07 AM ssalvado

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 9/13/2010 9:07:08 AM, ssalvado

VSC-CUC CHECK 09/13/2010 09:07:08 AM ssalvado

No data found for VIN.

*** NOTES 9/13/2010 9:12:06 AM, ssalvado, Action Type : Call from Customer

ACS received a call from customer who informed ACS that he recently took possession of the vehicle. Customer states that a few weeks ago he closed the driver side door and the front and rear driver side curtain airbags deployed. Customer states that the keys were in the ignition and the windows were closed during the deployment. Customer states that no one was hurt. At this time the vehicle is at the dealership which the dealership has diagnosed the vehicle and informed him that they do not know why the airbags deployed but since the concern is not warrantable, possibly because of the mileage, he would be charged \$2800 for the repairs by Scott, SA. Customer stated that he purpose of his call was to request financial assistance in the repairs as the vehicle was not involved in any collision and there were no damages that would have caused the airbag to deploy.

Customer was informed that his case would be forwarded to an RCM for review and he would receive a call back within 2 business days. Customer was informed that sassistance was not guaranteed.

*** CASE MODIFY 9/13/2010 9:12:22 AM, ssalvado

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

*** CASE MODIFY 9/13/2010 9:12:24 AM, ssalvado

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

*** CASE MODIFY 9/13/2010 9:12:24 AM, ssalvado

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

*** CASE DISPATCH 9/13/2010 9:12:29 AM, ssalvado

from WIP ** default ** to Queue Honda Team H .

*** CASE YANKED 9/13/2010 12:07:44 PM, codulio

Case History

Case ID : N012010-09-1301910

Case Title : 9D (206817/ BEDARD BROS.): [REDACTED] - SIDE AIRBAG DEPLOYED/ NO IMPACT

Yanked by codulio into WIPbin Default.

*** SUBCASE N012010-09-1301910-1 CREATE 9/14/2010 6:05:34 AM, codulio

Created in WIP Default with Due Date 9/14/2010 6:05:34 AM.

*** CASE MODIFY 9/14/2010 6:06:13 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 9/14/2010 6:38:48 AM, codulio, Action Type : Call to Customer

I called @ 413 243-3140. I spoke with Chris Kramet who took message for the customer to call me back and I provided the case# and extension #117739.

*** COMMIT 9/14/2010 6:39:10 AM, codulio, Action Type : N/A

Made to [REDACTED] due 09/17/2010 06:39:12 AM.

pending the SM DCS Follow-Up

*** NOTES 9/14/2010 6:42:18 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/17/2010

Dear: Chris Elmstrom,

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

The customer states that a few weeks ago he closed the driver side door and the front and rear driver side curtain airbags deployed. Customer states that the keys were in the ignition and the windows were closed during the deployment. Customer states that no one was hurt. At this time the vehicle is at the dealership which the dealership has diagnosed the vehicle and informed him that they do not know why the airbags deployed but since the concern is not warrantable, possibly because of the mileage, he would be charged \$2800 for the repairs by Scott, SA. Customer stated that he purpose of his call was to request financial assistance in the repairs as the vehicle was not involved in any collision and there were no damages that would have caused the airbag to deploy.

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

Hello Chris, how are you? I wanted to see if you were aware of this customer's concerns? Has the DPSM been involve to see if goodwill can be considered? Did the customer ask for financial help @ the dealer level? I need to confirm diagnoses on this matter.

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 9/14/2010 6:44:09 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 9/14/2010 7:16:09 AM, codulio

with [REDACTED] due 09/21/2010 06:39:12 AM.

*** CASE MODIFY 9/14/2010 7:16:19 AM, codulio

into WIP Default and Status of Solving.

Case History

Case ID : N012010-09-1301910

Case Title : 9D (206817/ BEDARD BROS.): [REDACTED] - SIDE AIRBAG DEPLOYED/ NO IMPACT

*** NOTES 9/20/2010 1:49:44 PM, codulio, Action Type : Call to Dealer

I spoke with the SM Chris Elmstrom. Chris said the DPSM has been involve and denied assistance because this customer is a used car dealer and the vehicle has no license plates.

*** NOTES 9/21/2010 9:57:59 AM, pbongco, Action Type : Warm Transfer

Customer requested to speak with case manager. Case manager is available and call was transferred to them.

*** CASE FULFILL 9/21/2010 10:13:47 AM, codulio

Fulfilled for [REDACTED] due 09/21/2010 06:39:12 AM.

*** NOTES 9/21/2010 10:39:46 AM, codulio, Action Type : Warm Transfer

I spoke with the customer. I confirmed the address & phone number is correct.

I told the customer I called to address an airbag deployment that resulted in a no impact situation. I told the customer the dealer SM Chris Elmstrom said they reviewed the request for help but was denied assistance. The customer was not happy. Customer wanted to speak with the DPSM. I told the customer there is no # for me to provide him. I tried to explain all correspondence to AH is done through our office. I told the customer I speak on behalf of AH. I told the customer the vehicle no longer has a factory warranty so AH is not obligated to help with the repairs. I referred customer to his insurance company if he feels there is a defect. The customer was not happy and also upset I did not call him in a timely manner. I apologized for that. I offered an address if he wanted to write in about that matter. The customer was not happy and ended call.

*** CASE MODIFY 9/21/2010 2:43:28 PM, codulio

into WIP 206817 (9d) BEDARD BROS: and Status of Solving.

*** NOTES 9/22/2010 7:05:02 AM, codulio, Action Type : Call to Dealer

I called the SM Chris Elmstrom to ask if he provide me the date the vehicle was inspected by their dealer for the airbag deployment complaint. Chris confirmed the vehicle came in on 8.4.10 @ 38,663 miles. Chris said they did check for DTC codes and found no supporting codes to indicate deployment. They also checked for under carriage damage and found none.

Chris did tell me the vehicle did have aftermarket wires wired into the wiring for the SRS system. Chris said the customer did say there were no keys in the ignition. They did also see two blinking lights where the wires were for a blue toothe feature.

Chris said they did call the DPSM and there were no need for the DPSM needed to investigate the vehicle further.

*** NOTES 9/22/2010 7:12:28 AM, codulio, Action Type : Field Service

I called the DPSM for 9D. I left message asking if she can call me to see how she feels about the case she denied on this airbag deployment.

*** NOTES 9/22/2010 7:15:41 AM, codulio, Action Type : Field Service

DPSM called back letting me know she does not feel further investigation is necessary and she also said she had reviewed this case with the AZM and AZM also denied assistance since vehicle is out of factory warranty. I did tell the DPSM the SM Chris Elmstrom also told me the diagnoses they did found there were aftermarket bluetoothe wires wired into the SRS wires.

*** SUBCASE N012010-09-1301910-1 CLOSE 9/22/2010 7:16:39 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/22/2010 7:16:48 AM, codulio

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-10-0601357 Division : Honda - Auto Condition : Closed Open Date : 10/6/2008 9:24:45 AM
Case Originator : Kyanna Lee (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 2/13/2009 9:32:43 AM
Case Owner : Ray Saeini (Team SB) Method : Dealer Referred Queue : Days Open : 130
Last Closed By : Ray Saeini (Team SB) Point of Origin : Customer Wipbin :
Case Title : 12J - (VISALIA) [REDACTED] - AIR BAGS DEPLOYED NON-ACCIDENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 500
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () - [REDACTED]
Address : [REDACTED]
City / State / Zip : EXETER, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1602
VIN Type / No. : US VIN / 1HGCP263X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 3,500
In Service Date : 06/29/2008
Months In Use : 4
Engine Number : K24Z21512601
Originating Dealer No. / Name : 207407 / VISALIA HONDA
Selling Dealer No. / Name : 207407 / VISALIA HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207407 / VISALIA HONDA
Phone No. : 559-627-4444
Address : 1016 S. BEN MADDOX WAY
City / State / Zip : VISALIA, CA 93292
Svc District / Sls District : 12D / D12
Warranty Labor Rate / Date : \$106.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-0601357-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag
N012008-10-0601357-2 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-0601357-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2008 10:56:24 AM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 10/6/2008 3:21:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-10-0601357-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 1/29/2009 2:00:24 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 2/13/2009 9:31:58 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-0601357

Case Title : 12J - (VISALIA) [REDACTED] - AIR BAGS DEPLOYED NON-ACCIDENT

*** CASE CREATE 10/6/2008 9:24:45 AM, klee01

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

*** CASE MODIFY 10/6/2008 9:35:39 AM, klee01

into WIP default and Status of Solving.

*** CASE MODIFY 10/6/2008 9:35:52 AM, klee01

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2008 9:35:56 AM, klee01

WARRANTY CHECK 10/06/2008 09:35:56 AM klee01

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2008 9:35:59 AM, klee01

CLAIM HISTORY CHECK 10/06/2008 09:35:59 AM klee01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/6/2008 9:36:02 AM, klee01

CAMPAIGN CHECK 10/06/2008 09:36:02 AM klee01

No data found for VIN

*** CASE VSC LOOKUP 10/6/2008 9:36:05 AM, klee01

VSC-CUC CHECK 10/06/2008 09:36:05 AM klee01

No data found for VIN.

*** NOTES 10/6/2008 10:04:25 AM, klee01, Action Type : Call from Customer

Verified Contact info:

Situation: Airbags deployed on Sept. 14 when 3 year old closed door

Request: Would like AHM to reimburse for vehicle damages. Front Passenger seat air bag

Probing Questions: On Sept. 14th the front passenger airbags deployed when customers 3 year old closed door. Sept. 16th owner Tiffany, took it to dealership. Dealership diagnosed and provided quote of \$2,700-\$2,800. Service Advisor, no name given, stated that customer should contact insurance company because charges are not covered under warranty. Insurance company was contacted and customer is awaiting a letter from company stating since the vehicle was not in an accident or vandalized it would not be covered. Customer's mother spoke to Service Manager John , on 10-06-2008 who stated that this would not be covered by warranty and that if she wanted assistance to contact AHM. Service Manager stated that he made contact w/ AHM, no names given or case #, and he informed the customer he was waiting for someone to come down from AHM to inspect the vehicle.

Inbound Conclusion: ACS informed the customer that since she was told by the Service Manager that her case would be reviewed, ACS is dispatching this case. ACS provided the customer w/ case # and let her know there are no guarantees. Customer understood and no further assistance needed at this time. Please Contact Owner of the vehicle [REDACTED]

*** CASE MODIFY 10/6/2008 10:04:35 AM, klee01

into WIP default and Status of Solving.

*** CASE DISPATCH 10/6/2008 10:04:48 AM, klee01

from WIP default to Queue Honda Team D.

Case History

Case ID : N012008-10-0601357

Case Title : 12J - (VISALIA) [REDACTED] - AIR BAGS DEPLOYED NON-ACCIDENT

*** CASE ASSIGN 10/6/2008 10:35:28 AM, dpippin

N012008-10-0601357 to rsaeini, WIP 0eC!

*** CASE RULE ACTION 10/6/2008 10:35:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/6/2008 10:50:01 AM, rsaeini

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2008 10:55:25 AM, rsaeini

WARRANTY CHECK 10/06/2008 10:55:25 AM rsaeini

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2008 10:55:28 AM, rsaeini

CLAIM HISTORY CHECK 10/06/2008 10:55:28 AM rsaeini

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/6/2008 10:55:30 AM, rsaeini

CAMPAIGN CHECK 10/06/2008 10:55:30 AM rsaeini

No data found For VIN

*** CASE VSC LOOKUP 10/6/2008 10:55:32 AM, rsaeini

VSC-CUC CHECK 10/06/2008 10:55:32 AM rsaeini

No data found for VIN.

*** SUBCASE N012008-10-0601357-1 CREATE 10/6/2008 10:56:24 AM, rsaeini

Created in WIP Default with Due Date 10/6/2008 10:56:24 AM.

*** CASE MODIFY 10/6/2008 10:56:28 AM, rsaeini

into WIP default and Status of Solving.

*** NOTES 10/6/2008 3:12:37 PM, rsaeini, Action Type : Call to Dealer

Called the dealer and asked for John, SM.

I was placed on hold while he was located. He was not available so the SA, Tom, helped me. He was the person that was helping the customer.

The SRS code was pulled from the ECM and the code was listed as excessive force.

Customer told the dealer that the door was slammed and that's when the airbags were deployed.

Spoke to John, SM.

Consulted the DPSM and she was told to contact her insurance company.

The dealer inspected the vehicle and there was no damage on the vehicle to suggest that the vehicle was in an accident.

TechLine was also consulted and they told him that if the door was slammed then the side/curtain airbags could deploy.

Thanked the SM. Ended the call.

*** NOTES 10/6/2008 3:21:11 PM, rsaeini, Action Type : Call to Customer

Customer said that the airbags shouldn't just be going off when you close the door. She feels this should be covered under the manufacturer warranty because it's defective product.

I advised the customer that when the dealership diagnosed the vehicle the SRS code was pulled from the computer and the airbag was deployed due to excessive force.

Case History

Case ID : N012008-10-0601357

Case Title : 12J - (VISALIA) [REDACTED] - AIR BAGS DEPLOYED NON-ACCIDENT

Told the customer that the vehicle is functioning as it was designed and there isn't any defect. She will need to consult her insurance company to have this repaired.

The customer insisted that this shouldn't happen.

Customer said she will let her daughter know.

Thanked the customer. Ended the call.

*** SUBCASE N012008-10-0601357-1 CLOSE 10/6/2008 3:21:43 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/6/2008 3:21:45 PM, rsaeini

into WIP default and Status of Solving.

*** CASE CLOSE 10/6/2008 3:21:47 PM, rsaeini

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

*** CASE REOPEN 1/28/2009 3:12:00 PM, arodriqu

with Condition of Open and Status of Solving.

*** NOTES 1/28/2009 3:19:49 PM, arodriqu, Action Type : Call from Customer

Received a call from : Ricardo Hernandez - ([REDACTED] is the primary driver of the vehicle, Mr. Hernandez is her husband) (Original called in 10/08 was Tiffany stepmother)

Customer stated he is lost and confused and feels like his wife purchased a new vehicle and the warranty

Customer stated his insurance company told him that if anything happens in regards to the vehicle airbags they will sue Honda. Customer declined to provide any details on his insurance provider. Customer explained he is frustrated with this situation and would like to speak to someone about it.

Inbound conclusion: ACS explained the case would be re-dispatched per his request and explained although it will be reviewed assistance is not guaranteed. ACS explained it would be 1-2 business days for the RCM to contact the customer.

Customer is requesting to be contacted at [REDACTED]

*** CASE DISPATCH 1/28/2009 3:20:44 PM, arodriqu

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 1/28/2009 4:56:47 PM, jstradfo

N012008-10-0601357 to rsaeini, WIP

*** CASE RULE ACTION 1/28/2009 4:56:48 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/28/2009 5:07:58 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 1/29/2009 1:59:22 PM, rsaeini, Action Type : Call to Customer

Left a voicemail for the customer. Asked for a call back. Provided my contact information and hours of operation.

*** COMMIT 1/29/2009 1:59:34 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 02/03/2009 01:59:35 PM.

call customer again.

Case History

Case ID : N012008-10-0601357

Case Title : 12J - (VISALIA) [REDACTED] - AIR BAGS DEPLOYED NON-ACCIDENT

*** CASE MODIFY 1/29/2009 1:59:46 PM, rsaeini

into WIP default and Status of Solving.

*** SUBCASE N012008-10-0601357-2 CREATE 1/29/2009 2:00:24 PM, rsaeini

Created in WIP Default with Due Date 1/29/2009 2:00:24 PM.

*** CASE MODIFY 1/29/2009 2:00:34 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 1/29/2009 4:09:11 PM, rsaeini, Action Type : Call from Dealer

Customer left me a voicemail at 3:32pm on 01/29/09.

Asked for a call back.

*** NOTES 1/29/2009 4:09:20 PM, rsaeini, Action Type : Call to Customer

Left a voicemail for the customer. Asked for a call back. Provided my contact information and hours of operation.

*** CASE MODIFY 1/29/2009 4:09:28 PM, rsaeini

into WIP 12J - Ron Halem and Status of Solving.

*** NOTES 2/3/2009 10:14:09 AM, rsaeini, Action Type : Call to Customer

Attempted to reach the customer several times using the phone number the customer requested to be contacted on. The line was busy each time.

Sending out a 10 day letter.

*** CASE FULFILL 2/3/2009 10:17:24 AM, rsaeini

Fulfilled for [REDACTED] due 02/03/2009 01:59:35 PM.

*** COMMIT 2/3/2009 10:17:27 AM, rsaeini, Action Type : N/A

Made to [REDACTED] due 02/13/2009 10:17:28 AM.

close case if no response.

*** CASE MODIFY 2/3/2009 10:17:41 AM, rsaeini

into WIP 12J - Ron Halem and Status of Solving.

*** SUBCASE N012008-10-0601357-2 CLOSE 2/13/2009 9:31:58 AM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/13/2009 9:32:30 AM, rsaeini

Fulfilled for [REDACTED] due 02/13/2009 10:17:28 AM.

*** CASE MODIFY 2/13/2009 9:32:37 AM, rsaeini

into WIP 12J - Ron Halem and Status of Solving.

*** CASE CLOSE 2/13/2009 9:32:43 AM, rsaeini

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-07-0200204 Division : Honda - Auto Condition : Closed Open Date : 7/2/2009 7:50:50 AM
Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/23/2009 10:29:09 AM
Case Owner : Ana Somoano (Team HM) Method : Phone Queue : Days Open : 21
Last Closed By : Ana Somoano (Team HM) Point of Origin : Customer Wipbin :
Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 816
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : MONMOUTH JUNCTION, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208251 / HONDA OF PRINCETON
Phone No. : 609-683-0722
Address : 987 STATE ROAD, RT.206
City / State / Zip : PRINCETON, NJ 08540
Svc District / Sls District : 05F / G05
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-07-0200204-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag
N012009-07-0200204-2 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 35 H
VIN Type / No. : US VIN / 1HGCP25778A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2578JW / A
Miles / Hours : 20,000
In Service Date : 04/29/2008
Months In Use : 15
Engine Number : K24Z31069539
Originating Dealer No. / Name : 208251 / HONDA OF PRINCETON
Selling Dealer No. / Name : 208251 / HONDA OF PRINCETON
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : BBB Party 4 : Not Applicable

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-07-0200204-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 7/2/2009 7:57:48 AM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 7/2/2009 7:58:00 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-07-0200204-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Patrick Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2009 2:13:13 PM
Issue Owner : Patrick Garcia	Type 2 : Operation	Queue :	Close Date : 7/15/2009 2:13:28 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-07-0200204

Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB

*** CASE CREATE 7/2/2009 7:50:50 AM, ccastano

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

*** CASE VSC LOOKUP 7/2/2009 7:56:01 AM, ccastano

VSC-CUC CHECK 07/02/2009 07:56:01 AM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/2/2009 7:56:04 AM, ccastano

CAMPAIGN CHECK 07/02/2009 07:56:03 AM ccastano

No data found for VIN

*** CASE CLAIMS LOOKUP 7/2/2009 7:56:07 AM, ccastano

CLAIM CHECK 07/02/2009 07:56:07 AM ccastano

The following Claim History information was found

0; 2008-06-12; 208251; 252719; 510; 311130 ; MUFFLER - REPLACE. NOTE: FACTORY INSTALLED MUFFLER ONLY.

*** CASE EXTENDED WARRANTY LOOKUP 7/2/2009 7:56:08 AM, ccastano

WARRANTY CHECK 07/02/2009 07:56:08 AM ccastano

No data found for VIN.

*** CASE MODIFY 7/2/2009 7:57:10 AM, ccastano

into WIP default and Status of Solving.

*** CASE MODIFY 7/2/2009 7:57:17 AM, ccastano

into WIP default and Status of Solving.

*** CASE MODIFY 7/2/2009 7:57:20 AM, ccastano

into WIP default and Status of Solving.

*** SUBCASE N012009-07-0200204-1 CREATE 7/2/2009 7:57:48 AM, ccastano

Created in WIP Default with Due Date 7/2/2009 7:57:48 AM.

*** SUBCASE N012009-07-0200204-1 CLOSE 7/2/2009 7:58:00 AM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** NOTES 7/2/2009 7:59:26 AM, ccastano, Action Type : Call from Customer

Contact information updated

Situation: Customer indicated that the air bags deployed for no reason

Request: Customer wants to know if AHM can assist with the cost of the repairs

Probing questions: Customer indicated that the right passenger side door was slammed and the driver side airbag deployed the door and the air bags deployed. He indicated that he took the vehicle to Honda of Princeton Monday. He needs to pay 4,000 to repair the vehicle .He spoke to Chris in the service department and the service manager. He was referred to contact AHM for assistance since they did not find anything wrong with the vehicle. DEALER REFERRED. He indicated that his insurance company is not going to be paying for the repairs because there was no accident involved.

Inbound Summary: ACS informed the customer that there was no service bulletin or recall on the vehicle. If the dealership inspected the vehicle and found no defect he was responsible for the repairs. No further assistance is needed.

Case History

Case ID : N012009-07-0200204

Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB

*** NOTES 7/2/2009 7:59:50 AM, ccastano, Action Type : Call from Customer

Case was reviews with TL MF

*** CASE CLOSE 7/2/2009 7:59:53 AM, ccastano

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

*** CASE REOPEN 7/10/2009 3:53:57 PM, rsugito

with Condition of Open and Status of Solving.

*** NOTES 7/10/2009 3:55:55 PM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called in requesting to speak with Bill Hallsworth

Customer stated that he spoken with his insurance adjuster and he was told to contact AHM to speak with the Regional Zone/DPMS? Bill Hallsworth.

ACS advised the customer that ACS would not be able to provide any phone number/info regarding the person that he is looking for.

ACS advised the customer to contact the Honda dealership or contact his insurance adjuster to get more information

Customer understood and ended the call.

*** CASE MODIFY 7/10/2009 3:56:14 PM, rsugito

into WIP default and Status of Solving.

*** CASE CLOSE 7/10/2009 3:56:16 PM, rsugito

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

*** CASE REOPEN 7/14/2009 7:37:34 AM, jnakya

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/14/2009 7:38:23 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 7/14/2009 7:58:21 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding airbag deployment

The customer indicated that after closing the passenger first door the side curtain and the airbag in the passenger seat deployed back in June 28, 2009.

The customer indicated that when the airbags deployed his baby boy that is only 18 months was in the back seat.

The customer indicated that he went to the dealership on June 29, 2009 which they diagnose the operation of the airbags as working properly.

The customer indicated that he contact his insurance which looked at the vehicle and provided an estimate of \$3063.44.

The customer indicated that he was told to contact AHM because this situation they seen before and AHM should be the ones that would handle this concern.

The customer indicated that that insurance company provided a name to contact Bill Hallsworth which is the zone rep for his dealership area.

ACS apologized to the customer for his situation but if the insurance company is stating that this concern is a defect then they are the primary investigator.

ACS provided the customer with the case number for reference

This case was advised by TL Marla F.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 7/14/2009 7:58:25 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 7/14/2009 7:58:27 AM, jnakya

Case History

Case ID : N012009-07-0200204

Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB

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

*** CASE REOPEN 7/14/2009 9:27:36 AM, cperez

with Condition of Open and Status of Solving.

*** NOTES 7/14/2009 9:34:24 AM, cperez, Action Type : Call from Customer

Customer states he is upset that he has yet to get in contact with the DPSM of his region, and feels he is not getting his issue resolved. Customer is calling back to escalate his issue with his air bag deployment. ACS spoke with TL MF, and was advised to dispatch his case out to a RCM. ACS informed the customer he be receiving a call back with in 1-2 business days. ACS also advised him that it is on a case by case basis that RCM make their decisions. The customer understood ACS position and no further assistance was needed.

*** CASE MODIFY 7/14/2009 9:34:44 AM, cperez

into WIP default and Status of Solving.

*** CASE DISPATCH 7/14/2009 9:34:53 AM, cperez

from WIP default to Queue Honda Team G.

*** NOTES 7/14/2009 9:38:38 AM, cperez, Action Type : Call from Customer

ACS was going to inform him of the status he ended the call. ACS attempted to contact him, and informed him that this call may be recorded for quality assistance and informed of him of ACS dispatching his case.

*** NOTES 7/14/2009 12:11:46 PM, pgarcia, Action Type : Field/DSM

Electronically sent a message to the DPSM about the case. The DPSM responded advising that he saw the vehicle; called tech line @ Princeton. There was damage to front left under bumper cover. I appears the vehicle hit a object such as a cement parking stop. Tech line advised that's all it would take to set off bag. no assistance offered.

*** CASE ACCEPT 7/15/2009 6:10:07 AM, pgarcia

from Queue Honda Team G to WIP default.

*** CASE EXTENDED WARRANTY LOOKUP 7/15/2009 6:29:07 AM, pgarcia

WARRANTY CHECK 07/15/2009 06:29:07 AM pgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/15/2009 6:29:11 AM, pgarcia

CLAIM CHECK 07/15/2009 06:29:11 AM pgarcia

The following Claim History information was found

0; 2008-06-12; 208251; 252719; 510; 311130 ; MUFFLER - REPLACE. NOTE: FACTORY INSTALLED MUFFLER ONLY.

*** CASE CAMPAIGN LOOKUP 7/15/2009 6:29:13 AM, pgarcia

CAMPAIGN CHECK 07/15/2009 06:29:13 AM pgarcia

No data found For VIN

*** CASE VSC LOOKUP 7/15/2009 6:29:17 AM, pgarcia

VSC-CUC CHECK 07/15/2009 06:29:16 AM pgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/15/2009 6:29:30 AM, pgarcia

CLAIM CHECK 07/15/2009 06:29:30 AM pgarcia

The following Claim History information was found

0; 2008-06-12; 208251; 252719; 510; 311130 ; MUFFLER - REPLACE. NOTE: FACTORY INSTALLED MUFFLER ONLY.

Case History

Case ID : N012009-07-0200204

Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB

*** NOTES 7/15/2009 6:51:02 AM, pgarcia, Action Type : Note-General

Per RM's Review of this case, The case will be marked Dealer Referred. Notification sent to DPSM and RM.

*** NOTES 7/15/2009 10:35:37 AM, pbongco, Action Type : Letter/Fax

On 07/15/09 ACS received a BBB call record# HON0941222 stating:

"I feel that I shouldn't be responsible for the cost of damage done to my vehicle. After speaking to my insurance company they informed me that Honda USA has covered similar issues and I would like mine covered as well. I do not feel that this should have happened and I would like it taken care of."

*** CASE YANKED 7/15/2009 10:35:44 AM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 7/15/2009 10:36:35 AM, pbongco

into WIP default and Status of Solving.

*** CASE ASSIGN 7/15/2009 10:36:43 AM, pbongco

N012009-07-0200204 to pgarcia, WIP 0eC!

*** CASE RULE ACTION 7/15/2009 10:36:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 7/15/2009 2:11:42 PM, pgarcia, Action Type : Call to Customer

Spoke with Customer. I had informed him that I had reviewed his case and also received the BBB call record. I had discussed the issue with him again and confirmed his statement that the side curtain airbag deployed and the front passenger's air bag deployed upon shutting the door. The customer stated that he had been in contact with his insurance company and they had advised him that they've seen Honda cover these under warranty before and that he should seek warranty coverage. He stated that they have told him that this air bag deployment was caused by a manufacturer's defect and should be handled by the manufacturer.

I had apologized to him for this inconvenience. I had informed him, unfortunately Honda is not in a position to provide warranty coverage with this issue at this time. I had informed him that his insurance company is to conduct their investigation and relay their findings. If they find that the deployment was a result of a defect in manufacturing and workmanship, they should follow a procedure to resolve the issue. He understood. He stated that he review everything with his lawyer. I had also suggested that he contact his insurance company once again. He thanked me for calling him back.

No further assistance is required at this time

*** NOTES 7/15/2009 2:12:38 PM, pgarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Air Bag Deployment upon shutting the door.

ACS had referred the customer back to his insurance company.

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

Thank you for your attention to this matter.

Patrick Garcia

Case History

Case ID : N012009-07-0200204

Case Title : 05G (208251) [REDACTED] - AIR BAG DEPLOYMENT / BBB

Automobile Customer Service

*** SUBCASE N012009-07-0200204-2 CREATE 7/15/2009 2:13:13 PM, pgarcia

Created in WIP Default with Due Date 7/15/2009 2:13:13 PM.

*** SUBCASE N012009-07-0200204-2 CLOSE 7/15/2009 2:13:28 PM, pgarcia

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/15/2009 2:13:33 PM, pgarcia

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

*** CASE REOPEN 7/23/2009 10:23:19 AM, asomoano

with Condition of Open and Status of Solving.

*** CASE CLOSE 7/23/2009 10:29:09 AM, asomoano

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-04-2803213 Division : Honda - Auto Condition : Closed Open Date : 4/28/2008 3:32:50 PM
Case Originator : Trista Madison Sub Division : Customer Relations Status : Closed Close Date : 5/23/2008 8:39:18 AM
Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 25
Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG D No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED] 42B
City / State / Zip : NEW YORK, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 560
VIN Type / No. : US VIN / 1HGCP26318A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 1,439
In Service Date : 04/21/2008
Months In Use : 0
Engine Number : K24Z21512815
Originating Dealer No. / Name : 208365 / POTAMKIN HONDA
Selling Dealer No. / Name : 208365 / POTAMKIN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208365 / POTAMKIN HONDA
Phone No. : 212-974-1010
Address : 706-12 ELEVENTH AVENUE
City / State / Zip : NEW YORK, NY 10019
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$99.95 /
Agent Name : HECTOR/ BRUCE Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-04-2803213-1 / [REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-04-2803213-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2008 6:11:04 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/23/2008 8:37:46 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern, Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

*** CASE CREATE 4/28/2008 3:32:50 PM, tmadison

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

*** CASE MODIFY 4/28/2008 3:43:35 PM, tmadison

into WIP DEFAULT and Status of Solving.

*** NOTES 4/28/2008 3:55:18 PM, tmadison, Action Type : Call from Customer

The customer called stating that the passenger side air bags deployed when she closed the door. This happened yesterday afternoon. She stated that the air bags on the passenger side and side curtain air bag deployed because she closed the door because a cab was coming. She stated that car was in Drive, but her foot was on the brake. Her friend left the vehicle and left the door open. She reached over and closed the passenger side door, and the air bags deployed. She immediately put the car in Park after this occurred. She advised that she immediately took the vehicle to the selling dealer, but they were closing so they recommended that she bring the car back today.

She read to me from the invoice she was provided, and stated:

Scanned system for fault, no impact damage. The dealer called Tech Line, ref. number 260274. Keith recommended that the customer contact her insurance company.

The air bag system is performing to manufacturers specifications.

Bruce Service Manager advised the customer that he contacted their District Manager. They recommended that the customer contacted her insurance company for assistance since there was no impact that vehicle sustained and advised this would not be covered by Honda. She advised that the cost for the repair is \$4,000.00. She added that this is her first vehicle, and she is a 19 year old student, and cannot afford this cost.

She stated that she feels that she could not have caused this being 125 lbs. She stated that right now, she just wants to return the vehicle. She stated that she does not feel safe in the vehicle since the air bags are so sensitive. She stated that if she does not receive resolution for this, she will return the vehicle because this is not her fault, and if it were, she would face her responsibility.

I advised the customer that her concerns have been noted, and advised that we will forward her case for further review of this situation. She asked that we, please help her. I advised that we cannot guarantee assistance at this time, but advised that we will have a case manager contact her. Customer is aware that there is no guarantee as to what assistance if any we would render. I asked her if there was anything else at the moment that I could assist her with. She stated, no, and thanked. I wished a good day.

*** CASE MODIFY 4/28/2008 3:55:23 PM, tmadison

into WIP DEFAULT and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/28/2008 3:55:33 PM, tmadison

WARRANTY CHECK 04/28/2008 03:55:33 PM tmadison

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/28/2008 3:55:36 PM, tmadison

CLAIM HISTORY CHECK 04/28/2008 03:55:36 PM tmadison

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/28/2008 3:55:39 PM, tmadison

CAMPAIGN CHECK 04/28/2008 03:55:39 PM tmadison

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

No data found For VIN

*** CASE VSC LOOKUP 4/28/2008 3:55:44 PM, tmadison

VSC CHECK 04/28/2008 03:55:44 PM tmadison

The following VSC information was found

S;V003308637;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);ACTIVE;;2008-04-11;2010-04-20;24000;11;208365;0.00

*** CASE CUC LOOKUP 4/28/2008 3:55:44 PM, tmadison

CUC CHECK 04/28/2008 03:55:44 PM tmadison

The following CUC information was found

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;;;0;0;0;,,,,,0;;
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*** CASE MODIFY 4/28/2008 3:55:50 PM, tmadison

into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 4/28/2008 3:55:55 PM, tmadison

N012008-04-2803213 to phaynes, WIP ¶#Ük

*** CASE RULE ACTION 4/28/2008 3:55:56 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/28/2008 4:09:32 PM, phaynes

into WIP Default and Status of Solving.

*** CASE DISPATCH 4/28/2008 4:09:59 PM, phaynes

from WIP Default to Queue Honda Team G.

*** CASE YANKED 4/29/2008 6:08:19 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 4/29/2008 6:08:55 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 4/29/2008 6:09:08 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012008-04-2803213-1 CREATE 4/29/2008 6:11:04 AM, jmccaugh

Created in WIP Default with Due Date 4/29/2008 6:11:04 AM.

*** COMMIT 4/29/2008 6:12:12 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 04/30/2008 12:00:00 AM.

Call the customer.

*** NOTES 4/29/2008 11:16:30 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. and he informed me that the customer is a woman, small in size, and she slammed the door. This set the side curtain airbag off. No stored codes found, no physical damage found. The vehicle is very clean, with the exception on one rock chip in the front W/S. The DPSM John P. was contacted and he then contacted Tech Line. T/L said that if the door is slammed too hard this could set up the airbag sensor. Customer has only owned the vehicle for about 20 days and is very upset she is being told this is not going to be covered under her warranty.

*** NOTES 4/29/2008 11:43:29 AM, jmccaugh, Action Type : Field/DSM

I called the DPSM John P. and he informed me that the customer slammed the door while the vehicle was running. The side airbag sensor sensed that the vehicle

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

was in an accident and set the side airbag curtain off. DPSM contacted T/L and they told him to tell the customer to contact her insurance co. The DPSM then contacted another DPSM (Russ Berse in District 5B) to see if he has seen anything like this happen on this model. He told him that the door being slammed while the vehicle is running can cause the airbag to deploy. Assistance was denied and the customer was told to contact her insurance co.

*** CASE MODIFY 4/29/2008 11:56:35 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 4/29/2008 2:32:38 PM, jmccaugh, Action Type : Note-General

I reviewed the case with the Manger of ACS, Terry Neilsen, and he reviewed the case with the T/L Supervisor Rick Kubota and the Manager of Service Engineering Mike Berdine.

They have instructed me to authorize 100% GW assistance.

*** NOTES 4/29/2008 2:33:13 PM, jmccaugh, Action Type : Field/DSM

I called the DPSM John P. and left a detailed VM. I requested he call me back.

*** NOTES 4/30/2008 7:33:31 AM, jmccaugh, Action Type : Field/DSM

DPSM John P. called and informed me that the customer has been offered one time GW assistance to have the vehicle repaired under warranty.

*** NOTES 4/30/2008 7:40:04 AM, jmccaugh, Action Type : Call to Customer

I called the customer on her cell phone and left a detailed VM. I requested she call me back ASAP.

*** NOTES 4/30/2008 7:41:58 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the evening phone #. This is a Continuation Education Office. Not able to leave Mrs. Cuevas any call back message.

*** CASE MODIFY 4/30/2008 7:42:25 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** CASE FULFILL 4/30/2008 7:42:38 AM, jmccaugh

Fulfilled for [REDACTED] due 04/30/2008 12:00:00 AM.

*** COMMIT 4/30/2008 7:42:40 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 4/30/2008 7:46:39 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. and he confirmed that the DPSM authorized this repair 100%. He will keep me updated once the repair is completed.

*** CASE FULFILL 4/30/2008 7:46:44 AM, jmccaugh

Fulfilled for [REDACTED] due 05/01/2008 12:00:00 AM.

*** COMMIT 4/30/2008 7:46:45 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 4/30/2008 10:55:50 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and introduced myself as the Regional Case Mgr. I informed her that this call may be monitored or recorded for quality purposes. I apologized she is needing the repair to her new Honda. She was emotional and upset. I informed her that we are covering the repair under warranty as a GW repair. She thanked me for my help. I asked her if the vehicle is @ Potamkin Honda? She informed me she has the vehicle at this time. I instructed her to contact the Service Mgr. Bruce B. @ Potamkin and have them make the necessary arrangements to repair her vehicle. She thanked me for the call and said she will do this immediately. I thanked her for calling AHM.

*** CASE FULFILL 4/30/2008 1:50:03 PM, jmccaugh

Fulfilled for [REDACTED] due 05/02/2008 12:00:00 AM.

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

*** COMMIT 4/30/2008 1:50:44 PM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 5/5/2008 12:57:01 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce on his cell phone and he informed me that they have parts on order. He will call me once the repair is completed.

*** CASE FULFILL 5/5/2008 12:57:06 PM, jmccaugh

Fulfilled for [REDACTED] due 05/05/2008 12:00:00 AM.

*** COMMIT 5/5/2008 12:57:07 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 5/7/2008 7:32:15 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. to check on the status of the repair. He informed me that all the parts have not been received yet. I asked if we have a back order issue? He was not sure and instructed me to speak to the SA Hector. I then left a detailed VM for Hector to call me back ASAP with an update.

*** NOTES 5/7/2008 9:54:28 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Dept. and spoke to the SA Hector. He informed me that all parts have been ordered. They have received some parts, and are waiting a couple of parts coming from another warehouse. Customer is aware of this. Vehicle is coming in on Monday. He will keep me updated with the RO and the \$ amount when the repair is completed.

*** NOTES 5/9/2008 8:09:34 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):Side airbag repair. Customer accepted the one time GW offer of 100%. Please call me back with the RO# and the cost of this repair ASAP.

1 (800) 999-1009 ext. 118055

Thank you for your attention to this matter.

Jeff McCaughan
Automobile Customer Service

*** NOTES 5/9/2008 8:11:23 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a VM. I requested she call me back.

*** CASE FULFILL 5/9/2008 8:11:28 AM, jmccaugh

Fulfilled for [REDACTED] due 05/09/2008 12:00:00 AM.

*** COMMIT 5/9/2008 8:11:30 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 5/12/2008 10:40:26 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce and he informed me that the customer is scheduled to bring her vehicle in today for this needed repair. He will keep me updated.

*** CASE FULFILL 5/12/2008 10:40:33 AM, jmccaugh

Fulfilled for [REDACTED] due 05/12/2008 12:00:00 AM.

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

*** COMMIT 5/12/2008 10:40:43 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 5/12/2008 10:47:18 AM, jmccaugh, Action Type : Call to Customer

I called the customer and she informed me she had an appt. for today, however, because of work she can not make the appt. today. She will be dropping the vehicle off tomorrow. She has informed the dlr. and they are ok with this. She said the dlr. has been great, and I have been very helpful. Her only problem is she can not take advantage of the rental assistance because of her age (19). I informed her that this is a rental agency regulation, not the Honda dlr. or AHM. She said she understood. She lives in NJ and this is very hard for her to get back and forth to work without her car. I empathized with her and asked how long the dlr. told her the repair will take? She said three days. She thanked me for my assistance and I informed her I would call her back once the repair is completed.

*** CASE FULFILL 5/12/2008 10:47:26 AM, jmccaugh

Fulfilled for [REDACTED] due 05/14/2008 12:00:00 AM.

*** COMMIT 5/12/2008 10:47:28 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 5/13/2008 7:13:55 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. on his cell phone and left a detailed VM. I requested he call me back ASAP.

*** CASE FULFILL 5/13/2008 7:14:01 AM, jmccaugh

Fulfilled for [REDACTED] due 05/16/2008 12:00:00 AM.

*** COMMIT 5/13/2008 7:14:03 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 5/13/2008 8:37:01 AM, jmccaugh, Action Type : Call from Dealer

SM Bruce B. called and left a message with RCM Barry M. He informed me that the customer has been too busy to come in. She has an appt. for Friday to have the repair completed. He will keep me updated once the repair is completed.

*** NOTES 5/15/2008 6:52:52 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. and I was informed he is off until Monday. I spoke to the ASM Bob G. and he informed me that the parts are here. They are waiting on the customer to bring the vehicle in for the repair to be completed. I requested he have the SA call the customer and set up the appt. ASAP. This one time GW offer is good for 30 days.

*** NOTES 5/15/2008 6:55:07 AM, jmccaugh, Action Type : Call to Customer

I called the customer on her cell phone and left a detailed VM. I requested she call me back ASAP.

*** CASE FULFILL 5/15/2008 6:56:01 AM, jmccaugh

Fulfilled for [REDACTED] due 05/19/2008 12:00:00 AM.

*** COMMIT 5/15/2008 6:56:04 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 5/19/2008 11:18:29 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce and he informed me that they had to order a new headliner. The repair should be completed on Wednesday. I requested he keep me updated.

*** CASE FULFILL 5/19/2008 11:18:34 AM, jmccaugh

Fulfilled for [REDACTED] due 05/19/2008 12:00:00 AM.

Case History

Case ID : N012008-04-2803213

Case Title : (POTAMKIN HONDA) 5A - [REDACTED] - PASSENGER & SIDE AIR BAG DEPLOYE

*** COMMIT 5/19/2008 11:18:36 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 5/21/2008 9:43:11 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a VM. I requested she call me back ASAP.

*** CASE FULFILL 5/21/2008 9:43:22 AM, jmccaugh

Fulfilled for [REDACTED] due 05/22/2008 12:00:00 AM.

*** COMMIT 5/21/2008 9:43:24 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 5/22/2008 7:56:46 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Bruce B. on his cell phone and left a detailed VM. I requested he call me back ASAP.

*** CASE FULFILL 5/22/2008 7:57:53 AM, jmccaugh

Fulfilled for [REDACTED] due 05/22/2008 12:00:00 AM.

*** COMMIT 5/22/2008 7:57:55 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 5/23/2008 8:36:13 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone #. She confirmed that the vehicle has been repaired to her satisfaction. No further assistance needed. I thanked her for calling AHM, verified her mailing address, and encouraged her to call back. She thanked me for my assistance with the repair.

*** CASE FULFILL 5/23/2008 8:37:23 AM, jmccaugh

Fulfilled for [REDACTED] due 05/23/2008 12:00:00 AM.

*** SUBCASE N012008-04-2803213-1 CLOSE 5/23/2008 8:37:46 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/23/2008 8:39:18 AM, jmccaugh

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-11-1001026 Division : Honda - Auto Condition : Closed Open Date : 11/10/2011 10:35:08
Case Originator : Daniel Wentz (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 11/15/2011 2:30:30 PM
Case Owner : Teri Spencer (Team SB) Method : Phone Queue : Days Open : 5
Last Closed By : Teri Spencer (Team SB) Point of Origin : Customer Wipbin :
Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO C No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 2814
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MADISON HEIGHTS, VA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2814
VIN Type / No. : US VIN / 1HGCP26418A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 34,000
In Service Date : 06/24/2008
Months In Use : 41
Engine Number : K24Z21036462
Originating Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & C
Selling Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA & CL
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206908 / BILLY CRAFT HONDA
Phone No. : 434-385-6045
Address : 3914 OLD FOREST ROAD
City / State / Zip : LYNCHBURG, VA 24501
Svc District / Sls District : 06F / C06
Warranty Labor Rate / Date : \$89.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-11-1001026-1 / [REDACTED] -	Subcase Close	Product	Accident/Injury	751	Side Airbag

Issue Details

Issue ID : N012011-11-1001026-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 11/11/2011 6:47:08 AM
Issue Owner : Teri Spencer	Type 2 : Accident/Injury	Queue :	Close Date : 11/15/2011 2:30:28 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-11-1001026

Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO COLLISIO

*** CASE CREATE 11/10/2011 10:35:08 AM, dwentz01

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

*** NOTES 11/10/2011 10:41:30 AM, dwentz01, Action Type : Call from Customer

Updated customer information

Best contact phone number is: [REDACTED]

Customer contacted AHM to state that either Thursday or Friday of last week, the passenger's side airbags deployed when his grandson shut the passenger's door. Customer stated that the vehicle was parked and the airbags deployed without impact. Customer stated that this happened when he picked up his grandson from school. Customer stated that he had taken it to Billy Craft Honda for diagnosis, where they referred him to a 3rd party collision center, where they advised him to talk to his insurance company for assistance. Customer called his insurance company, and he was advised that because there was no impact to the vehicle, then the insurance company will not pay for the repair, rather it should be something that AHM should cover.

Customer is seeking assistance from AHM for the repair.

Customer was advised that an RCM would review the case and contact him in 1-2 business days in regards to this issue, however cases are reviewed on a case by case basis, and there are no guarantees of financial assistance.

Customer understood and thanked ACS.

Customer required no further assistance at this time.

*** CASE MODIFY 11/10/2011 10:41:53 AM, dwentz01

into WIP default and Status of Solving.

*** CASE DISPATCH 11/10/2011 10:42:11 AM, dwentz01

from WIP default to Queue Honda Team F.

*** CASE MODIFY 11/10/2011 10:43:20 AM, dwentz01

into WIP default and Status of Solving.

*** CASE MODIFY 11/10/2011 10:43:22 AM, dwentz01

into WIP default and Status of Solving.

*** CASE YANKED 11/10/2011 10:43:44 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** NOTES 11/10/2011 10:45:08 AM, jmccaugh, Action Type : Note-General

Case reviewed by T/L J. Mc Caughan.

*** CASE ASSIGN 11/10/2011 10:45:31 AM, jmccaugh

N012011-11-1001026 to dwentz01, WIP

*** CASE RULE ACTION 11/10/2011 10:45:32 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 11/10/2011 10:59:14 AM, dwentz01

from WIP default to Queue Honda Team F.

Case History

Case ID : N012011-11-1001026

Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO COLLISIO

*** CASE ACCEPT 11/10/2011 1:03:26 PM, tspencer

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 11/10/2011 1:46:45 PM, tspencer

into WIP Default and Status of Solving.

*** SUBCASE N012011-11-1001026-1 CREATE 11/11/2011 6:47:08 AM, tspencer

Created in WIP Default with Due Date 11/11/2011 6:47:08 AM.

*** NOTES 11/11/2011 8:09:45 AM, tspencer, Action Type : Call to Customer

Dialed Contact #: (434) 847-4738

I contacted Mr. [REDACTED] and introduced myself as the RCM from AHM. I explained the purpose of my call was to discuss the Passenger side airbag deployment in the 2008 Accord.

I verified his contact information on file was correct. I apologized for the encounter and confirmed the information documented by the inbound representative was accurate. The customer confirmed.

I asked Mr. [REDACTED] if I could ask the following questions which are standard when an airbag deploys, and he approved:

Date: Cant recall if Thursday 11/03/2011 or Friday 11/04/2011

Time: 7:00 PM

Location of the incident: Madison Heights VA, Monelison, Middle School.

Any injuries? No

Were the driver and/or passengers wearing seatbelts?

The vehicle was parked when his grandson closed the passenger door, they heard a loud noise like a gun shot and then the airbag was deployed. No one was in the seat at the time.

If airbags deployed, which ones? Right side passenger

Is the vehicle drivable? Yes

Current location of the vehicle? Customer's Driveway

Any other vehicles involved? No

Vehicle operating conditions before and during the incident? Operating with no problems.

Road and weather conditions? Clear evening

Case History

Case ID : N012011-11-1001026

Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO COLLISIO

Was a police report filed? No

Have they notified their insurance carrier? Yes, Progressive Insurance Claim # [REDACTED], Rep. Mr. Pickett (512) 664-1561

Has the vehicle been seen by a dealer? Yes, and was sent him to Craft Collision (location thats performance all their repair work).

Dealers name and contact person? Billy Craft Honda Service Mgr. Kevin Habermas

Service records (both dealer and independent facility)?

Craft Collision provided him an estimate to repair to fix the vehicle. Requested a faxed copy of the paperwork and provided fax number (310) 783-7890.

What is the main concern right now? Getting the vehicle fixed. Insurance Company said this is a Mfg. Issue and the Honda dealer

How can we assist/help you? Want to know if covered under Warranty of if he will have to pay the \$500 deductible through Insurance for repair.

He said his wife received a call from Progressive yesterday that setup an appointment for them on Wed. 11-16-2011 at 11:00 A.M. to take the vehicle to Lynchburg Collision.

He said he is not sure the reason for this. Not sure if they are going to inspect the vehicle or repair it.

I explained Side Airbags during a side impact; sensors detect the crash and send information to the control unit. If the impact is severe enough, the control unit signals the drivers or the front passengers side airbag to instantly inflate into the space between the door and the occupant.

I advised AHM will review the case in further details with the proper parties that should be involved from the Mfg. and follow up with him by Tues. 11/15/2011. He understood and agreed. I provided my contact name and number including extension in case Mr. Christian had any questions. I thanked him for his time and ended the call.

*** CASE MODIFY 11/11/2011 8:10:37 AM, tspencer

into WIP Default and Status of Solving.

*** NOTES 11/11/2011 8:25:51 AM, tspencer, Action Type : Field Service

Contacted the DPSM and left a message informing him of the situation and requested a return call to see if he will be able to inspect the vehicle. I provided my contact number for us to discuss in further detail. Awaiting a return call.

*** CASE MODIFY 11/11/2011 8:25:56 AM, tspencer

into WIP Default and Status of Solving.

*** COMMIT 11/11/2011 8:25:58 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 11/15/2011 08:00:00 AM.

06G (Billy Craft) review airbag case w/customer

*** CASE MODIFY 11/11/2011 8:26:37 AM, tspencer

into WIP Default and Status of Solving.

*** CASE MODIFY 11/11/2011 8:27:11 AM, tspencer

into WIP Default and Status of Solving.

*** COMMIT 11/11/2011 8:27:27 AM, tspencer, Action Type : N/A

Case History

Case ID : N012011-11-1001026

Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO COLLISIO

Made to [REDACTED] due 11/14/2011 08:00:00 AM.

06G (Billy Craft) DCS Follow-Up: Airbag deployment

*** NOTES 11/11/2011 8:31:45 AM, tspencer, Action Type : Dealer Communication

ATTN: SERVICE MANAGER, Kevin Habermas

RESOLUTION DUE DATE : 11/14/2011

This customer contacted our office regarding the following issue(s): Passenger's side airbags deployed

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. The customer advised his grandson closed the passenger side door and the passenger airbag deployed. He advised the vehicle was brought into your dealer for inspection, per the recommendation of his Insurance Co. Mr. Christian advised you referred him to Craft Collision for an estimate for repair. Please call the Customer Service Office by the due date to advise if the DPSM was contacted and any additional information you may have pertaining to this issue. Thank you for your prompt attention to this matter.

Teri Spencer
Automobile Customer Service
(310) 783-7729

*** CASE MODIFY 11/11/2011 8:32:10 AM, tspencer

into WIP Other Districts and Status of Solving.

*** NOTES 11/11/2011 9:28:38 AM, ejovel, Action Type : Letter/Fax

On 11/11/11 ACS received a 4 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 11/11/2011 9:45:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-11-1001026_1.PDF

*** NOTES 11/14/2011 1:58:55 PM, tspencer, Action Type : Call to Dealer

Contacted the dealer to find out if the DPSM was contacted for inspection regarding the Airbag Deployment for the 2008 Accord. Spoke to the SM: Kevin Habermas

He said the customer contact his Insurance Company and the Extended Warranty Company when the airbags first deployed. Since the customer had not gotten into an accident, the Insurance Co. automatically referred him to AHM. This is prior to anyone inspecting the vehicle.

The SM said the customer did bring the vehicle in and he saw Minor Damage to Right Front Wheel. No pictures were taken by the dealership or an RO generated showing their findings.

The customer was referred to Craft Collision who they work with for repair. SM contacted Insurance Adjuster and advised him of their findings. Then they set-up the customer an appointment with their bodyshop for Wednesday 11/16/2011 morning.

The SM said he spoke to the DPSM this morning about it and felt the customer's should pursue the route taking with the Insurance Company.
The SM said he also spoke to Mr. Christian today and was told by the customer they have an appt setup with the Insurance Company repair shop.

I explained (AHM) need the dealer to re-inspect the vehicle, document their findings on an RO and take pictures, prior to the car going to the Insurance Company bodyshop on Wed. That way we have an accurate account of our findings prior to the repair. This is to have a record of the impact damage that caused the side airbags to deploy. In case the Insurance Company tries to subrogate against AHM after the repairs are complete. We will have records on our end to show there was not a Mfg. Defect but Damage that caused the side airbags to deploy.

Case History

Case ID : N012011-11-1001026

Case Title : 06G (BILLY CRAFT) [REDACTED] - AIRBAG DEPLOYMENT - NO COLLISIO

He understood and will try to get a hold of the customer to get the car back in. I thanked him for his assistance and the call ended.

*** CASE FULFILL 11/14/2011 1:59:01 PM, tspencer

Fulfilled for [REDACTED] due 11/14/2011 08:00:00 AM.

*** CASE MODIFY 11/14/2011 1:59:14 PM, tspencer

into WIP Other Districts and Status of Solving.

*** NOTES 11/15/2011 2:19:30 PM, tspencer, Action Type : Call to Customer

Contacted the customer to discuss the side airbag deployment concern. I inquired if the SM from the dealer called to setup an appointment to bring the car back in for inspection? The customer said no. He spoke to the SM yesterday and told the SM that he has an appointment setup with Lynchburg Collision through his Insurance Company for Wednesday 11/16/2011 at 11:00 AM. I advised at this point the customer should continue to work with his Insurance Co. for repair. I advised if the Insurance Company feels that the Mfg. is at fault they will subrogate with our office on his behalf. He said okay and thanked me for the information and the call. I thanked Mr. Christian for his time and the call ended.

*** NOTES 11/15/2011 2:29:18 PM, tspencer, Action Type : Manager

reviewed with RM and okay to close.

*** CASE FULFILL 11/15/2011 2:29:32 PM, tspencer

Fulfilled for [REDACTED] due 11/15/2011 08:00:00 AM.

*** CASE MODIFY 11/15/2011 2:30:28 PM, tspencer

into WIP Other Districts and Status of Solving.

*** SUBCASE N012011-11-1001026-1 CLOSE 11/15/2011 2:30:28 PM, tspencer

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/15/2011 2:30:30 PM, tspencer

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-01-1300943 Division : Honda - Auto Condition : Closed Open Date : 1/13/2011 12:32:17 PM
Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/1/2011 12:53:56 PM
Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 19
Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
Case Title : HONDA STORE DISALVO, MARK- UNINTENDED AIR BAG DEPLOYMENT #3453 No. of Attachments : 0

Site / Contact Info :

Site Name : PO B
Dealer No. :
Site Phone No. : 1
Contact Name :
Day Phone No. : 8
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : CHARLOTTE, NC
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207812 / THE HONDA STORE
Phone No. : 330-726-2300
Address : 448BOARDMANCANFIELD RD
City / State / Zip : YOUNGSTOWN, OH 44512
Svc District / Sls District : 04G / C04
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-1300943-1 / - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : 1213
VIN Type / No. : US VIN / 1HGCP264X8A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 32,678
In Service Date : 04/23/2008
Months In Use : 33
Engine Number : K24Z21036597
Originating Dealer No. / Name : 207812 / THE HONDA STORE
Selling Dealer No. / Name : 207812 / THE HONDA STORE
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-01-1300943-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2011 2:00:48 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 2/1/2011 12:53:56 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-1300943

Case Title : HONDA STORE DISALVO, MARK- UNINTENDED AIR BAG DEPLOYMENT #34534

*** CASE CREATE 1/13/2011 12:32:17 PM, myoungbl

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

*** CASE MODIFY 1/13/2011 12:40:30 PM, myoungbl

into WIP default and Status of Solving.

*** NOTES 1/13/2011 12:43:42 PM, myoungbl, Action Type : Call from Customer

Entered Insurance Agent's Info.

Best Contact [REDACTED]

Met Life Auto and Home

Probing questions: Agent states that when the customer got out the car on 1/3/2011 and closed the door with his the top of his foot, the airbag went off. Agent states she would like to know how to address this situation because as far as she is concerned this is defective part issue. Becky states that the car is currently at THE HONDA STORE.

ACS informed customer that her concerns are documented. ACS informed customer that in interest of customer satisfaction her case will be dispatched to a RCM for assistance. ACS explained to the customer that each case is reviewed on a case by case basis; therefore, no guarantees can be made. ACS informed customer that a RCM will contact her or the customer, Mark Slvo within 1-2 business days re: this matter.

Customer needed no further assistance.

*** CASE MODIFY 1/13/2011 12:43:56 PM, myoungbl

into WIP default and Status of Solving.

*** CASE DISPATCH 1/13/2011 12:44:07 PM, myoungbl

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 1/13/2011 1:47:39 PM, kogawa

from Queue Honda Team H to WIP Default.

*** NOTES 1/13/2011 2:04:52 PM, kogawa, Action Type : Field Service

DPSM advises SM tom had informed him that the customer had told them that he had used his foot to close the door, and the SR Sdeployed. Dealer called tyecline who suggested that certainly, this may indeed have happened as described. DPSM is of the mindset that since the customer acknowledged how it happened, and deployment is plasuible under that circumstance, that it was not due to a defect. If corporate wants to cover it, DPSM would not be oposed.

*** CASE MODIFY 1/13/2011 2:08:31 PM, kogawa

into WIP Default and Status of Solving.

*** NOTES 1/17/2011 1:27:11 PM, kogawa, Action Type : Field Service

DPSM is scheduled for 1/21/2011, but honestly is not sure what to look for, and the customer had already acknowledged that it deployed when the door was 'kicked' closed. The dealer goodwill offreed the customer 50% off, but he declined. ACS advised that indeed I was advised to have him inspect, but since it was the insurance co, and not the customer, unsure if this changes things.

*** NOTES 1/18/2011 11:03:30 AM, kogawa, Action Type : Note-General

RM advises all a DPSM would be asked to do is inspect/look for any evidence of imapct damage. If not found, then the righit thing would be to just cover it.

Case History

Case ID : N012011-01-1300943

Case Title : HONDA STORE DISALVO, MARK- UNINTENDED AIR BAG DEPLOYMENT #34534

*** NOTES 1/18/2011 11:07:21 AM, kogawa, Action Type : Call to Dealer

Message left on SM Tom's voicemail for a call back to review.

*** NOTES 1/18/2011 11:26:51 AM, kogawa, Action Type : Note-Third Party

██████ with Met Life advises based on the customer's description, the insurance company is likely looking to decline, as it did not seem reasonable for the side SRS to deploy. Customer was exiting his car with hands full, and closed the door with his foot, presumably the car was not running, and the airbag deployed. Mr. ██████ is the customer. Car is still at the dealer. The dealer offered to goodwill 50% but this just did not sit right with the insurance co. Insurance co has not inspected the car. ACS advised that the DPSM is set for Friday. ACS will reach out to the customer.

*** NOTES 1/18/2011 11:27:10 AM, kogawa, Action Type : Call from Customer

████████████████████.

*** NOTES 1/18/2011 11:31:49 AM, kogawa, Action Type : Call to Customer

Customer ██████ is not the customer. He is also with met life. Customer is apparently Jillian O'Brien, per Airbase.

*** NOTES 1/18/2011 1:42:55 PM, kogawa, Action Type : Call to Dealer

SM Tom advises customer is at ██████. Driver side SRS. Techline consulted, and techline infomed the dealer that these are frequency sensors, not impact sensors, so indeed as described, this could have happened. Dealer did call the DPSM and given the demonstrated family loyalty, offered to cover half. So far no authorization.

*** COMMIT 1/18/2011 1:43:06 PM, kogawa, Action Type : N/A

initia;

*** CASE MODIFY 1/19/2011 12:45:16 PM, kogawa

into WIP 4G and Status of Solving.

*** CASE MODIFY 1/19/2011 12:45:26 PM, kogawa

into WIP 4G and Status of Solving.

*** SUBCASE N012011-01-1300943-1 CREATE 1/19/2011 2:00:48 PM, kogawa

Created in WIP Default with Due Date 1/19/2011 2:00:48 PM.

*** CASE MODIFY 1/19/2011 2:00:55 PM, kogawa

into WIP 4G and Status of Solving.

*** NOTES 1/20/2011 1:32:01 PM, kogawa, Action Type : Call to Customer

Messasge left on voicemail for a call back to review.

*** NOTES 1/20/2011 1:32:27 PM, kogawa, Action Type : Field Service

DPSM wil llook at tomorrow, keep me posted.

*** CASE FULFILL 1/20/2011 1:33:23 PM, kogawa

Fulfilled for ██████ due 01/19/2011 12:00:00 AM.

*** COMMIT 1/20/2011 1:33:44 PM, kogawa, Action Type : N/A

inspectiin?

*** CASE MODIFY 1/20/2011 2:08:51 PM, kogawa

into WIP 4G and Status of Solving.

*** CASE MODIFY 1/20/2011 2:09:04 PM, kogawa

into WIP 4G and Status of Solving.

Case History

Case ID : N012011-01-1300943

Case Title : HONDA STORE DISALVO, MARK- UNINTENDED AIR BAG DEPLOYMENT #34534

*** NOTES 1/24/2011 9:02:39 AM, kogawa, Action Type : Field Service

DPSM left me a message on Friday 1/21/2011 advising that he saw no physical impact point to suggest any cause for the SRS deployment. As a one time goodwill, the repair is being covered and the customer was appreciative.

*** CASE FULFILL 1/24/2011 9:03:01 AM, kogawa

Fulfilled for [REDACTED] due 01/25/2011 12:00:00 AM.

*** NOTES 1/24/2011 9:06:04 AM, kogawa, Action Type : Call to Customer

Message left on the customer's voicemail, [REDACTED], in hopes to confirm satisfactory arrangements, I welcomed a call back if customer has further feedback or concerns.

*** COMMIT 1/24/2011 9:10:38 AM, kogawa, Action Type : N/A

ccb? close

*** CASE MODIFY 2/1/2011 12:53:52 PM, kogawa

into WIP 4G and Status of Solving.

*** CASE CLOSE 2/1/2011 12:53:56 PM, kogawa

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

*** SUBCASE N012011-01-1300943-1 CLOSE 2/1/2011 12:53:56 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-06-0300424 Division : Honda - Auto Condition : Closed Open Date : 6/3/2009 9:25:42 AM
Case Originator : Kawana Riley (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/2/2009 6:25:41 AM
Case Owner : Barry Meikle (Team HD) Method : Phone Queue : Days Open : 29
Last Closed By : Barry Meikle (Team HD) Point of Origin : Customer Wipbin :
Case Title : 5 C [REDACTED] - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 36 C
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : CLIFTON, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208475 / GARDEN STATE HONDA
Phone No. : 973-777-1600
Address : 584 ROUTE 3 WEST
City / State / Zip : CLIFTON, NJ 07014
Svc District / Sls District : 05B / B05
Warranty Labor Rate / Date : \$99.95 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-0300424-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag
N012009-06-0300424-2 / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Product Info :

Unit Owner : [REDACTED] 303
VIN Type / No. : US VIN / 1HGCP26408A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 10,000
In Service Date : 06/09/2008
Months In Use : 12
Engine Number : K24Z21036554
Originating Dealer No. / Name : 208475 / GARDEN STATE HONDA
Selling Dealer No. / Name : 208475 / GARDEN STATE HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-06-0300424-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Product	Status : Subcase Close	Open Date : 6/3/2009 10:55:40 AM
Issue Owner : Kawana Riley	Type 2 : Operation	Queue :	Close Date : 6/3/2009 10:55:53 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-06-0300424-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2009 8:56:45 AM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 7/2/2009 6:25:40 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-0300424

Case Title : 5 C [REDACTED] - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK

*** CASE CREATE 6/3/2009 9:25:42 AM, kriley

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

*** NOTES 6/3/2009 10:53:51 AM, kriley, Action Type : Call from Customer

verified customer contact information.

situation: airbag deployment without accident

probing questions: customer says she was loading her 2 children in the backseat and when she closed the rear passengers side door, the rear airbag deployed. She was shocked and didnt know what to do. She says the vehicle was not moving and she didnt hit anything, she only closed the door. She took her vehicle to Garden State Honda and spoke with s/a [REDACTED] yesterday and after the inspection, she was told that the diagnoses revealed that she had run over something or hit something that caused the airbag to deploy. The customer says that she hit a big pot hole the day before but she doesnt see how that could relate to the airbag deploying the next day. The dealership told the customer to call her insurance company. She has not called them, she is calling AHM first.

inbound summary: acs explained that the dealership has already diagnosed the vehicle to have experienced a slight incident, and that was the cause for the airbag deployment, therefore she would need to contact her insurance company for financial assistance.

*** SUBCASE N012009-06-0300424-1 CREATE 6/3/2009 10:55:40 AM, kriley

Created in WIP Default with Due Date 6/3/2009 10:55:40 AM.

*** SUBCASE N012009-06-0300424-1 CLOSE 6/3/2009 10:55:53 AM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/3/2009 10:55:56 AM, kriley

into WIP default and Status of Solving.

*** CASE ASSIGN 6/3/2009 10:56:09 AM, kriley

N012009-06-0300424 to cchow1, WIP N

*** CASE RULE ACTION 6/3/2009 10:56:10 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/3/2009 10:56:13 AM, kriley

into WIP default and Status of Solving.

*** NOTES 6/5/2009 4:46:24 PM, cchow1, Action Type : Note-General

Reviewed case. Customer is recommended to continue working with their insurance company and local dealership for further assistance.

*** CASE CLOSE 6/5/2009 4:46:41 PM, cchow1

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

*** CASE REOPEN 6/8/2009 8:32:24 AM, cperez

with Condition of Open and Status of Solving.

*** NOTES 6/8/2009 8:38:19 AM, cperez, Action Type : Call from Customer

Customer is calling back to know what can be done, customer state she was not explained the process. ACS informed her that she would need to contact her insurance co, and performed the investigation, and if they feel it was a manufacturing defect they will subrogate on her behalf with AHM. Customer understood and no further assistance was needed.

Case History

Case ID : N012009-06-0300424

Case Title : 5 C [REDACTED] - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK

*** CASE CLOSE 6/8/2009 8:38:24 AM, kperez

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

*** CASE REOPEN 6/18/2009 6:40:55 AM, kperez

with Condition of Open and Status of Solving.

*** NOTES 6/18/2009 6:55:38 AM, kperez, Action Type : Call from Customer

Verified and updated the customers information.

Situation:

This morning, the customers insurance company said that there is no damage underneath the car and; therefore, there is no reason why the front-passenger and the rear-passenger door airbags deployed on June 2,2009 when the vehicle was parked in front of Ms. Reismans's house. The insurance will not be covering the damage of the airbags because the vehicle was not involved in an accident.

Request:

To know if AHM, Co. will provide repair assistance in the amount of \$3,899.81 for the airbags deploying without being provoked.

Probing Questions:

ACS asked for an alternate number: ACS added [REDACTED]

ACS asked the customer which insurance company she has: State Farm Insurance

ACS asked if anyone in particular has been assisting: The customer mentioned Paulette Tate, a claim processor, from State Farm [claim: [REDACTED] claim phone number: 800-949-3494].

ACS asked if the customer is the original owner: Mrs. Reisman's mother is the primary leasee on the vehicle.

ACS asked who usually service the vehicle: GARDEN STATE HONDA and Natasha Best, a service advisor, has been assisting and explained that the computer's black box says that the vehicle ran over something; however, the customer says that no one had driven the car for 24 hours when the airbags deployed.

ACS asked if any recent work has been performed on the vehicle: The customer said.

ACS asked if anyone was injured when the airbags deployed: The customer said no.

ACS asked what insurance adjustor attribute the airbag deployment to: A manufacturer defect.

ACS asked how many times the AHM, Co. dealership has inspected the vehicle for this problem: An AHM, Co. dealership has not inspected the vehicle.

Actually, the State Farm adjustor has inspected the vehicle twice.

Inbound Summary:

Per the "Airbag Deployment and Non-Deployment Policy and Procedure", ACS explained that State Farm should send AHM, Co. a written letter explaining what happened.

Advised customer that ACS has documented concern and then provided the case number.

American Honda Motor Co, Inc.

Mail Stop 500-2n-7a

1919 Torrance Blvd.

Torrance, CA 90501

*** CASE MODIFY 6/18/2009 6:56:30 AM, kperez

into WIP default and Status of Solving.

*** NOTES 6/18/2009 6:57:10 AM, kperez, Action Type : Call from Customer

ACS is assigning this case to team lead [MF] for review.

*** CASE MODIFY 6/18/2009 6:57:18 AM, kperez

Case History

Case ID : N012009-06-0300424

Case Title : 5 C - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK

into WIP default and Status of Solving.

*** CASE ASSIGN 6/18/2009 6:57:28 AM, kperez

N012009-06-0300424 to mfoster, WIP

*** CASE RULE ACTION 6/18/2009 6:57:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/18/2009 10:07:13 AM, mfoster, Action Type : Note-General

Case notes reviewed by TL MFoster.

*** CASE CLOSE 6/18/2009 10:07:20 AM, mfoster

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

*** CASE REOPEN 6/22/2009 7:46:24 AM, cperez

with Condition of Open and Status of Solving.

*** CASE VSC LOOKUP 6/22/2009 7:48:22 AM, cperez

VSC CHECK 06/22/2009 07:48:22 AM cperez

The following VSC information was found

██████████;V003365216;S22;SENTINEL 2YR/24000 MILES (NEW PLAN);ACTIVE;;2008-06-09;2010-06-08;24000;10;208475;0.00

*** CASE CUC LOOKUP 6/22/2009 7:48:22 AM, cperez

CUC CHECK 06/22/2009 07:48:22 AM cperez

The following CUC information was found

```
;;;0;0;0;:::0;;
```

*** CASE MODIFY 6/22/2009 7:56:46 AM, cperez

into WIP default and Status of Solving.

*** CASE DISPATCH 6/22/2009 8:00:50 AM, cperez

from WIP default to Queue Honda Team G.

*** NOTES 6/22/2009 8:03:11 AM, cperez, Action Type : Call from Customer

Customer states her insurance performed inspection, and was told that it would not be covered, since it was not due to an impact, and states she was told by previous op, and send a letter, and the insurance co, will be sending ut the letter, and states this happened 6/2/09. Customer states that would she be entitled to a loaner vehicle, and states she been dealing for a month, and states she has not had a vehicle in about a month and would still would have to wait until the letter reached AHM,. Customer would like AHM to assist her with a loaner vehicle. ACS informed her that 3/36 manufacture warranty, dose cover loaner vehicle service. ACS recommended that she speak with the SM of Garden State Honda for assistance. ACS also will be dispatching her case to an RCM, for further review about this air bag deployment. ACS documented her concern and for customer satisfaction ACS will be dispatching her case to an RCM for further review she would be receiving a call back with in 1-2 business days. ACS also advised the customer that it is on a case by case basis that RCM make their decisions. The customer understood ACS position and no further assistance was needed.

*** CASE ASSIGN 6/22/2009 2:17:57 PM, gtamayo

N012009-06-0300424 to bmeikle, WIP

*** CASE RULE ACTION 6/22/2009 2:17:58 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/23/2009 6:29:36 AM, bmeikle

Case History

Case ID : N012009-06-0300424

Case Title : 5 C [REDACTED] - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK

into WIP default and Status of Solving.

*** SUBCASE N012009-06-0300424-2 CREATE 6/23/2009 8:56:45 AM, bmeikle

Created in WIP Default with Due Date 6/23/2009 8:56:45 AM.

*** COMMIT 6/23/2009 8:57:09 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/23/2009 07:00:11 PM.

call dealer/ cust- air bags deployed

*** NOTES 6/23/2009 10:39:32 AM, bmeikle, Action Type : Call to Dealer

I called PSD Kenny and discussed the customer. He has pictures that he sent to his DPSM. The code F-411 says the air bags deployed because of impact. He sees damage to the undercarriage but it is small. I asked if they talked to the insurance adjuster when they were there? Not that he is aware of. I will have to ask the customer to call the insurance again and ask they see you for an explanation of why this is not a product defect. I confirmed the car has been there since it happened. ACS has told the customer to have the insurance company write her a letter stating why this is not covered. She gave the dealer this letter and he sent to his DPSM. I advised if you and the computer say the air bags deployed because of impact ACS will back up this diag. I confirmed it's fine to have the adjuster see Kenny.

*** NOTES 6/23/2009 2:22:54 PM, bmeikle, Action Type : Call to Customer

I called the customer and left a message to call me with my number and hours. Power was out today.

*** CASE FULFILL 6/24/2009 8:51:06 AM, bmeikle

Fulfilled for [REDACTED] due 06/23/2009 07:00:11 PM.

*** COMMIT 6/24/2009 8:51:10 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/29/2009 05:45:11 PM.

cust to call- air bag deployed

*** NOTES 6/24/2009 2:26:20 PM, bmeikle, Action Type : Call to Customer

I called the customer back from her message and apologized for this issue. I confirmed her car has been there for a month. The best thing we can do now is ask your insurance adjuster to go and see PSD Kenny. He can show the adjuster why this isn't a warranty issue. Your insurance company should have paid for this repair and subrogated with AHM for payment. It isn't fair they put you in the middle of this. She didn't call them at first because she claims her car was sitting for 24 hours and only when she closed her door did the air bag go off. I advised the computer system in the car is written so that if two air bags deploy and the codes are set as the dealer finds them there had to be some kind of impact. But she is still claiming it was standing still. We were not there and can't say. We can only look at the=at we see now and the dealer has reported an impact caused this to deploy. ACS can't change this. I would like to help getting the car repaired faster than it has. Call your adjuster and have him see Kenny. Call me when he is going there. The first time he went there the dealer said they don't have time to put the car on a lift so we'll call you when we do. They never called. The adjuster had to call and ask they please find the time. I apologized for that as well. You would think the dealer could find the time at that point. So did she. She is now looking for a loaner car. I suggested she call Kenny and ask. I asked she call me if she needs me to do anything.

*** NOTES 6/24/2009 2:28:09 PM, bmeikle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Your dealer told the insurance adjuster they didn't have time to put the car on a lift so go away and we'll call you when we do. I don't think that is really what went down but this is what the customer said the adjuster told her. She is looking for a loaner car the poor thing. I told her to call you.

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

Case History

Case ID : N012009-06-0300424

Case Title : 5 C [REDACTED] - AIRBAG DEPLOYED WHILE THE VEHICLE IN PARK

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** NOTES 6/26/2009 7:36:53 AM, bmeikle, Action Type : Call from Dealer

PSD Kenny called after speaking with the SA involved in this case. They did not tell the adjuster they had no time they asked he wait and they will get the car up. He left in a huff. Kenny called his DPSM and asked for a further investigation into this issue. The DPSM talked with Tech Line and they have decided to repair the car as a goodwill gesture rather than continue to have the customer involve the insurance company who seems unlikely to assist in a short amount of time. Even though the dealer can see damage under the car that could cause this they will repair it. Kenny has ordered the parts and has a loaner car for the customer.

*** NOTES 6/26/2009 7:40:59 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. There has been developments in your case in a positive way. Please call your SA at the dealer and PSD Kenny has a loaner car for you. Kenny did a lot of investigation into this issue and had his DPSM get involved. They have good news. I have heard the news but you should get it from the dealer. Call them and then us and we can discuss them.

*** CASE FULFILL 6/26/2009 7:41:19 AM, bmeikle

Fulfilled for [REDACTED] due 06/29/2009 05:45:11 PM.

*** COMMIT 6/26/2009 7:41:21 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 07/02/2009 05:45:23 PM.

cust to call- loaner air bag covered

*** CASE RULE ACTION 7/1/2009 8:25:43 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/2/2009 6:25:08 AM, bmeikle, Action Type : Call from Customer

The customer called and thanked us for the help. The dealer has done what they said they would and she is happy.

*** SUBCASE N012009-06-0300424-2 CLOSE 7/2/2009 6:25:40 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/2/2009 6:25:41 AM, bmeikle

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-07-0500300 Division : Honda - Auto Condition : Closed Open Date : 7/5/2013 7:51:07 AM
Case Originator : Sopana Sann (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/21/2013 6:43:26 AM
Case Owner : Charles Villanueva (Team HH) Method : Phone Queue : Days Open : 47
Last Closed By : Charles Villanueva (Team HH) Point of Origin : Customer Wipbin :
Case Title : 09C- (SARATOGA HONDA) [REDACTED] -SEAT AIRBAG DEPLOY-NO IMP No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 171
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : 17 [REDACTED]
City / State / Zip : SMITHTOWN, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 171
VIN Type / No. : US VIN / 1HGCP26848A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 57,525
In Service Date : 06/11/2008
Months In Use : 61
Engine Number : K24Z31522458
Originating Dealer No. / Name : 206698 / NARDY HONDA
Selling Dealer No. / Name : 206698 / NARDY HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207498 / SARATOGA HONDA
Phone No. : 518-587-9300
Address : 3402 ROUTE 9
City / State / Zip : SARATOGA SPRING, NY 12866
Svc District / Sls District : 09C / E09
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-07-0500300-1 / [REDACTED]	- Subcase Close	Product	Operation	751	Side Airbag
N012013-07-0500300-2 / [REDACTED]	- Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-07-0500300-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2013 7:06:39 AM
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 7/19/2013 6:26:53 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-07-0500300-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 8/2/2013 7:44:11 AM
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 8/21/2013 6:43:26 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-07-0500300

09C- (SARATOGA HONDA) -SEAT AIRBAG DEPLOY-NO IMPACT

*** CASE CREATE 7/5/2013 7:51:07 AM, ssann

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

*** CASE MODIFY 7/5/2013 7:51:12 AM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/5/2013 7:54:37 AM, ssann

into WIP default and Status of Solving.

*** NOTES 7/5/2013 8:05:20 AM, ssann, Action Type : Call from Customer

Verified info:

best #

Customer states that on Wednesday as his wife and son was getting into the vehicle, the passenger side curtain and side airbag on the passenger side deployed. Customer states that the airbag deployed after they shut the doors. The vehicle was never involved in an accident. Customer states that his 28 year old son has a slight apparition to his arm. Customer went to dealership and SA Geoff Pereult informed customer to call AHM. Customer is concerns about his vehicle and also states that the dealership is 30miles away. Customer has not contact his insurance company.

ACS stated that ACS can imagine how frightening it is to experience a random deployment of the airbag. ACS stated that ACS is glad that everyone is okay and appreciates the customer for taking the time to voice his concerns. ACS advised to have vehicle inspected at dealership. ACS advised that ACS will dispatch case to case manager for review and to further investigate concerns. ACS advised that dealership are no obligated to provide loaner vehicle. ACS advised case by case review and that he will get call back by end of next business day.

Call end.

*** CASE MODIFY 7/5/2013 8:24:04 AM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/5/2013 8:24:41 AM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/5/2013 8:24:56 AM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 7/5/2013 8:25:02 AM, ssann

into WIP default and Status of Solving.

*** CASE DISPATCH 7/5/2013 8:25:11 AM, ssann

from WIP default to Queue Honda Team H .

*** CASE MODIFY 7/5/2013 8:25:15 AM, ssann

into WIP default and Status of Solving.

*** CASE ACCEPT 7/8/2013 5:59:02 AM, cvillanu

from Queue Honda Team H to WIP default.

*** CASE MODIFY 7/8/2013 6:18:00 AM, cvillanu

into WIP default and Status of Solving.

Case History

Case ID : N012013-07-0500300 [REDACTED] 09C- (SARATOGA HONDA) [REDACTED] -SEAT AIRBAG DEPLOY-NO IMPACT

*** SUBCASE N012013-07-0500300-1 CREATE 7/8/2013 7:06:39 AM, cvillanu

Created in WIP Default with Due Date 7/8/2013 7:06:39 AM.

*** COMMIT 7/8/2013 7:07:31 AM, cvillanu, Action Type : N/A

Made to [REDACTED] due 07/11/2013 07:09:16 AM.

Further concerns?\Case closed

*** NOTES 7/8/2013 7:16:57 AM, cvillanu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer contacted AHM in regards to his side air bag. The customer states that his son closed the door and the side curtain airbag deployed with out any impact. The customer is on vacation and feels that he should not be having these concerns. The customer is the original owner of the vehicle.

The customer wants AHM to provide assistance with the repairs. The vehicle is currently at the dealership. The customers concern and request from AHM have been confirmed. The vehicle is normally serviced at the dealership and is the customers fourth Honda. Based on the information provided by the customer which has yet to be confirmed, I advised that I would be happy to review the case but assistance at this time is not guaranteed. The customer understood I provided my contact information if there were further concerns. ACS will contact the customer by 7/15/13.

*** NOTES 7/8/2013 7:17:06 AM, cvillanu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/11/2013

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

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

The customer may bring the vehilce in for an airbag concern. Please provide the outcome of the diagnosis.

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

Charles Villanueva
Automobile Customer Service

*** CASE MODIFY COMMITMENT 7/8/2013 7:18:27 AM, cvillanu

with [REDACTED] due 07/09/2013 07:09:16 AM.

*** CASE MODIFY 7/8/2013 7:18:31 AM, cvillanu

into WIP default and Status of Solving.

*** NOTES 7/8/2013 12:45:12 PM, cvillanu, Action Type : Call to Dealer

I attempted to contact the SM but was not successful. I left a voicemail.

*** CASE MODIFY 7/8/2013 12:45:18 PM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 7/9/2013 8:26:20 AM, cvillanu, Action Type : Call to Dealer

Message left for SM.

*** CASE MODIFY 7/9/2013 8:26:23 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

Case History

Case ID : N012013-07-0500300

09C- (SARATOGA HONDA) -SEAT AIRBAG DEPLOY-NO IMPACT

*** NOTES 7/9/2013 9:18:01 AM, cvillanu, Action Type : Call to Dealer

I spoke to the SM who advised that they diagnosed the vehicle yesterday. Both bags are deployed. The SM contacted DPSM documented who informed him to document the issue on a repair order. The SM advised that per DPSM instruction the customer was to contact their insurance company. The customer was not charged for a diagnosis.

*** CASE MODIFY 7/9/2013 9:18:05 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 7/9/2013 9:34:02 AM, cvillanu, Action Type : Field Service

I spoke to the DPSM and confirmed the assessment made by the SM.

*** NOTES 7/9/2013 9:45:07 AM, cvillanu, Action Type : Call to Customer

I contacted the customer to follow up on the diagnosis the customer was informed the position of AHM and referred to his insurance company. It was advised that If the insurance company has been contacted then they would investigate the issue further in order to determine if there was a manufacturer defect. If this was the case the Insurance Company would contact the appropriate parties at AHM. The customer understood AHM's position and will pursue the issue further through his insurance company. The customer was advised to contact AHM with any further questions. The call ended.

*** CASE MODIFY 7/9/2013 9:46:31 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY COMMITMENT 7/9/2013 9:46:43 AM, cvillanu

with due 07/16/2013 07:09:16 AM.

*** CASE MODIFY 7/9/2013 9:46:47 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 7/10/2013 11:25:25 AM, aspeck, Action Type : Call for Case Mgr

Verified contact info

Best contact #:

Customer called to reach his CM. ACS advised the customer that his CM is currently away from his desk. ACS offered to transfer the customer to his CMs VM so he could leave a message. The customer said that would be fine. ACS transferred the customer to CM VM.

*** NOTES 7/11/2013 10:19:44 AM, kheaton, Action Type : Warm Transfer

Customer information was verified

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

Inbound Summary: ACS located CM and transferred the call.

*** NOTES 7/11/2013 10:23:09 AM, cvillanu, Action Type : Call from Customer

I spoke to the customer who advised that he put in claim with the insurance company who referred him to a body shop to inspect the vehicle. The IRF confirmed that there was a manufacturer failure with the vehicle. The insurance company is not willing to help him with the repairs on the vehicle. I explained the Insurance Company would contact the appropriate parties at AHM if the manufacturer was at fault. The customer states that he is going to pursue the matter through litigation. He had no further concerns and the call ended.

*** CASE MODIFY COMMITMENT 7/11/2013 10:23:17 AM, cvillanu

with due 07/19/2013 07:09:16 AM.

*** CASE MODIFY 7/11/2013 10:23:21 AM, cvillanu

Case History

Case ID : N012013-07-0500300

09C- (SARATOGA HONDA) -SEAT AIRBAG DEPLOY-NO IMPACT

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 7/17/2013 1:42:19 PM, bsamonte, Action Type : Call from Customer

Customer did not want to speak with his case manager. Customer wanted to vent about the treatment he received from Honda.

Customer drove the vehicle to the dealer and was told the vehicle is out of warranty. The dealer referred him to AHM. Customer contacted AHM and was told to bring the vehicle to the dealer. Customer went back inside the dealer and all they would tell him is that the computer indicated the air bag went off. Customer said his eyes could have told him that. Customer spoke with his Case Manager and was referred to his insurance company. Customer called his insurance company and they sent an inspector out. They verified this is not due to an accident. Customer called the Case Manager back and was told to have the insurance company send paperwork to Honda. Customer does not have \$4k to pay for this and say his 4 month old puppy was in the vehicle. Customer said he knows the only way to pursue this is thru legal, but he wanted to voice his concerns. I thanked him for contacting AHM.

*** SUBCASE N012013-07-0500300-1 CLOSE 7/19/2013 6:26:53 AM, cvillanu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/19/2013 6:26:53 AM, cvillanu

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

*** CASE REOPEN 8/1/2013 2:15:20 PM, abrown2

with Condition of Open and Status of Solving.

*** NOTES 8/1/2013 2:17:36 PM, abrown2, Action Type : Letter/Fax

On 8/1/13 ACS received a 1 page letter with 4 pages of supporting documents from Kathleen Adams, Consumer Advisor, State of NY Department of State Division of Consumer Protection regarding the previous issue.

*** CASE DISPATCH 8/1/2013 2:18:04 PM, abrown2

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 8/1/2013 2:18:56 PM, cvillanu

from Queue Honda Team H to WIP default.

*** CASE ADD ATTACHMENT 8/1/2013 2:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-07-0500300_1.PDF

*** SUBCASE N012013-07-0500300-2 CREATE 8/2/2013 7:44:11 AM, cvillanu

Created in WIP Default with Due Date 8/2/2013 7:44:11 AM.

*** COMMIT 8/2/2013 7:47:04 AM, cvillanu, Action Type : N/A

Further contact?\Case closed

*** NOTES 8/2/2013 7:48:15 AM, cvillanu, Action Type : Call to Customer

I attempted to contact Kathleen Adams the Consumer Advisor per letter sent but was not successful. I left a voicemail.

*** CASE MODIFY 8/2/2013 7:48:24 AM, cvillanu

into WIP default and Status of Solving.

*** NOTES 8/5/2013 9:47:13 AM, cvillanu, Action Type : Call to Customer

I attempted to contact Kathleen Adams the Consumer Advisor per letter sent but was not successful. I left a voicemail.

*** CASE MODIFY COMMITMENT 8/5/2013 9:57:34 AM, cvillanu

with due 08/12/2013 12:00:00 AM.

Case History

Case ID : N012013-07-0500300

[REDACTED] 09C- (SARATOGA HONDA) [REDACTED] -SEAT AIRBAG DEPLOY-NO IMPACT

*** CASE MODIFY 8/5/2013 9:57:38 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 8/7/2013 10:18:34 AM, cvillanu, Action Type : Call from Customer

Kathleen Adams the Consumer Advisor left a message advising that there was no need for verbal contact. She advised that she wanted AHM's position in writing.

*** NOTES 8/7/2013 10:19:08 AM, cvillanu, Action Type : Note-General

Letter drafted and sent o RM for review.

*** CASE MODIFY 8/7/2013 10:19:11 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 8/7/2013 10:34:04 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 8/7/2013 1:18:49 PM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY COMMITMENT 8/12/2013 9:53:57 AM, cvillanu

with ROBERT MURPHY due 08/14/2013 12:00:00 AM.

*** CASE MODIFY 8/12/2013 9:54:01 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 8/14/2013 6:07:05 AM, cvillanu, Action Type : Note-General

Follow up sent to RM in regards to the letter review.

*** CASE MODIFY COMMITMENT 8/14/2013 6:07:13 AM, cvillanu

with [REDACTED] due 08/21/2013 12:00:00 AM.

*** CASE MODIFY 8/14/2013 6:07:17 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 8/14/2013 8:24:38 AM, cvillanu, Action Type : Note-General

RM reviewed letter. Letter sent.

*** CASE MODIFY 8/14/2013 8:24:41 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 8/21/2013 6:43:24 AM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** SUBCASE N012013-07-0500300-2 CLOSE 8/21/2013 6:43:26 AM, cvillanu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/21/2013 6:43:26 AM, cvillanu

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-08-2601393 Division : Honda - Auto Condition : Closed Open Date : 8/26/2011 2:15:52 PM
Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/8/2012 11:58:29 AM
Case Owner : Katrina Vibar (Team HA) Method : Dealer Referred Queue : Days Open : 166
Last Closed By : Katrina Vibar (Team HA) Point of Origin : Customer Wipbin :
Case Title : (HONDA CITY) -5B- [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 7 BU
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : HAUPPAUGE, NY
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7 BU
VIN Type / No. : US VIN / 1HGCP26428A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 25,754
In Service Date : 04/26/2008
Months In Use : 40
Engine Number : K24Z21513752
Originating Dealer No. / Name : 208226 / HONDA CITY
Selling Dealer No. / Name : 208226 / HONDA CITY
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208226 / HONDA CITY
Phone No. : 516-735-8900
Address : 3859 HEMPSTEAD TURNPIK
City / State / Zip : LEVITTOWN, NY 11756
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-08-2601393-1 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-08-2601393-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 8/29/2011 9:41:44 AM
Issue Owner : Walter Menjivar	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/1/2011 12:13:23 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : DriverCurtainSRS7515
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Provided Information,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-08-2601393

Case Title : (HONDA CITY) -5B-[REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

*** CASE CREATE 8/26/2011 2:15:52 PM, mterzoli

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

*** CASE MODIFY 8/26/2011 2:25:14 PM, mterzoli

into WIP default and Status of Solving.

*** NOTES 8/26/2011 2:27:05 PM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED].

DLR REFERRED by SA- Mike from Honda City

Customer advised that on Sunday her vehicle had been parked for a few minutes while she was at an ATM. Customer returned to the vehicle opened the door got in and closed the door. Customer states that immediately the driver side curtain airbag and seat airbag deployed. Customer advised that she was not injured, nothing hit the vehicle, and she did not hit anything. Customer advised that the DLR could not take her vehicle until Tuesday.

Customer brought the vehicle into Honda City and was working with SA Mike who stated they could not find any damage or reason the airbags deployed. Customer was advised that they took pictures and forwarded then to AHM. SA told the customer that she would need to call her insurance company. SA- Mike then advised that she should call AHM and request to speak to Walter to get the airbags replaced for free. Customer advised that she has not contacted her insurance and she will not as she did not have an accident so AHM should repair the airbags.

ACS advised that her case will be forwarded for review. Customer was advised that she would be contacted within 1 to 2 business days.

*** CASE MODIFY 8/26/2011 2:27:13 PM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2011 2:27:16 PM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2011 2:27:16 PM, mterzoli

into WIP default and Status of Solving.

*** CASE DISPATCH 8/26/2011 2:27:21 PM, mterzoli

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 8/26/2011 2:28:36 PM, galbu

N012011-08-2601393 to wmenjiva, WIP

*** CASE RULE ACTION 8/26/2011 2:28:36 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/29/2011 6:09:46 AM, wmenjiva

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

*** SUBCASE N012011-08-2601393-1 CREATE 8/29/2011 9:41:44 AM, wmenjiva

Created in WIP Default with Due Date 8/29/2011 9:41:44 AM.

*** COMMIT 8/29/2011 9:42:27 AM, wmenjiva, Action Type :

Made to [REDACTED] due 09/01/2011 09:42:31 AM.

Case History

Case ID : N012011-08-2601393

Case Title : (HONDA CITY) -5B-[REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

DCS Follow-Up

*** NOTES 8/29/2011 9:47:23 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/1/2011 9

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

DEALER REFERRED by SA-Mike

Customer said that on Sunday her vehicle had been parked for a few minutes while she was at an ATM. Customer returned to the vehicle opened the door got in and closed the door. She said that immediately the driver side curtain airbag and seat airbag deployed. Customer advised that she was not injured, nothing hit the vehicle, and she did not hit anything. Customer took her vehicle into dealer Tuesday and picked it up Thursday.

She said that SA-Mike told her that they could not find any damage or reason the airbags deployed. She was advised that they took pictures and forwarded then to AHM. SA told the customer that she would need to call her insurance company. SA- Mike then advised that she should call AHM and request to speak to Walter to get the airbags replaced for free.

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:

DEALER REFERRED, please consult with your DPSM.

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

Walter Menjivar

Automobile Customer Service

310-783-7706

*** NOTES 8/29/2011 9:52:50 AM, wmenjiva, Action Type : Call to Customer

Contacted the customer at [REDACTED] and introduced myself as the Honda RCM handling her case regarding the deployment of her driver curtain airbags on her 2008 Accord. Asked her when her vehicle had been inspected by Honda City?

She said that she dropped it off last Tuesday and picked it up Thursday.

Explained to her that I would need to look into her matter further and would follow up with her by Friday or next Tuesday.

She understood and thanked.

Provided her my contact information.

*** COMMIT 8/29/2011 9:53:01 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 09/06/2011 01:00:00 PM.

(City) Follow up with cust

*** CASE FULFILL 8/29/2011 9:53:39 AM, wmenjiva

Fulfilled for [REDACTED] due 09/01/2011 09:42:31 AM.

*** NOTES 8/29/2011 9:54:05 AM, wmenjiva, Action Type : Letter/Fax

RCM sent Dealer Referred Notice.

*** CASE MODIFY 8/29/2011 9:54:12 AM, wmenjiva

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

*** NOTES 8/30/2011 8:40:36 AM, wmenjiva, Action Type : Call from Dealer

Case History

Case ID : N012011-08-2601393

Case Title : (HONDA CITY) -5B- [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

RCM discussed case with Honda City SM-Mark and advised him of Dealer Referred by SA-Mike.

SM said that they took pictures and forwarded them to Techline and DPSM. DPSM advised that the customer contact her insurance company. Dealer found impact damage underneath vehicle, by the driver side door. SM said that the seat side airbag and curtain airbag deployed, vehicle was inspected on 8/24/11 at 25754 miles. SM said that the customer needs to contact her insurance company.

*** CASE MODIFY 8/30/2011 8:41:01 AM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 9/1/2011 12:12:30 PM, wmenjiva, Action Type : Call to Customer

Contacted the customer at [REDACTED] and introduced myself. Explained to her that I had discussed her case with Honda City's SM and the SM had informed AHM that they had referred her to contact her insurance company.

She said that she is not going to contact her insurance company because she did not get in an accident.

Explained to her that the dealer had taken photos of her vehicle, including the underneath, and forwarded those to AHM Technical Dept. and our Honda DPSM.

Pictures show impact damage underneath the vehicle by the driver side.

She said that this cannot be the case.

Informed her that at this time, AHM would also referred her to contact her insurance company to address her concern.

She thanked and had no further related questions.

*** CASE MODIFY 9/1/2011 12:13:07 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 9/1/2011 12:13:09 PM, wmenjiva

Fulfilled for [REDACTED] due 09/06/2011 01:00:00 PM.

*** CASE MODIFY 9/1/2011 12:13:19 PM, wmenjiva

into WIP 05B and Status of Solving.

*** SUBCASE N012011-08-2601393-1 CLOSE 9/1/2011 12:13:23 PM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2011 12:13:24 PM, wmenjiva

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

*** CASE REOPEN 1/31/2012 9:05:30 AM, mmillen

with Condition of Open and Status of Solving.

*** NOTES 1/31/2012 9:06:01 AM, mmillen, Action Type : Letter/Fax

On 1/31/12 ACS received a 1-page letter from the customer dated 1/26/12 regarding previous issue.

*** CASE DISPATCH 1/31/2012 9:06:43 AM, mmillen

from WIP default to Queue Honda Team G.

*** CASE ADD ATTACHMENT 1/31/2012 9:15:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-08-2601393_1.PDF

*** CASE ACCEPT 1/31/2012 9:21:14 AM, mcaldare

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

*** CASE MODIFY 2/1/2012 8:02:25 AM, mcaldare

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

*** NOTES 2/1/2012 8:06:01 AM, mcaldare, Action Type : Note-General

Case History

Case ID : N012011-08-2601393

Case Title : (HONDA CITY) -5B-[REDACTED] - AIRBAG DEPLOYMENT NO IMPACT

reviewed case with supervisor and was informed to call customer and reiterate AHM's position as the DPSM and techline has already reviewed this customer's concerns and determined that this deployment was not due to a factory defect. She would need to work with her insurance company.

*** CASE MODIFY 2/1/2012 8:07:25 AM, mcaldare

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

*** CASE MODIFY 2/1/2012 8:07:41 AM, mcaldare

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

*** NOTES 2/1/2012 8:14:58 AM, mcaldare, Action Type : Call to Customer

I contacted [REDACTED]. The customer informed me that she did not write AHM. Her number was on this case but the individual who wrote in was [REDACTED]. I will try calling her.

*** CASE MODIFY 2/1/2012 8:19:16 AM, mcaldare

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

*** NOTES 2/1/2012 8:33:22 AM, mcaldare, Action Type : Call to Customer

I contacted Ms. [REDACTED] to discuss her concerns with this situation. I stated that AHM understands that an airbag deploying is traumatic and we have received and reviewed her letter. I stated that AHM's position at this time has not changed. I stated that her concern from August was reviewed and inspected by the DPSM and AHM's technical staff who determined that this airbag deployment was not the result of a factory defect, but due to impact damage. I stated that she would need to speak with her insurance company regarding this matter. She said that this is not right and wants to know what will happen when Honda issues a recall on this situation. I stated that AHM has not issued a airbag recall for her vehicle. If that ever happens, she would receive a notice from AHM and information on how to proceed but that is not a conversation we can have because there is no recall for this vehicle's airbags at AHM. She said that she is going to relay this information to her Attorney. I understood. Closing case.

*** CASE CLOSE 2/1/2012 8:33:25 AM, mcaldare

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

*** CASE REOPEN 2/8/2012 11:57:54 AM, kvibar

with Condition of Open and Status of Solving.

*** NOTES 2/8/2012 11:58:06 AM, kvibar, Action Type : Call from Customer

Verified Customer Information

Best Contact Number: [REDACTED]

She is wondering if someone called her because she received a call from Matt and that is all he gave her. She stated she sent a letter and she got a call from Matt and she is requesting for the case number with a last name. She said that he was being rude and she wanted to make a complaint.

ACS informed the customer that the case number is N012011-08-2601393. AHM does not provide any last name but the extension is 17735. ACS Informed the customer that his concern will be documented.

*** CASE CLOSE 2/8/2012 11:58:29 AM, kvibar

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-10-2400335 Division : Honda - Auto Condition : Closed Open Date : 10/24/2013 8:48:33 AM
Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/14/2013 2:48:29 PM
Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 21
Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
Case Title : 03C- - PASSENGER AIRBAG/SIDE CURTAIN DEPLOY CONC No. of Attachments : 0

Site / Contact Info :

Site Name : 2012
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. : 7
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : LEAGUE CITY, TX 3
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 2012
VIN Type / No. : US VIN / 1HGCP26838A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 51,000
In Service Date : 04/17/2008
Months In Use : 66
Engine Number : K24Z31522987
Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
Phone No. : 281-338-6666
Address : 20233 GULF FRWY.
City / State / Zip : WEBSTER, TX 77598
Svc District / Sls District : 03C / C03
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-2400335-1 / - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012013-10-2400335-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 10/25/2013 4:49:40 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 11/14/2013 2:48:29 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-2400335

03C- - PASSENGER AIRBAG/SIDE CURTAIN DEPLOY CONCERN/NO

*** CASE CREATE 10/24/2013 8:48:33 AM, kvibar

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

*** CASE MODIFY 10/24/2013 8:53:09 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2013 8:59:54 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2013 9:00:06 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2013 9:00:13 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2013 9:00:22 AM, kvibar

into WIP default and Status of Solving.

*** NOTES 10/24/2013 9:09:50 AM, kvibar, Action Type : Call from Customer

Updated Customers Phone #/Email

Best Contact Number:

Provided Disclosure

He said that the vehicle is at HONDA OF CLEARLAKE and he took it to them last Wednesday. He said that the passenger side curtain and the passenger seat airbag deployed when they closed the front passenger door. He stated that they were in the parking lot of his girlfriends apartment when it happened. He said that nothing happened to Jennifer Curcious (girlfriend) when she was sitting there. They didn't call the cops as well because there was no collision and no one was involved. He said that the vehicle was on when it happened and the only light that was on the dash was for service. He said that the airbag light is on now. He said that he dropped it off on Wednesday and the SM name Eddie Guillory told him that there was a damage in the bottom of the car as if the airbag was due to the damage. He was given a loaner for 2 days till they told him that he has to contact the insurance company. Since he called State Farm the loaner was dropped. He was told to give him 24 hours to see what they can do because he has to confirm with someone above him. He said that there was no collision but he called his insurance company (State Farm) to have it investigate. He was given a claim number and the adjuster found no damage to the car. They saw scratches under the car but the adjuster told him that wouldn't have caused the airbag to deploy. He feels that it was a factory defect because even Eddie told him that is not possible and he never seen it before. He requested if he can have a rental in the mean time.

ACS informed him that base on the VIN there is no known recall that can support the coverage for the repair. Considering that there was no impact when the airbag deployed we will forward the case over for further review. The CM will be contacting him in the end of 1 business days. ACS provided a case number N012013-10-2400335. ACS informed him that rental is not part of the manufacture warranty and he has Honda Care. We advise that he verifies with Honda Care at 800-999-5901. He thanked ACS and needed no further assistance.

*** CASE MODIFY 10/24/2013 9:09:51 AM, kvibar

into WIP default and Status of Solving.

*** CASE DISPATCH 10/24/2013 9:10:10 AM, kvibar

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 10/24/2013 9:14:53 AM, ksulliva

from Queue Honda Team C to WIP default.

*** NOTES 10/24/2013 12:54:25 PM, lgettler, Action Type : Call from Customer

Case History

Case ID : N012013-10-2400335

03C- - PASSENGER AIRBAG/SIDE CURTAIN DEPLOY CONCERN/NO

The customer stated that his rental car is now being taken away because his insurance has said that there was no damage. The customer stated that he would like to know if AH can talk to the dealership about providing loaner vehicle assistance.

I advised the customer that AH as the vehicle manufacturer did not provide rental/loaner vehicles, and left the decision to be able to provide such services to each individual dealership. I advised the customer that he should speak to the SM at the dealership about a loaner vehicle. I advised the customer that he could speak to the CM about this issue when the CM called before the close of business tomorrow.

The customer understood and agreed to wait for the CMs call.

*** SUBCASE N012013-10-2400335-1 CREATE 10/25/2013 4:49:40 PM, ksulliva

Created in WIP Default with Due Date 10/25/2013 4:49:40 PM.

*** NOTES 10/25/2013 4:57:55 PM, ksulliva, Action Type : Call to Customer

Called customer and he advised that his vehicle was in Park and the passenger got out of the vehicle and the door was closed and the air bag deployed. Customer stated that the vehicle is at the dlr and it was inspected and he was advised of the damage on the undercarriage and the airbag would not be covered. Customer stated that his insurance company inspected the vehicle and advised that it was a defect and it would not be covered by insurance.

I advised that I will call the dlr and dpsm and schedule an inspection and call him back by 10/30. Call ended.

*** COMMIT 10/25/2013 4:58:05 PM, ksulliva, Action Type : N/A

call dlr

*** NOTES 10/29/2013 9:27:56 AM, evispe1, Action Type : Call from Customer

Customer called in for CM - Transferred to 17748

*** CASE MODIFY 10/29/2013 11:04:57 AM, ksulliva

into WIP 3C and Status of Solving.

*** NOTES 10/29/2013 4:24:11 PM, ksulliva, Action Type : Call from Customer

Received call from customer requesting an update on his case and I advised that I will follow up with the dlr and call him back.

*** NOTES 10/29/2013 4:27:49 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Tony(sm) and he advised there was damage on the undercarriage and he advised that he will take photos and send them to me.

*** CASE FULFILL 10/29/2013 4:28:07 PM, ksulliva

Fulfilled for due 10/29/2013 12:00:00 AM.

*** COMMIT 10/29/2013 4:28:09 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 10/30/2013 2:43:06 PM, kthomas, Action Type : Call from Customer

Customer states he needs an update on the case.

ACS sent a message to the RCM and was told transfer and customer was provided the case number and extension.(117748) Customer warm transferred to the RCM. No further action needed.

*** NOTES 11/1/2013 12:09:25 PM, evides, Action Type : Call from Customer

Case History

Case ID : N012013-10-2400335

[REDACTED] - PASSENGER AIRBAG/SIDE CURTAIN DEPLOY CONCERN/NO

Customer called in to speak with CM. ACS warm transfer call to CM and provided CM ext.

*** NOTES 11/1/2013 4:14:58 PM, ksulliva, Action Type : Call from Customer

Received call from customer and he advised taht he has received a call from Tony(sm) and was advised that the repair will be covered by AHM. Customer stated that he will drop the vehicle off on 11/4. I advised that I will follow up with him on 11/8, call ended.

*** NOTES 11/1/2013 4:15:46 PM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Tony(sm)

*** NOTES 11/1/2013 4:16:05 PM, ksulliva, Action Type : Field Service

Called dpsm and left message.

*** CASE FULFILL 11/1/2013 4:16:09 PM, ksulliva

Fulfilled for [REDACTED] due 10/30/2013 12:00:00 AM.

*** COMMIT 11/1/2013 4:16:10 PM, ksulliva, Action Type : N/A

call dlr. call dpsm

*** NOTES 11/4/2013 2:22:31 PM, ksulliva, Action Type : Call to Dealer

Called dl and spoke with Tony(sm) and he advised that the vehicle is at the dlr and the parts have been ordered.

*** CASE FULFILL 11/4/2013 2:22:37 PM, ksulliva

Fulfilled for [REDACTED] due 11/04/2013 12:00:00 AM.

*** COMMIT 11/4/2013 2:22:39 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 11/8/2013 9:29:23 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with James(sa) and he advised that the vehicle has not been repaired.

*** NOTES 11/8/2013 11:11:19 AM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 11/8/2013 11:11:24 AM, ksulliva

Fulfilled for [REDACTED] due 11/08/2013 12:00:00 AM.

*** COMMIT 11/8/2013 11:11:25 AM, ksulliva, Action Type : N/A

call cust/call dlr

*** NOTES 11/14/2013 2:47:53 PM, ksulliva, Action Type : Call to Customer

Called customer and he advised that his vehicle has been repaired. Customer thanked me for my assistance and ended call, closing case.

*** SUBCASE N012013-10-2400335-1 CLOSE 11/14/2013 2:48:29 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/14/2013 2:48:29 PM, ksulliva

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N032013-04-2400750	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/24/2013 10:42:51 AM
Case Originator :	Irene Parra (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/24/2013 10:53:29 AM
Case Owner :	Irene Parra (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Irene Parra (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - AIRBAG DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name :	[REDACTED]	1330
Dealer No. :		
Site Phone No. :		
Contact Name :		
Day Phone No. :	[REDACTED]	1
Evening Phone No. :		
Cell / Pager No. :		
Fax No. :		
Address :	[REDACTED] T	
City / State / Zip :	[REDACTED]	
E Mail :	[REDACTED]	
Svc District / Sls District :	/	

Product Info :

Unit Owner :	[REDACTED]	1330
VIN Type / No. :	US VIN / 1HGCP26768A [REDACTED]	
Model / Year :	ACCORD / 2008	
Model ID / Product Line :	CP2678JW / A	
Miles / Hours :	91,000	
In Service Date :	05/26/2008	
Months In Use :	59	
Engine Number :	[REDACTED]	
Originating Dealer No. / Name :	207962 / HENDRICK HONDA HICKORY	
Selling Dealer No. / Name :	207962 / HENDRICK HONDA HICKORY	
Trim :	EX	
No. Of Doors :	4	
Transmission Code :	5AT	
Exterior Color :	GR	
Factory Warranty Start / End Date :		
Factory Warranty Cancellation Date :		
HPP/VSC Coverage Start / End Date :		
HPP/VSC Cancellation Date :		
Extended Warranty Start / End Date :		
Extended Warranty Cancellation Date :		

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032013-04-2400750-1 / [REDACTED]	- Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N032013-04-2400750-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Irene Parra	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2013 10:53:10 AM
Issue Owner : Irene Parra	Type 2 : Operation	Queue :	Close Date : 4/24/2013 10:53:29 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Forward to Call Ctr
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032013-04-2400750

Case Title : [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 4/24/2013 10:42:51 AM, iparra

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

*** CASE MODIFY 4/24/2013 10:42:55 AM, iparra

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2013 10:43:17 AM, iparra

into WIP default and Status of Solving.

*** NOTES 4/24/2013 10:48:17 AM, iparra, Action Type : Call from Customer

Customer's contact information was updated. [REDACTED]

The customer, Mr. [REDACTED], is contacting AHM to state he closed the passenger side door, kind of slamming it but not with too much force, and once the door was closed he noticed the passenger side airbag deployed, the roof airbag deployed, and he doesn't know what he should do. He would like to know how to proceed. I informed him he had reached the recall department and I would warm transfer him to the Product concerns department. Call was warm transferred to Product concerns, and the call ended.

*** CASE MODIFY 4/24/2013 10:49:02 AM, iparra

into WIP default and Status of Solving.

*** SUBCASE N032013-04-2400750-1 CREATE 4/24/2013 10:53:10 AM, iparra

Created in WIP Default with Due Date 4/24/2013 10:53:10 AM.

*** CASE MODIFY 4/24/2013 10:53:18 AM, iparra

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2013 10:53:26 AM, iparra

into WIP default and Status of Solving.

*** SUBCASE N032013-04-2400750-1 CLOSE 4/24/2013 10:53:29 AM, iparra

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/24/2013 10:53:29 AM, iparra

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-04-2400820 Division : Honda - Auto Condition : Closed Open Date : 4/24/2013 10:55:22 AM
Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 6/7/2013 10:59:53 AM
Case Owner : Allan Perez (Team HF) Method : Mail Queue : Days Open : 44
Last Closed By : Allan Perez (Team HF) Point of Origin : Customer Wipbin :
Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRB No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1330
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : LINCOLNTON, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1330
VIN Type / No. : US VIN / 1HGCP26768A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2678JW / A
Miles / Hours : 120,038
In Service Date : 05/26/2008
Months In Use : 59
Engine Number : K24Z31073428
Originating Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
Selling Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
Trim : EX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207962 / HENDRICK HONDA HICKORY
Phone No. : 828-322-2673
Address : 945 HIGHWAY 70 SE
City / State / Zip : HICKORY, NC 28602
Svc District / Sls District : 06J / E06
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-2400820-1	- Subcase Close	Product	Operation - "Safety"	752	SRS
N012013-04-2400820-2	- Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012013-04-2400820-3	- Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-2400820-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2013 10:56:09 AM
Issue Owner : Crystal Vito	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/24/2013 12:57:37 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Referred to 3rdParty,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-04-2400820-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 4/24/2013 12:54:48 PM
Issue Owner : Crystal Vito	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/24/2013 12:57:43 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-04-2400820-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2013 10:58:17 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 6/7/2013 10:58:53 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] VANNI - PASSENGER AIRBAG DEP

*** CASE CREATE 4/24/2013 10:55:22 AM, cvito

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

*** CASE MODIFY 4/24/2013 10:55:33 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012013-04-2400820-1 CREATE 4/24/2013 10:56:09 AM, cvito

Created in WIP Default with Due Date 4/24/2013 10:56:09 AM.

*** CASE MODIFY 4/24/2013 10:56:41 AM, cvito

into WIP default and Status of Solving.

*** NOTES 4/24/2013 11:00:24 AM, cvito, Action Type : Call from Customer

Chino Transfer

Verified the customers information

Best Contact Number: [REDACTED]

The customers boyfriend is calling for the owner, his name is [REDACTED]. The customer verified that the car was parked down a hill and he went to the passenger side to grab some items out of the car. He shut the door, but it had a little force due to the car going down hill. The passenger side airbag deployed along with the passenger side airbag as well. The customer did not see them deploy as the windows are dark tinted but he heard a loud noise.

I thanked the customer for taking the time in contacting our offices today. I asked if everyone was ok, he stated his girlfriend who is the owner was crying but no one was hurt. I referred the customer to his owners manual under Airbags and to his SRS booklet regarding the airbags for more information. I verified when a door is slammed, and depending on how the door was slammed and at times with force this can cause an airbag to deploy. The customer understood and thanked me for explaining. I referred the customer to his insurance company and I have documented his concern.

*** CASE MODIFY 4/24/2013 11:00:25 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2013 11:00:33 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012013-04-2400820-2 CREATE 4/24/2013 12:54:48 PM, cvito

Created in WIP Default with Due Date 4/24/2013 12:54:48 PM.

*** CASE MODIFY 4/24/2013 12:54:58 PM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2013 12:54:58 PM, cvito

into WIP default and Status of Solving.

*** NOTES 4/24/2013 12:57:08 PM, hkabage, Action Type : Note-General

Case reviewed by the Inbound TL. Assigned to the Inbound RM.

*** CASE YANKED 4/24/2013 12:57:14 PM, hkabage

Yanked by hkabage into WIPbin default.

*** CASE ASSIGN 4/24/2013 12:57:35 PM, hkabage

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

N012013-04-2400820 to mfenner, WIP

*** SUBCASE N012013-04-2400820-1 CLOSE 4/24/2013 12:57:37 PM, cvito

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-04-2400820-2 CLOSE 4/24/2013 12:57:43 PM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/3/2013 11:36:23 AM, mfenner

into WIP >Accident/Injury and Status of Solving.

*** NOTES 5/3/2013 11:51:47 AM, mfenner, Action Type : Note-General

Contact reviewed by RM.

Customer claims side airbag deployed after slamming the door - no accident impact. Contact to be forwarded for Case Manager review.

*** CASE MODIFY 5/3/2013 11:53:15 AM, mfenner

into WIP >Accident/Injury and Status of Solving.

*** CASE DISPATCH 5/3/2013 12:08:57 PM, mfenner

from WIP >Accident/Injury to Queue Honda Team F.

*** CASE ASSIGN 5/3/2013 12:27:28 PM, aperez1

N012013-04-2400820 to aperez1, WIP

*** CASE MODIFY 5/3/2013 12:59:17 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:01:54 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:02:47 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:04:38 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:04:41 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:04:42 PM, aperez1

into WIP Default and Status of Solving.

*** NOTES 5/3/2013 1:05:48 PM, aperez1, Action Type : Note-General

Vehicle history:

282323237	A41535159	SABRINA	PAGE	1HGCP26768A	[REDACTED]	03/22/2011 12:00:00
AM 826.27	53667	207962	HOND ACCORD			
263796239	A41535159	SABRINA	PAGE	1HGCP26768A	[REDACTED]	10/15/2009 12:00:00
AM 65.45	33119	208044	HOND ACCORD			
263796236	A41535159	SABRINA	PAGE	1HGCP26768A	[REDACTED]	03/08/2010 12:00:00
AM 35.4	39115	207962	HOND ACCORD			
263796237	A41535159	SABRINA	PAGE	1HGCP26768A	[REDACTED]	03/25/2010 12:00:00

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

AM 69.92	39736	207962 HOND ACCORD		
263796234	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 08/24/2010 12:00:00
AM 16.45	46275	207962 HOND ACCORD		
263796238	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 09/08/2010 12:00:00
AM 0	46887	208044 HOND ACCORD		
280517016	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 03/21/2011 12:00:00
AM 31.45	53621	207962 HOND ACCORD		
295673775	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 08/19/2011 12:00:00
AM 64.45	59616	208044 HOND ACCORD		
263796232	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 08/21/2008 12:00:00
AM 11.68	7110	207962 HOND ACCORD		
263796235	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 12/18/2008 12:00:00
AM 30.44	14924	207962 HOND ACCORD		
263796233	A41535159	SABRINA	PAGE	1HGCP26768A [REDACTED] 03/10/2009 12:00:00
AM 13.45	22925	207962 HOND ACCORD		

*** NOTES 5/3/2013 1:09:03 PM, aperez1, Action Type : Call to Customer

ACS called the customer ([REDACTED]). Customer states that he took the vehicle to HENDRICK HONDA HICKORY last week after this incident happened and after about 5 minutes, the dealer told him that they found that the vehicle had been involved in an accident in the past on the drivers side front. Customer states that they told him that they found this information on Carfax. Customer states that they also wanted to charge him \$45 to pull up any codes on the vehicle. Customer states that the vehicle was parked on a slight incline and when he closed the passenger door, he heard a noise and realized that the passenger airbags had deployed. Customer states that his girlfriend has not called her insurance company yet. Customer states that he would like to know what he should do. ACS advised the customer that I will review this situation with the dealer and the DPSM and I will follow-up with him again by Tuesday, call ended.

*** COMMIT 5/3/2013 1:09:08 PM, aperez1, Action Type : N/A

Review with SM/DPSM

*** CASE MODIFY 5/3/2013 1:09:38 PM, aperez1

into WIP Default and Status of Solving.

*** COMMIT 5/3/2013 1:09:40 PM, aperez1, Action Type :

Made to [REDACTED] due 05/06/2013 01:09:43 PM.

DCS Follow-Up

*** NOTES 5/3/2013 1:10:19 PM, aperez1, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 5/6/2013 1

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

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

Did you contact the DPSM when the customer came in last week? Please call me to discuss.

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.

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

Allan Perez
310-783-7728
Automobile Customer Service

*** CASE FULFILL 5/3/2013 1:10:23 PM, aperez1

Fulfilled for [REDACTED] due 05/06/2013 01:09:43 PM.

*** CASE MODIFY 5/3/2013 1:10:30 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/3/2013 1:10:37 PM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 5/6/2013 6:11:23 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:31:56 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:33:09 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:35:00 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/6/2013 8:37:52 AM, aperez1, Action Type : Call to Dealer

ACS called HENDRICK HONDA HICKORY and spoke with SA DUSTIN who states that the SD ROBBIE ALLISON is with a customer and the SM STEVEN is not available. SA states that the customer came in on 4/30, RO # 412821, miles 120,038 and worked with SA BRANDON. SA states that the customer told them that he shut the passenger door and the passenger front and curtain airbag deployed. SA states that the RO notes say that the VIN shows an accident on the Carfax report and the drivers side front is repainted, call ended.

*** CASE MODIFY 5/6/2013 8:37:57 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:38:38 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:39:50 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:40:00 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/6/2013 8:43:38 AM, aperez1, Action Type : Field Service

ACS contacted the DPSM who states that based on the information that the customer has provided to AHM, he feels that this repair should be taken care of 100% as a goodwill gesture. DPSM asked that ACS contact the dealer and have the SM STEVEN set this up with the customer, call ended.

*** CASE MODIFY 5/6/2013 8:44:06 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:44:50 AM, aperez1

into WIP Other Districts and Status of Solving.

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

*** CASE MODIFY 5/6/2013 8:45:01 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:45:08 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/6/2013 8:50:03 AM, aperez1, Action Type : Call to Dealer

ACS called HENDRICK HONDA HICKORY and advised the SD ROBBIE ALLISON that the DPSM would like to cover these repairs 100% as a goodwill gesture. SD states that he will contact the DPSM first before he contacts the customer. ACS asked the SD to please let me know what happens, call ended.

*** CASE FULFILL 5/6/2013 8:50:15 AM, aperez1

Fulfilled for [REDACTED] due 05/06/2013 12:00:00 AM.

*** COMMIT 5/6/2013 8:50:16 AM, aperez1, Action Type : N/A

Call dealer, get update/Call customer, discuss

*** CASE MODIFY 5/6/2013 8:50:38 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 8:54:14 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/6/2013 8:55:55 AM, aperez1, Action Type : Call from Dealer

SD ROBBIE states that he spoke with the DPSM and they will go forward with the repairs. SD asked that ACS contact the customer and ask him to call back and set an appointment with his SA BRANDON, call ended.

*** NOTES 5/6/2013 9:26:03 AM, aperez1, Action Type : Call to Customer

ACS called the customer ([REDACTED]). ACS advised the customer that as a goodwill gesture, AHM would like to replace the airbags that deployed. ACS asked the customer to please contact the dealer and set an appointment with SA BRANDON. Customer thanked and states that she will do that. ACS advised the customer that I will follow-up with her again by next Monday, call ended.

*** CASE FULFILL 5/6/2013 9:27:45 AM, aperez1

Fulfilled for [REDACTED] due 05/07/2013 12:00:00 AM.

*** COMMIT 5/6/2013 9:27:46 AM, aperez1, Action Type : N/A

Call customer, have the repairs been performed?

*** CASE MODIFY 5/6/2013 9:28:13 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 9:28:38 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/6/2013 9:28:43 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/13/2013 6:32:46 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/13/2013 6:34:02 AM, aperez1, Action Type : Call to Customer

ACS called the customer ([REDACTED]) but this number is no longer in service.

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY [REDACTED] - PASSENGER AIRBAG DEP

*** CASE MODIFY 5/13/2013 6:34:05 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE FULFILL 5/13/2013 6:34:24 AM, aperez1

Fulfilled for [REDACTED] due 05/13/2013 12:00:00 AM.

*** COMMIT 5/13/2013 6:34:25 AM, aperez1, Action Type : N/A

Call dealer, get update

*** CASE MODIFY 5/13/2013 6:34:52 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/14/2013 9:58:55 AM, aperez1, Action Type : Call to Customer

ACS called the customer (Adriana) at 828-676-9011 but this number is no longer in service.

*** CASE MODIFY 5/14/2013 10:00:05 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/14/2013 10:04:48 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/14/2013 10:05:24 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/14/2013 10:09:10 AM, aperez1, Action Type : Call to Dealer

ACS called the dealer and spoke with the SD ROBBIE ALLISON who states that he spoke with the customer (Adriana) and asked her to return for diagnostics. SD states that the parts are on order and he will let ACS know when the work is completed, call ended.

*** CASE FULFILL 5/14/2013 10:09:15 AM, aperez1

Fulfilled for [REDACTED] due 05/15/2013 12:00:00 AM.

*** COMMIT 5/14/2013 10:09:16 AM, aperez1, Action Type : N/A

Call dealer, get update

*** CASE MODIFY 5/14/2013 10:09:38 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/14/2013 10:09:50 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/22/2013 10:50:42 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 6:00:28 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 6:02:35 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 6:02:51 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/23/2013 6:05:00 AM, aperez1, Action Type : Call to Dealer

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

ACS called the dealer and spoke with SA BRANDON who states that the parts are in but they have not been able to get a hold of the customer. SA states that the only number the customer provided [REDACTED], has been disconnected and the customer has not called them either, call ended.

*** NOTES 5/23/2013 6:05:55 AM, aperez1, Action Type : Call to Customer

ACS called the customer at [REDACTED] but this number is no longer in service.

*** CASE FULFILL 5/23/2013 6:06:01 AM, aperez1

Fulfilled for [REDACTED] due 05/23/2013 12:00:00 AM.

*** COMMIT 5/23/2013 6:06:03 AM, aperez1, Action Type : N/A

Call customer, refer to dealer, send 10 day letter?

*** CASE MODIFY 5/23/2013 6:06:33 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 6:06:45 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 12:54:10 PM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/23/2013 12:57:28 PM, aperez1, Action Type : Letter/Fax

May 23, 2013

[REDACTED]

Lincolnton, NC [REDACTED]

Re: VIN 1HGCP26768A [REDACTED]

Dear Ms. [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117728, Monday through Friday between the hours of 6:00 a.m. and 2:30 p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,

American Honda Motor Co., Inc.

Allan P.
Automobile Customer Service
File No. N012013-04-2400820

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY - [REDACTED] - PASSENGER AIRBAG DEP

*** NOTES 5/23/2013 12:57:43 PM, aperez1, Action Type : Note-General

Letter mailed.

*** CASE FULFILL 5/23/2013 12:57:48 PM, aperez1

Fulfilled for [REDACTED] due 05/29/2013 12:00:00 AM.

*** COMMIT 5/23/2013 12:57:49 PM, aperez1, Action Type : N/A

10 day letter sent, call dealer, get update

*** CASE MODIFY 5/23/2013 12:58:24 PM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/29/2013 9:13:41 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/29/2013 9:14:26 AM, aperez1, Action Type : Call from Customer

Customer (Adriana) called and left a voicemail asking for a return call at 828-781-0630.

*** CASE MODIFY 5/29/2013 9:14:29 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/29/2013 9:15:22 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/29/2013 9:16:15 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/29/2013 9:18:47 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 5/29/2013 9:22:29 AM, aperez1, Action Type : Call to Customer

ACS called the customer ([REDACTED]). Customer states that she spoke with the dealer yesterday and they told her that the parts are in but they will need her vehicle all day and she has to go to work. Customer states that she would like to know if the dealer can give her a rental. ACS advised the customer that I'm sure that they can give her a rental at her cost but I don't know if they provide loaners. ACS advised the customer that she may ask the dealer but AHM is not providing a loaner as a part of this repair. Customer understood. ACS advised the customer that I will follow-up with her again by next Wednesday, call ended.

*** CASE FULFILL 5/29/2013 9:22:35 AM, aperez1

Fulfilled for [REDACTED] due 05/31/2013 12:00:00 AM.

*** COMMIT 5/29/2013 9:22:36 AM, aperez1, Action Type : N/A

Call customer, has the repair been performed?

*** CASE MODIFY 5/29/2013 9:23:04 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/4/2013 9:20:30 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/4/2013 9:21:37 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 6/4/2013 9:22:38 AM, aperez1, Action Type : Call to Customer

Case History

Case ID : N012013-04-2400820

Case Title : 6J HENDRICK HONDA HICKORY [REDACTED] - PASSENGER AIRBAG DEP

ACS called the customer (Adriana) at 828-781-0630 and left a voicemail asking for a return call to discuss this situation.

*** CASE FULFILL 6/4/2013 9:22:42 AM, aperez1

Fulfilled for [REDACTED] due 06/05/2013 12:00:00 AM.

*** COMMIT 6/4/2013 9:22:44 AM, aperez1, Action Type : N/A

Call dealer, get update

*** CASE MODIFY 6/4/2013 9:23:07 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:50:45 AM, aperez1

into WIP Other Districts and Status of Solving.

*** NOTES 6/7/2013 10:56:13 AM, aperez1, Action Type : Call to Dealer

ACS called [REDACTED] and spoke with SA BRANDON who states that this repair has been completed already and the customer has her vehicle back now, call ended.

*** NOTES 6/7/2013 10:58:00 AM, aperez1, Action Type : Call to Customer

ACS called the customer [REDACTED] and left a voicemail asking for a return call if she has any further questions or concerns regarding this situation.

*** CASE FULFILL 6/7/2013 10:58:04 AM, aperez1

Fulfilled for [REDACTED] due 06/11/2013 12:00:00 AM.

*** CASE MODIFY 6/7/2013 10:58:08 AM, aperez1

into WIP Other Districts and Status of Solving.

*** SUBCASE N012013-04-2400820-3 CREATE 6/7/2013 10:58:17 AM, aperez1

Created in WIP Default with Due Date 6/7/2013 10:58:17 AM.

*** SUBCASE N012013-04-2400820-3 CLOSE 6/7/2013 10:58:53 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/7/2013 10:58:54 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:58:55 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:58:55 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:59:02 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:59:08 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/7/2013 10:59:29 AM, aperez1

into WIP Other Districts and Status of Solving.

*** CASE CLOSE 6/7/2013 10:59:53 AM, aperez1

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012009-11-0401372	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/4/2009 3:14:15 PM
Case Originator :	Ryan Watkins (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/5/2009 2:13:36 PM
Case Owner :	Ray Saeini (Team SB)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Ray Saeini (Team SB)	Point of Origin :	Customer	Wipbin :			
Case Title :	01A - (BARBER) [REDACTED]		- AIRBAG DEPLOYMENT	No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 8319
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : BAKERSFIELD, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 8319
VIN Type / No. : US VIN / 1HGCP26468A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 15,000
In Service Date : 05/18/2008
Months In Use : 18
Engine Number : K24Z21514033
Originating Dealer No. / Name : 206796 / BARBER HONDA
Selling Dealer No. / Name : 206796 / BARBER HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous 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
N012009-11-0401372-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-11-0401372-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2009 12:25:41 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 11/5/2009 2:13:26 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-11-0401372

Case Title : 01A - (BARBER) [REDACTED] - AIRBAG DEPLOYMENT

*** CASE CREATE 11/4/2009 3:14:15 PM, rwatkins

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

*** NOTES 11/4/2009 3:33:24 PM, rwatkins, Action Type : Call from Customer

[REDACTED] verified contact info.

Customer states that Vehicle is now at dlr for Airbag Deployment.

Customer states that yesterday her son closed the front passenger door and that the passenger side front and side curtain airbag deployed.

Customer states she had vehicle checked by DLR.

Customer states today Chad Dawson SA called stating that impact evidence was not found and that cost to repair vehicle will not be covered. Customer states SA referred her to the Insurance Company for assistance with cost.

Customer states that she does not wish to contact Insurance Company at this time. Customer states that SA DEALER REFERRED her to ACS for possible warranty assistance with cost.

Customer is seeking assistance with cost of concern.

ACS informed customer that case will be forwarded to CM for further assistance. ACS informed customer that CM will follow up within 2 business days and of no guarantees.

Customer prefers to be reached at # 6618895447.

Customer understood the information provided by ACS and required no further assistance at this time.

*** CASE MODIFY 11/4/2009 3:33:53 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2009 3:34:05 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2009 3:34:16 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2009 3:34:18 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2009 3:34:52 PM, rwatkins

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/4/2009 3:35:48 PM, rwatkins

WARRANTY CHECK 11/04/2009 03:35:48 PM rwatkins

No data found for VIN.

*** CASE VSC LOOKUP 11/4/2009 3:35:52 PM, rwatkins

VSC CHECK 11/04/2009 03:35:52 PM rwatkins

The following VSC information was found

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

*** CASE CUC LOOKUP 11/4/2009 3:35:52 PM, rwatkins

CUC CHECK 11/04/2009 03:35:52 PM rwatkins

The following CUC information was found

[REDACTED] ACTIVE;100000;3349;48000;2011-05-18;2015-05-18;;2008-07-25;2008-07-25;206796;;0;2008-07-31;2008-

Case History

Case ID : N012009-11-0401372

Case Title : 01A - (BARBER) [REDACTED] - AIRBAG DEPLOYMENT

07-28

*** CASE CAMPAIGN LOOKUP 11/4/2009 3:35:53 PM, rwatkins

CAMPAIGN CHECK 11/04/2009 03:35:53 PM rwatkins

No data found For VIN

*** CASE CLAIMS LOOKUP 11/4/2009 3:35:57 PM, rwatkins

CLAIM HISTORY CHECK 11/04/2009 03:35:57 PM rwatkins

No data found for VIN.

*** CASE MODIFY 11/4/2009 3:36:07 PM, rwatkins

into WIP default and Status of Solving.

*** CASE DISPATCH 11/4/2009 3:36:11 PM, rwatkins

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 11/4/2009 4:44:41 PM, tspencer

N012009-11-0401372 to rsaeini, WIP [REDACTED]

*** CASE RULE ACTION 11/4/2009 4:44:41 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 11/5/2009 12:23:51 PM, rsaeini

WARRANTY CHECK 11/05/2009 12:23:50 PM rsaeini

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/5/2009 12:23:56 PM, rsaeini

CLAIM HISTORY CHECK 11/05/2009 12:23:55 PM rsaeini

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/5/2009 12:24:01 PM, rsaeini

CAMPAIGN CHECK 11/05/2009 12:24:01 PM rsaeini

No data found For VIN

*** CASE VSC LOOKUP 11/5/2009 12:24:11 PM, rsaeini

VSC CHECK 11/05/2009 12:24:11 PM rsaeini

The following VSC information was found

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

*** CASE CUC LOOKUP 11/5/2009 12:24:12 PM, rsaeini

CUC CHECK 11/05/2009 12:24:12 PM rsaeini

The following CUC information was found

MELISSA;SINGH;ACTIVE;100000;3349;48000;2011-05-18;2015-05-18;;2008-07-25;2008-07-25;206796;;0;2008-07-31;2008-07-28

*** NOTES 11/5/2009 12:24:57 PM, rsaeini, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Case History

Case ID : N012009-11-0401372

Case Title : 01A - (BARBER) [REDACTED] - AIRBAG DEPLOYMENT

Customer states that Vehicle is now at dlr for Airbag Deployment.
Customer states that yesterday her son closed the front passenger door and that the passenger side front and side curtain airbag deployed.
Customer states she had vehicle checked by DLR.
Customer states today Chad Dawson SA called stating that impact evidence was not found and that cost to repair vehicle will not be covered. Customer states SA referred her to the Insurance Company for assistance with cost.
Customer states that she does not wish to contact Insurance Company at this time. Customer states that SA DEALER REFERRED her to ACS for possible warranty assistance with cost.

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

Thank you for your attention to this matter.

Ray Saeini
Automobile Customer Service

*** SUBCASE N012009-11-0401372-1 CREATE 11/5/2009 12:25:41 PM, rsaeini

Created in WIP Default with Due Date 11/5/2009 12:25:41 PM.

*** CASE MODIFY 11/5/2009 12:25:45 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 11/5/2009 1:42:12 PM, rsaeini, Action Type : Call to Dealer

Spoke to SM, Steven.
He confirmed that the customer's son slammed the door shut and the air bags deployed.
SM referred the customer to her insurance company. Thanked the SM, ended the call.

*** CASE MODIFY 11/5/2009 1:42:49 PM, rsaeini

into WIP default and Status of Solving.

*** NOTES 11/5/2009 2:12:58 PM, rsaeini, Action Type : Call to Customer

Called the customer and spoke to her about the concerns.
CUSTOMER WOULD LIKE TO ME CALLED MRS. HOLLIS
Advised her she would need to contact her insurance company.
Customer stated that the vehicle has a warranty and it should be covered. Explained to her that we feel the vehicle was functioning properly because she had the ignition turned on and her child slammed the door shut.
Customer complained that the deductible on her insurance is too high and she can't afford paying it.
Customer is insistent that this is a defect with the vehicle and the warranty should pay for it.
I again referred her to her insurance company.
Customer disconnected the call.

*** SUBCASE N012009-11-0401372-1 CLOSE 11/5/2009 2:13:26 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2009 2:13:33 PM, rsaeini

into WIP default and Status of Solving.

Case History**Case ID :** N012009-11-0401372**Case Title :** 01A - (BARBER) [REDACTED] - AIRBAG DEPLOYMENT***** CASE CLOSE 11/5/2009 2:13:36 PM, rsaeini**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-11-1900043 Division : Honda - Auto Condition : Closed Open Date : 11/19/2008 6:32:44 AM
Case Originator : Guillermo Delgado (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/19/2008 6:40:21 AM
Case Owner : Guillermo Delgado (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Guillermo Delgado (Team HA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - BAGS DEPLOYED/REFER TO DEALER No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 4644
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MESA, AZ [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.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-11-1900043-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 4644
VIN Type / No. : US VIN / 1HGCP26418A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 10,000
In Service Date : 05/08/2008
Months In Use : 6
Engine Number : K24Z21041581
Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
Trim : LX-P
No. Of Doors : 4
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 :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-11-1900043-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2008 6:36:17 AM
Issue Owner : Guillermo Delgado	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/19/2008 6:40:20 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-11-1900043

Case Title : [REDACTED] - BAGS DEPLOYED/REFER TO DEALER

*** CASE CREATE 11/19/2008 6:32:44 AM, gdelgado

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

*** CASE MODIFY 11/19/2008 6:35:03 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 11/19/2008 6:35:41 AM, gdelgado

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/19/2008 6:35:51 AM, gdelgado

WARRANTY CHECK 11/19/2008 06:35:51 AM gdelgado

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/19/2008 6:35:55 AM, gdelgado

CLAIM CHECK 11/19/2008 06:35:54 AM gdelgado

The following Claim History information was found

0; 2008-05-20; 207672; 983459; 510; 843099 ; S/T BASE FOR DOOR TRIM, LEFT FRONT.

*** CASE CAMPAIGN LOOKUP 11/19/2008 6:35:56 AM, gdelgado

CAMPAIGN CHECK 11/19/2008 06:35:56 AM gdelgado

No data found for VIN

*** CASE VSC LOOKUP 11/19/2008 6:36:00 AM, gdelgado

VSC CHECK 11/19/2008 06:36:00 AM gdelgado

The following VSC information was found

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

*** CASE CUC LOOKUP 11/19/2008 6:36:01 AM, gdelgado

CUC CHECK 11/19/2008 06:36:01 AM gdelgado

The following CUC information was found

LORI;BUNNELL;ACTIVE;100000;5988;48000;2011-05-08;2015-05-08;;2008-08-29;2008-08-29;207672;;0;2008-09-30;2008-09-09

*** SUBCASE N012008-11-1900043-1 CREATE 11/19/2008 6:36:17 AM, gdelgado

Created in WIP Default with Due Date 11/19/2008 6:36:17 AM.

*** CASE MODIFY 11/19/2008 6:37:02 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 11/19/2008 6:37:16 AM, gdelgado

into WIP default and Status of Solving.

*** NOTES 11/19/2008 6:40:12 AM, gdelgado, Action Type : Call from Customer

Customer contact information is verified. Customer called because when her son opened the passenger rear door the side air bags deployed. Customer states she called her local Honda dealer and they referred her to contact AHM. I apologized and explained we need a full diagnostic from her Honda dealership to proceed with the case. Customer states she will take it to a local Honda dealer for diagnostics and call back if she needs to escalate the concern. She thanked me and needs no further assistance at this time.

*** CASE MODIFY 11/19/2008 6:40:14 AM, gdelgado

into WIP default and Status of Solving.

Case History**Case ID :** N012008-11-1900043**Case Title :** [REDACTED] - BAGS DEPLOYED/REFER TO DEALER

*** SUBCASE N012008-11-1900043-1 CLOSE 11/19/2008 6:40:20 AM, gdelgado

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/19/2008 6:40:21 AM, gdelgado

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-09-2600547 Division : Honda - Auto Condition : Closed Open Date : 9/26/2013 9:50:28 AM
Case Originator : Antonio Gomez (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/21/2013 9:14:16 AM
Case Owner : Yefri Lopez (Team HD) Method : Phone Queue : Days Open : 25
Last Closed By : Yefri Lopez (Team HD) Point of Origin : Customer Wipbin :
Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT No. of Attachments : 11

Site / Contact Info :

Site Name : [REDACTED] 2501
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. : 925-338-4703
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : ANTIOCH, CA
E Mail : S [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2501
VIN Type / No. : US VIN / 1HGCP26358A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 100,000
In Service Date : 05/09/2008
Months In Use : 64
Engine Number : K24Z21515531
Originating Dealer No. / Name : 206558 / WINTER HONDA
Selling Dealer No. / Name : 206558 / WINTER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206558 / WINTER HONDA
Phone No. : 925-439-8222
Address : 3850 CENTURY COURT
City / State / Zip : PITTSBURG, CA 94565
Svc District / Sls District : 12C / A12
Warranty Labor Rate / Date : \$122.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-2600547-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-09-2600547-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yefri Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 9/27/2013 9:04:09 AM
Issue Owner : Yefri Lopez	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/21/2013 9:14:10 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Other 752X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, No Defect Found
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

*** CASE CREATE 9/26/2013 9:50:28 AM, agomez1

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

*** NOTES 9/26/2013 10:18:00 AM, agomez1, Action Type : Call from Customer

ACS verified contact information.

Best contact number [REDACTED]

The customer called in regarding an issue with air bag deployment. The customer states the side curtain air bag, the seat air bags deployed. Customer informed ACS the issue occurred on 7/25/2013 and there was no impact to the vehicle. The customer states she was dropping of her husband and when he exited the vehicle the air bags on the passenger side deployed. Customer further informed ACS she sometimes drives the vehicle with the airbags tucked into the pockets and has not had the vehicle inspected at any Honda dealership. Customer contacted Esurance Insurance Company and was informed by robin there were safety recalls for the air bag sensors. Customer states she was referred to AHM by insurance company for assistance with repair being there was no impact to the vehicle and it appears it was caused by a factory failure. Customer informed ACS there was no damage to the inside of the vehicle and is requesting assistance with the repair of the vehicle.

ACS apologized to customer and informed her case would be forwarded to a case manager for review and Cm would contact her by the end of the next business day. ACS did not state to what if any assistance would be provided. Customer did not provide what dealership she will be working with. Customer was also provided with case number and no further assistance was required.

*** CASE MODIFY 9/26/2013 10:18:34 AM, agomez1

into WIP default and Status of Solving.

*** CASE DISPATCH 9/26/2013 10:18:42 AM, agomez1

from WIP default to Queue Honda Team D.

*** CASE MODIFY 9/26/2013 10:18:43 AM, agomez1

into WIP default and Status of Solving.

*** CASE ACCEPT 9/26/2013 1:24:02 PM, ylopez

from Queue Honda Team D to WIP default.

*** CASE MODIFY 9/27/2013 8:36:15 AM, ylopez

into WIP default and Status of Solving.

*** SUBCASE N012013-09-2600547-1 CREATE 9/27/2013 9:04:09 AM, ylopez

Created in WIP Default with Due Date 9/27/2013 9:04:09 AM.

*** CASE MODIFY 9/27/2013 9:04:18 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 9/27/2013 9:15:49 AM, ylopez, Action Type : Note-General

Customer is working with SA Ed.

*** NOTES 9/27/2013 9:22:26 AM, ylopez, Action Type : Call to Customer

ACS attempted to make contact with the customer at 925-338-4703. Customer was not available at this time. ACS left a message requesting a call back and I provided my contact information. ACS will make a 2nd attempt to reach the customer on Monday September 30, 2013. No further concerns at this time.

*** COMMIT 9/27/2013 9:23:02 AM, ylopez, Action Type : N/A

Made to [REDACTED] due 09/30/2013 09:23:04 AM.

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

2nd attempt to reach the customer.

*** CASE MODIFY 9/27/2013 9:35:18 AM, ylopez

into WIP default and Status of Solving.

*** CASE MODIFY 9/27/2013 9:35:25 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 9/27/2013 9:51:05 AM, ylopez, Action Type : Call from Customer

SHEILA PINET

Customer is not the original owner.

Customer does not service her vehicle at a Honda dealership.

Customer did not purchase a Vsc.

Customer does not own any other Honda products.

Customer called back regarding her vehicles air bag deployment with no impact concern. Customer states she had no previous issues with her vehicle and explained that no SRS light was on before the incident occurred on 07/25/13. Customer states she was not inside the vehicle at the time that the incident occurred but explained that she heard a noise right before the incident occurred while dropping off her husband in the city of Pittsburgh. Customer advised no one else was in the vehicle at the time and the vehicle was running and stationary at the time of the incident and the passenger side seat and curtain air bag both deployed. Customer states she contacted Concord Honda and was referred to a body shop and provided with an explanation of air bags do not deploy without impact. Customer states she has found owners online that have had similar instances and explained that she contacted the NHTSA to inquire recall information but customer was told that no recalls exist for customers vehicle. Customer requests assistance from AH in the repair or replacement of the air bags in her vehicle. ACS apologized for the customers concern and I explained that there are no open recalls for her vehicle at this time. ACS explained to the customer that AH would require the customer have her vehicle inspected at a Honda dealership in order to determine the cause of the air bag deployment. ACS advised that RCM would determine what options would be available to repair customers vehicle once AH determines why the air bags deployed. ACS suggested that the customer contact Winter Honda and schedule a service appointment with a SA and explained that she should ask for the SM Tarell when she arrives at the Honda dealership. ACS advised that AH reviews concerns on a case by case basis and could not utilize information obtained on the Internet to substantiate a claim for customers vehicle. ACS advised that I would follow up with the customer on Wednesday October 2, 2013. Customer agreed to the call back and required no further assistance at this time.

*** NOTES 9/27/2013 9:53:00 AM, ylopez, Action Type : Call to Dealer

ACS attempted to make contact with SM Terell at Winter Honda. SM Terell was not available at this time. ACS left a message requesting a call back and I provided my contact information.

*** NOTES 9/27/2013 10:02:17 AM, ylopez, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Air bag deployment with no impact.

ACS received a case from a customer claiming that her side seat and curtain air bags deployed in her 2008 Honda Accord. Customer states that she had no previous damage or concerns with her vehicle at the time of the incident. The customers vehicle was on and in park at the time of the incident and states that no one was in the vehicle at the time. Customer states she will be contacting Winter Honda to schedule a service inspection.

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

Thank you for your attention to this matter.

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

Yefri Lopez
Automobile Customer Service

*** CASE FULFILL 9/27/2013 10:02:26 AM, ylopez

Fulfilled for [REDACTED] due 09/30/2013 09:23:04 AM.

*** COMMIT 9/27/2013 10:02:27 AM, ylopez, Action Type : N/A

Made to SHEILA PINET due 10/02/2013 10:02:28 AM.

Has customer scheduled a service appointment.

*** CASE MODIFY 9/27/2013 10:02:43 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 9/27/2013 11:23:25 AM, ylopez, Action Type : Call to Dealer

ACS made contact with SM Terrell at Winter Honda. SM Terrell advised that he will take care of the customer when they arrive at the dealership. ACS advised that AH would cover the expense of the inspection and I provided my authorization number. ACS required no further assistance at this time.

*** CASE MODIFY 9/27/2013 11:24:51 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** NOTES 10/1/2013 11:36:48 AM, ylopez, Action Type : Call from Dealer

ACS received a message from SM Terrell at Winter Honda. SM Terrell states that customer has not scheduled a service inspection for her vehicle.

*** CASE MODIFY 10/1/2013 11:36:51 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** NOTES 10/2/2013 9:02:02 AM, ylopez, Action Type : Call to Customer

ACS made contact with the customer at 925-338-4703. Customer states she is currently pregnant and has not had a chance to schedule a service inspection. Customer states she will be contacting Winter Honda by the end of today. ACS advised that I would call the customer back on Friday October 4, 2013 to ensure customer scheduled her service inspection. Customer required no further assistance at this time.

*** CASE MODIFY 10/2/2013 9:02:11 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** CASE FULFILL 10/2/2013 9:02:15 AM, ylopez

Fulfilled for [REDACTED] due 10/02/2013 10:02:28 AM.

*** COMMIT 10/2/2013 9:02:16 AM, ylopez, Action Type : N/A

Made to SHEILA PINET due 10/04/2013 09:02:17 AM.

Did customer schedule inspection? 2

*** CASE MODIFY 10/2/2013 9:02:59 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** NOTES 10/4/2013 9:41:14 AM, ylopez, Action Type : Call to Customer

ACS attempted to make contact with the customer at 925-338-4703. Customer was not available at this time. ACS left a message requesting a call back and I provided my contact information. ACS will make a 2nd attempt to reach the customer on Wednesday October 09, 2013. No further concerns at this time.

*** CASE FULFILL 10/4/2013 9:41:19 AM, ylopez

Fulfilled for [REDACTED] due 10/04/2013 09:02:17 AM.

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

*** COMMIT 10/4/2013 9:41:20 AM, ylopez, Action Type : N/A

Made to [REDACTED] due 10/09/2013 09:41:21 AM.

Follow to inquire inspection date 3

*** CASE MODIFY 10/4/2013 9:41:38 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** NOTES 10/9/2013 9:51:26 AM, ylopez, Action Type : Call to Customer

ACS attempted to make contact with the customer at 925-338-4703. Customer was not available at this time. ACS left a message requesting a call back and I provided my contact information. ACS has not heard back from the customer and I will be sending the customer a 10 day letter requesting that the customer contact AH within a 10 day period or AH will consider customers matter resolved.

*** NOTES 10/9/2013 9:53:01 AM, ylopez, Action Type : Note-General

October 9, 2013

[REDACTED]
Antioch, Ca [REDACTED]

Re: VIN 1HGCP26358A [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord .

We would like to speak to you to obtain more information about your concern with the vehicle but unfortunately, we dont have a phone number to contact you. In order to address your concerns, please contact me within 10 days from the date of this letter. Otherwise, we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext. 117757, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,

American Honda Motor Co., Inc.

Yefri L.
Automobile Customer Service
File No. N012013-09-2600547

*** CASE FULFILL 10/9/2013 9:53:07 AM, ylopez

Fulfilled for [REDACTED] due 10/09/2013 09:41:21 AM.

*** COMMIT 10/9/2013 9:53:08 AM, ylopez, Action Type : N/A

Made to [REDACTED] due 10/18/2013 09:53:09 AM.

10 day letter status check.

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

*** CASE MODIFY 10/9/2013 9:53:33 AM, ylopez

into WIP 12C-(Steven Rostomily) and Status of Solving.

*** NOTES 10/11/2013 9:24:42 AM, ylopez, Action Type : Note-General

ACS received notification from SM Terrell at Winter Honda. Terrell advised customer has brought the vehicle in for inspection and the vehicle has been bottomed out due to the springs have been replaced to lower the vehicles stance and vehicle has been involved in a frontal and rear accident previously and suggested that he would send AH evidence of damage to the vehicle. ACS required no further assistance at this time.

*** NOTES 10/15/2013 9:41:20 AM, aparalej, Action Type : Letter/Fax

On 10/15/13 ACS received a 3-page faxed of Winter Honda RO from the dealership regarding previous issue.

*** CASE ADD ATTACHMENT 10/15/2013 2:30:27 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_3.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_7.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_9.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_1.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_2.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_4.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_5.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_6.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_8.pdf

*** CASE ADD ATTACHMENT 10/15/2013 2:30:28 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_10.pdf

*** NOTES 10/16/2013 8:45:51 AM, kpittman, Action Type : Letter/Fax

On 10/16/13 ACS attached document per request of CM.

*** CASE ADD ATTACHMENT 10/16/2013 9:00:21 AM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-2600547_11.PDF

*** NOTES 10/18/2013 10:44:48 AM, ylopez, Action Type : Note-General

Customer has not responded to letter sent by ACS.

*** CASE FULFILL 10/18/2013 10:45:02 AM, ylopez

Fulfilled for [REDACTED] due 10/18/2013 09:53:09 AM.

Case History

Case ID : N012013-09-2600547

Case Title : 12C-(WINTER HONDA)-[REDACTED] - AIR BAG DEPLOYMENT NON IMPACT

*** COMMIT 10/18/2013 10:45:03 AM, ylopez, Action Type : N/A

Made to [REDACTED] due 10/21/2013 10:45:04 AM.

Close case pending any contact from the customer.

*** CASE MODIFY 10/18/2013 10:45:23 AM, ylopez

into WIP 10 day notice and Status of Solving.

*** NOTES 10/21/2013 9:12:54 AM, ylopez, Action Type : Call to Customer

ACS attempted to make contact with the customer at 925-338-4703. Customer was not available at this time. ACS left a message requesting a call back and I provided my contact information. ACS will close case temporarily pending any future contact from the customer.

*** CASE MODIFY 10/21/2013 9:12:58 AM, ylopez

into WIP 10 day notice and Status of Solving.

*** SUBCASE N012013-09-2600547-1 CLOSE 10/21/2013 9:14:10 AM, ylopez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/21/2013 9:14:12 AM, ylopez

into WIP 10 day notice and Status of Solving.

*** CASE CLOSE 10/21/2013 9:14:16 AM, ylopez

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-07-2300999 Division : Honda - Auto Condition : Closed Open Date : 7/23/2013 11:20:53 AM
Case Originator : Erika Williams (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/23/2013 11:43:25 AM
Case Owner : Erika Williams (Team SC) Method : Phone Queue : Days Open : 0
Last Closed By : Erika Williams (Team SC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIRBAG/SIDE CURTAIN AIRBAGS DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 6912
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : CINTI, OH [REDACTED]
E Mail : DECLINED
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6912
VIN Type / No. : US VIN / 1HGCP263X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 45,044
In Service Date : 06/25/2008
Months In Use : 61
Engine Number : K24Z21042383
Originating Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN
Selling Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN
Phone No. : 513-741-3700
Address : 8950 COLERAIN AVENUE
City / State / Zip : CINCINNATI, OH 45251
Svc District / Sls District : 04H / B04
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206674	SUPERIOR HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-07-2300999-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag
N012013-07-2300999-2 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-07-2300999-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erika Williams	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2013 11:36:05 AM
Issue Owner : Erika Williams	Type 2 : Operation	Queue :	Close Date : 7/23/2013 11:37:56 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-07-2300999-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erika Williams	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2013 11:37:14 AM
Issue Owner : Erika Williams	Type 2 : Operation	Queue :	Close Date : 7/23/2013 11:37:31 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-07-2300999

[REDACTED] - SIDE AIRBAG/SIDE CURTAIN AIRBAGS DEPLOYED

*** CASE MODIFY 7/23/2013 11:20:53 AM, ewillia1

into WIP default and Status of Solving.

*** CASE CREATE 7/23/2013 11:20:53 AM, ewillia1

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

*** CASE MODIFY 7/23/2013 11:26:33 AM, ewillia1

into WIP default and Status of Solving.

*** SUBCASE N012013-07-2300999-1 CREATE 7/23/2013 11:36:05 AM, ewillia1

Created in WIP Default with Due Date 7/23/2013 11:36:05 AM.

*** SUBCASE N012013-07-2300999-2 CREATE 7/23/2013 11:37:14 AM, ewillia1

Created in WIP Default with Due Date 7/23/2013 11:37:14 AM.

*** SUBCASE N012013-07-2300999-2 CLOSE 7/23/2013 11:37:31 AM, ewillia1

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-07-2300999-1 CLOSE 7/23/2013 11:37:56 AM, ewillia1

Status = Solving, Resolution Code = Instruction Given

*** NOTES 7/23/2013 11:43:12 AM, ewillia1, Action Type : Call from Customer

I verified and updated the customers contact information

The customers best contact number is [REDACTED]

The customer called ACS and stated that the side airbag and side curtain airbag deployed on Monday July 15, 2013. Ms. [REDACTED] stated that she was pulled over on the side of the road to let her son out of the car and when he got outside of the vehicle and closed the door the airbags deployed. Ms. [REDACTED] stated that she initially called her insurance company who referred her to go to her nearest Honda DLR. That same day 07/15/2013 she took the vehicle to JEFF WYLER HONDA OF COLERAIN. Ms. [REDACTED] cannot recall the name of the SA or what was inspected at the time of her visit. Ms. [REDACTED] stated that they only gave her a quote \$2300 for the airbag to be replaced and that he will call her back with a quote on the labor to repair the vehicle.

Ms. [REDACTED] stated that she did not have any repairs performed at JEFF WYLER and went to SUPERIOR HONDA on 07/20/2013 where she was informed by the SA Chris who referred her to contact AHM. Ms. [REDACTED] is calling seeking further assistance regarding this matter.

ACS recommended that she will need to contact her Insurance Company for further assistance as they will make the determination as to any defects in the airbag etc. Also she can return back to the Dealer for assistance on them taking pictures of the airbags and vehicle. Ms. [REDACTED] understood.

ACS explained that the case will be documented and closed. Customer thanked ACS and no further assistance is required at this time

*** CASE MODIFY 7/23/2013 11:43:23 AM, ewillia1

into WIP default and Status of Solving.

*** CASE CLOSE 7/23/2013 11:43:25 AM, ewillia1

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012008-09-0300340 Division : Honda - Auto Condition : Closed Open Date : 9/3/2008 8:27:17 AM
Case Originator : Vanessa Lucas (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/1/2008 10:12:01 AM
Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 28
Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1 MA
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MILLBURY, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1 MA
VIN Type / No. : US VIN / 1HGCP26458A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 3,400
In Service Date : 05/17/2008
Months In Use : 4
Engine Number : K24Z21516391
Originating Dealer No. / Name : 208285 / BOCH HONDA
Selling Dealer No. / Name : 208285 / BOCH HONDA
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208411 / HERB CHAMBERS HONDA OF
Phone No. : 774-760-0500
Address : 350 TURNPIKE ROAD
City / State / Zip : WESTBOROUGH, MA 01581
Svc District / Sls District : 09F / C09
Warranty Labor Rate / Date : \$114.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207659	HERB CHAMBERS HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-09-0300340-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-09-0300340-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanessa Lucas	Type 1 : Product	Status : Subcase Close	Open Date : 9/3/2008 8:57:17 AM
Issue Owner : Vanessa Lucas	Type 2 : Operation	Queue :	Close Date : 9/3/2008 8:57:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

*** CASE CREATE 9/3/2008 8:27:17 AM, vlucas

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

*** CASE MODIFY 9/3/2008 8:28:00 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:37:06 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:41:21 AM, vlucas

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/3/2008 8:41:28 AM, vlucas

WARRANTY CHECK 09/03/2008 08:41:28 AM vlucas

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/3/2008 8:41:31 AM, vlucas

CLAIM HISTORY CHECK 09/03/2008 08:41:31 AM vlucas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/3/2008 8:41:33 AM, vlucas

CAMPAIGN CHECK 09/03/2008 08:41:33 AM vlucas

No data found For VIN

*** CASE VSC LOOKUP 9/3/2008 8:41:35 AM, vlucas

VSC-CUC CHECK 09/03/2008 08:41:35 AM vlucas

No data found for VIN.

*** CASE MODIFY 9/3/2008 8:41:39 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:42:34 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:42:37 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:43:32 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:44:20 AM, vlucas

into WIP default and Status of Solving.

*** CASE MODIFY 9/3/2008 8:46:39 AM, vlucas

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/3/2008 8:47:37 AM, vlucas

VSC-CUC CHECK 09/03/2008 08:47:37 AM vlucas

No data found for VIN.

*** CASE MODIFY 9/3/2008 8:47:40 AM, vlucas

into WIP default and Status of Solving.

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

*** NOTES 9/3/2008 8:56:53 AM, vlucas, Action Type : Call from Customer

Verified customer contact information.

Caller is [REDACTED], owners wife.

Customer states the side airbag deployed after she closed the passengers door yesterday (9/2/08). She says that she did not close the door any harder than normal. She took the vehicle to HERB CHAMBERS HONDA who has contact Tech Line for support. The dealer is in the process of ordering parts and looking further into the situation. She currently has the vehicle in her possession and is waiting to hear from HERB CHAMBERS HONDA as to what occurred causing the drivers side airbag to deploy. They could not provide her a loaner vehicle in the meantime so they returned the vehicle to her. ACS suggested customer can obtain a loaner vehicle on her own and seek reimbursement after the fact from AHM since her vehicle was undergoing inspection.

Customer is concerned that the vehicle is unsafe to drive with passengers. ACS informed customer that I cannot say whether or not the vehicle is safe to drive because I do not have that technical knowledge, nor am I aware of the schematics in which airbag are designed to provide a position. ACS suggested customer allow the dealer and Tech Line an opportunity to investigate this incident. ACS informed customer that her concerns have been documented and provide the case# should she need to further escalate this issue. Customer understood this information and no further assistance is needed at this time.

*** CASE MODIFY 9/3/2008 8:56:59 AM, vlucas

into WIP default and Status of Solving.

*** SUBCASE N012008-09-0300340-1 CREATE 9/3/2008 8:57:17 AM, vlucas

Created in WIP Default with Due Date 9/3/2008 8:57:17 AM.

*** SUBCASE N012008-09-0300340-1 CLOSE 9/3/2008 8:57:24 AM, vlucas

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/3/2008 8:57:28 AM, vlucas

into WIP default and Status of Solving.

*** CASE CLOSE 9/3/2008 8:57:30 AM, vlucas

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

*** CASE REOPEN 9/3/2008 12:21:07 PM, svalenti

with Condition of Open and Status of Solving.

*** NOTES 9/3/2008 12:29:03 PM, svalenti, Action Type : Call from Customer

Customer's wife called in to see if anything can be done in regards to a rental car or loaner vehicle. Customer states that she understands that dealership is working with tech line for a resolution, but remains very worried about driving vehicle with this kind of issue. ACS explained that a rental/loaner is not part of new vehicle warranty, however a CM would be able to work as a liaison with the dealership to see if a resolution can be found. Customer understood and ACS informed her that she should receive a call within the next 1 to 2 business days. Customer satisfied and needed no further assistance at this time.

*** CASE MODIFY 9/3/2008 12:29:39 PM, svalenti

into WIP default and Status of Solving.

*** CASE DISPATCH 9/3/2008 12:29:48 PM, svalenti

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 9/4/2008 6:36:49 AM, jstradfo

N012008-09-0300340 to bphilbin, WIP è

*** CASE RULE ACTION 9/4/2008 6:36:50 AM, sa

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/4/2008 6:59:40 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** NOTES 9/4/2008 7:08:23 AM, bphilbin, Action Type : Call to Dealer

Left message for Mike Rassicia, Service Manager, requesting information on this customer's vehicle so that I may assess the customer's request. Provided customer, vehicle and return call information.

*** NOTES 9/4/2008 7:20:42 AM, sfuqua, Action Type : Call from Customer

Customer calling to notify that the damage caused by the air bags deploying was some scrapes under the front and the side of the tire has a scrape.

Customer was told by the dealership that they need approval from Honda to repair the air bags under warranty.

*** NOTES 9/4/2008 7:22:23 AM, sfuqua, Action Type : Call from Customer

Customer wants to speak to rcm in regards to her case.

Transfer to rcm

*** CASE MODIFY 9/4/2008 7:38:42 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** NOTES 9/4/2008 7:46:41 AM, bphilbin, Action Type : Call from Customer

Rec'd call from customer. Customer indicates that the dealership has advised her that there are very light scrapes that would not indicate any kind of impact to the vehicle and that the deployment was not due to anything she did.

Advised customer that I have a call in to the dealership to review their findings.

Customer indicates that she is at the dealership currently and can hand the phone to the Service Manager.

Advised the customer that I would need to contact the dealership through normal channels in order to make a proper assessment, as I need to verify the method of contact.

Customer indicates that she understands. Customer indicates that she is not in Boston, but Westborough, which is a different Herb Chambers Dealership.

Updated information and advised that I will call the dealership right now.

*** NOTES 9/4/2008 7:46:55 AM, bphilbin, Action Type : Call to Dealer

Spoke to Rich, Service Manager. Rich verified the customer's information and advised that TechLine has declined the coverage, as there is damage. Rich indicates that the nature of the damage is not such that he would expect any kind of deployment, but he would need authorization to go forward. Rich indicates that he contacted the DPSM about the case.

Advised Rich that I would prefer to defer to the DPSM's judgement on this.

*** NOTES 9/4/2008 7:47:06 AM, bphilbin, Action Type : Field/DSM

Left message for DPSM, requesting his review of the dealership's assessment on this case and requesting a response. Provided return call information.

*** NOTES 9/4/2008 7:48:01 AM, bphilbin, Action Type : Call to Dealer

Spoke to Rich, Service Manager. Informed Rich of status. Rich indicates that he has sent the customer home, as he expects that the DPSM will not

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

respond until later today. Advised Rich that I will update upon receipt of further information.

*** CASE MODIFY 9/4/2008 7:48:24 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 9/4/2008 7:48:33 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 9/4/2008 7:49:01 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** NOTES 9/4/2008 8:50:01 AM, bphilbin, Action Type : Field/DSM

Spoke to DPSM. DPSM indicates that he has reviewed this with the dealership and has determined that Techline has advised that this is a non-warrantable repair and suggests that we refer the customer to her insurance company. DPSM indicates that the position is that the SRS didn't deploy on its own and that the customer should seek repair through her Insurance Company.

Advised that I will notify customer.

*** NOTES 9/4/2008 8:50:10 AM, bphilbin, Action Type : Call to Customer

Left message for customer at both numbers, advising of our position and referring her to her insurance company to address repairs. Advised customer that her insurance will perform their own investigation and will contact AHM if there is any outstanding issue they feel needs to be addressed.

*** COMMIT 9/4/2008 8:50:25 AM, bphilbin, Action Type : N/A

Await Cust Resp (Ins) - WESTBOROUGH - SRS Deploy

*** NOTES 9/4/2008 9:06:30 AM, pkhauo, Action Type : Call for Case Mgr

Customer called about status of the case. I gave the customer the case manager's extension (117738). The case manager was no available, the customer request a transfer to voicemail.

*** NOTES 9/4/2008 9:11:20 AM, srug, Action Type : Call from Customer

Customer called requesting to speak to their rcm. acs called rcm and he was available so acs transferred the call.

*** NOTES 9/4/2008 9:32:48 AM, bphilbin, Action Type : Call from Customer

Spoke to customer. Reviewed determination and AHM's position. Customer indicates that she would like to speak to the DPSM.

Advised customer that I will review her request with the DPSM and that either the DPSM or I will respond, however, I do not expect that our position will change.

Customer indicates that she understands.

*** NOTES 9/4/2008 9:33:02 AM, bphilbin, Action Type : Field/DSM

Spoke to DPSM. Informed DPSM of customer's request to speak to him directly.

DPSM indicates that there would be no information that he could provide that would result in any change in the situation. DPSM indicates that there is no change that he can make to the decision, as TechLine has advised that this is not a warrantable repair.

Advised that I will relay information to customer.

*** NOTES 9/4/2008 9:33:12 AM, bphilbin, Action Type : Call to Customer

Spoke to customer. Advised customer of DPSM's response.

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

Customer indicates that she feels that this is not fair and feels that she may go to the media with this issue, because she doesn't feel she should have to pay for the repair.

Apologized to customer for her negative experience and advised that we have provided her with a course of action - to contact her Insurance Company for repair - and that her indication that she will exercise her rights as a consumer would not change our position.

Customer requests information that was provided to TechLine.

Advised customer that that information would be contained on her RO from the dealership.

Customer indicates that she is not happy with this result.

Apologized again to customer and advised that I recognize that repairs are not welcome at any time, however, this is not a warrantable repair and that, as the warrantor, there would be no further assistance we would be able to provide with this issue.

Customer indicates that she understands. Customer terminated call.

*** CASE CLOSE 9/4/2008 9:33:19 AM, bphilbin

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

*** CASE REOPEN 9/4/2008 10:00:32 AM, tlowe

with Condition of Open and Status of Solving.

*** NOTES 9/4/2008 10:19:02 AM, tlowe, Action Type : Call from Customer

The customer is calling back regarding this issue. The customer feels that the resolution she was offered is not acceptable. She feels that the information she provided is being used against her in this matter. The customer was told that the case would be escalated to the next level and that she would be contacted soon.

All of her contact information was confirmed.

*** CASE CLOSE 9/4/2008 10:22:54 AM, tlowe

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

*** CASE REOPEN 9/4/2008 1:33:16 PM, kfulton

with Condition of Open and Status of Solving.

*** NOTES 9/4/2008 1:35:52 PM, kfulton, Action Type : Call from Customer

Customer called back wanting to check the status of the case. ACS explained she will receive a call back in 1-2 business days due to her request of an escalation. Customer said ok, but she really would like to get this issue resolved.

*** CASE MODIFY 9/4/2008 1:37:34 PM, kfulton

into WIP default and Status of Solving.

*** CASE DISPATCH 9/4/2008 1:37:53 PM, kfulton

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 9/5/2008 6:05:28 AM, mramelb

from Queue Honda Team H to WIP default 2.

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

*** COMMIT 9/5/2008 6:14:05 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 09/08/2008 12:00:00 AM.

ESCALATION Kysha call Cust.

*** CASE MODIFY 9/5/2008 6:14:37 AM, mramelb

into WIP default 2 and Status of Solving.

*** NOTES 9/8/2008 7:52:21 AM, nropati, Action Type : Warm Transfer

ACS received call from Ms. McGilloway.

Customer's information verified. Customer called to speak to supervisor. RCM K.Sullivan was available to take the call. Customer's call was transferred.

*** CASE FULFILL 9/8/2008 2:30:07 PM, mramelb

Fulfilled for [REDACTED] due 09/08/2008 12:00:00 AM.

*** COMMIT 9/8/2008 2:30:13 PM, mramelb, Action Type : N/A

ESCALATION status?

*** CASE MODIFY 9/8/2008 2:30:27 PM, mramelb

into WIP ESCALATIONS and Status of Solving.

*** NOTES 9/9/2008 1:57:32 PM, ksulliva, Action Type : Escalation

Discussed case with J.Stradford(RM) and he advised that he is doing additional research on the case.

*** NOTES 9/9/2008 1:59:34 PM, ksulliva, Action Type : Call to Customer

Called customer and I advised that I am researching her incident and unfortunately there is no new information to provide. I advised that I will contact her on Monday(9/15) with any information that has been gathered in regards to her case. Customer thanked me and ended call.

*** CASE MODIFY COMMITMENT 9/11/2008 1:50:20 PM, mramelb

with [REDACTED] due 09/16/2008 12:00:00 AM.

*** CASE MODIFY 9/11/2008 1:50:24 PM, mramelb

into WIP ESCALATIONS and Status of Solving.

*** NOTES 9/15/2008 9:16:49 AM, mstaplet, Action Type : Call for Case Mgr

Customer called for RCM-KS.

The customer said she was expecting a cal back today.

I explained it was 9:14 am in the morning est.

The customer said she would allow her time to call today.

*** NOTES 9/15/2008 2:30:05 PM, ahorton, Action Type : Call from Customer

Customer attempted to reach Kysha Sullivan (RCM lead) and she was out of the office. Customer said she was supposed to contact her today but has not. Customer was informed that she is out of the office and should be back tomorrow. Customer understood.

*** CASE MODIFY COMMITMENT 9/16/2008 9:49:49 AM, mramelb

with [REDACTED] due 09/19/2008 12:00:00 AM.

*** NOTES 9/16/2008 2:24:51 PM, rsugito, Action Type : Warm Transfer

Verified customer information

Customer called in requesting to speak with CM/KSullivan.

I checked with the CM/warm transferred to CM/KSullivan.

Case History

Case ID : N012008-09-0300340

Case Title : 9G HERB CHAMBERS WESTBOROUGH - [REDACTED] - AIRBAG (RENT. REP

*** NOTES 9/17/2008 7:50:26 AM, pwalker, Action Type : Warm Transfer

The custom called to speak with the case manager.

The case manager advised me to transfer the call.

*** NOTES 9/19/2008 6:43:39 AM, mramelb, Action Type : Note-General

I sent notification to Escalation CM asking for an update.

*** CASE MODIFY COMMITMENT 9/19/2008 6:43:54 AM, mramelb

with [REDACTED] due 09/22/2008 12:00:00 AM.

*** CASE MODIFY 9/19/2008 6:44:01 AM, mramelb

into WIP ESCALATIONS and Status of Solving.

*** CASE MODIFY COMMITMENT 9/22/2008 6:47:28 AM, mramelb

with [REDACTED] due 09/25/2008 12:00:00 AM.

*** CASE MODIFY COMMITMENT 9/22/2008 6:47:41 AM, mramelb

with [REDACTED] due 09/24/2008 12:00:00 AM.

*** CASE MODIFY 9/22/2008 6:47:47 AM, mramelb

into WIP ESCALATIONS and Status of Solving.

*** NOTES 9/23/2008 7:49:18 AM, mramelb, Action Type : Note-General

Escalation CM informed me that this case is being worked on.

*** CASE MODIFY COMMITMENT 9/23/2008 7:49:25 AM, mramelb

with [REDACTED] due 09/25/2008 12:00:00 AM.

*** CASE MODIFY 9/23/2008 7:49:33 AM, mramelb

into WIP ESCALATIONS and Status of Solving.

*** NOTES 9/25/2008 7:01:50 AM, mramelb, Action Type : Note-General

Escalation CM advised me to assign case to her.

*** CASE FULFILL 9/25/2008 7:01:54 AM, mramelb

Fulfilled for [REDACTED] due 09/25/2008 12:00:00 AM.

*** CASE ASSIGN 9/25/2008 7:02:06 AM, mramelb

N012008-09-0300340 to ksulliva, WIP -25 06:05:58

*** CASE RULE ACTION 9/25/2008 7:02:06 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 10/1/2008 7:27:17 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/1/2008 10:11:54 AM, ksulliva, Action Type : Call to Customer

Called customer and advised that her case has been re-reviewed and the information that has been provided to her by her original cm(B.P) was correct and she will need to contact her insurance company. I advised that unfortunately this would not be a case where AHM would be able to provide assistance. I apologized for the inconvenience and advised that I have documented her concern with this matter. Customer ended call.

*** CASE CLOSE 10/1/2008 10:12:01 AM, ksulliva

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-06-1401551 Division : Honda - Auto Condition : Closed Open Date : 6/14/2013 2:22:57 PM
Case Originator : Sarwat Khan (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 6/28/2013 1:56:24 PM
Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 14
Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - AIRBAG DEPLOYMENT WITHOUT ACCI No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 596
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MANCHESTER, CT [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206794 / MANCHESTER HONDA
Phone No. : 860-645-3100
Address : 24 ADAMS STREET
City / State / Zip : MANCHESTER, CT 06042
Svc District / Sls District : 09D / B09
Warranty Labor Rate / Date : \$101.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-06-1401551-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 596
VIN Type / No. : US VIN / 1HGCP26848A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 60,253
In Service Date : 06/02/2008
Months In Use : 60
Engine Number : K24Z31526121
Originating Dealer No. / Name : 208032 / MT. KISCO HONDA
Selling Dealer No. / Name : 208032 / MT. KISCO HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-06-1401551-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 6/20/2013 12:09:26 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 6/28/2013 1:56:24 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-06-1401551

MANCH 9D - AIRBAG DEPLOYMENT WITHOUT ACCIDENT

*** CASE CREATE 6/14/2013 2:22:57 PM, skhan

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

*** CASE MODIFY 6/14/2013 2:24:13 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2013 2:24:32 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2013 2:37:56 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2013 2:39:11 PM, skhan

into WIP default and Status of Solving.

*** NOTES 6/14/2013 2:40:06 PM, skhan, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is:

The customer contacted AH and stated that her friend was sitting in the passenger seat of her vehicle and when her friend closed the door on 06/12/2013, the passenger window airbag located on top, the front passenger seat airbag and the back passenger side window airbag deployed. She stated that her friend did not slam the door and just closed the door and she went into shock as a result. She stated that she was still in the vehicle, sitting in the front driver seat. She stated that nobody was injured and she did not contact the police department. She stated that there were no check engine lights turned on in her vehicle at the time of the incident or before the incident and her vehicle was driving normal. She stated that since the airbags deployed, the SRS indicator turned on and she has tucked the airbags so it does not obstruct her visibility when driving. She stated that her vehicle was in park in a parking spot at the time and there was no accident involved. She stated that she cant recall if the engine was turned off and stated that she was just dropping off her friend. She stated that she conducted research and found that this is a common issue with her year and model. She stated that she contacted her Honda dlr. and they advised her that they never heard of this issue occurring before and referred her to take her vehicle to an auto body shop for a diagnosis. She stated that she does not want to pay for the repairs if this is a known defect. She stated that she contacted her insurance company, Nationwide but did not open a claim as she does not want to pay a \$500 deductible for a known defect.

ACS empathized with the customer and advised her that I do not see any recalls/campaigns regarding her concern. ACS advsied customer that there are sensors that trigger the airbags in a vehicle to deploy on impact and her insurance company can determine if the airbags should have deployed after they conduct a diagnosis. ACS advsied customer that she would need to continue to work with her insurance company and if her insurance company finds there to be a defect in the vehicle and the airbags should not have deployed, then her insurance company can submit their findings to AH in writing. She stated that she will be taking her vehicle to the Honda dlr. for a diagnosis.

In the interest of customer satisfaction, ACS will forward case to RCM for further review. ACS advsied customer that I cant guarantee the outcome of the call and provided the customer with her case #. ACS advsied that someone from AH will contact her no later then the end of the next business day and thanked her for taking the time to call AH and for allowing me to assist her and document her concerns.

*** CASE DISPATCH 6/14/2013 2:40:24 PM, skhan

from WIP default to Queue Honda Team H .

*** NOTES 6/14/2013 3:25:41 PM, aspeck, Action Type : Call from Customer

Verified contact info

Best contact #:

Case History

Case ID : N012013-06-1401551

MANCH 9D

- AIRBAG DEPLOYMENT WITHOUT ACCIDENT

The customer has an existing open case. The customer does not wish to speak to her CM. The customer is calling because the last agent she spoke To told her that that there are no known issues with the airbags on her vehicle. The customer is concerned that might be false information because she saw on the news that there were recalls and incidents for the airbags on the same year and model of her vehicle. ACS explained that recalls are VIN specific and do not apply to every single vehicle with the same year and style. ACS advised the customer that it often depends what plant the vehicle came from or what batch of vehicles it came from during production. The customer understood and had no further questions.

*** NOTES 6/14/2013 4:00:54 PM, robbins, Action Type : Twitter

Customer also Tweeted (JLu322)

"@HondaCustSvc my airbags deployed from shutting the passenger door! This same incident has been known to happen w/ 08 Honda Accords! DEFECT!"
3:37 PM 14 Jun 13

I replied "@JLu322 We're sorry to learn this. Please follow us & DM your full name, address, ph#, VIN, mileage & Honda dealer ^RR"
3:40 PM 14 Jun 13

Customer replied by Direct Message:

"I have already put in a complaint and I'm waiting to hear back from a case manager. I'm just highly upset"
3:41 PM 14 Jun 13

"Julia Luangpraseuth 8603063227 Honda Accord 2008"

3:42 PM 14 Jun 13

"http://youtu.be/nFdoKr-TsnU />"

3:43 PM 14 Jun 13

"I have found numerous complaint about the same exact issue happening in my make and model"

3:43 PM 14 Jun 13

"The damage costs are outrageous. This is obviously a defect! Airbags should not be deploying from any amount of impact of a door shutting."

3:44 PM 14 Jun 13

I replied "We understand. We're glad you contacted us, and we'll be sure to have you contacted back as promised. ^RR"

3:44 PM - 14 Jun 13

Customer replied:

"Okay, we'll I'm sure these issues are case by case, but Honda needs to take responsibility. How many times does this need to happen before"

3:49 PM 14 Jun 13

"A recall on these cars are put into order"

3:49 PM 14 Jun 13

"Obviously if the airbags deployed from the door shutting it is going to show some type of "impact". Why else? These sensors must be defected"

3:51 PM 14 Jun 13

"I am extremely outraged! This is not a "cheap fix" something should have been done by now to prevent this issue. It's 2013,Honda had 5 yrs"

3:52 PM 14 Jun 13

I replied "We're going to have your case manager have the matter fully reviewed. Thank you again. ^RR"

3:55 PM 14 Jun 13

*** CASE ACCEPT 6/17/2013 6:07:35 AM, kogawa

from Queue Honda Team H to WIP Default.

Case History

Case ID : N012013-06-1401551 [REDACTED] MANCH 9D [REDACTED] - AIRBAG DEPLOYMENT WITHOUT ACCIDENT

*** NOTES 6/17/2013 6:13:42 AM, kogawa, Action Type : Note-General

CUC as of 8/20122 and 32k miles. Last recdeord was oil change/rotation at 49k miles in 9/2012.

*** COMMIT 6/17/2013 6:22:15 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 06/17/2013 03:22:17 PM.
initial

*** NOTES 6/17/2013 8:34:05 AM, kogawa, Action Type : Call to Customer

Message left on voicemail welcoming a call back to review.

*** CASE FULFILL 6/17/2013 8:34:13 AM, kogawa

Fulfilled for [REDACTED] due 06/17/2013 03:22:17 PM.

*** COMMIT 6/17/2013 8:34:14 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 6/17/2013 8:35:54 AM, kogawa, Action Type : Call to Dealer

Gave DPSM a heads up. If Manchester, her ETA is Wed 6/19.

*** NOTES 6/17/2013 2:24:17 PM, rrobbins, Action Type : Twitter

Customer tweeted "@HondaCustSvc said i would be getting a call from my case manager today before 5. No call. What happened to Good customer service."
2:21 PM 17 Jun 13

*** CASE MODIFY 6/17/2013 2:29:09 PM, kogawa

into WIP 9D and Status of Solving.

*** CASE MODIFY 6/18/2013 8:38:58 AM, kogawa

into WIP 9D and Status of Solving.

*** NOTES 6/18/2013 10:09:55 AM, kogawa, Action Type : Call from Customer

Customer advises car is currently at Manchester. I acknowledged her various contacts to our office since Friday. I acknowledged the frustration that comes from facing potentially very costly repair expenses to replace the various airbags. I acknowledge the vide link she forwarded via twitter. As far as that footage, I advised it was back in 2009 and I cannot verify if the outcome (AHM covering) was the actual result. Of note is that in her case, the car is not under warranty. I also advised that one can google accidental airbag deployment and search results will reveal many makes and models, so by no means would we suggest that AHM products stands out. Has she contacted insurance co? Yes, but they're expressing no interest in inspecting, since there was no collision. ACS advised that generally, we ask that the ins co get involved, and depending on findings, AHM can then review. We may well ask that she return for an inspection with the ins co. In the interim, since car is there, we will reach out to SM to make sure they are following our recommendations. Customer did not ask for and is presently no in need of a rental.

*** NOTES 6/18/2013 10:11:58 AM, kogawa, Action Type : Call to Dealer

SM Tom confirms car is in, but he has not had a chance to inspect. Will hold car for DPSM expected tomorrow.

*** NOTES 6/19/2013 7:28:48 AM, kogawa, Action Type : Field Service

DPSM at dealer, preliminary inspection shows car in great shape. Dealer consulting techline, it is believed that ins co has reached out as well.

*** SUBCASE N012013-06-1401551-1 CREATE 6/20/2013 12:09:26 PM, kogawa

Created in WIP Default with Due Date 6/20/2013 12:09:26 PM.

*** CASE MODIFY 6/20/2013 12:15:12 PM, kogawa

into WIP 9D and Status of Solving.

Case History

Case ID : N012013-06-1401551

MANCH 9D

- AIRBAG DEPLOYMENT WITHOUT ACCIDENT

*** NOTES 6/21/2013 8:28:09 AM, kogawa, Action Type : Call to Dealer

SM Tom advises ins adjustor expected in today.

*** NOTES 6/25/2013 7:01:20 AM, kogawa, Action Type : Call from Dealer

Dealer had advises that ins co provided a \$0 deductible check, looks like ins co is accepting responsibility.

*** NOTES 6/25/2013 7:02:24 AM, kogawa, Action Type : Call to Customer

Message left on voicemail as a follow up. Satisfactory arrangements in place? (Dealer is advising ins co is taking care of).

*** CASE FULFILL 6/25/2013 7:04:22 AM, kogawa

Fulfilled for due 06/25/2013 12:00:00 AM.

*** COMMIT 6/25/2013 7:04:24 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 6/28/2013 1:55:38 PM, kogawa, Action Type : Call to Dealer

No reply from the customer.

Tom @ 206794 advises customer took the insurance check, picked up her car, and is on her own arranging to have it repaired at a body shop of her choosing.

Closed case.

*** SUBCASE N012013-06-1401551-1 CLOSE 6/28/2013 1:56:24 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/28/2013 1:56:24 PM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-03-2700024 Division : Honda - Auto Condition : Closed Open Date : 3/27/2009 6:13:04 AM
Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/27/2009 9:00:10 AM
Case Owner : NaKya Jai (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : NaKya Jai (Team HA) Point of Origin : Customer Wipbin :
Case Title : 05E- - PASSENGER SIDE AIRBAG DEPLOY / DUPLICATE No. of Attachments : 0

Site / Contact Info :

Site Name : 750
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. : 917-468-7236
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : DEER PARK, NY
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206962 / BRONX HONDA
Phone No. : 718-892-3300
Address : 2541 E. TREMONT AVENUE
City / State / Zip : BRONX, NY 10461
Svc District / Sls District : 05D / F05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-03-2700024-1 / - PR	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : 1 HI
VIN Type / No. : US VIN / 1HGCP26318A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 16,000
In Service Date : 07/22/2008
Months In Use : 8
Engine Number : K24Z21516589
Originating Dealer No. / Name : 206962 / BRONX HONDA
Selling Dealer No. / Name : 206962 / BRONX HONDA
Trim : LX
No. Of Doors : 4
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 :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-03-2700024-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 3/27/2009 6:34:51 AM
Issue Owner : NaKya Jai	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/27/2009 6:35:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-03-2700024

Case Title : 05E- - PASSENGER SIDE AIRBAG DEPLOY / DUPLICATE CASE

*** CASE CREATE 3/27/2009 6:13:04 AM, jnakya

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

*** CASE MODIFY 3/27/2009 6:26:36 AM, jnakya

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/27/2009 6:27:36 AM, jnakya

CAMPAIGN CHECK 03/27/2009 06:27:35 AM jnakya

No data found for VIN

*** CASE VSC LOOKUP 3/27/2009 6:27:41 AM, jnakya

VSC CHECK 03/27/2009 06:27:40 AM jnakya

The following VSC information was found

FRANCES;MAHONEY;V003395001;D56;NEW 60MO/60K, \$0 DED;ACTIVE;;2008-07-14;2013-07-21;60000;10;206962;0.00

*** CASE CUC LOOKUP 3/27/2009 6:27:41 AM, jnakya

CUC CHECK 03/27/2009 06:27:41 AM jnakya

The following CUC information was found

```
;;;0;0;0;,,,,,0;;
```

*** NOTES 3/27/2009 6:32:25 AM,jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The insurance agent name is

Situation:

The insurance agent called regarding Passenger side airbag deploy

Request:

The insurance agent is asking for assistance from American Honda in replacing the passenger side airbag

Probing Questions

Detailed Description

The insurance agent indicated that he is calling on the behalf of the owner of the vehicle, which he is the Geico insurance agent claim #

The insurance agent indicated that the owner of the vehicle contacted her insurance with stated that coverage would be covered because this case isnt from a collision.

The insurance agent indicated that the customer passenger wasnt hard and he was the one that closed the door which made the airbag go off.

The insurance agent indicated that the dealership inspect the customers vehicle and determine the airbag deployed based on the sensor.

Inbound Conclusion

ACS apologized to the customer for the inconvenience within the operation of the vehicle.

ACS informed insurance agent that the airbag and attached to sensor and the impact of the passenger closing the door and how hard he closed the door trigger the sensor to go off.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 3/27/2009 6:32:35 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 3/27/2009 6:33:59 AM, jnakya, Action Type : Call from Customer

This case reference to N012009-02-2400385

The insurance agent indicated that the owner is very upset

Case History

Case ID : N012009-03-2700024

Case Title : 05E- [REDACTED] - PASSENGER SIDE AIRBAG DEPLOY / DUPLICATE CASE

*** SUBCASE N012009-03-2700024-1 CREATE 3/27/2009 6:34:51 AM, jnakya

Created in WIP Default with Due Date 3/27/2009 6:34:51 AM.

*** SUBCASE N012009-03-2700024-1 CLOSE 3/27/2009 6:35:06 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/27/2009 6:36:20 AM, jnakya, Action Type : Call from Customer

ACS informed the insurance agent that the dealership would have had to determine the airbag deployment to be a manufacture defect

*** NOTES 3/27/2009 6:37:08 AM, jnakya, Action Type : Call from Customer

The insurance agent indicated that the cost of the repairs would be \$2127.00

*** CASE MODIFY 3/27/2009 6:37:10 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 3/27/2009 9:00:10 AM, jnakya

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-12-0202531 Division : Honda - Auto Condition : Closed Open Date : 12/2/2013 1:59:27 PM
Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/5/2013 2:11:31 PM
Case Owner : Star Harris (Team HA) Method : Phone Queue : Days Open : 3
Last Closed By : Star Harris (Team HA) Point of Origin : Customer Wipbin :
Case Title : (HUDSON) 5B- [REDACTED] - COMPLAINT / AIRBAG DEPLOYMENT/ NO A No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 9005
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : NORTH BERGEN, NJ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 9005
VIN Type / No. : US VIN / 1HGCP26308A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 78,000
In Service Date : 06/16/2008
Months In Use : 66
Engine Number : K24Z21045533
Originating Dealer No. / Name : 206774 / PLANET HONDA
Selling Dealer No. / Name : 206774 / PLANET HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : 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 : 208140 / HUDSON HONDA
Phone No. : 201-868-9500
Address : 6608 KENNEDY BLVD.
City / State / Zip : WEST NEW YORK, NJ 07093
Svc District / Sls District : 05B / B05
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : DPSPM Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-12-0202531-1 / [REDACTED] - PROD	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-12-0202531-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2013 6:50:29 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/5/2013 1:58:26 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Hot
Resolutions : No Defect Found, Assist Denied, Documented Concern, Updated
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-12-0202531

(HUDSON) 5B- - COMPLAINT / AIRBAG DEPLOYMENT/ NO ACCIDEN

*** CASE CREATE 12/2/2013 1:59:27 PM, jstarlin

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

*** CASE MODIFY 12/2/2013 2:05:22 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:07:49 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:08:16 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:08:24 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:08:32 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:08:51 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:08:58 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:09:36 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:09:45 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:09:46 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:10:32 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:13:11 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 12/2/2013 2:13:13 PM, jstarlin, Action Type : Call from Customer

Updated customers info

Best Contact:

The customer states that she purchased her vehicle used 6 months ago from a non-Honda DLR and on Thanksgiving day she closed the car door and the passenger airbag deployed. The customer states that her 3rd party warranty company said that AHM covers the SRS components for 15 years or 150K miles. The customer was informed per page 28 of the warranty booklet the SEAT BELTS that fail to function properly are covered for 15 years or 150,000 miles, but the SRS system is out of warranty at this time.

The customer feels that the product is defective and plans to visit a Honda DLR for inspection tomorrow. ACS informed the customer that a CM will follow-up before the close of business tomorrow should she have further questions but no out of warranty assistance is guaranteed. Case dispatched

*** CASE MODIFY 12/2/2013 2:13:14 PM, jstarlin

Case History

Case ID : N012013-12-0202531 [REDACTED] (HUDSON) 5B-[REDACTED] - COMPLAINT / AIRBAG DEPLOYMENT/ NO ACCIDEN

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2013 2:13:17 PM, jstarlin

into WIP default and Status of Solving.

*** CASE DISPATCH 12/2/2013 2:13:24 PM, jstarlin

from WIP default to Queue Honda Team G.

*** NOTES 12/2/2013 2:13:33 PM, jstarlin, Action Type : Call from Customer

The customer did not have the VIN# at this time **

*** CASE YANKED 12/3/2013 6:04:12 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 12/3/2013 6:04:53 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 6:05:03 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 6:06:07 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 6:50:02 AM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012013-12-0202531-1 CREATE 12/3/2013 6:50:29 AM, jmccaugh

Created in WIP Default with Due Date 12/3/2013 6:50:29 AM.

*** CASE MODIFY 12/3/2013 6:52:08 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 6:52:11 AM, jmccaugh

into WIP default and Status of Solving.

*** COMMIT 12/3/2013 6:52:28 AM, jmccaugh, Action Type : N/A

First call.

*** CASE MODIFY 12/3/2013 6:53:16 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/3/2013 6:54:50 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):Passenger side airbag deployed. What is your diagnosis? Is there any physical damage? Is the DPSM involved? Please call me at your earliest opportunity to discuss.

Thank you for your attention to this matter.

Jeff McCaughan
Regional Case Mgr.
Automobile Customer Service

Case History

Case ID : N012013-12-0202531 [REDACTED] (HUDSON) 5B-[REDACTED] - COMPLAINT / AIRBAG DEPLOYMENT/ NO ACCIDEN

1 (310) 783-7731

*** CASE MODIFY 12/3/2013 6:55:46 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 12/3/2013 6:55:53 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/3/2013 6:56:14 AM, jmccaugh, Action Type : Note-General

I updated our data base with the VIN.

*** CASE MODIFY 12/3/2013 6:56:33 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/3/2013 6:58:22 AM, jmccaugh, Action Type : Note-General

Data base shows this customer has one service visit. Customer was seen by Honda dlr. # 208475 (Garden State Honda) on 3/30/09 @ 27,017 miles.

*** CASE MODIFY 12/3/2013 6:58:28 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/3/2013 6:59:43 AM, jmccaugh, Action Type : Note-General

Data base shows the registered owner is Giselle Cortez.

*** NOTES 12/3/2013 7:01:10 AM, jmccaugh, Action Type : Note-General

The VIN - IHGCM82667A007476 is a Honda Fit.

*** NOTES 12/3/2013 7:02:14 AM, jmccaugh, Action Type : Note-General

The vehicle the customer is calling about is a 2008 Accord.

*** CASE MODIFY 12/3/2013 7:02:41 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 12/3/2013 7:02:43 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/3/2013 7:19:27 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark L. @ Hudson Honda. I informed him of Ms. Cortez's contact with ACS. He informed me he has never seen this customer. He was not able to provide a VIN for the customer's Honda. No open RO, and no future appt. scheduled at this time. I thanked him for his time and assistance.

*** NOTES 12/3/2013 10:56:22 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I empathized with the customer about her airbag deployment concerns. I asked her for her VIN. She could not provide this at this time. She informed me she did contact Hudson Honda today and scheduled an appt. for tomorrow morning for the diagnosis. She thanked me for my call today. I thanked Ms. Cortez for calling ACS and providing me the opportunity to address her concern with her 2008 Accord she recently purchased as a used car. No other assistance needed at this time. I said I would call her back tomorrow to follow up with the dealerships inspection. She thanked me for my help. I thanked Ms. Cortez for calling AHM.

*** CASE FULFILL 12/3/2013 10:56:27 AM, jmccaugh

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

*** COMMIT 12/3/2013 10:56:28 AM, jmccaugh, Action Type : N/A

Call customer / follow up to inspection/diagnosis.

*** NOTES 12/4/2013 11:56:22 AM, jmccaugh, Action Type : Call to Dealer

Case History

Case ID : N012013-12-0202531 [REDACTED] (HUDSON) 5B-[REDACTED] - COMPLAINT / AIRBAG DEPLOYMENT/ NO ACCIDEN

I called the SM Mark and left a VM. I requested he call me back ASAP.

*** CASE MODIFY 12/4/2013 12:33:17 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 12/4/2013 1:01:48 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/4/2013 1:07:22 PM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and I was informed he is off today. I spoke to the SA Pat and he informed me the customer did drop off her vehicle this morning to address her airbag deployment concern. He provided the VIN and I updated our data base. The SA informed me that they did find two scrapings on the front undercarriage near the anchor points. No mfg. defects found. Most likely the physical damage to the undercarriage caused the one airbag to deploy when the door was slammed. The customer is leaving the vehicle over night to allow the SM Mark to look at the vehicle tomorrow when he returns. I thanked Pat for his time and assistance.

*** NOTES 12/4/2013 1:08:05 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. The phone line is currently busy at this time.

*** CASE MODIFY COMMITMENT 12/4/2013 1:08:15 PM, jmccaugh

with [REDACTED] due 12/05/2013 12:00:00 AM.

*** CASE MODIFY 12/4/2013 1:30:21 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 12/4/2013 1:30:37 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 12/5/2013 1:41:06 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Mark and he informed me that there is physical damage. Customer admitted to the tech. that she hit something in the road. Customer has been provided an estimate and they suggested she call her insurance co. I thanked him for the update.

*** NOTES 12/5/2013 1:57:34 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I informed Ms. [REDACTED] I had contacted the SM Mark @ Hudson Honda. The SM informed me that they did find physical damage to the undercarriage of her vehicle. The customer cut me off and told me that this damage was there prior to her hitting a pot hole. I empathized with her about the airbag deploying. Once again the customer cut me off. She said she did not care what the dealership says, this damage was not caused by her hitting a pot hole. I apologized her vehicle is needing repairs. I encouraged her to work with her insurance co. at this point. The customer cut me off and told me that this is not going to happen. She said she will keep fighting Honda over this to get the repair paid. She did not feel we are standing behind our product. She said she did not feel Hudson Honda did their due diligence in checking her vehicle out. They saw the physical damage and said this is what caused the airbag to deploy. She said she strongly disagrees. I apologized she felt this way. I said I have documented her contact with ACS. She continued to vent. I said that I do understand she is upset. I asked if she wanted to get a second opinion? She said yes. She was not sure where or when. She said she may go to the Honda dlr. in Clifton. I informed her that her Limited New Car Warranty is good at any Honda dlr. in the US. I said if they find a defect in our materials or workmanship they will make any necessary repairs under the warranty coverage. However, due to the age and mileage of this used car she purchased the vehicle has exceeded the 3/36K portion of the warranty by over 30 months. I again suggested she call her insurance co. The customer hung up on me.

*** SUBCASE N012013-12-0202531-1 CLOSE 12/5/2013 1:58:26 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/5/2013 1:58:31 PM, jmccaugh

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

Case History

Case ID : N012013-12-0202531

(HUDSON) 5B- - COMPLAINT / AIRBAG DEPLOYMENT/ NO ACCIDEN

*** CASE REOPEN 12/5/2013 2:06:57 PM, sharris

with Condition of Open and Status of Solving.

*** NOTES 12/5/2013 2:11:26 PM, sharris, Action Type : Call from Customer

The cusotmer called back to complain on the request to follow up withher insurance company. The customer stated seh feels the issue is a manufacturer defect and the dealer was to lazy to follow up with the inspection. The customer finds it hard to believe the airbag would deploy 3 days after hitting a pot hole. The customer complained on the process for insurance claims in her state and wants a second option.

Apologized for her frustration and advised the customet the insurance cpany has a process for manufacturer defects and will involve hondaif their inspection has those findings. The customer understood, thanked for the option and required no further assistance.

*** CASE CLOSE 12/5/2013 2:11:31 PM, sharris

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-11-1901584 Division : Honda - Auto Condition : Closed Open Date : 11/19/2012 9:51:15 AM
Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/27/2012 7:27:55 AM
Case Owner : Charles Villanueva (Team HH) Method : Phone Queue : Days Open : 8
Last Closed By : Charles Villanueva (Team HH) Point of Origin : Customer Wipbin :
Case Title : 09C- (SARATOGA HONDA) - AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

Site Name : 860
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : BROADALBIN, NY
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : 860
VIN Type / No. : US VIN / 1HGCP26378A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 62,000
In Service Date : 07/08/2008
Months In Use : 52
Engine Number : K24Z21516931
Originating Dealer No. / Name : 207263 / LIA HONDA
Selling Dealer No. / Name : 207263 / LIA HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207498 / SARATOGA HONDA
Phone No. : 518-587-9300
Address : 3402 ROUTE 9
City / State / Zip : SARATOGA SPRING, NY 12866
Svc District / Sls District : 09C / E09
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-11-1901584-1 /	Subcase Close	Product	Operation	751	Side Airbag
N012012-11-1901584-2 /	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-11-1901584-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2012 10:00:23
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 11/19/2012 10:05:24
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-11-1901584-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2012 12:46:17
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 11/27/2012 7:27:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-11-1901584

Case Title : 09C- (SARATOGA HONDA) [REDACTED] - AIRBAG DEPLOY

*** CASE CREATE 11/19/2012 9:51:15 AM, jnajee

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

*** SUBCASE N012012-11-1901584-1 CREATE 11/19/2012 10:00:23 AM, jnajee

Created in WIP Default with Due Date 11/19/2012 10:00:23 AM.

*** NOTES 11/19/2012 10:04:13 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that on 11/17/12 as she closed the door of the vehicle before starting the vehicle the driver side airbag deployed. Customer advised that the vehicle wasn't on when the airbag deployed. Customer advised that she purchased a Volkswagen dlr in the middle of July 2012. Customer stated that the airbags are just hanging. Customer stated that she wanted to inform ACS of the issue she experienced over the weekend. Customer advised that she was in the vehicle alone when the airbags deployed.

ACS informed customer that she should contact her insurance company regarding this issue. ACS placed customer on hold to locate further information. Customer disconnected as she was placed on hold. No further assistance required.

*** CASE MODIFY 11/19/2012 10:04:46 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012012-11-1901584-1 CLOSE 11/19/2012 10:05:24 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/19/2012 10:05:29 AM, jnajee

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

*** CASE REOPEN 11/19/2012 10:06:38 AM, swick

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/19/2012 10:11:39 AM, swick

into WIP default and Status of Solving.

*** NOTES 11/19/2012 10:14:34 AM, swick, Action Type : Call from Customer

The customer called ACS back. She stated the incident happened on Saturday early morning outside her boyfriend's house. She was not injured in the accident and has not had the vehicle inspected by a Honda DLR. The customer has not notified her insurance.

The case is being dispatched to a CM for further review.

The customer understood and required no further assistance.

*** CASE MODIFY 11/19/2012 10:14:53 AM, swick

into WIP default and Status of Solving.

*** CASE MODIFY 11/19/2012 10:15:13 AM, swick

into WIP default and Status of Solving.

*** CASE DISPATCH 11/19/2012 10:15:55 AM, swick

from WIP default to Queue Honda Team H .

Case History

Case ID : N012012-11-1901584

Case Title : 09C- (SARATOGA HONDA) [REDACTED] - AIRBAG DEPLOY

*** CASE ACCEPT 11/19/2012 10:30:45 AM, cvillanu

from Queue Honda Team H to WIP default.

*** SUBCASE N012012-11-1901584-2 CREATE 11/19/2012 12:46:17 PM, cvillanu

Created in WIP Default with Due Date 11/19/2012 12:46:17 PM.

*** COMMIT 11/19/2012 12:46:56 PM, cvillanu, Action Type :

Made to [REDACTED] due 11/22/2012 12:46:58 PM.

DCS Follow-Up

*** NOTES 11/19/2012 12:47:46 PM, cvillanu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/22/2012

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

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

Please confirm the diagnosis of the side airbag deploying on it's own.

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

Charles Villanueva

Automobile Customer Service

*** NOTES 11/19/2012 12:57:37 PM, cvillanu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer contacted AHM in regards to the side airbag deploying. The customer advised that on 11/17/12 she closed the door on her vehicle and the side airbag deployed. The customer advised that she did not hit anything and that there was no accident. The customer is requesting assistance from AHM. The customer is the second owner of the vehicle purchased in July of this year from an IRE.

I empathized with the customer and advised that I understood her concerns. I explained to the customer the parameters of the new vehicle warranty and stated that she is out of those parameters. I advised that in order for AHM to review her concerns a formal diagnosis would first need to be made. I informed the customer that there maybe a diagnosis fee. The customer understood and stated that she will pursue the matter through her insurance. The customer felt that this was the best option for her since she did not have money. I advised the customer to contact ACS with any questions or concerns.

*** CASE MODIFY 11/19/2012 12:57:42 PM, cvillanu

into WIP default and Status of Solving.

*** CASE FULFILL 11/19/2012 12:57:49 PM, cvillanu

Fulfilled for [REDACTED] due 11/22/2012 12:46:58 PM.

*** COMMIT 11/19/2012 12:57:51 PM, cvillanu, Action Type : N/A

Further Concerns?\Case Closed

*** CASE MODIFY 11/19/2012 12:58:12 PM, cvillanu

into WIP default and Status of Solving.

*** SUBCASE N012012-11-1901584-2 CLOSE 11/27/2012 7:27:55 AM, cvillanu

Case History**Case ID :** N012012-11-1901584**Case Title :** 09C- (SARATOGA HONDA) [REDACTED] - AIRBAG DEPLOY

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 11/27/2012 7:27:55 AM, cvillanu**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-05-1401069 Division : Honda - Auto Condition : Closed Open Date : 5/14/2012 11:01:43 AM
Case Originator : Pamela Silva (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/4/2012 9:24:01 AM
Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 21
Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYM No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 27B
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : 5 [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : MILFORD, MA [REDACTED]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207478 / BERNARDI HONDA
Phone No. : 508-651-3033
Address : 960 WORCESTER ROAD
City / State / Zip : NATICK, MA 01760
Svc District / Sls District : 09F / F09
Warranty Labor Rate / Date : \$115.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-1401069-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 6106
VIN Type / No. : US VIN / 1HGCP26388A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 40,000
In Service Date : 07/31/2008
Months In Use : 46
Engine Number : K24Z21046108
Originating Dealer No. / Name : 206702 / HONDA OF TENAFLY
Selling Dealer No. / Name : 206702 / HONDA OF TENAFLY
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Issue Details

Issue ID : N012012-05-1401069-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 2:17:46 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 5/15/2012 2:55:42 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

*** CASE CREATE 5/14/2012 11:01:43 AM, psilva

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

*** NOTES 5/14/2012 11:14:23 AM, psilva, Action Type : Call from Customer

1hgcp26388a [REDACTED]

ACS confirmed contact info
[REDACTED]

The husband of the registered owner, [REDACTED], stated [REDACTED] pulled into to part infront of his friends house in Mulden, MA on Sunday, 5/13/12. [REDACTED] was sitting in the passenger seat, got out, shut the door, and the passenger side curtain deployed with the door was shut. This happened in the a.m. and the weather conditions were fine. No one got hurt and no ambulance was called. The customer drove the vehicle to Bernardi Honda and spoke to service manager. The SM told them they called AHM and was told they would not cover the costs of repairing the sideairbag because there was no impact. The customer was told to contact her insurance agent. The customer is calling AHM to have the repairs performed at no cost.

ACS empathized with the situation and appreciated the customer for allowing us the opportunity to assist in this matter. ACS advised there are no recalls, warranty extensions, or product updates on this concern. ACS stated that in the interest of customer satisfaction, your case will be forwarded for further review. ACS advised customer to please understand that all requests for assistance are reviewed on a case-by-case basis and there are no guarantees that assistance will be provided. ACS advised customer he will be contacted by the end of the next business day by a Case Manager to discuss customers request in detail. ACS advised case number for reference.

Case was dispatched for further review.

*** CASE MODIFY 5/14/2012 11:16:27 AM, psilva

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 11:16:45 AM, psilva

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 11:17:41 AM, psilva

into WIP default and Status of Solving.

*** CASE DISPATCH 5/14/2012 11:17:46 AM, psilva

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 5/14/2012 1:56:37 PM, dcraig

from Queue Honda Team H to WIP default.

*** CASE MODIFY 5/14/2012 2:17:03 PM, dcraig

into WIP default and Status of Solving.

*** SUBCASE N012012-05-1401069-1 CREATE 5/14/2012 2:17:46 PM, dcraig

Created in WIP Default with Due Date 5/14/2012 2:17:46 PM.

*** CASE MODIFY 5/14/2012 2:17:54 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/14/2012 2:37:12 PM, dcraig, Action Type : Call to Customer

I spoke to the customer about the issue with the air bag deployment. I explained that I will be speaking with the service manager at the dealership tomorrow

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

regarding the issue and after speaking with them, I will let them know if this is something that AHM can assist with. He wanted to know if AHM would be able to offer assistance with this issue and why this issue happened. I explained that this sometimes does happen depending upon how hard a door is slammed or if there is a pot hole or bump in the road that the vehicle has gone over that causes the sensor to think there was an impact in the vehicle. He understood and I will speak back with him per his request on 5/15/2012 and I provided my phone number and the extension 117740 for contact.

*** CASE MODIFY 5/14/2012 2:37:16 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/14/2012 2:37:55 PM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager about the issue with the vehicle. I asked for a call back and left my phone number.

*** COMMIT 5/14/2012 2:38:07 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/15/2012 03:15:15 PM.

CALL DEALER

*** CASE MODIFY 5/14/2012 2:38:23 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/15/2012 2:17:12 PM, aperez2, Action Type : Warm Transfer

I verified the information.

The best contact number is: [REDACTED]

He stated that he wants to speak to his CM.

ACS transferred the call over to the CM.

*** NOTES 5/15/2012 2:35:12 PM, dcraig, Action Type : Call from Customer

I spoke to the customer's boyfriend who is very upset because she is driving the vehicle in the rain with an airbag issue. He would like AHM to assist with getting this issue resolved asap and he was not very polite in tone. He explained that the majority of his family members are attorneys and will take action against Honda regarding this issue. I will speak with the dealership and give him a call back today.

*** NOTES 5/15/2012 2:43:40 PM, dcraig, Action Type : Call to Dealer

I spoke to the service manager, Rick Voss regarding the customer's vehicle. He explained that when they inspected the vehicle they found the window was slightly off key on the side of the vehicle the air bag was deployed from. This would indicate that door may have been closed harder than normal and did cause the airbag to deploy. They however do not have proof of what caused the airbag to deploy and he instructed the customer to contact her insurance company for assistance. He said the headliner is burnt which shows singes of the airbag deploying and they told the customer that it would not be safe for her to drive the vehicle with the airbag deployed. She signed a disclaimer and he did save a copy of this information. I asked him who the customer can speak to for more information on why the airbag may have deployed and he said the best person to speak with would be Don Keller the Shop Foreman.

*** NOTES 5/15/2012 2:51:06 PM, dcraig, Action Type : Call to Customer

I spoke back with the customer's boyfriend who I explained the information to about the airbag deployment and the condition of the window. I explained that AHM nor the dealership are aware of why the airbag deployed however his girlfriend signed a disclaimer stating that the vehicle was unsafe to drive and they asked her to touch basis with her insurance company for further inspection and possible assistance. The customer was not happy with the information provided and said that Rick at the dealership told him to call AHM about the issue with the airbag. He felt that AHM did not help with any portion of the issue and I explained that again his girlfriend would need to speak back with the dealership about the issue with the vehicle. He understood and said he is now going to be handling the case. I further explained that the person he can possibly speak with about the issue with the side air bag would be the shop foreman and I provided the name that was given by the SM. He felt that AHM did not help the issue at all and I apologized for the inconvenience. I thanked him for calling AHM.

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

*** CASE MODIFY 5/15/2012 2:51:41 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 5/15/2012 2:55:05 PM, dcraig, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Thank you for your assistance with the information provided about the customer's case. He was not very happy with the conversation that he and I had but understood that we and your dealership encouraged him and his girlfriend to please contact their insurance company per this issue. I provided him the name of the shop foreman as a point of contact to discuss the codes and specifics of the needed repair. Thank you again and contact me for any further information needed.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 5/15/2012 2:55:19 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE MODIFY 5/15/2012 2:55:40 PM, dcraig
into WIP 9F and Status of Solving.

*** SUBCASE N012012-05-1401069-1 CLOSE 5/15/2012 2:55:42 PM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/15/2012 2:55:42 PM, dcraig
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/16/2012 10:13:28 AM, jpacheco
with Condition of Open and Status of Solving.

*** NOTES 5/16/2012 10:17:59 AM, jpacheco, Action Type : Warm Transfer
Verified customer's info.

Customer said that he is upset that his fiance has been driving around in a car for 2 days without air bags. He said that this needs to be addressed now and would like to speak to his CM's supervisor. ACS advised that his CM was available and I can transfer the call to her to review the request further. He was upset but understood. Call was transferred.

*** NOTES 5/16/2012 10:27:04 AM, dcraig, Action Type : Call to Customer

I spoke to the customer's fiance Mr. [REDACTED] regarding the issue with the airbag deployment. He asked to escalate the call to the RM however I explained that after giving another review to the case, we would like to have our Honda representative look at the vehicle and assess the issue. He understood and I

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

explained that I will be speaking with directly with his fiance or the owner of the vehicle at this point and he provided me with her phone number. I will make calls to the Honda representative regarding the airbag issue and I will call his finance, Heather Pironti, back no later than 5/18/2012. I thanked him for calling AHM.

*** CASE CLOSE 5/16/2012 10:29:33 AM, jpacheco

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

*** NOTES 5/16/2012 10:33:08 AM, dcraig, Action Type : Field Service

I left a voice mail message for the DPSM asking him to please provide me with a call back regarding the issue with the side airbag. I explained that we will need him to go out to the dealership and fully inspect the airbag for the reason why it deployed and I left my phone number asking for a call back.

*** CASE REOPEN 5/16/2012 10:54:57 AM, dcraig

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/16/2012 10:55:11 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/16/2012 11:02:37 AM, dcraig, Action Type : Field Return Call

I spoke to the DPSM regarding the issue with the vehicle. I explained that we will need for him to inspect the side airbag in the vehicle and let us know if the issue with it is due to an impact to the vehicle or the door being closed. He is to take pictures if he sees signs of an impact. He said he is available to look at the vehicle tomorrow or at the end of next week. I explained that I will speak with the customer to find out what day would be best for her and I will give him a call back.

*** CASE MODIFY 5/16/2012 11:03:58 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/16/2012 11:05:16 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking her to please provide me a call back regarding when she would be able to get the vehicle into the dealership for review. I provided my phone number and the extension 117740 with a call back on 5/18/2012.

*** CASE MODIFY 5/16/2012 11:05:20 AM, dcraig

into WIP default and Status of Solving.

*** COMMIT 5/16/2012 11:05:24 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/17/2012 03:10:15 PM.

call dealer

*** CASE MODIFY 5/16/2012 11:06:20 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/16/2012 1:20:57 PM, dcraig, Action Type : Call from Customer

The customer called back stating that she can have the vehicle into the dealership by 5/17/2012 at 9am. I explained that once we get more information about the issue after the inspection I will be giving her a call back to let her know how we can move forward from there. She understood and I set a date of 5/18/2012 at the latest that I will call her back. I thanked her for calling AHM.

*** NOTES 5/16/2012 1:21:49 PM, dcraig, Action Type : Field Service

I sent a communication to the service manager asking her to please provide me a call back if the date and time works for the customer. I will wait for his reply.

*** CASE MODIFY 5/16/2012 1:21:58 PM, dcraig

into WIP default and Status of Solving.

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

*** CASE MODIFY COMMITMENT 5/16/2012 1:22:14 PM, dcraig

with [REDACTED] due 05/17/2012 03:15:15 PM.

*** CASE MODIFY 5/16/2012 1:22:22 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/16/2012 1:46:21 PM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager, Rick Voss asking him to please be aware of the fact that the vehicle will be in tomorrow for the inspection at 9am. I asked for a call back for any further information needed.

*** CASE MODIFY 5/16/2012 1:46:27 PM, dcraig

into WIP default and Status of Solving.

*** CASE FULFILL 5/16/2012 1:47:25 PM, dcraig

Fulfilled for [REDACTED] due 05/17/2012 03:15:15 PM.

*** COMMIT 5/16/2012 1:47:28 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/17/2012 03:10:15 PM.

DPSM call

*** CASE MODIFY 5/16/2012 1:47:46 PM, dcraig

into WIP default and Status of Solving.

*** NOTES 5/17/2012 8:41:46 AM, dcraig, Action Type : Field Return Call

I spoke to the DPSM after he left me a voice mail message regarding the issue with the vehicle. He explained that he did take pictures and did not see any impact or damage to the vehicle other than the door window and the side air bag deployment itself. He spoke to the zone manager and confirmed that this should be covered in total by goodwill assistance and I will speak with the service department today regarding that information and I thanked him for his help.

*** NOTES 5/17/2012 8:50:31 AM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager, Rick Voss asking him to please provide me a call back regarding the customer's side airbag replacement need. I provided my phone number for contact.

*** CASE MODIFY 5/17/2012 8:50:44 AM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 5/17/2012 8:50:56 AM, dcraig

Fulfilled for [REDACTED] due 05/17/2012 03:10:15 PM.

*** COMMIT 5/17/2012 8:50:57 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/18/2012 03:15:15 PM.

dealer call/call cust

*** CASE MODIFY 5/17/2012 8:54:52 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 5/17/2012 8:58:07 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer about the issue with her side airbag. I explained that I will speak with the service manager about the issue further and I will speak back with her no further than 5/18/2012. I left my phone number and the extension 117740 for contact.

*** CASE MODIFY 5/17/2012 8:58:16 AM, dcraig

into WIP 9F and Status of Solving.

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

*** CASE MODIFY 5/17/2012 8:58:21 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 5/17/2012 1:33:00 PM, dcraig, Action Type : Call to Dealer

I spoke to the service manager Rick regarding the customer's air bag issue. He said that the DPSM did speak with him and I also indicated that AHM is going to pick up the cost of the replacement via the DPSM. I asked him to please call the customer and let her know the airbag will be covered and he agreed.

*** CASE MODIFY 5/17/2012 1:33:05 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 5/17/2012 1:35:29 PM, dcraig, Action Type : Call to Customer

I spoke to the customer about the issue with the airbag replacement. She said the service manager confirmed that she is going to have the part replaced at no cost to her but the window will be something that she will be responsible to repair. I explained that I would like to give the dealership some time to repair the issue and I will check back in with her on 5/22/2012 to make sure the vehicle is repaired properly. She understood and I thanked her for contacting AHM.

*** CASE MODIFY 5/17/2012 1:36:33 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 5/17/2012 1:36:37 PM, dcraig

Fulfilled for [REDACTED] due 05/18/2012 03:15:15 PM.

*** COMMIT 5/17/2012 1:36:38 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/22/2012 03:10:15 PM.

call cust/vehicle repair

*** CASE MODIFY 5/17/2012 1:36:50 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 5/22/2012 1:04:43 PM, dcraig, Action Type : Call to Customer

I left the customer a voice mail message asking about the inspection of the vehicle. I will call her back on 5/25/2012 and I left my phone number for contact.

*** CASE MODIFY 5/22/2012 1:04:51 PM, dcraig

into WIP 9F and Status of Solving.

*** CASE FULFILL 5/22/2012 1:04:54 PM, dcraig

Fulfilled for [REDACTED] due 05/22/2012 03:10:15 PM.

*** COMMIT 5/22/2012 1:04:55 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/25/2012 03:10:15 PM.

cust call/vehicle inspection

*** CASE MODIFY 5/22/2012 1:05:17 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 5/25/2012 1:18:59 PM, dcraig, Action Type : Call to Customer

I left the customer a 2nd voice mail message asking about the inspection of the vehicle. I left my phone number and the extension 117740.

*** CASE MODIFY 5/25/2012 1:19:03 PM, dcraig

into WIP 9F and Status of Solving.

Case History

Case ID : N012012-05-1401069

Case Title : 9F-(BERNARDI) [REDACTED] - URGENT AT DLR * SIDE AIRBAG DEPLOYMENT WIT

*** CASE FULFILL 5/25/2012 1:19:12 PM, dcraig

Fulfilled for [REDACTED] due 05/25/2012 03:10:15 PM.

*** COMMIT 5/25/2012 1:19:12 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/04/2012 03:10:15 PM.

10-day letter sent

*** CASE MODIFY 5/25/2012 1:19:55 PM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 6/4/2012 9:22:18 AM, dcraig, Action Type : Note-General

The customer has not contacted AHM back due to the side airbag deployment. I will close the case pending customer contact.

*** CASE MODIFY 6/4/2012 9:22:23 AM, dcraig

into WIP 9F and Status of Solving.

*** NOTES 6/4/2012 9:23:50 AM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Thank you for your assistance with the customer's air bag issue. She has not contacted us back after several attempts to reach her about how the vehicle is operating now. We will close the case pending customer contact.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 6/4/2012 9:23:55 AM, dcraig

into WIP 9F and Status of Solving.

*** CASE CLOSE 6/4/2012 9:24:01 AM, dcraig

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-10-1600538 Division : Honda - Auto Condition : Closed Open Date : 10/16/2009 9:40:55 AM
Case Originator : RaShaun Logan (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/18/2009 7:43:56 AM
Case Owner : Matt Caldarella (Team HG) Method : Phone Queue : Days Open : 33
Last Closed By : Matt Caldarella (Team HG) Point of Origin : Customer Wipbin :
Case Title : (MT. KISCO) -5F- - AIR BAG DEPLOYED/NON- ACCIDENT No. of Attachments : 0

Site / Contact Info :

Site Name : 3595
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : YORKTOWN HEIGHTS, NY
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGCP26868A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 24,000
In Service Date : 05/24/2008
Months In Use : 17
Engine Number : K24Z31527664
Originating Dealer No. / Name : 208271 / CURRY HONDA
Selling Dealer No. / Name : 208271 / CURRY HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208032 / MT. KISCO HONDA
Phone No. : 914-666-0030
Address : 650 BEDFORD ROAD
City / State / Zip : BEDFORD HILLS, NY 10507
Svc District / Sls District : 05E / F05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : BBB Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-10-1600538-1 / - PR	Subcase Close	Product	Operation	751	Side Airbag
N012009-10-1600538-2 / - PR	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-10-1600538-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : RaShaun Logan	Type 1 : Product	Status : Subcase Close	Open Date : 10/16/2009 9:45:54 AM
Issue Owner : RaShaun Logan	Type 2 : Operation	Queue :	Close Date : 10/16/2009 9:46:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-10-1600538-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 10/21/2009 6:22:29 AM
Issue Owner : Matt Caldarella	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/2/2009 11:32:05 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

*** CASE CREATE 10/16/2009 9:40:55 AM, rlogan

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

*** CASE EXTENDED WARRANTY LOOKUP 10/16/2009 9:41:15 AM, rlogan

WARRANTY CHECK 10/16/2009 09:41:15 AM rlogan

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/16/2009 9:41:18 AM, rlogan

CLAIM HISTORY CHECK 10/16/2009 09:41:18 AM rlogan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/16/2009 9:41:21 AM, rlogan

CAMPAIGN CHECK 10/16/2009 09:41:21 AM rlogan

No data found for VIN

*** CASE VSC LOOKUP 10/16/2009 9:41:23 AM, rlogan

VSC-CUC CHECK 10/16/2009 09:41:23 AM rlogan

No data found for VIN.

*** NOTES 10/16/2009 9:42:42 AM, rlogan, Action Type : Call from Customer

Updated customers information

Best contact number [REDACTED]

Situation Customer stated that his airbags deployed.

Request Customer requested assistance

Probing questions Customer stated that he took his vehicle into Mt. Kisco Honda because on Saturday he closed the right front door and the side curtain airbags and the seat airbags deployed. Customer stated that that the dealership would not cover the repair under the warranty. Customer stated that the vehicle was park. Customer stated that this happened between 730 and 8pm.

Inbound Conclusion ACS informed customer that his case will be sent for review. ACS informed customer that he will receive a call from a CM within 2 business days. ACS provided customer with his case number. Customer thanked ACS for the time and we ended the call.

*** SUBCASE N012009-10-1600538-1 CREATE 10/16/2009 9:45:54 AM, rlogan

Created in WIP Default with Due Date 10/16/2009 9:45:54 AM.

*** SUBCASE N012009-10-1600538-1 CLOSE 10/16/2009 9:46:04 AM, rlogan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/16/2009 9:46:07 AM, rlogan

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

*** CASE REOPEN 10/20/2009 1:09:57 PM, elopez01

with Condition of Open and Status of Solving.

*** NOTES 10/20/2009 1:13:14 PM, elopez01, Action Type : Call from Customer

Customer called in stating that he has never received a call back form a CM regarding his case. Customer was told he would be called within 24-48 hours.

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

I apologized to customer for the inconvenience for the delay. I advised customer that I will forward his case again & get a Supervisor involved to expedite his case to a CM. Customer can be contacted at the cell number or he work number. Customer thanked me for assisting him. Customer will be expecting a call no later than tomorrow 10/21/09.

*** CASE MODIFY 10/20/2009 1:13:20 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2009 1:26:04 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2009 1:27:25 PM, elopez01

into WIP default and Status of Solving.

*** CASE DISPATCH 10/20/2009 1:27:49 PM, elopez01

from WIP default to Queue Honda Team G.

*** CASE YANKED 10/20/2009 1:30:35 PM, elopez01

Yanked by elopez01 into WIPbin default.

*** CASE MODIFY 10/20/2009 1:31:18 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2009 1:31:23 PM, elopez01

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2009 1:31:34 PM, elopez01

into WIP default and Status of Solving.

*** CASE DISPATCH 10/20/2009 1:31:46 PM, elopez01

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/20/2009 1:33:06 PM, aharlan

N012009-10-1600538 to mcaldare, WIP é`é`é`é`é`é`

*** CASE RULE ACTION 10/20/2009 1:33:06 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/21/2009 6:19:39 AM, mcaldare

into WIP default and Status of Solving.

*** SUBCASE N012009-10-1600538-2 CREATE 10/21/2009 6:22:29 AM, mcaldare

Created in WIP Default with Due Date 10/21/2009 6:22:29 AM.

*** CASE MODIFY 10/21/2009 6:22:44 AM, mcaldare

into WIP default and Status of Solving.

*** COMMIT 10/21/2009 6:22:46 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/21/2009 05:00:00 PM.

intro to customer

*** NOTES 10/21/2009 6:24:52 AM, mcaldare, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

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

[REDACTED] called ACS stating that his 2008 Honda Accord had its side impact airbag deploy when he closed the door on his vehicle with no accident involved. Please make sure the DPSM is contacted on this case and follow up with me to discuss your dealerships findings as well.

Did you find any sign of impact?

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service
310-783-7735

*** CASE MODIFY 10/21/2009 6:24:59 AM, mcaldare

into WIP default and Status of Solving.

*** NOTES 10/21/2009 9:14:22 AM, mcaldare, Action Type : Call to Dealer

I contacted Don, SM at Mt. Kisco Honda. He informed AHM that this customer did come in with their vehicle having both the side airbag deploy as well as the side curtain airbag. He stated that this vehicle does have slight under carriage damage. He stated that the two points in the front chassis are bent towards the drivers side now and there are scratches on the splash guard of the vehicle. I asked if he sees any noticeable impact damage that would cause this type of airbag deployment. He did not indicate that he did but the vehicle does look like it was off road briefly. He also informed AHM that the customer was instructed to call his insurance company on this matter.

I stated that AHM needs to have the DPSM inspect this vehicle and make a determination on whether there was any type of outside force that would have caused this deployment. Don stated that she is going to be out all week and informed AHM that she will be at the dealership on the 28th. I thanked him for the update and will call the customer to discuss this case further.

*** NOTES 10/21/2009 9:22:23 AM, mcaldare, Action Type : Manager

I discussed this case with my supervisor. She informed AHM that the DPSM is going to have to inspect this vehicle to determine whether the cause of the failure is something that AHM is going to assist with. She also informed me that AHM will cover the customers rental vehicle until the DPSM can look at the vehicle and discuss this with AHM. I will relay this to the DPSM and then discuss with upper management.

*** NOTES 10/21/2009 9:36:20 AM, mcaldare, Action Type : Call to Dealer

I contacted Don, SM at Mt. Kisco Honda and stated that per my supervisor AHM is going to cover the cost of a loaner vehicle until the DPSM can inspect this vehicle and ACS management makes a decision on whether AHM will cover this repair of his insurance company should. If he insurance company should he will have to discuss the remaining time with that loaner vehicle with them for coverage. Don understood.

*** NOTES 10/21/2009 9:44:22 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Mr. [REDACTED] to discuss his case. I stated that I have contacted Mt. Kisco Honda about this situation and informed that AHM is ultimately going to have a DPSM come and inspect this vehicle to make a decision on whether AHM will be repairing this vehicle under warranty or if this customer would need to contact his insurance company. I stated that in the mean time, I have been instructed to authorize a rental vehicle for the customer until this decision is made and asked that he call the dealership to discuss coordinating a time when he could drop his vehicle off and pick a rental up. I stated that according to the dealership the DPSM should be available the 28th, next week. I provided my contact information for any questions.

*** CASE FULFILL 10/21/2009 9:49:08 AM, mcaldare

Fulfilled for [REDACTED] due 10/21/2009 05:00:00 PM.

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

*** COMMIT 10/21/2009 9:49:14 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/26/2009 05:00:00 PM.

call customer

*** CASE MODIFY 10/21/2009 9:49:50 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/26/2009 12:24:42 PM, mcaldare, Action Type : Field Service

I contacted the DPSM regarding this customers case. I stated that AHMs management has asked that she inspect this customers vehicle to determine if there was any definite signs of impact involved in this deployment. If there is not, AHM is to take care of this repair for the customer and if there is, the customers insurance company is going to have to inspect the vehicle for damages. I thanked her for understanding.

She stated that she will be at Mt. Kisco Honda the 28th in the early afternoon. I am going to relay this information to the customer.

*** NOTES 10/26/2009 12:31:03 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Mr. [REDACTED] to discuss his concerns. The customer was unavailable but I left another voice message for the customer informing that I have discussed his case with the DPSM. I stated that she has confirmed she will be at the dealership this coming Wednesday the 28th. I asked that the customer call the dealership to discuss when the best time would be to either bring the vehicle in or come by to review this with the DPSM. I provided my contact information for any questions.

*** CASE FULFILL 10/26/2009 12:31:10 PM, mcaldare

Fulfilled for [REDACTED] due 10/26/2009 05:00:00 PM.

*** COMMIT 10/26/2009 12:31:31 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/29/2009 05:00:00 PM.

verify decision and review with the customer

*** CASE MODIFY 10/26/2009 12:31:57 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/27/2009 8:04:35 AM, mcaldare, Action Type : Call to Dealer

I contacted Don, SM at Mt. Kisco Honda. He confirmed this customer did drop his vehicle off for the DPSM to inspect. I thanked him and he will keep me posted on the outcome.

*** CASE MODIFY 10/27/2009 8:04:44 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE MODIFY 10/27/2009 8:32:02 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE MODIFY 10/27/2009 12:41:22 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/28/2009 10:28:48 AM, mcaldare, Action Type : Call from Dealer

I received a message from Don at Mt. Kisco. He stated that the customer did drop his vehicle off today for the first time. He stated that the DPSM is still not at the dealership however. I informed him that she may be a little late today considering she is going to White Plains before Mt. Kisco.

Don understood and stated that he is going to call her because he would like to be present when she inspects the vehicle. I understood and asked that he keep me posted on the outcome. He agreed to.

*** CASE MODIFY 10/28/2009 10:29:25 AM, mcaldare

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F- [REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

into WIP 5F and Status of Solving.

*** CASE MODIFY 10/28/2009 10:33:04 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/29/2009 7:58:18 AM, mcaldare, Action Type : Field Service

I received a call from the DPSM regarding this customers vehicle. She stated that she did inspect it along side the dealership and found a few under carriage damage issues, the front right bottom bumper is scraped up, the two towing tabs on the bottom the vehicle where the radiator support is are both bent o the left like the vehicle was sliding right and hit something. The bottom of the vehicles floor pans has some damage as well. She stated that Don, SM at the dealership took pictures of the vehicle she is going to have him send to my attention. I thanked the DPSM for the update and stated that I will review this with management and let her know what they would like to do. She understood.

*** NOTES 10/29/2009 8:01:06 AM, mcaldare, Action Type : Call from Dealer

I received a call from Don, SM at Mt. Kisco. He stated that he is going to send the pictures to my attention and stated that he is not 100% what may have happened with this vehicle but to bend the tow points on the under carriage of the vehicle, there had to be some type of impact from the right to left of the car. He stated that he is not sure this caused the air bag to deploy but the sensors do indicate that the maximum amount of impact the vehicle could take as reached before deployment. I thanked Don and stated that I will review this with management to have them discuss what AHM is going to do.

*** CASE FULFILL 10/29/2009 8:01:16 AM, mcaldare

Fulfilled for [REDACTED] due 10/29/2009 05:00:00 PM.

*** COMMIT 10/29/2009 8:01:20 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/30/2009 05:00:00 PM.

verify decision, pass to management

*** CASE MODIFY 10/29/2009 8:01:49 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/29/2009 8:58:44 AM, mcaldare, Action Type : Note-General

I received pictures from the dealership showing the under carriage damage to the vehicle with the two hooks bent, the many scrapes and scratches from either bottoming out, or sliding side ways, but there are many points of impact and they all look to be going the same direction, left to right with a few other random skid marks on the floor pans.

I reviewed this with my supervisor and she stated that due to the impact damage, the customer is going to have to review this with his insurance company for coverage. I thanked her and will relay this to the dealership, DPSM and customer.

*** NOTES 10/29/2009 9:08:50 AM, mcaldare, Action Type : Call to Dealer

I contacted Don and informed that I have reviewed this case with my supervisor and she informed me that AHM would recommend the customer contact his insurance company because of he damage to the vehicle. Impact damage is an insurance issue. Don agreed and said he will let the customer know if he calls. He stated that the customer is a service manager for a Ford Dealership as well.

*** NOTES 10/29/2009 9:10:25 AM, mcaldare, Action Type : Field Service

I attempted to contact the DPSM. She was unavailable. I left a voice message stating that the pictures from the dealership has been received and reviewed. They do show damage to the under carriage of the vehicle and with my supervisor reviewing this, she stated that the customer is going to have to contact his insurance company for these repairs. I invited any questions in return.

*** CASE MODIFY 10/29/2009 9:12:34 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/30/2009 7:52:58 AM, mcaldare, Action Type : Call to Customer

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F- [REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

I attempted to contact [REDACTED] once again. The customer was unavailable. I left a voice message for the customer requesting a call back to discuss his concerns and Honda's position after inspecting his vehicle and reviewing his case.

*** CASE FULFILL 10/30/2009 7:53:04 AM, mcaldare

Fulfilled for [REDACTED] due 10/30/2009 05:00:00 PM.

*** COMMIT 10/30/2009 7:53:06 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/03/2009 05:00:00 PM.
call customer

*** CASE MODIFY 10/30/2009 7:53:20 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 11/2/2009 11:31:21 AM, mcaldare, Action Type : Call to Customer

I contacted [REDACTED] to discuss his case. The customer thanked me for the follow up call. I stated that at this time, this case has been reviewed by the dealership, myself, my supervisor and the DPSM and in all cases, based on the damage found on the vehicle, we are suggesting he contact his insurance company to have them inspect this vehicle at Mt. Kisco Honda. I stated that AHM did receive picture evidence from Mt. Kisco Honda outlining damage to the under carriage of this vehicle.

The customer stopped me there and stated that he wanted Honda to know a few things about him as a customer before leaving this decision as it is. He stated that he has owned at least 6 Honda vehicles in the past and this says a lot considering his is a Ford SM in the area. The customer stated that he has never once filed a warranty claim with AHM and did not even have the dealership give him a rental vehicle because he does not want this to half to come out of Honda or the dealerships pocket.

He stated that he is certain there is no damage to this vehicle and said that he looked at the car with the service writer at Mt. Kisco Honda so he knows there was no damage to the dealership. I stated that I apologize for the experience and empathized with his situation but Honda was given photographic evidence that this vehicle had under carriage damage as well as having the DPSM directly look at the vehicle in person.

He stated that he cannot believe Honda is not standing behind our product and customers. He informed me that he is not going to let this go and wanted to know who he could speak with at AHM that can change this decision. I stated that there this vehicle has been reviewed on 4 levels at AHM, there is no other party to change the corporate decision because it is just that. He then asked for my full name, which I provided him. He said that he recommends Honda vehicles to customers 30-40 times a day but will never do this again and is going to contact his lawyer and pursue this legally. The customer then terminated the call before I could thank him for his time. Closing case.

*** SUBCASE N012009-10-1600538-2 CLOSE 11/2/2009 11:32:05 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/2/2009 11:32:07 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE CLOSE 11/2/2009 11:32:11 AM, mcaldare

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

*** CASE REOPEN 11/3/2009 4:25:03 PM, ahsieh

with Condition of Open and Status of Solving.

*** NOTES 11/3/2009 4:28:14 PM, ahsieh, Action Type : Letter/Fax

On 11/03/09 ACS rec'd a BBB call record # HON0947842 stating: "I want my vehicle repaired and covered under warranty. The side curtain airbags went off by closing the r/f door while the vehicle was running and parked. There is clearly no accident damage and Honda (both Mt. Kisco Honda and AHM) told me to call my insurance company."

*** CASE MODIFY 11/3/2009 4:28:20 PM, ahsieh

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2009 4:28:33 PM, ahsieh

into WIP default and Status of Solving.

*** CASE DISPATCH 11/3/2009 4:28:50 PM, ahsieh

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 11/4/2009 6:05:44 AM, mcaldare

from Queue Honda Team G to WIP default.

*** COMMIT 11/4/2009 6:06:57 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/05/2009 05:00:00 PM.

review letter, close

*** CASE MODIFY 11/4/2009 6:07:15 AM, mcaldare

into WIP default and Status of Solving.

*** NOTES 11/5/2009 7:25:50 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] and informed him that AHM has received his BBB letter here at AHM regarding his vehicles passenger side airbag deployment. I informed that this letter has been documented as received by AHM. I also stated that at this time AHMs position has not changed. The customer said that he did want AHM to know he is going to be pushing forward with this as he has contacted the Attorney General on this matter as well. He stated that a 15 minute internet search showed 15 similar cases so he knows this is going to turn into some type of recall, he just does not want to have to pay for this now and be reimbursed for it at a later time and date. I stated that I understand and documented this information. The customer understood and thanked Honda for the call. Closing case.

*** CASE CLOSE 11/5/2009 7:26:10 AM, mcaldare

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

*** CASE REOPEN 11/17/2009 7:40:27 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 11/17/2009 7:42:50 AM, pbongco, Action Type : Letter/Fax

On 11/16/09 ACS received a duplicate BBB call record# HON0947842 stating:

"I want my vehicle repaired and covered under warranty. the side curtain airbags went off by closing the r/f door while the vehicle was running and parked. there is clearly no accident damage and Honda (both Mt. Kisco Honda and American Honda) told me to call my insurance company,"

*** CASE MODIFY 11/17/2009 7:42:56 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 11/17/2009 7:43:06 AM, pbongco

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 11/17/2009 9:00:15 AM, mcaldare

from Queue Honda Team G to WIP default.

*** COMMIT 11/18/2009 6:06:21 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/18/2009 05:00:00 PM.

call customer to inform of letter receipt

*** CASE MODIFY 11/18/2009 6:08:19 AM, mcaldare

into WIP default and Status of Solving.

Case History

Case ID : N012009-10-1600538

Case Title : (MT. KISCO) -5F-[REDACTED] - AIR BAG DEPLOYED/NON- ACCIDENT/BBB

*** NOTES 11/18/2009 7:40:49 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] and informed the customer that AHM has received another BBB letter from the customer. I stated that AHMs corporate position remains the same at this time. The customer understood and thanked me for the call back.

*** CASE CLOSE 11/18/2009 7:43:56 AM, mcaldare

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-07-1901680 Division : Honda - Auto Condition : Closed Open Date : 7/19/2012 3:26:53 PM
Case Originator : Vanessa Alligood (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 11/5/2012 10:51:51 AM
Case Owner : Kai Makaena (Team HE) Method : Mail Queue : Days Open : 109
Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686 No. of Attachments : 2

Site / Contact Info :

Site Name : [REDACTED] 20 R
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : 5 [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : SYOSSET, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 20 R
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 55,628
In Service Date : 12/01/2008
Months In Use : 43
Engine Number : K24Z31528009
Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207738 / HENDRICK HONDA BRADENTON
Phone No. : 941-758-7997
Address : 5515 14TH STREET WEST
City / State / Zip : BRADENTON, FL 34207
Svc District / Sls District : 07J / F07
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206967	HUNTINGTON HONDA		

3rd Party Info :

Party 1 : AHM Management Party 3 : Not Applicable
Party 2 : DPSM Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-07-1901680-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012012-07-1901680-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2012 11:34:46 AM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 8/23/2012 1:03:08 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-07-1901680

7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

*** NOTES 7/19/2012 3:26:53 PM, valligoo, Action Type :

On 7/19/12 ACS received a 4-page letter from the customer regarding issue with side airbag. Reference N012011-10-1100686.

*** CASE CREATE 7/19/2012 3:26:53 PM, valligoo

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

*** CASE MODIFY 7/19/2012 3:27:34 PM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 7/19/2012 3:28:14 PM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 7/19/2012 3:28:14 PM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 7/19/2012 3:28:16 PM, valligoo

from WIP default to Queue Honda Team E.

*** CASE ADD ATTACHMENT 7/19/2012 3:30:18 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-1901680_1.PDF

*** CASE ASSIGN 7/20/2012 5:46:34 AM, ltafoya

N012012-07-1901680 to kmakaena, WIP ¶ 7p

*** CASE RULE ACTION 7/20/2012 5:46:34 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/20/2012 1:23:06 PM, kmakaena, Action Type : N/A

23

*** CASE MODIFY 7/20/2012 1:23:15 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 7/20/2012 1:28:37 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012012-07-1901680-1 CREATE 7/23/2012 11:34:46 AM, kmakaena

Created in WIP Default with Due Date 7/23/2012 11:34:46 AM.

*** CASE FULFILL 7/23/2012 11:36:02 AM, kmakaena

Fulfilled for [REDACTED] due 07/23/2012 12:00:00 AM.

*** COMMIT 7/23/2012 11:36:05 AM, kmakaena, Action Type : N/A

call customer.

*** NOTES 7/23/2012 11:36:21 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on 5162429328 to introduce myself as the RCM, no answer. ACS will try again by 07/27.

*** CASE MODIFY 7/23/2012 11:36:25 AM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** NOTES 7/27/2012 10:41:44 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on 5162429328 for a update, no answer. ACS will try again by 08/01.

Case History

Case ID : N012012-07-1901680

7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

*** CASE FULFILL 7/27/2012 10:41:55 AM, kmakaena

Fulfilled for [REDACTED] due 07/27/2012 12:00:00 AM.

*** COMMIT 7/27/2012 10:41:58 AM, kmakaena, Action Type : N/A

call customer

*** CASE MODIFY 7/27/2012 10:42:12 AM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** CASE FULFILL 8/1/2012 12:20:24 PM, kmakaena

Fulfilled for [REDACTED] due 08/01/2012 12:00:00 AM.

*** COMMIT 8/1/2012 12:20:27 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 8/1/2012 12:20:37 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on 5162429328 for a update, no answer. ACS will try again by 08/06.

*** CASE MODIFY 8/1/2012 12:20:42 PM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** CASE MODIFY COMMITMENT 8/7/2012 6:00:49 AM, kmakaena

with [REDACTED] due 08/07/2012 12:00:00 PM.

*** CASE FULFILL 8/7/2012 12:44:04 PM, kmakaena

Fulfilled for [REDACTED] due 08/07/2012 12:00:00 PM.

*** COMMIT 8/7/2012 12:44:08 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 8/7/2012 12:44:18 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on 5162429328 for a update, no answer. ACS will try again by 08/09.

*** CASE MODIFY 8/7/2012 12:44:21 PM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** CASE FULFILL 8/9/2012 1:49:34 PM, kmakaena

Fulfilled for [REDACTED] due 08/09/2012 12:00:00 AM.

*** COMMIT 8/9/2012 1:49:39 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 8/9/2012 1:49:56 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on 5162429328 for a update, no answer. ACS will try again by 08/15.

*** CASE MODIFY 8/9/2012 1:50:00 PM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** CASE MODIFY COMMITMENT 8/16/2012 2:13:03 PM, kmakaena

with [REDACTED] due 08/17/2012 12:00:00 AM.

*** CASE RULE ACTION 8/16/2012 2:26:53 PM, sa

Action owner - 30 days of rule Case Closure fired

Case History

Case ID : N012012-07-1901680

7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

*** CASE MODIFY COMMITMENT 8/17/2012 2:26:06 PM, kmakaena

with [REDACTED] due 08/20/2012 12:00:00 AM.

*** CASE FULFILL 8/20/2012 12:57:10 PM, kmakaena

Fulfilled for [REDACTED] due 08/20/2012 12:00:00 AM.

*** COMMIT 8/20/2012 12:57:13 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 8/20/2012 12:57:22 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on [REDACTED] for a update, no answer. ACS will try again by 08/23.

*** CASE MODIFY 8/20/2012 12:57:23 PM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

*** CASE FULFILL 8/23/2012 1:01:46 PM, kmakaena

Fulfilled for [REDACTED] due 08/23/2012 12:00:00 AM.

*** NOTES 8/23/2012 1:01:51 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on [REDACTED] for a update, no answer. ACS will send the customer a contact letter.

*** NOTES 8/23/2012 1:02:49 PM, kmakaena, Action Type : Note-General

[REDACTED]
[REDACTED]
Bradenton, FL, [REDACTED]

Re: VIN 1HGCP268X8A [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2008 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117704, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Kai Makaena
Automobile Customer Service
File No. N012012-07-1901680

*** CASE MODIFY 8/23/2012 1:03:06 PM, kmakaena

into WIP 7J - Lee Bradley and Status of Solving.

Case History

Case ID : N012012-07-1901680

7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

*** SUBCASE N012012-07-1901680-1 CLOSE 8/23/2012 1:03:08 PM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/23/2012 1:03:08 PM, kmakaena

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

*** CASE REOPEN 9/6/2012 3:33:35 PM, bscales

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/6/2012 3:36:17 PM, bscales

into WIP default and Status of Solving.

*** NOTES 9/6/2012 3:39:52 PM, bscales, Action Type : Call from Customer

Best Contact [REDACTED]

Customer states all of the previous attempts to contact she and her husband were made to her son. Customer states the address information was incorrect. Customer states she did not leave the previous address in our system and can not understand why this is the number that was contacted. ACS updated the contact information and advised the customer that her case would be dispatched and she could expect a return phone call by the end of the next business day. Customer understood, no further assistance required.

*** CASE MODIFY 9/6/2012 3:39:55 PM, bscales

into WIP default and Status of Solving.

*** CASE MODIFY 9/6/2012 3:40:42 PM, bscales

into WIP default and Status of Solving.

*** CASE DISPATCH 9/6/2012 3:40:54 PM, bscales

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 9/7/2012 5:31:38 AM, ltafoya

N012012-07-1901680 to kschroed, WIP ¶|U@

*** CASE RULE ACTION 9/7/2012 5:31:38 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 9/7/2012 2:47:40 PM, kschroed

N012012-07-1901680 to kmakaena, WIP

*** CASE RULE ACTION 9/7/2012 2:47:41 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 9/10/2012 11:43:02 AM, kmakaena, Action Type : N/A

call customer

*** NOTES 9/10/2012 11:43:15 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on her home phone and was informed that she was at work and to call her there. I called the customer and her voice mail states she is out of the office until 09/05. ACS will try again by 09/11.

*** CASE MODIFY 9/10/2012 11:48:26 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 9/12/2012 10:21:45 AM, kmakaena, Action Type : Call to Customer

Case History

Case ID : N012012-07-1901680 [REDACTED] 7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

ACS spoke with the customer on [REDACTED] for a update with her vehicle. The customer stated last 10/2011, he son slammed the door on his vehicle and the passenger side air bag deployed. The customer stated that her son did not have the repair completed at that time because he was busy with Med school and she felt it should be covered under warranty because this should not have happened. The customer asked if AH would cover the cost of repair. I apologized to the customer for this concern and advised her that AH would need to have the vehicle inspected by the dealership and the DPSM to determine if this was a defect, or a result of her son slamming the door. The customer understood and stated her son will be back from Med school the first week of Oct or she may need to transport the vehicle back to NY from FL because her son may not have the time to take it to the dealership because of his schooling. The customer stated she will have to wait for her son to get back to determine what the will do. I thanked the customer and provided my contact information for a call back once she is ready to proceed. The customer thanked ACS for calling.

*** CASE MODIFY 9/12/2012 10:22:00 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** CASE CLOSE 9/12/2012 10:22:02 AM, kmakaena

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

*** CASE REOPEN 11/2/2012 10:08:51 AM, dgonzale

with Condition of Open and Status of Solving.

*** NOTES 11/2/2012 10:14:33 AM, dgonzale, Action Type : Field Service

RM-DG received an internal message from the DPSM-RB in Zone 5A.

The customer alleged that the driver's side air bag and curtain airbags deployed when the driver slammed the door in frustration after getting a flat tire. The customer wants AHM to pay for the air bag deployment repair since he feels this is a defect.

The DPSM performed an inspection of the vehicle. During the inspection, it was discovered that the vehicle has other physical damage (possibly accident!). The entire left side of the car has signs of prior collision repairs, including the replacement of the left front fender, bumper and radiator. The DPSM submitted a copy of the inspection report and photos to ACS.

Note: The customer travels between NY and FL.

*** NOTES 11/2/2012 10:18:03 AM, dgonzale, Action Type : Note-General

AHM will not be in the position to assist the customer with the air bag repairs. The customer will be referred to contact his insurance company. RCM-KM has been instructed to call the customer and advise.

*** CASE ASSIGN 11/2/2012 10:18:49 AM, dgonzale

N012012-07-1901680 to kmakaena, WIP

*** CASE RULE ACTION 11/2/2012 10:18:50 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 11/2/2012 10:26:27 AM, kmakaena, Action Type : N/A

call customer.

*** NOTES 11/2/2012 10:26:43 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on 2126091738 to provide a update. I left the customer a voice message with my contact information for a call back. 11/05.

*** CASE MODIFY 11/2/2012 10:28:17 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 11/2/2012 10:28:17 AM, kmakaena

into WIP NEW CASES and Status of Solving.

Case History

Case ID : N012012-07-1901680

7J - [REDACTED] - ISSUE WITH SIDE AIRBAG / REF N012011-10-1100686

*** CASE ADD ATTACHMENT 11/2/2012 10:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-07-1901680_2.pdf

*** CASE FULFILL 11/5/2012 10:09:44 AM, kmakaena

Fulfilled for [REDACTED] due 11/05/2012 12:00:00 AM.

*** COMMIT 11/5/2012 10:09:48 AM, kmakaena, Action Type : N/A

update customer

*** NOTES 11/5/2012 10:09:57 AM, kmakaena, Action Type : Call to Customer

ACS called the customer on 2126091738 to provide a update. I provided my contact information for a call back. 11/06.

*** CASE MODIFY 11/5/2012 10:09:59 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 11/5/2012 10:51:33 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer on [REDACTED] to provide a update. I informed the customer that her case was reviewed by the DPSM and RM and it has been determine that the reason why the driver-side air bags deployed in her son's vehicle was caused by him slamming the door out of frustration, not a manufacture defect. The customer confirmed that her son slammed the door because of a flat tire and feels it should not have deployed even if the door was slammed. I apologized to the customer and informed her that our DPSM confirmed that slamming a door hard enough could trigger the air bags to deploy. I informed the customer that she will need to contact her insurance provider for further assistance. The customer was not happy.

*** CASE MODIFY 11/5/2012 10:51:49 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** CASE CLOSE 11/5/2012 10:51:51 AM, kmakaena

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-10-1100686 Division : Honda - Auto Condition : Closed Open Date : 10/11/2011 8:52:07 AM
Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/11/2011 1:18:31 PM
Case Owner : Katrina Vibar (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Katrina Vibar (Team HA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIRBAG/DEPLOYED-NO ACCIDENT/WARRANTY INQ No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 20 R
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. :
Address : [REDACTED]
City / State / Zip : SYOSSET, NY
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 20 R
VIN Type / No. : US VIN / 1HGCP268X8A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688KNW / A
Miles / Hours : 30,000
In Service Date : 12/01/2008
Months In Use : 34
Engine Number : K24Z31528009
Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
Trim : EX-LNAV
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : RE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title			Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1100686-1 /	[REDACTED]	- PROD	Subcase Close	Product	Operation	751	Side Airbag
N012011-10-1100686-2 /	[REDACTED]	- WARR	Subcase Close	Warranty	Coverage		

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-10-1100686-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2011 8:54:41 AM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 10/11/2011 8:56:49 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012011-10-1100686-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Warranty	Status : Subcase Close	Open Date : 10/11/2011 8:56:55 AM
Issue Owner : Katrina Vibar	Type 2 : Coverage	Queue :	Close Date : 10/11/2011 9:02:01 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc :
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Provided Information, Referred to Website
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-10-1100686

[REDACTED] [REDACTED] - SIDE AIRBAG/DEPLOYED-NO ACCIDENT/WARRANTY INQUIRY

*** CASE CREATE 10/11/2011 8:52:07 AM, kvibar

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

*** CASE MODIFY 10/11/2011 8:52:19 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2011 8:54:02 AM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-10-1100686-1 CREATE 10/11/2011 8:54:41 AM, kvibar

Created in WIP Default with Due Date 10/11/2011 8:54:41 AM.

*** CASE MODIFY 10/11/2011 8:56:15 AM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2011 8:56:38 AM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-10-1100686-1 CLOSE 10/11/2011 8:56:49 AM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-10-1100686-2 CREATE 10/11/2011 8:56:55 AM, kvibar

Created in WIP Default with Due Date 10/11/2011 8:56:55 AM.

*** CASE MODIFY 10/11/2011 9:01:34 AM, kvibar

into WIP default and Status of Solving.

*** NOTES 10/11/2011 9:01:57 AM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

He said that he has a problem with the driver side airbag on the ceiling. He said that he had a flat tire and he slammed his car door because he was waiting for too long to get his tires replaced and the airbag deployed which is hanging down the window. He said that he was waiting for AAA to come but they took forever. He said that there was damage in the interior on the upper inner wall of the vehicle due to the airbag deploying. He is inquiring if this vehicle is covered under the warranty. He said that he was not in any accident because he was not even driving the vehicle. He said that this occurred yesterday when he was on the side of the freeway last night.

ACS informed the customer that the DLR will have to be inspected in order to verify the warranty. ACS informed the customer that if the DLR finds that it is a warrantable repair if not then he will have to claim this through his insurance company. ACS advised the customer to contact the DLR at automobiles.honda.com. The customer thanked ACS and needed no further assistance.

ACS contacted the customer back and left a voicemail to provide information for General Warranty Provisions that his case will not be covered under the warranty.

*** CASE MODIFY 10/11/2011 9:01:59 AM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-10-1100686-2 CLOSE 10/11/2011 9:02:01 AM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/11/2011 9:02:03 AM, kvibar

Case History

Case ID : N012011-10-1100686



- SIDE AIRBAG/DEPLOYED-NO ACCIDENT/WARRANTY INQUIRY

into WIP default and Status of Solving.

***** CASE CLOSE 10/11/2011 1:18:31 PM, kvibar**

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012009-01-2301046	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/23/2009 1:25:10 PM
Case Originator :	Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/9/2009 8:50:02 AM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	17
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	* PARAMUS 5D- [REDACTED] - SIDE AIRBAG DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED] 14 B
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : DEMAREST, NJ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 14 B
VIN Type / No. : US VIN / 1HGCP26838A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 6,000
In Service Date : 08/18/2008
Months In Use : 5
Engine Number : K24Z31528555
Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA
Selling Dealer No. / Name : 207200 / DCH PARAMUS HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207200 / DCH PARAMUS HONDA
Phone No. : 201-368-0180
Address : WEST 120, ROUTE 4
City / State / Zip : PARAMUS, NJ 07652
Svc District / Sls District : 05C / F05
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 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
N012009-01-2301046-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-01-2301046-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2009 1:44:27 PM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 1/23/2009 1:44:47 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rd Party
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-2301046

Case Title : * PARAMUS 5D- [REDACTED] - SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 1/23/2009 1:25:10 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 1/23/2009 1:25:59 PM, mstaplet

WARRANTY CHECK 01/23/2009 01:25:59 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/23/2009 1:26:03 PM, mstaplet

CLAIM HISTORY CHECK 01/23/2009 01:26:02 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/23/2009 1:26:06 PM, mstaplet

CAMPAIGN CHECK 01/23/2009 01:26:05 PM mstaplet

No data found for VIN

*** CASE VSC LOOKUP 1/23/2009 1:26:08 PM, mstaplet

VSC-CUC CHECK 01/23/2009 01:26:08 PM mstaplet

No data found for VIN.

*** NOTES 1/23/2009 1:43:37 PM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding side airbag deployment

The customer said he closed the door and the side airbags deployed.

The customer took the vehicle to the dealer DCH Paramus Honda and they advised that there is no way for this to happen.

The customer said that the dealer advised that the computer does not tell him what happened but upon inspection it appears there was an impact on one of the sensors.

The customer said he does not remember hitting anything and this should not have happen.

I gave the information in the side air bag P&P.

I told the customer that if he disagrees with the findings of the dealer then he should have his insurance company inspect the vehicle and determine if there was an impact

I gave the case number for reference.

The customer understood and requested no further assistance.

*** CASE MODIFY 1/23/2009 1:43:40 PM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 1/23/2009 1:43:47 PM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE N012009-01-2301046-1 CREATE 1/23/2009 1:44:27 PM, mstaplet

Created in WIP Default with Due Date 1/23/2009 1:44:27 PM.

*** SUBCASE N012009-01-2301046-1 CLOSE 1/23/2009 1:44:47 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/23/2009 1:46:08 PM, mstaplet

into WIP default and Status of Solving.

Case History

Case ID : N012009-01-2301046

Case Title : * PARAMUS 5D- [REDACTED] - SIDE AIRBAG DEPLOYMENT

*** CASE ASSIGN 1/23/2009 1:46:19 PM, mstaplet

N012009-01-2301046 to mfooster, WIP ¶",Ô°

*** CASE RULE ACTION 1/23/2009 1:46:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/23/2009 1:46:37 PM, mstaplet

into WIP default and Status of Solving.

*** NOTES 1/23/2009 1:50:46 PM, mfooster, Action Type : Note-General

Case notes reviewed by TL MFoster.

*** CASE CLOSE 1/23/2009 1:50:54 PM, mfooster

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

*** CASE REOPEN 1/26/2009 11:06:19 AM, bsamonte

with Condition of Open and Status of Solving.

*** NOTES 1/26/2009 11:29:20 AM, bsamonte, Action Type : Call from Customer

Husband, [REDACTED], called. Side curtain airbag deployed after he closed the door. Customer took vehicle to dealer and received a diagnostic stating error code was due to impact. Service Manager advised there are 2 lower hooks underneath front bumper were scrapped off, so looks like it was scrapped, causing airbags to deploy. Service Advisor referred customer to AHM. Customer brought vehicle home today. Customer says dealer denied to provide customer information where sensors are located. ACS referred customer to page 21 under Airbag System Components. Customer has already spoken to insurance company and they cannot file a claim because there was no accident. Per customer's request, ACS apologized and advised a case manager will contact customer in 1-2 business days. ACS advised there are no guarantees as cases are reviewed on case by case basis. Customer understands and has no further questions. Case number provided.

*** CASE DISPATCH 1/26/2009 11:29:38 AM, bsamonte

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 1/26/2009 12:27:19 PM, kogawa

from Queue Honda Team G to WIP Default.

*** CASE MODIFY 1/27/2009 7:18:06 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 1/27/2009 7:50:42 AM, kogawa, Action Type : Call to Dealer

SM tim advises SD Ed was involved as well. Dealer found evidence of undercarriage damage/bent tow hook (tow hook but 3 inches from sensor area) and speculation is customer may have struck a pothole or a bumper stop. Customer's claim that it deployed from closing the door has no merit. Dealer consulted DPSM, and DPSM would have been receptive had customer acknowledge the real cause. Customer caused a scene, and law enforcement had to be called. Customer has the car back.

*** COMMIT 1/27/2009 7:52:02 AM, kogawa, Action Type : N/A

initia;

*** NOTES 1/28/2009 1:10:20 PM, kogawa, Action Type : Call to Customer

Left message on spouse's voicemail for call back to review.

*** CASE FULFILL 1/28/2009 1:30:18 PM, kogawa

Fulfilled for [REDACTED] due 01/28/2009 12:00:00 AM.

*** COMMIT 1/28/2009 1:30:22 PM, kogawa, Action Type : N/A

Case History

Case ID : N012009-01-2301046

Case Title : * PARAMUS 5D- [REDACTED] - SIDE AIRBAG DEPLOYMENT

ccb?

*** NOTES 1/28/2009 2:23:51 PM, kogawa, Action Type : Call from Customer

Spoke with [REDACTED]. Disagrees with dealer in that dealer had suggested that there is evidence of scraped tow hooks, and customer believes tow hooks are nowhere near the side sensors, thus is unwilling to accept dealer's claim as valid. Is consulting his insurance co, but advises his belief in insurance regulations that would state he has 6 years to file a claim. In the meantime he has posted comment on forum driveaccord.net and is hopeful that AHM will stand behind the product. ACS advised we do rely on dealer to inspect and make determination, and matter will be reviewed.

*** CASE MODIFY 1/28/2009 2:34:40 PM, kogawa

into WIP 5D and Status of Solving.

*** NOTES 1/30/2009 2:06:57 PM, kogawa, Action Type : Field/DSM

Message left for DPSM to review.

*** NOTES 2/2/2009 6:45:07 AM, kogawa, Action Type : Field/DSM

DPSM advises at no point was there discussion with dealer as to any consideration for assistance, this is an insurance matter, and insurance will handle as long as the SRS system has not been tampered with.

*** CASE MODIFY 2/2/2009 7:00:23 AM, kogawa

into WIP 5D and Status of Solving.

*** NOTES 2/6/2009 12:09:50 PM, kogawa, Action Type : Call to Customer

Called customer, left message on answering machine advising matter reviewed (matter reviewed with 2 DPSMs) taking into account also the posting he has made online, and ACS regrets I do not have good news as far as his hopes for assistance, asked for call back to discuss.

*** NOTES 2/6/2009 12:10:42 PM, kogawa, Action Type : Note-General

From <http://www.driveaccord.net/forums/showthread.php?t=26945>

Side Airbags Deployed without Accident!!!

I have 08 Honda Accord Sedan. Thursday night, my wife drop me off and I closed the door..and BOOM!! Side airbags deployed. I was shocked and confused. So yesterday, I took it to the dealer. Dealer is telling me that I must have driven fast over a bump, pothole or a kind. I did not drive over any bump or pothole. The dealer is telling me it's my fault and it will not be covered under warranty. I called American Honda and they are telling me I should make a claim through insurance and the adjustor and Honda will work together to determine whether it was a manufacturer defect. Can anyone give me advice on what I should do? Couple of questions I had if anyone can answer will be greatly appreciated as well.

1. Honda website claims that the side airbag sensor is located in the mid-section of the vehicle. (service manager says it is located in the bottom and he can show me where there is a dent on the bottom of my car which might have triggered the event)

2. Even if I did hit a pothole or a kind, without anyone in the passenger side, it isn't it true that airbags should not have deployed? and does it make sense that side airbags will deploy for a impact of that kind???

3. Is Honda trying to avoid this issue by hoping this will not turn in to a safety recall???

I'm thinking of contacting the local new programs like shame on you and etc..along with filing a complaint with BBB, National Hwy safety Adm, Federal Trade Commission and NJ Consumer Affairs.

What is the best course of action to trigger an investigation that might lead to safety recall???

Case History

Case ID : N012009-01-2301046

Case Title : * PARAMUS 5D- [REDACTED] - SIDE AIRBAG DEPLOYMENT

*** NOTES 2/6/2009 12:12:58 PM, kogawa, Action Type : Field/DSM

Discussed with DPSMs for 5D/5B, and anecdotally, it is not unheard of for side SRS to have deployed as described by customer, namely, power was on the vehicle, and door slamming with the power on may have been a factor, as sensors have to make sensitive decisions that may not distinguish a rollover/impact from a slamming car door.

*** CASE FULFILL 2/6/2009 12:13:08 PM, kogawa

Fulfilled for [REDACTED] due 02/05/2009 12:00:00 AM.

*** COMMIT 2/6/2009 12:13:14 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 2/9/2009 8:48:29 AM, kogawa, Action Type : Call from Customer

Customer called back. ACS advised that upon further review, ACS will be unable to offer assistance. Based on anecdotal information provided by customer and discussion with AHM representatives, we do believe failure was not due to manuf defect, that sensors detected deceleration/impact, may very well have been from his slamming the car doors. Customer requests written response. ACS advised we will be unable to offer a written response. Customer advises he is recording this conversation at his attorney's recommendation. ACS apologized, advising ACS had not given permission for this recording. ACS referred to his insurance company for repairs. As he remains dissatisfied with ACS position, he will pursue further via his attorney. ACS closed case.

*** CASE CLOSE 2/9/2009 8:50:02 AM, kogawa

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012010-09-1400740	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/14/2010 10:25:22 AM
Case Originator :	David Mendoza (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/14/2010 10:34:08 AM
Case Owner :	David Mendoza (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	David Mendoza (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	ALCOBAS, ANGEL - AIRBAG COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

Site Name : ANGEL ALCOBAS 806
 Dealer No. :
 Site Phone No. : 954-675-3773
 Contact Name : ANGEL ALCOBAS
 Day Phone No. : 954-675-3773
 Evening Phone No. : 954-675-3773
 Cell / Pager No. :
 Fax No. :
 Address : 806 SW 14 ST
 City / State / Zip : FORT LAUDERDALE, FL 33315
 E Mail : ANGELDEVY@BELLSOUTH.NET
 Svc District / Sls District : /

Product Info :

Unit Owner : ANGEL ALCOBAS 806
 VIN Type / No. : US VIN / 1HGCP26738A135280
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP2678JW / A
 Miles / Hours : 21,000
 In Service Date : 12/27/2008
 Months In Use : 21
 Engine Number : K24Z31089641
 Originating Dealer No. / Name : 208325 / HOLMAN HONDA OF FT. LAUDERD
 Selling Dealer No. / Name : 208325 / HOLMAN HONDA OF FT. LAUDERDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208325 / HOLMAN HONDA OF FT.
 Phone No. : 954-764-1100
 Address : 12 EAST SUNRISE BLVD.
 City / State / Zip : FORT LAUDERDALE, FL 33304
 Svc District / Sls District : 07N / C07
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
 Party 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
N012010-09-1400740-1 / ANGEL ALCOBAS -	Subcase Close	Product	Operation	752	SRS
N012010-09-1400740-2 / ANGEL ALCOBAS -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-09-1400740-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2010 10:32:55 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 9/14/2010 10:33:04 AM
Issue Title : ANGEL ALCOBAS - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-09-1400740-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2010 10:33:45 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 9/14/2010 10:33:54 AM
Issue Title : ANGEL ALCOBAS - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-1400740

Case Title : ALCOBAS, ANGEL - AIRBAG COMPLAINT

*** CASE CREATE 9/14/2010 10:25:22 AM, dmendoza

Contact = ANGEL ALCOBAS, Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/14/2010 10:25:40 AM, dmendoza

CAMPAIGN CHECK 09/14/2010 10:25:40 AM dmendoza

The following Campaign information was found

09-081; R21; 08-2010 ACCORD NOSE MASK; ; ;

*** CASE VSC LOOKUP 9/14/2010 10:25:42 AM, dmendoza

VSC CHECK 09/14/2010 10:25:42 AM dmendoza

The following VSC information was found

ANGEL;ALCOBAS;FH00151386;D56;NEW 60MO/60K, \$0 DED;ACTIVE;;2008-12-27;2013-12-26;60000;32;208325;0.00

*** CASE CUC LOOKUP 9/14/2010 10:25:43 AM, dmendoza

CUC CHECK 09/14/2010 10:25:42 AM dmendoza

The following CUC information was found

```
;;;0;0;0;,,,,,;0;;
```

*** CASE CLAIMS LOOKUP 9/14/2010 10:25:45 AM, dmendoza

CLAIM CHECK 09/14/2010 10:25:45 AM dmendoza

The following Claim History information was found

0; 2010-05-20; 208325; 384821; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE EXTENDED WARRANTY LOOKUP 9/14/2010 10:25:46 AM, dmendoza

WARRANTY CHECK 09/14/2010 10:25:46 AM dmendoza

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/14/2010 10:25:52 AM, dmendoza

CLAIM CHECK 09/14/2010 10:25:52 AM dmendoza

The following Claim History information was found

0; 2010-05-20; 208325; 384821; 510; 411150 ; REAR BRAKE PADS, ALL FOUR - REPLACE. NOTE: ALWAYS INSTALL SHIMS AND LUBRICATE THEM WITH MOLYKOTE M77 GREASE

*** CASE VSC LOOKUP 9/14/2010 10:25:54 AM, dmendoza

VSC CHECK 09/14/2010 10:25:54 AM dmendoza

The following VSC information was found

ANGEL;ALCOBAS;FH00151386;D56;NEW 60MO/60K, \$0 DED;ACTIVE;;2008-12-27;2013-12-26;60000;32;208325;0.00

*** CASE CUC LOOKUP 9/14/2010 10:25:54 AM, dmendoza

CUC CHECK 09/14/2010 10:25:54 AM dmendoza

The following CUC information was found

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;;;0;0;0;,,,,,0;;
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*** CASE MODIFY 9/14/2010 10:25:56 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 9/14/2010 10:32:05 AM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Case History

Case ID : N012010-09-1400740

Case Title : ALCOBAS, ANGEL - AIRBAG COMPLAINT

Best Contact # 954-675-3773

The customer states that last week, on 9/2/2010, his son slammed the front-passenger door and his front and side-curtain airbags went off. He states that the vehicle was in front of his house. The customer states that he took the vehicle to his dealership and he was advised that it wouldn't be covered under warranty. The customer states that he is calling to have the cost of his airbag, roof liner and seat replacements covered under warranty. The customer states that he worked with his insurance company and had them cover the cost of the repair at a cost of \$500 to the customer.

ACS advised the customer that no assistance could be considered for his airbag, roof liner, and seat replacement costs. ACS advised the customer that as the work has already been performed no review could be given as the vehicle cannot be inspected. The customer needed no further assistance at this time.

*** CASE MODIFY 9/14/2010 10:32:13 AM, dmendoza

into WIP default and Status of Solving.

*** SUBCASE N012010-09-1400740-1 CREATE 9/14/2010 10:32:55 AM, dmendoza

Created in WIP Default with Due Date 9/14/2010 10:32:55 AM.

*** SUBCASE N012010-09-1400740-1 CLOSE 9/14/2010 10:33:04 AM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-09-1400740-2 CREATE 9/14/2010 10:33:45 AM, dmendoza

Created in WIP Default with Due Date 9/14/2010 10:33:45 AM.

*** SUBCASE N012010-09-1400740-2 CLOSE 9/14/2010 10:33:54 AM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/14/2010 10:34:05 AM, dmendoza

into WIP default and Status of Solving.

*** CASE CLOSE 9/14/2010 10:34:08 AM, dmendoza

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-05-0700447 Division : Honda - Auto Condition : Closed Open Date : 5/7/2009 9:21:39 AM
 Case Originator : Riano Sugito (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 6/23/2009 3:30:45 PM
 Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 47
 Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQ No. of Attachments : 0

Site / Contact Info :

Site Name : PATRICIA GALLIMORE 3280
 Dealer No. :
 Site Phone No. : 336-764-3875
 Contact Name : PATRICIA GALLIMORE
 Day Phone No. : 336-764-3875
 Evening Phone No. : 336-306-6785
 Cell / Pager No. : 336-764-3875
 Fax No. :
 Address : 3280 CLODFELTER RD.
 City / State / Zip : WINSTON SALEM, NC 27107
 E Mail : PBGALLIMORE@YAHOO.COM
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207042 / FLOW HONDA
 Phone No. : 336-785-3380
 Address : 2600 PETERS CREEK PKWY
 City / State / Zip : WINSTON-SALEM, NC 27127
 Svc District / Sls District : 06K / F06
 Warranty Labor Rate / Date : \$99.90 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : PATRICIA GALLIMORE 3280
 VIN Type / No. : US VIN / 1HGCP26308A137047
 Model / Year : ACCORD / 2008
 Model ID / Product Line : CP2638EW / A
 Miles / Hours : 13,153
 In Service Date : 07/26/2008
 Months In Use : 10
 Engine Number : K24Z21049358
 Originating Dealer No. / Name : 207042 / FLOW HONDA
 Selling Dealer No. / Name : 207042 / FLOW HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
 Party 2 : BBB Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-0700447-1 / PATRICIA GALLIMORE -	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-05-0700447-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 5/7/2009 2:21:23 PM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 5/8/2009 7:47:02 AM
Issue Title : PATRICIA GALLIMORE - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

*** CASE CREATE 5/7/2009 9:21:39 AM, rsugito

Contact = PATRICIA GALLIMORE, Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/7/2009 9:22:36 AM, rsugito

WARRANTY CHECK 05/07/2009 09:22:36 AM rsugito

No data found for VIN.

*** CASE VSC LOOKUP 5/7/2009 9:22:39 AM, rsugito

VSC-CUC CHECK 05/07/2009 09:22:39 AM rsugito

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/7/2009 9:22:41 AM, rsugito

CAMPAIGN CHECK 05/07/2009 09:22:41 AM rsugito

No data found for VIN

*** CASE CLAIMS LOOKUP 5/7/2009 9:22:43 AM, rsugito

CLAIM HISTORY CHECK 05/07/2009 09:22:43 AM rsugito

No data found for VIN.

*** CASE MODIFY 5/7/2009 9:26:16 AM, rsugito

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/7/2009 9:29:06 AM, rsugito

WARRANTY CHECK 05/07/2009 09:29:05 AM rsugito

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/7/2009 9:29:09 AM, rsugito

CLAIM HISTORY CHECK 05/07/2009 09:29:09 AM rsugito

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/7/2009 9:29:11 AM, rsugito

CAMPAIGN CHECK 05/07/2009 09:29:11 AM rsugito

No data found for VIN

*** CASE VSC LOOKUP 5/7/2009 9:29:14 AM, rsugito

VSC-CUC CHECK 05/07/2009 09:29:14 AM rsugito

No data found for VIN.

*** NOTES 5/7/2009 9:37:32 AM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called in regarding her issue with air bag

Customer stated that on 4/26/2009 her daughter closed the passenger door and the side curtain and torso airbag/seat air bag deployed.

Customer stated that her daughter did closed the door pretty hard but customer feels that should not be the case.

Customer took it to Honda dealership/FLOW HONDA/SM/Tarrel, they advised her to contact her insurance and that Honda dealership are going to help her with the deductible.

Customer contacted her insurance company and had the vehicle inspected by her insurance company and she was advised that they will not cover this issue as there are no abuse indicate on the door.

Customer spoke with attorney and was advised to contact AHM

Customer stated that FLOW HONDA quoted the customer \$2500 for the air bag repairs.

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

Customer feels that AHM should cover the cost of the repairs, customer is requesting for assistance from AHM

First Honda? YES

Original owner of the vehicle? YES

Service at Honda dealership? YES

I advised the customer that I will forward this case to the CM for further review/investigation, and I advised the customer that no guaranteed assistance

Customer understood and ended the call

Customer best number to reach 336-764-3875

*** CASE MODIFY 5/7/2009 9:37:45 AM, rsugito

into WIP default and Status of Solving.

*** CASE MODIFY 5/7/2009 9:37:50 AM, rsugito

into WIP default and Status of Solving.

*** CASE MODIFY 5/7/2009 9:37:58 AM, rsugito

into WIP default and Status of Solving.

*** CASE DISPATCH 5/7/2009 9:38:12 AM, rsugito

from WIP default to Queue Honda Team F.

*** CASE MODIFY 5/7/2009 9:38:13 AM, rsugito

into WIP default and Status of Solving.

*** CASE ACCEPT 5/7/2009 12:43:34 PM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** CASE MODIFY 5/7/2009 1:54:23 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 5/7/2009 1:54:50 PM, mkim

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012009-05-0700447-1 CREATE 5/7/2009 2:21:23 PM, mkim

Created in WIP Default with Due Date 5/7/2009 2:21:23 PM.

*** CASE MODIFY 5/7/2009 2:21:28 PM, mkim

into WIP DEFAULT and Status of Solving.

*** COMMIT 5/7/2009 2:21:29 PM, mkim, Action Type : N/A

call cust/call SM

*** CASE MODIFY 5/7/2009 2:22:07 PM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 5/8/2009 7:04:05 AM, mkim, Action Type : Call to Dealer

I called Flow Honda to speak to SM-Kelly but got his VM.

I left a message requesting a call back.

*** NOTES 5/8/2009 7:33:43 AM, mkim, Action Type : Call to Customer

I called customers day # and spoke to Ms. Gallimore.

Customer said the passenger side airbags deployed when her daughter shut the passenger door. Customer said her daughter shut the door little harder than usual but still, it shouldnt have cause the airbags to deploy. Customer said she contacted her insurance company and after inspecting the vehicle, the adjuster found

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

no marks on the vehicle so he denied the claim since he felt the deployment of the airbags were cause by a defect and not accident.

I informed the customer the airbags are secondary restraint system the deployment of the airbag is based on the rate of deceleration of the vehicle and movement.

I informed the customer the force when her daughter shut the door could have caused some movement and deceleration in the vehicle causing the airbags to deploy.

I informed the customer this is a matter that she would have to contact her insurance company about since the deployment of the airbag was not elated to a defect.

Customer said she still believes this is a defect in the vehicle and will contact the Attorney General office and NHTSA to file her complaint.

I offer to document the case for future reference and advised customer in contacting her insurance company again to appeal.

Customer understood and no further assistance was needed at this time.

*** CASE FULFILL 5/8/2009 7:43:00 AM, mkim

Fulfilled for PATRICIA GALLIMORE due 05/08/2009 05:00:00 PM.

*** NOTES 5/8/2009 7:43:43 AM, mkim, Action Type : Call from Dealer

SM-Kelly from Flow Honda is returning a message I left before.

SM said the vehicle is currently in his body shop having the side airbags and the headliners replace per customers request. SM said the customer informed him her daughter put her brother in the back seat first and something on the front passenger seat and shut the door front passenger door. SM said the insurance adjuster came out and denied the claim since he felt the repair should be covered by the manufacture since he found no marks or damages on the vehicle. SM said his DPSM and AZM both were notified and they have denied assistance since the failure is not cause of a defect.

*** SUBCASE N012009-05-0700447-1 CLOSE 5/8/2009 7:47:02 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/8/2009 7:47:04 AM, mkim

into WIP 6L and Status of Solving.

*** CASE CLOSE 5/8/2009 7:47:06 AM, mkim

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

*** CASE REOPEN 5/13/2009 9:13:08 AM, nlong

with Condition of Open and Status of Solving.

*** NOTES 5/13/2009 9:19:17 AM, nlong, Action Type : Call from Customer

Customer stated the airbag should not have deployed when her daughter shut the vehicle. Customer stated that her insurance company was "positive that it was a malfunction of the vehicle and it should be covered under warranty." Customer wants a reimbursement for the \$1,934.36 for the repair. Customer kept cutting me off when I tried to tell her that her insurance company needed to contact to AHM directly. Customer stated her insurance company did not have to do anything. Customer asked for the VP's name of AHM. Provided customer with CEO's name and address.

Customer needed no further assistance.

*** CASE MODIFY 5/13/2009 9:19:21 AM, nlong

into WIP default and Status of Solving.

*** CASE CLOSE 5/13/2009 9:19:22 AM, nlong

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

*** CASE REOPEN 5/14/2009 6:48:19 AM, asomoano

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

with Condition of Open and Status of Solving.

*** NOTES 5/14/2009 6:50:14 AM, asomoano, Action Type : Letter/Fax

Customer called Honda through Mr. Mendel's line. Customer is not satisfied with Honda's decision to not provide assistance and would like to escalate issue. Case will be referred to Escalation Case Manager who will contact customer.

*** CASE MODIFY 5/14/2009 6:54:26 AM, asomoano

into WIP ANA-DEFAULT and Status of Solving.

*** CASE YANKED 5/14/2009 7:06:58 AM, sperez

Yanked by sperez into WIPbin WipBin.

*** CASE MODIFY 5/14/2009 7:07:16 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 5/14/2009 7:08:37 AM, sperez

into WIP WipBin and Status of Solving.

*** NOTES 5/14/2009 12:09:33 PM, sperez, Action Type : Call to Customer

I placed a call to number 336/764-3875 and was told by a young person that she was unavailable.

I placed a call to number 336/306-6785 and was told by the same young person that she was unavailable and had left her cell phone at home. I asked if she could let my next phone call roll to VM so that I can leave my contact information. She agreed.

I left a vm for Mrs. Gallimore. I provided the 800-999-1009 and advised her to give this number a call and ask to speak with ERM BP for assistance. I thanked her for her time and informed I would try again tomorrow.

*** CASE MODIFY 5/14/2009 12:09:41 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** COMMIT 5/14/2009 12:09:48 PM, sperez, Action Type : N/A

Try again 5/15

*** CASE MODIFY 5/14/2009 12:10:00 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** NOTES 5/15/2009 6:59:55 AM, bsamonte, Action Type : Call from Customer

Customer is returning case manager's call. ACS advised case manager is not in yet, but per notes is scheduled to call her today. Customer says best number to reach is 336-764-3875

*** CASE MODIFY 5/15/2009 7:03:58 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** NOTES 5/15/2009 9:41:47 AM, gdelgado, Action Type : Warm Transfer

Customer is returning call to case manager. I warm transferred call to case manager

*** NOTES 5/15/2009 12:08:07 PM, sperez, Action Type : Escalation

I received a call from customer earlier today and we had a chance to discuss.

I went over basic information from the case that had been addressed by RCM Mkim previously. Customer agreed that all information stated was correct.

I informed customer that new information informed us that her insurance company had declined to assist with the repair. Customer advised that this is correct because

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

the insurance company feels that this is a defective part that AHM should cover.

I informed customer that I understood that her situation could be frustrating. I added that I can also understand that it is difficult when two companies have advised previously that neither would be covering the repair. I informed customer that my call to her today was to inform her that further review of the request did not allow us to cover the cost of the repair she paid for. I informed customer that our position is that our vehicle and its corresponding sensors appropriate to the air bags, detected enough force generated from the force of deceleration from the door being close with the key in the ignition to cause the side air bag to deploy. I informed customer that sensors operated and responded as they were designed and expected to. I informed the customer that AHM's final position was to decline her request for assistance as we do not feel that these sensors were defective.

I apologized to the customer for the inconvenience and again understood how this could be frustrating. I added that it was at her discretion to pursue this through independent avenues but encouraged her to speak with upper management with her insurance company as this is technically something they should cover. Customer and thanked me for time. She advises that she appreciates the call and the time I have taken to speak with her. I thanked her for her time as well.

Nothing further needed.

*** CASE MODIFY 5/15/2009 12:08:21 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE MODIFY 5/15/2009 12:13:23 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE FULFILL 5/15/2009 12:13:26 PM, sperez

Fulfilled for PATRICIA GALLIMORE due 05/15/2009 12:00:00 AM.

*** COMMIT 5/15/2009 12:13:34 PM, sperez, Action Type : N/A

Okay to close? 5/18

*** CASE MODIFY 5/15/2009 12:13:50 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE MODIFY 5/15/2009 2:39:10 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE MODIFY 5/15/2009 2:40:12 PM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE CLOSE 5/15/2009 2:40:21 PM, sperez

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

*** CASE REOPEN 5/27/2009 9:27:32 AM, pbongco

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/27/2009 9:28:02 AM, pbongco

into WIP default and Status of Solving.

*** NOTES 5/27/2009 9:28:32 AM, pbongco, Action Type : Letter/Fax

On 05/27/09 ACS received a BBB call record# HON0938511 stating:

"the customer is seeking reimbursement \$1921.39."

*** CASE MODIFY 5/27/2009 9:28:51 AM, pbongco

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

into WIP default and Status of Solving.

*** CASE DISPATCH 5/27/2009 9:28:58 AM, pbongco

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 5/27/2009 10:23:59 AM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** CASE ASSIGN 6/1/2009 6:45:40 AM, mkim

N012009-05-0700447 to jmario, WIP

*** CASE RULE ACTION 6/1/2009 6:45:40 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/1/2009 7:17:02 AM, jmario

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2009 7:19:19 AM, jmario

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2009 7:20:29 AM, jmario

into WIP default and Status of Solving.

*** CASE ASSIGN 6/1/2009 7:29:48 AM, jmario

N012009-05-0700447 to sperez, WIP

*** CASE RULE ACTION 6/1/2009 7:29:48 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 6/4/2009 8:21:39 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 6/9/2009 10:15:04 AM, sperez, Action Type : Call to Customer

I placed a call to customer and left a vm.

I informed customer that ACS had received the BBB autoline complaint she had made about this issue. I informed customer that ACS would be holding to our final position and we would not be able to assist with the cost of the repair. I informed customer that she should call me if she had any questions but advised that our position will remain as we discussed previously.

Closing case.

*** CASE MODIFY 6/9/2009 10:15:09 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE CLOSE 6/9/2009 10:15:11 AM, sperez

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

*** CASE REOPEN 6/15/2009 6:46:09 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 6/15/2009 6:56:55 AM, pbongco, Action Type : Letter/Fax

On 06/12/09 ACS received a 1-page letter from the State of NC dated 06/10/09 regarding the customers complaint about the reimbursement for the

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

air bag.

*** CASE MODIFY 6/15/2009 6:57:00 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 6/15/2009 6:57:26 AM, pbongco

from WIP default to Queue Esca Review Team - T2.

*** CASE ACCEPT 6/15/2009 8:02:25 AM, sperez

from Queue Esca Review Team - T2 to WIP Tier 2 escalations.

*** NOTES 6/17/2009 10:19:35 AM, sperez, Action Type : Letter/Fax

June 16, 2009

State of North Carolina
Department of Justice
Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

Attn: Jessica A. Heironimus
Re: Patricia Gallimore
File Number: 0907964

Dear Ms. Heironimus:

Thank you for contacting our office and affording us the opportunity to review and address the concerns regarding Mr. Patricia Gallimores 2008 Honda Accord VIN, 1HGCP26308A137047.

Mrs. Gallimore made contact with American Hondas Automobile Customer Service Department requesting replacement of side air bags under her New Vehicle Limited Warranty, as detailed in her Warranty Booklet, for 3 years/36,000 miles. It is in the best interest of this company to ensure that any reasonable request has been looked into during our review. This has been offered to Mrs. Gallimore. A Regional Case Manager has reviewed and discussed this request with Mrs. Gallimore. The case was also escalated to a member of our Escalation Review Team. Upon involvement from our District Parts and Service Manager as well as qualified technicians at Flow Honda, it was determined that the air bag deployment for this 2008 Accord was in accordance with the engineering and design of this vehicle and operated as expected. At this time, we regret to inform you that AHM will not be able to meet Mr. Rasmussens request for further assistance.

It is never Hondas intention to have any customer less than satisfied with his or her ownership experience, but our decisions must reflect what we feel is reasonable and fair to both the customer and the company. We realize repairs are unwelcome at any time, but we hope Mr. Hamilton understands our final position.

We appreciate the opportunity to address the concerns of our customer through your office. Should you have any questions, or need additional information, please do not hesitate to contact me at (800) 999-1009 extension 118415

Respectfully,
American Honda Motor Co., Inc

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

Brian Perez
Escalation Review Manager
American Honda Motor Co., Inc
Automobile Customer Service
N012009-05-0700447

*** CASE MODIFY 6/17/2009 10:19:55 AM, sperez

into WIP Tier 2 escalations and Status of Solving.

*** CASE CLOSE 6/17/2009 10:20:00 AM, sperez

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

*** CASE REOPEN 6/23/2009 7:58:23 AM, tyoung

with Condition of Open and Status of Solving.

*** NOTES 6/23/2009 8:00:51 AM, tyoung, Action Type : Call from Customer

Customer calling to follow up with ERT Brian perez.

AHM warm transferred call to ext 18415.

*** NOTES 6/23/2009 9:39:19 AM, sperez, Action Type : Note-Third Party

I placed a call to Ms. Heranimous after receiving a request for a call back from The Office of the Attorney General's Office of North Carolina. Unfortunately there was some information that was not correctly put on the letter. I have sent another letter with the correct name to Ms. Heranimous.

While I was on the phone the representative asks why we have declined customer's claim. She is unsure why we have not assisted this customer under warranty. Representative was informed that AHM had disclosed our position to the customer which informed her that we found no defect and the vehicle operated as it was supposed to. She asks if the vehicle was in an accident. I informed her that my conversation with the customer advises that her insurance company had been involved but declined to repair. I would say that the vehicle was not in an accident per my conversation with the customer. She asks how our office could decline an air bag deployment under warranty when there was no impact. I informed representative that our vehicle had operated as it was designed to and closing the door had created enough force for those sensors to react. Representative advises that she fails to see our point. I informed representative that I have said what the customer already knows and what her office has sent us, I advised that if the customer continues to be dissatisfied with our position she will have to pursue through other avenues if she wishes. Representative advised that she would direct the customer appropriately and needed nothing further.

*** NOTES 6/23/2009 9:40:00 AM, sperez, Action Type : Letter/Fax

Letter with corrections as sent today.

June 23, 2009

State of North Carolina
Department of Justice
Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

Attn: Jessica A. Heironimus
Re: Patricia Gallimore
File Number: 0907964

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

Dear Ms. Heironimus:

Thank you for contacting our office and affording us the opportunity to review and address the concerns regarding Mrs. Patricia Gallimores 2008 Honda Accord VIN, 1HGCP26308A137047.

Mrs. Gallimore made contact with American Hondas Automobile Customer Service Department requesting replacement of side air bags under her New Vehicle Limited Warranty, as detailed in her Warranty Booklet, for 3 years/36,000 miles. It is in the best interest of this company to ensure that any reasonable request has been looked into during our review. This has been offered to Mrs. Gallimore. A Regional Case Manager has reviewed and discussed this request with Mrs. Gallimore. The case was also escalated to a member of our Escalation Review Team. Upon involvement from our District Parts and Service Manager as well as qualified technicians at Flow Honda, it was determined that the air bag deployment for this 2008 Accord was in accordance with the engineering and design of this vehicle and operated as expected. At this time, we regret to inform you that AHM will not be able to meet Mrs. Gallimores request for further assistance.

It is never Hondas intention to have any customer less than satisfied with his or her ownership experience, but our decisions must reflect what we feel is reasonable and fair to both the customer and the company. We realize repairs are unwelcome at any time, but we hope Mrs. Gallimore understands our final position.

We appreciate the opportunity to address the concerns of our customer through your office. Should you have any questions, or need additional information, please do not hesitate to contact me at (800) 999-1009 extension 118415

Respectfully,
American Honda Motor Co., Inc

Brian Perez
Escalation Review Manager
American Honda Motor Co., Inc
Automobile Customer Service
N012009-05-0700447

*** CASE YANKED 6/23/2009 9:40:18 AM, sperez

Yanked by sperez into WIPbin WipBin.

*** CASE MODIFY 6/23/2009 9:40:57 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE CLOSE 6/23/2009 9:41:01 AM, sperez

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

*** CASE REOPEN 6/23/2009 9:57:43 AM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 6/23/2009 10:01:12 AM, pbongco, Action Type : Letter/Fax

On 06/23/09 ACS received a 1-page letter from the State of North Carolina Department of Justice dated 06/19/09 stating to advice them of Hondas disposition on this matter within 10 business days of receipt of this letter.
supporting documents attached

*** CASE MODIFY 6/23/2009 10:01:17 AM, pbongco

into WIP default and Status of Solving.

Case History

Case ID : N012009-05-0700447

Case Title : 6L ((FLOW)) GALLIMORE, PATRICIA - AIR BAG DEPLOYED ISSUE/ASSIST REQUEST /B

*** CASE MODIFY 6/23/2009 10:03:29 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2009 10:04:52 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 6/23/2009 10:05:08 AM, pbongco
from WIP default to Queue Esca Review Team - T2.

*** CASE ASSIGN 6/23/2009 11:05:30 AM, wparker
N012009-05-0700447 to sperez, WIP

*** CASE RULE ACTION 6/23/2009 11:05:31 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 6/23/2009 3:30:12 PM, sperez, Action Type : Letter/Fax
Letter is the same as previously entered.

*** NOTES 6/23/2009 3:30:39 PM, sperez, Action Type : Note-General
Response made on date of new letter. Nothing further. Closing case.

*** CASE MODIFY 6/23/2009 3:30:43 PM, sperez
into WIP WipBin and Status of Solving.

*** CASE CLOSE 6/23/2009 3:30:45 PM, sperez
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-05-1301106 Division : Honda - Auto Condition : Closed Open Date : 5/13/2009 1:55:58 PM
Case Originator : NaKya Jai (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/5/2009 7:23:33 AM
Case Owner : Kris Schroeder (Team HE) Method : Phone Queue : Days Open : 84
Last Closed By : Kris Schroeder (Team HE) Point of Origin : Customer Wipbin :
Case Title : 07A-208495-BARKER, JOHN - PASSENGER SIDE CURTAIN AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

Site Name : JOHN BARKER 26 C
Dealer No. :
Site Phone No. : 870-588-1476
Contact Name : JOHN BARKER
Day Phone No. : 870-588-1476
Evening Phone No. : 870-238-2688
Cell / Pager No. :
Fax No. : () -
Address : 26 CROSS 766
City / State / Zip : WYNNE, AR 72396
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208495 / HONDA OF JONESBORO
Phone No. : 870-932-1468
Address : 2925 S. CARAWAY ROAD
City / State / Zip : JONESBORO, AR 72401
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$80.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-1301106-1 / JOHN BARKER - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : AMY BARKER 26 C
VIN Type / No. : US VIN / 1HGCP26368A139174
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 21,669
In Service Date : 06/11/2008
Months In Use : 11
Engine Number : K24Z21049873
Originating Dealer No. / Name : 206856 / AUTONATION HONDA MENDENHA
Selling Dealer No. / Name : 206856 / AUTONATION HONDA MENDENHAL
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : 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 :

3rd Party Info :

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

Issue Details

Issue ID : N012009-05-1301106-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2009 6:31:00 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 5/19/2009 10:39:11 AM
Issue Title : JOHN BARKER - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-1301106

Case Title : 07A-208495-BARKER, JOHN - PASSENGER SIDE CURTAIN AIRBAG DEPLOYED

*** CASE CREATE 5/13/2009 1:55:58 PM, jnakya

Contact = JOHN BARKER, Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 5/13/2009 1:56:06 PM, jnakya

VSC CHECK 05/13/2009 01:56:06 PM jnakya

The following VSC information was found

AMY;BARKER;V003365239;D72;NEW 84MO/120K, \$0 DED;ACTIVE;;2008-06-11;2015-06-10;120000;14;206856;0.00

*** CASE CUC LOOKUP 5/13/2009 1:56:06 PM, jnakya

CUC CHECK 05/13/2009 01:56:06 PM jnakya

The following CUC information was found

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;;;0;0;0;:::0;;
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*** CASE CAMPAIGN LOOKUP 5/13/2009 1:56:07 PM, jnakya

CAMPAIGN CHECK 05/13/2009 01:56:07 PM jnakya

No data found for VIN

*** CASE CLAIMS LOOKUP 5/13/2009 1:56:10 PM, jnakya

CLAIM HISTORY CHECK 05/13/2009 01:56:10 PM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/13/2009 1:56:13 PM, jnaky

WARRANTY CHECK 05/13/2009 01:56:13 PM jnakya

No data found for VIN.

*** CASE MODIFY 5/13/2009 1:56:36 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/13/2009 1:58:17 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/13/2009 1:59:16 PM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/13/2009 2:17:06 PM, inakya, Action Type : Call from Customer

ACS verified the customer information in CRMS.

Caller:

The customer name is John Barker

Situation:

The customer called regarding Passenger side curtain AIRBAG DEPLOYED

Request:

The customer is asking for some assistance from AHM with replacing the airbag.

Probing Questions

Detailed Description

The customer indicated that the side passenger side curtain airbag deployed by someone closing the door and this happened back on April 16, 2009.

The customer indicated that he went to the dealership April 20, 2009 which the vehicle was left at the dealership for a week.

The customer indicated that the dealership diagnosis the airbag concern and Honda warranty and customer insurance company declined assistance.

The customer indicated that the dealership didnt state why the airbag deployed

Case History

Case ID : N012009-05-1301106

Case Title : 07A-208495-BARKER, JOHN - PASSENGER SIDE CURTAIN AIRBAG DEPLOYED

The customer indicated that the insurance stated they need to know why the Hondas warranty isnt covering damages at the cost of \$3,357.61.

The customer indicated that his insurance company name is State Farm claim # 041712805, Contact rep Mark Johnson at 1-866-859-3790.

The customer indicated that Honda states this is an insurance concerns and Honda states this is an insurance concerns.

The customer indicated that there wasnt any injuries nor involved in an accident.

Inbound Summary

ACS apologized to the customer for the inconvenience within the operation of the vehicle.

ACS informed the customer that this case would be forward to a CM to act as a liaison.

ACS informed the customer that the case would be forward to a CM for further review and the CM would be contacting the customer within two business days

ACS provided the customer with the case number for reference

The customer contact number is 1-870-588-1476

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 5/13/2009 2:17:08 PM, jnakya

WARRANTY CHECK 05/13/2009 02:17:08 PM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/13/2009 2:17:11 PM, jnakya

CLAIM HISTORY CHECK 05/13/2009 02:17:11 PM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/13/2009 2:17:13 PM, jnakya

CAMPAIGN CHECK 05/13/2009 02:17:13 PM jnakya

No data found for VIN

*** CASE CUC LOOKUP 5/13/2009 2:17:17 PM, jnakya

CUC CHECK 05/13/2009 02:17:17 PM jnakya

The following CUC information was found

...0;0;0;...;0;

*** CASE VSC LOOKUP 5/13/2009 2:17:17 PM, jnakya

VSC CHECK 05/13/2009 02:17:17 PM jnakya

The following VSC information was found

AMY;BARKER;V003365239;D72;NEW 84MO/120K, \$0 DED;ACTIVE;;2008-06-11;2015-06-10;120000;14;206856;0.00

*** CASE MODIFY 5/13/2009 2:17:24 PM, jnakya

into WIP default and Status of Solving.

*** CASE DISPATCH 5/13/2009 2:17:28 PM, jnakya

from WIP default to Queue Honda Team E.

*** CASE MODIFY 5/13/2009 2:17:32 PM, jnakya

into WIP default and Status of Solving.

*** CASE ACCEPT 5/13/2009 2:25:54 PM, kschröd

Case History

Case ID : N012009-05-1301106

Case Title : 07A-208495-BARKER, JOHN - PASSENGER SIDE CURTAIN AIRBAG DEPLOYED

from Queue Honda Team E to WIP Default.

*** CASE MODIFY 5/14/2009 6:24:05 AM, kschroed

into WIP Default and Status of Solving.

*** SUBCASE N012009-05-1301106-1 CREATE 5/14/2009 6:31:00 AM, kschoed

Created in WIP Default with Due Date 5/14/2009 6:31:00 AM.

*** CASE MODIFY 5/14/2009 6:31:02 AM, kschoed

into WIP Default and Status of Solving.

*** NOTES 5/19/2009 6:38:52 AM, kschoed, Action Type : Call to Dealer

Spoke with the service manager Angie regarding customer. She stated that the passenger side curtain airbags had deployed, and caused the airbag to go off. She stated that the vehicle needed a front and rear side curtain air bag, a side airbag, a seat cover, a side impact sensor, a seat cover, and a srs control unit. She stated that they looked over the vehicle, contacted techline and nothing was found to be defective. She stated that she had contacted the DPSM who declined any type of assistance. She stated that the customer has contacted her insurance company, and they stated that based on the information they gathered, the issue was not going to be covered by them as well. I advised that I would gather techline reports and see what was said, and let the customer know. I thanked her for the information and ended call.

*** NOTES 5/19/2009 8:43:13 AM, kschroed, Action Type : Field/DSM

Spoke with the DPSM regarding customer. She stated that the customer was calling and visiting other dealers as well regarding her vehicle. She stated that techline did get contacted on the issue, and based on the information that was recieved, that it was possible if the customer slammed the door hard enough to cause the air bags to go off. She stated that she felt it was an insurance company issue that should be taken care of. She stated that according to techline, the vehicle operated as designed and the customer would be responsible unless the DPSM wanted to offer any type of assistance. DPSM stated that based on the information she was declining assistance with the repair. I agreed. i thanked the DPSM and ended call.

*** CASE VSC LOOKUP 5/19/2009 9:42:50 AM, kschroed

VSC CHECK 05/19/2009 09:42:50 AM kschroed

The following VSC information was found

AMY;BARKER;V003365239;D72;NEW 84MO/120K, \$0 DED;ACTIVE;;2008-06-11;2015-06-10;120000;14;206856;0.00

*** CASE CUC LOOKUP 5/19/2009 9:42:51 AM, kschoed

CUC CHECK 05/19/2009 09:42:50 AM kschroed

The following CUC information was found

$$,,,0;0;0,,,,,0;;$$

*** NOTES 5/19/2009 10:38:42 AM, kschroed, Action Type : Call to Customer

Spoke with the customer regarding issue. I advised that the case was received and the dealer was going to look into the issue and see what could be done. I advised that the case was reviewed and the dealer had contacted the dealer to have vehicle inspected. I advised that based on what the dealer had found that the customer had used excessive force to close the door, and the air bags deployed. I advised that based on what the engineers state, it was possible and the srs system was working as design, and the issue was not with the srs system, but the customer using excessive force to close the door that caused the issue. I advised that the customer would be responsible since the issue was due to something they did and not a defect in the vehicle. Customer understood and asked for a letter. I advised that the customer has AHM denying that its a defect on the repair order. I advised that the customer can give that to the insurance company and go from there. Customer agreed. he had no other issues. I advised that the case was going to be documented and closed. i thanked him and ended call.

Verified customers information.

*** CASE MODIFY 5/19/2009 10:39:07 AM, kschroed

into WIP Default and Status of Solving.

Case History

Case ID : N012009-05-1301106

Case Title : 07A-208495-BARKER, JOHN - PASSENGER SIDE CURTAIN AIRBAG DEPLOYED

*** SUBCASE N012009-05-1301106-1 CLOSE 5/19/2009 10:39:11 AM, kschroed

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2009 10:39:11 AM, kschroed

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

*** CASE REOPEN 8/4/2009 3:07:23 PM, avaron

with Condition of Open and Status of Solving.

*** NOTES 8/4/2009 3:11:03 PM, avaron, Action Type : Call from Customer

Verified Contact Information

Caller-Wife-Mrs. Barker

Customer is calling back because she feels that the RCM should be able to assist with the repairs & is not sure what else to do because the insurance claim denied it & also the Honda dealer denied assistance. Customer states she has not received a denial letter & also she did some research online & saw that a lot of other people are having the same concerns. ACS apologized & advised the customer that the RCM is unavailable per phone & instant messenger however she will receive a call back within 2 business days. Customer seeks no further assistance.

*** CASE DISPATCH 8/4/2009 3:11:19 PM, avaron

from WIP default to Queue Honda Team E.

*** CASE YANKED 8/4/2009 4:19:04 PM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 8/4/2009 4:19:22 PM, hmuhamma

N012009-05-1301106 to segwuonw, WIP

*** CASE RULE ACTION 8/4/2009 4:19:23 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 8/4/2009 4:21:55 PM, hmuhamma

Yanked by hmuhamma into WIPbin DEFAULT.

*** CASE ASSIGN 8/4/2009 4:22:11 PM, hmuhamma

N012009-05-1301106 to kschroed, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 8/4/2009 4:22:12 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/5/2009 7:22:29 AM, kschroed, Action Type : Call to Customer

Spoke with the customer regarding issue. I advised that currently AHMs position was still the same, and that AHM does not feel the issue was a defect with the vehicle. I advised that the customer was going to need to speak with their insurance company and if their insurance company denies coverage then it would be the customers responsibility. Customer understood. Customer stated that the were going to seek third party assistance. I advised that i would document the concern but currently AHM position still remains the same. Customer understood and had no other concerns. I thanked the customer and ended call.

Verified customers information.

*** CASE MODIFY 8/5/2009 7:23:31 AM, kschroed

into WIP Default and Status of Solving.

*** CASE CLOSE 8/5/2009 7:23:33 AM, kschroed

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012010-12-0700692 Division : Honda - Auto Condition : Closed Open Date : 12/7/2010 10:23:03 AM
Case Originator : David Mendoza (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 3/15/2011 12:52:29 PM
Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 98
Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7M (RICK CASE HONDA) VELTCHEVA, ZDRAVKA - ALLEGED AIRBAG DEPLO No. of Attachments : 0

Site / Contact Info :

Site Name : ZDRAVKA VELTCHEVA 2420
Dealer No. :
Site Phone No. : 786-473-1444
Contact Name : ZDRAVKA VELTCHEVA
Day Phone No. : 786-473-1444
Evening Phone No. :
Cell / Pager No. : 786-200-3608
Fax No. :
Address : 2420 NE 209 TERRACE
City / State / Zip : MIAMI, FL 33180
E Mail :
Svc District / Sls District : /

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.
208325	HOLMAN HONDA OF FT. LA		
208455	AVENTURA HONDA		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0700692-1 / ZDRAVKA VELTCHEVA -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : ZDRAVKA VELTCHEVA 2420
VIN Type / No. : US VIN / 1HGCP26398A141212
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 39,000
In Service Date : 08/24/2008
Months In Use : 28
Engine Number : K24Z21051033
Originating Dealer No. / Name : 208455 / AVENTURA HONDA
Selling Dealer No. / Name : 208455 / AVENTURA HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-12-0700692-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 12/8/2010 8:41:04 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/8/2010 9:32:46 AM
Issue Title : ZDRAVKA VELTCHEVA - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-12-0700692

Case Title : 7M (RICK CASE HONDA) VELTCHEVA, ZDRAVKA - ALLEGED AIRBAG DEPLOYMENT

*** CASE CREATE 12/7/2010 10:23:03 AM, dmendoza

Contact = ZDRAVKA VELTCHEVA, Priority = N/A, Status = Solving.

*** CASE MODIFY 12/7/2010 10:23:17 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 12/7/2010 10:31:18 AM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # 786-473-1444

The customer does not know the vehicle's mileage

The customer states that approximately 2-3 weeks ago she parked and when the passenger shut the door after getting out of the vehicle her passenger side curtain airbags and her side airbag deployed. The customer states that this happened on 11/22/2010 between 3-4pm. The customer states that she took the vehicle to her dealership and they advised her that the issue wouldn't be covered under warranty or her extended warranty. The customer states that her dealership advised her to contact her insurance company. The customer states that she doesn't want to work with her insurance company as she believes that something was wrong with the vehicle. The customer states that she is calling to request that her vehicle's airbag issue be fixed by AHM.

ACS advised the customer that her case will be forwarded to an RCM for a review. ACS advised the customer that her RCM will contact her within the next 2 business days. ACS advised the customer that an SRS booklet containing information about the vehicle's safety equipment could be mailed to her. The customer approved. ACS advised the customer that it would be mailed.

The customer states that she would like her RCM to contact her husband, Svet Veltchev, at 786-473-1444.

*** CASE MODIFY 12/7/2010 10:31:44 AM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 12/7/2010 10:31:44 AM, dmendoza

into WIP default and Status of Solving.

*** CASE DISPATCH 12/7/2010 10:31:58 AM, dmendoza

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 12/7/2010 2:04:50 PM, ltafoya

N012010-12-0700692 to rrubinof, WIP P

*** CASE RULE ACTION 12/7/2010 2:04:50 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/8/2010 8:40:51 AM, rrubinof

into WIP default and Status of Solving.

*** SUBCASE N012010-12-0700692-1 CREATE 12/8/2010 8:41:04 AM, rrubinof

Created in WIP Default with Due Date 12/8/2010 8:41:04 AM.

*** CASE MODIFY 12/8/2010 9:26:08 AM, rrubinof

into WIP default and Status of Solving.

*** NOTES 12/8/2010 9:32:31 AM, rrubinof, Action Type : Call for Case Mgr

Problem: The customer states that approximately 2-3 weeks ago she parked and when the passenger shut the door after getting out of the vehicle her passenger

Case History

Case ID : N012010-12-0700692

Case Title : 7M (RICK CASE HONDA) VELTCHEVA, ZDRAVKA - ALLEGED AIRBAG DEPLOYMENT

side curtain airbags and her side airbag deployed. The customer states that this happened on 11\22\2010 between 3-4pm. The customer stated that the front door was "shut with authority" and the side airbag deployed.

Expectation: The customer stated she felt this deployment was a safety issue and did not want to contact her insurance company as she feels a claim will raise her premium on her.

Decision: The customer was informed that I am very sorry however, AHM would be unable to cover the air bag repair and referred the customer to her insurance company as this is an insurance matter. The customer was informed that if her insurance company determines there is product fault then they can subrogate against Honda. The customer stated she understood.

*** SUBCASE N012010-12-0700692-1 CLOSE 12/8/2010 9:32:46 AM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2010 9:32:50 AM, rrubinof

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

*** CASE REOPEN 2/24/2011 12:29:06 PM, jfort

with Condition of Open and Status of Solving.

*** NOTES 2/24/2011 12:32:02 PM, jfort, Action Type : Call from Customer

The customer called for her case number and stated she is on her own going to have the airbags inspected for default. She stated she would call with any new information. ACS thanked the customer and informed the information has been documented.

*** CASE MODIFY 2/24/2011 12:32:08 PM, jfort

into WIP default and Status of Solving.

*** CASE CLOSE 2/24/2011 12:32:12 PM, jfort

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

*** CASE REOPEN 3/7/2011 11:04:43 AM, jward

with Condition of Open and Status of Solving.

*** NOTES 3/7/2011 11:14:22 AM, jward, Action Type : Call from Customer

Best contact number: 786-473-1444

Customer states his insurance company inspected the vehicle and found that there was a default in the vehicle and AHM would have to cover the repair. Customer states he was informed by his insurance company that they will not be involved, for the vehicle was not in an accident. Customer states he took vehicle to RICK CASE HONDA for inspection and was informed, due to a dent in the vehicle, the air bags deployed. Customer states he was informed by Service Rep Mark Smith that he would receive a call back from AHM regarding his complaint. Customer states AHM should cover the repairs, for the air bags deployed when there was no collision.

ACS informed case will be forwarded for review. ACS informed there is no guarantee assistance will be provided. Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

*** CASE DISPATCH 3/7/2011 11:14:39 AM, jward

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 3/7/2011 12:27:48 PM, ltafoya

N012010-12-0700692 to kschoed, WIP ¶¶eC!ò'§†

*** CASE RULE ACTION 3/7/2011 12:27:49 PM, sa

Case History

Case ID : N012010-12-0700692

Case Title : 7M (RICK CASE HONDA) VELTCHEVA, ZDRAVKA - ALLEGED AIRBAG DEPLOYMENT

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/8/2011 8:24:54 AM, kschroed

into WIP Default and Status of Solving.

*** CASE ASSIGN 3/8/2011 8:26:21 AM, kschroed

N012010-12-0700692 to rrubinof, WIP

*** CASE RULE ACTION 3/8/2011 8:26:22 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/8/2011 9:01:37 AM, rrubinof, Action Type : Field Service

Spoke to the DPSM in 7M and informed him of the customer complaint of a passenger side curtain airbag deployment after slamming the passenger door and the customer request that AHM cover the repair. The DPSM stated that he would be glad to provide the customer with a rental car and inspect the vehicle this Thursday, 3/10 at 10:00 AM at RICK CASE HONDA and to let the customer know. Thanked the DPSM and informed that I will do so.

*** NOTES 3/8/2011 9:04:00 AM, rrubinof, Action Type : Call to Customer

The customer (wife) was informed that I have reviewed their case with our DPSM who stated that he would be glad to provide her with a free rental car and inspect the vehicle this Thursday, 3/10 at 10:00 AM at RICK CASE HONDA if they can bring the vehicle there that day and it has not yet been repaired. The customer stated she will do so and that the air bag has not yet been repaired. The customer was provided with my ext. and the 800# should she need to contact me. Directed the customer to the SM, Mark to make arraignments for the rental car.

*** COMMIT 3/8/2011 9:06:42 AM, rrubinof, Action Type : N/A

Made to ZDRAVKA VELTCHEVA due 03/11/2011 09:06:43 AM.
F/U with customer and DPSM.

*** NOTES 3/8/2011 2:03:48 PM, rrubinof, Action Type : Field Service

DPSM sent internal message indicating that he will be unable to visit Rick Case Honda until 11 AM and to offer the customer the option to pick up their rental car the evening of 3/9 and drop off the vehicle then for their convenience if they wish. Informed the DPSM and SM at Rick Case that would be presented to the customer as an option.

*** NOTES 3/8/2011 2:05:22 PM, rrubinof, Action Type : Call to Customer

The customer was referred to the SM, Mark at Rick Case Honda to set up an appointment to drop the vehicle off on the evening of 3/9 and get her complementary rental car. The customer agreed to do so and thanked Honda for the assistance so far.

*** CASE FULFILL 3/11/2011 11:10:36 AM, rrubinof

Fulfilled for ZDRAVKA VELTCHEVA due 03/11/2011 09:06:43 AM.

*** NOTES 3/11/2011 12:58:20 PM, rrubinof, Action Type : Field Service

Sent internal message to DPSM asking for a status on his investigation.

*** COMMIT 3/11/2011 12:58:32 PM, rrubinof, Action Type : N/A

Made to ZDRAVKA VELTCHEVA due 03/15/2011 12:58:33 PM.
DPSM respond?

*** CASE FULFILL 3/15/2011 12:31:16 PM, rrubinof

Fulfilled for ZDRAVKA VELTCHEVA due 03/15/2011 12:58:33 PM.

*** NOTES 3/15/2011 12:43:15 PM, rrubinof, Action Type : Field Service

DPSM sent pictures of customer's vehicle showing impact damage along with a detailed report. DPSM stated he and the service manager, Mark Warshefski, met with customer and discussed his concerns. DPSM states that the customer indicated that his wife was driving their son to a book store in Miami, pulled into

Case History

Case ID : N012010-12-0700692

Case Title : 7M (RICK CASE HONDA) VELTCHEVA, ZDRAVKA - ALLEGED AIRBAG DEPLOYMENT

a parking stop; son got out and closed the door. Upon closing the door, the customer stated that the side airbag and curtain deployed and the customer presented several Internet clippings as well.

DPSM states that prior to meeting with customer, the dealership performed an inspection and informed that there was an impact mark near the b-pillar (location of side airbag sensor). DPSM states he asked the customer when the impact took place; customer stated that it was a few months earlier to the event; he also looked under the vehicle and then sketched the location of the impact. There were two impact marks to the underside. The impact mark that is closer to the R/R wheel is minor (this is the location that the customer had sketched). DPSM states the impact mark closer to the b-pillar is more substantial. DPSM states that he asked the customer if his insurance company had been contacted; customer stated that he thought that someone had come out and took a few pictures (he was not clear on this). DPSM asked if the insurance adjuster put the vehicle on a lift and performed a visual inspection to the undercarriage; he stated that this did not take place. The DPSM states that the customer indicated that he did not want to file a claim with his insurance company and alluded to a very high deductible. DPSM states that the customer then stated that even if he had hit a curb and caused this type of damage; this should not have deployed an airbag. DPSM referred the customer to his insurance company to pursue the matter further.

*** NOTES 3/15/2011 12:52:06 PM, rrubinof, Action Type : Call from Customer

F/U with Mrs. VELTCHEVA. The customer was not happy with the outcome of her case. I stated that I was sorry there is not more Honda can do for her at this time. The customer stated they will take the matter further with the insurance company at this point.

*** CASE CLOSE 3/15/2011 12:52:29 PM, rrubinof

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012012-04-0201163 Division : Honda - Auto Condition : Closed Open Date : 4/2/2012 8:57:31 AM
Case Originator : Crystal Vito (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 5/9/2012 1:57:15 PM
Case Owner : Christeen Miller (Team HH) Method : Phone Queue : Days Open : 37
Last Closed By : Christeen Miller (Team HH) Point of Origin : Customer Wipbin :
Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLO No. of Attachments : 3

Site / Contact Info :

Site Name : MICHELLE/NICHOLAS BERMAN 113-
Dealer No. :
Site Phone No. : 603-671-1109
Contact Name : MICHELLE/NICHOLAS BERMAN
Day Phone No. : 603-671-1109
Evening Phone No. : 603-717-1011
Cell / Pager No. :
Fax No. : () -
Address : 113-2 SHAKER RD
City / State / Zip : BELMONT, NH 03220
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 206958 / GRAPPONE HONDA
Phone No. : 603-225-3371
Address : 507 STATE ROUTE 3A
City / State / Zip : BOW, NH 03304
Svc District / Sls District : 09J / D09
Warranty Labor Rate / Date : \$95.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-04-0201163-1 / MICHELLE/NICHOLAS	Subcase Close	Product	Operation	751	Side Airbag
N012012-04-0201163-2 / MICHELLE/NICHOLAS	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Product Info :

Unit Owner : MICHELLE/NICHOLAS BERMAN 113-
VIN Type / No. : US VIN / 1HGCP25778A142279
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2578JW / A
Miles / Hours : 53,000
In Service Date : 07/24/2008
Months In Use : 45
Engine Number : K24Z31093706
Originating Dealer No. / Name : 208028 / AUTOFAIR HONDA
Selling Dealer No. / Name : 206958 / GRAPPONE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012012-04-0201163-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 4/2/2012 9:01:06 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 4/2/2012 9:05:10 AM
Issue Title : MICHELLE/NICHOLAS BERMAN - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012012-04-0201163-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 5/9/2012 1:57:02 PM
Issue Owner : Christeen Miller	Type 2 : Operation - "Safety"	Queue :	Close Date : 5/9/2012 1:57:12 PM
Issue Title : MICHELLE/NICHOLAS BERMAN - PRODUCT - OPERATION -			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

*** CASE CREATE 4/2/2012 8:57:31 AM, cvito

Contact = MICHELLE/NICHOLAS BERMAN, Priority = N/A, Status = Solving.

*** SUBCASE N012012-04-0201163-1 CREATE 4/2/2012 9:01:06 AM, cvito

Created in WIP Default with Due Date 4/2/2012 9:01:06 AM.

*** CASE MODIFY 4/2/2012 9:01:18 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:01:54 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:02:00 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:02:12 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:02:57 AM, cvito

into WIP default and Status of Solving.

*** NOTES 4/2/2012 9:05:07 AM, cvito, Action Type : Call from Customer

Original Owner: No

Where did you Purchase this Vehicle: Used Car DLR

Updates customers contact information

Best Contact Number: 603-671-1109

Probing Questions:

Customer advised that last week she pulled into a parking lot. The customers husband got out of the car and shut the passenger door and the side airbags deployed. The customer verified it was not a forceful door slam, he just closed the door like regular and did not slam it, no one damaged the vehicle, nor was it in an accident. The customer verified only she was in the drivers side and her 3 month old niece was in the car but no one got hurt. The customer has not taken his vehicle to a Honda DLR; she contacted the place of where she purchased this vehicle.

Inbound Summary:

I asked the customer if everyone was ok, she stated yes just scared. I advised the customer to take there vehicle into the Honda dealership for a proper diagnosis.

Customer requires no further assistance. Case solved.

I advised the customer that this is a One and Done case and provided the case number for there records.

I advised the customer that there case will be closed and no one from ACS will be following up with them.

*** CASE MODIFY 4/2/2012 9:05:08 AM, cvito

into WIP default and Status of Solving.

*** CASE CLOSE 4/2/2012 9:05:10 AM, cvito

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

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

*** SUBCASE N012012-04-0201163-1 CLOSE 4/2/2012 9:05:10 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 4/3/2012 10:37:55 AM, cmiller

with Condition of Open and Status of Solving.

*** NOTES 4/3/2012 10:51:53 AM, cmiller, Action Type : Call from Dealer

I spoke to Archie B., disclosure provided. He advised me that the vehicle came in and the side seat and curtain airbag are deployed. They were able to pull code F4-11. There is no sign of an accident and the pillar panels were removed with no signs of sensor or wire damage. They contacted tech line and were advised that it has happened before and that coverage is not up to them but ACS. The customer is not the original owner it was purchased at a non Honda dealer. The last time the vehicle was seen was at around 41k miles. He did not have the pricing together and I agreed to call him today for that information. We ended the call.

*** CASE MODIFY 4/3/2012 10:53:40 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 4/3/2012 10:54:00 AM, cmiller

into WIP default and Status of Solving.

*** CASE YANKED 4/3/2012 10:54:18 AM, cmiller

Yanked by cmiller into WIPbin default.

*** CASE MODIFY 4/3/2012 10:54:36 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 4/3/2012 11:02:48 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 4/3/2012 11:30:08 AM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 4/3/2012 12:06:58 PM, cmiller

into WIP default and Status of Solving.

*** COMMIT 4/3/2012 12:24:45 PM, cmiller, Action Type : N/A

24 hr

*** CASE MODIFY 4/3/2012 12:25:06 PM, cmiller

into WIP default and Status of Solving.

*** NOTES 4/3/2012 3:54:31 PM, ejovel, Action Type : Letter/Fax

On 4/3/12 ACS received a 5 page fax regarding previous concern.

*** CASE ADD ATTACHMENT 4/3/2012 4:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-04-0201163_1.PDF

*** CASE MODIFY 4/4/2012 9:52:42 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** CASE MODIFY 4/4/2012 9:57:36 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

*** CASE MODIFY 4/4/2012 12:16:23 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/4/2012 1:36:02 PM, cmiller, Action Type : Call to Customer

I contacted the customer at 603-671-1109 and reached VM. I left a message and introduced myself as the RCM reviewing their case. I requested a call back to discuss the deployed airbags. I provided my contact number and extension.

800-999-1009 extension 117738

*** CASE FULFILL 4/4/2012 1:36:08 PM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 04/04/2012 05:00:00 PM.

*** COMMIT 4/4/2012 1:36:09 PM, cmiller, Action Type : N/A

update

*** CASE MODIFY 4/4/2012 1:36:24 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/5/2012 9:22:42 AM, cmiller, Action Type : Field Service

I spoke to the DPSM Joe R., disclosure provided. He advised me that he spoke to the advisor Archie and there were no signs of an accident, and that the insurance company had not been contacted according to the customer. He ran a Car Fax and it was clean so far as they could see. The vehicle was not certified and the customer purchased it from an independent dealer. I thanked him and the call was ended.

*** NOTES 4/5/2012 9:24:31 AM, cmiller, Action Type : Note-General

ACS reviewed the vehicles airbag deployment and dealer findings. RM advised that the repairs will be covered in full.

*** NOTES 4/5/2012 9:36:40 AM, cmiller, Action Type : Call to Customer

I contacted the customer (Mrs. Berman) at 603-671-1109, disclosure provided. She advised me that she had dropped her 3 month old niece off and then proceed to the store with her husband. When she parked the car her husband exited the vehicle and closed the door. The customer advised that she heard a loud noise and saw something coming towards her, and she thought it was the window shattering until she smelled the sulfur. She advised me that it did startle her but no one was injured. She had not contacted her insurance because she has a \$500.00 deductible and does not want her rates to go up because of something she feels is a defect. She also advised ACS that SA Archie inspected the vehicle and could not find any evidence of damage that may have been done by the previous owners, and that the sensor is what set off the airbags. I advised the customer that the repairs would be covered and that someone from the dealer would contact her when all the parts are in. She thanked me and we ended the call.

*** NOTES 4/5/2012 9:49:57 AM, cmiller, Action Type : Field Service

I spoke to DPSM Joe, disclosure provided. I advised him that per my RM I would be authorizing the entire repair. He asked that I follow up with the SM to provide authorization as he was not available to speak to me at this time. I agreed and we ended the call.

*** CASE MODIFY 4/5/2012 9:51:39 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/6/2012 2:14:46 PM, rwardana, Action Type : Call from Customer

Customer called ACS stating that she spoke with Archie from Grappone Honda, who advised that there was no one from AHM that has provided authorization. Customer would like to know what she should do at this point.

ACS advised there is a record of this repair that would be covered by AHM. ACS advised that I will notify her CM so that the CM would be able to call the dealership.

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

Customer understood and needed no further assistance.

*** CASE MODIFY 4/6/2012 2:18:15 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/9/2012 9:32:08 AM, cmiller, Action Type : Call to Dealer

I spoke to the SM Steve, disclosure provided. He advised me that they did receive the authorization and that the customer was contacted this morning. I thanked him and the call was ended.

*** NOTES 4/9/2012 9:45:33 AM, cmiller, Action Type : Call to Customer

I contacted the customer (Mrs. Berman) at 603-671-1109, disclosure provided. She advised me that Archie called her this morning and that they have ordered the parts. She thanked ACS for the assistance and the call was ended.

*** CASE FULFILL 4/9/2012 9:45:42 AM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 04/06/2012 05:00:00 PM.

*** COMMIT 4/9/2012 9:45:44 AM, cmiller, Action Type : N/A

final cost from dealer

*** CASE MODIFY 4/9/2012 9:46:04 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/13/2012 1:15:52 PM, cmiller, Action Type : Call to Dealer

I called Archie and he was not available to provide me the cost information.

*** CASE FULFILL 4/13/2012 1:19:02 PM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 04/12/2012 05:00:00 PM.

*** COMMIT 4/13/2012 1:19:04 PM, cmiller, Action Type : N/A

dealer cost

*** CASE MODIFY 4/13/2012 1:19:21 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/18/2012 10:45:29 AM, cmiller, Action Type : Call to Dealer

I spoke to the SM Steve, disclosure provided. He has ordered all the parts and is waiting for the customer to return from vacation to make the repairs. He stated that he would call me when the vehicle comes in. I thanked him and the call was ended.

*** CASE FULFILL 4/18/2012 10:53:09 AM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 04/18/2012 05:00:00 PM.

*** COMMIT 4/18/2012 10:53:12 AM, cmiller, Action Type : N/A

update

*** CASE MODIFY 4/18/2012 10:53:24 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 4/20/2012 10:23:24 AM, ejovel, Action Type : Letter/Fax

On 4/20/12 ACS received a 1 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 4/20/2012 10:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-04-0201163_2.PDF

*** NOTES 4/25/2012 10:56:28 AM, cmiller, Action Type : Note-General

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

I received the repair estimate for the needed air bag deployment. I am authorizing 100% per RM DG of \$3622.48

*** NOTES 4/25/2012 11:09:34 AM, cmiller, Action Type : Call to Dealer

I spoke to Archie, disclosure provided. He advised me that the customer had originally planned to leave the vehicle while they went on vacation, but just went on vacation. The customers are now in Barbado's and the vehicle is at the customer home. He has left a few messages and gotten no response. I thanked him and the call was ended.

*** CASE MODIFY 4/25/2012 11:10:24 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** CASE FULFILL 4/25/2012 11:10:28 AM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 04/25/2012 05:00:00 PM.

*** COMMIT 4/25/2012 11:10:30 AM, cmiller, Action Type : N/A

update

*** CASE MODIFY 4/25/2012 11:10:46 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** CASE RULE ACTION 4/30/2012 7:57:31 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 4/30/2012 12:27:31 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 5/1/2012 7:16:26 AM, mmillen, Action Type : Letter/Fax

On 5/1/12 ACS received a 1-page faxed cover with 7-pages of supporting documentation.

*** CASE ADD ATTACHMENT 5/1/2012 7:30:20 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-04-0201163_3.PDF

*** NOTES 5/3/2012 11:10:16 AM, cmiller, Action Type : Call to Customer

I contacted the customer (Mrs. Berman) at 603-671-1109, and was asked to call back.

*** CASE MODIFY 5/3/2012 11:10:19 AM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 5/3/2012 1:51:35 PM, cmiller, Action Type : Call to Customer

I contacted the customer at 603-671-1109 and she was not in. I was asked to call her back. I agreed and we ended the call.

*** CASE MODIFY 5/3/2012 1:51:38 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** CASE FULFILL 5/3/2012 1:51:41 PM, cmiller

Fulfilled for MICHELLE/NICHOLAS BERMAN due 05/02/2012 05:00:00 PM.

*** COMMIT 5/3/2012 1:51:42 PM, cmiller, Action Type : N/A

customer

*** CASE MODIFY 5/3/2012 1:51:59 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** NOTES 5/9/2012 1:55:50 PM, cmiller, Action Type : Call to Customer

I contacted the customer (Mrs. Berman) at 603-671-1109, and was asked to call back.

Case History

Case ID : N012012-04-0201163

Case Title : GRAPPONE 9J - BERMAN, MICHELLE/NICHOLAS - PASSENGER AIRBAG DEPLOYED

*** NOTES 5/9/2012 1:56:36 PM, cmiller, Action Type : Note-General

The repairs have been completed and the customer has picked up the vehicle. The customer has not returned my calls. I am closing the case pending customer contact.

*** CASE MODIFY 5/9/2012 1:56:39 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** SUBCASE N012012-04-0201163-2 CREATE 5/9/2012 1:57:02 PM, cmiller

Created in WIP Default with Due Date 5/9/2012 1:57:02 PM.

*** SUBCASE N012012-04-0201163-2 CLOSE 5/9/2012 1:57:12 PM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/9/2012 1:57:13 PM, cmiller

into WIP 9J- JOE ROSE and Status of Solving.

*** CASE CLOSE 5/9/2012 1:57:15 PM, cmiller

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-09-2900448 Division : Honda - Auto Condition : Closed Open Date : 9/29/2011 8:46:10 AM
Case Originator : Jennell Fort (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/10/2011 12:00:37
Case Owner : Aaron Nguyen (Team HE) Method : Phone Queue : Days Open : 11
Last Closed By : Aaron Nguyen (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLO No. of Attachments : 0

Site / Contact Info :

Site Name : JESSICA/GIOVANNI DEL GRANDE 246
Dealer No. :
Site Phone No. : 423-306-1230
Contact Name : JESSICA/GIOVANNI DEL GRANDE
Day Phone No. : 423-306-1230
Evening Phone No. :
Cell / Pager No. : 423-306-0141
Fax No. :
Address : 246 SHANNON VIEW
City / State / Zip : JOHNSON CITY, TN 37615
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207291 / PHIL BACHMAN HONDA
Phone No. : 423-245-9141
Address : 2217 E. STONE DR.
City / State / Zip : KINGSPORT, TN 37660
Svc District / Sls District : 07B / A07
Warranty Labor Rate / Date : \$76.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-09-2900448-1 / JESSICA/GIOVANNI DEL	Subcase Close	Product	Operation - "Safety"	752	SRS

Product Info :

Unit Owner : JESSICA DEL GRANDE 905
VIN Type / No. : US VIN / 1HGCP26348A142428
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 62,000
In Service Date : 05/29/2008
Months In Use : 40
Engine Number : K24Z21051694
Originating Dealer No. / Name : 207291 / PHIL BACHMAN HONDA
Selling Dealer No. / Name : 207291 / PHIL BACHMAN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012011-09-2900448-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2011 6:12:00 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/10/2011 12:00:37
Issue Title : JESSICA/GIOVANNI DEL GRANDE - PRODUCT - OPERATION -			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Single Deploy 7525
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rdParty, Assist Denied
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

*** CASE CREATE 9/29/2011 8:46:10 AM, jfort

Contact = JESSICA/GIOVANNI DEL GRANDE, Priority = N/A, Status = Solving.

*** CASE MODIFY 9/29/2011 8:46:23 AM, jfort

into WIP default and Status of Solving.

*** CASE MODIFY 9/29/2011 8:53:55 AM, jfort

into WIP default and Status of Solving.

*** NOTES 9/29/2011 8:56:08 AM, jfort, Action Type : Call from Customer

Upated contacted information.

#423-306-0141

The customer stated he got out of his car and closed his door and the airbag deployed.
He took the vehicle to the dealership and they advsied him it is not covered under his warranty.

He would like to know why it is not covered since he was not involved in an accident.

The customer stated he spoke with the SM Tony Lopez who informed him it is not a covered repair.
The customer feels it should be covered.

I advised the customer would be forwarded to a RCM to review his concerns and return his call in 1 - 2 business days.

*** CASE MODIFY 9/29/2011 8:56:16 AM, jfort

into WIP default and Status of Solving.

*** CASE DISPATCH 9/29/2011 8:56:31 AM, jfort

from WIP default to Queue Honda Team E.

*** NOTES 9/29/2011 9:09:55 AM, lnoble, Action Type : Call from Customer

verified customer's info

best contact 423-306-0141

customer stated he was told that he would need to find the service agreement from the dealership and he found that information. Customer stated he has the paperwork for the extended warranty and its states he has comprehensive coverage for 100,000 miles or 72 months.

ACS advised the customer that I have documented his case and a CM would call him back within 1-2 business days

*** CASE ASSIGN 9/29/2011 1:50:31 PM, ltafoya

N012011-09-2900448 to anguyen, WIP emplo[[

*** CASE RULE ACTION 9/29/2011 1:50:31 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/29/2011 2:25:14 PM, anguyen

into WIP Default and Status of Solving.

*** SUBCASE N012011-09-2900448-1 CREATE 9/30/2011 6:12:00 AM, anguyen

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

Created in WIP Default with Due Date 9/30/2011 6:12:00 AM.

*** CASE MODIFY 9/30/2011 6:12:05 AM, anguyen

into WIP Default and Status of Solving.

*** COMMIT 9/30/2011 6:12:07 AM, anguyen, Action Type : N/A

Made to JESSICA/GIOVANNI DEL GRANDE due 09/30/2011 01:12:08 PM.
cust called?

*** CASE MODIFY 9/30/2011 6:12:20 AM, anguyen

into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 6:12:58 AM, anguyen

into WIP Default and Status of Solving.

*** NOTES 9/30/2011 9:52:09 AM, anguyen, Action Type : Call to Customer
423-306-0141

The customer stated that the incident happened on Saturday, Sep 24 at 8 PM. His wife was in the driver's seat, him in the front passenger, and his 2 kids and mother in law were in the back seat. The car was parked. He exited the car and closed the door. The front passenger side and curtain airbags suddenly deployed. He said that he closed the door normally and did not slam it. He does not remember if the key was in the ignition switch or not. He said that the SRS light was not on and the car has never been in an accident.

His insurance company sent an adjuster to inspect the car. The adjusted concluded that the issue is caused by a mechanic defect. He does not have an insurance report.

The car is at Phil Bachman Honda now. SM Tony feels that the front quarter panel has been replaced but cannot prove it.

He has a 6 years 100K miles warranty with First Extended Service Corp. SM Tony said that he will speak to First Extended Service Corp to see if they will cover the repair and get back to him. He has not heard from SM Tony.

He feels that the issue is caused by a manufacturing defect so Honda or First Extended Service Corp should cover the repair.

I explained that the car is outside of the Honda 3/36 warranty. I will speak to SM Tony to gather more information. I will call him back by Wednesday. He understood.

*** CASE MODIFY 9/30/2011 9:52:16 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY COMMITMENT 9/30/2011 9:52:29 AM, anguyen

with JESSICA/GIOVANNI DEL GRANDE due 10/03/2011 12:12:08 PM.

*** CASE MODIFY 9/30/2011 9:52:34 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/3/2011 11:28:48 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/3/2011 11:31:26 AM, anguyen, Action Type : Call to Dealer

Dealer name: Phil Bachman

Dealer contact: SM Tony

Date r/o opened: 9/28/2011

R/O: 6042939

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

Mileage: 60178

Customer's complaint: front passenger side and curtain airbags deployed when he closed the door.

Dealer's diagnosis: did not see any physical damage to the car. No accident report on Carfax. No VIN sticker on right front fender. SRS light was on, error code F4-11: front passenger side airbags deployment.

Dealer resolution: cannot determine what caused the airbags to deployed. Car needs new head liner, side airbag, seat trim, curtain airbag. wiring harness.

Service history at dealer: yes

DPSM involvement: yes, DPSM advised that customer needs to work with his insurance company

Notes: review case with DPSM/RM.

*** CASE MODIFY 10/3/2011 11:31:29 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** COMMIT 10/3/2011 11:31:30 AM, anguyen, Action Type :

Made to JESSICA/GIOVANNI DEL GRANDE due 10/06/2011 11:31:33 AM.

DCS Follow-Up

*** NOTES 10/3/2011 11:31:42 AM, anguyen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/6/2011

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

Dealer name: Phil Bachman

Dealer contact: SM Tony

Date r/o opened: 9/28/2011

R/O: 6042939

Mileage: 60178

Customer's complaint: front passenger side and curtain airbags deployed when he closed the door.

Dealer's diagnosis: did not see any physical damage to the car. No accident report on Carfax. No VIN sticker on right front fender. SRS light was on, error code F4-11: front passenger side airbags deployment.

Dealer resolution: cannot determine what caused the airbags to deployed. Car needs new head liner, side airbag, seat trim, curtain airbag. wiring harness.

Service history at dealer: yes

DPSM involvement: yes, DPSM advised that customer needs to work with his insurance company

Aaron Nguyen

Automobile Customer Service

310-783-7701

*** CASE MODIFY 10/3/2011 11:31:44 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/3/2011 11:31:50 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE FULFILL 10/3/2011 11:31:53 AM, anguyen

Fulfilled for JESSICA/GIOVANNI DEL GRANDE due 10/06/2011 11:31:33 AM.

*** CASE MODIFY COMMITMENT 10/3/2011 11:32:03 AM, anguyen

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

with JESSICA/GIOVANNI DEL GRANDE due 10/04/2011 12:12:08 PM.

*** CASE MODIFY 10/3/2011 11:32:06 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:29:25 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:30:17 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/4/2011 9:30:33 AM, kvibar, Action Type : Warm Transfer

Verified Customer Information

Best Contact Number: 423-306-1230

She said that no one has contacted her in regards to her concern.

ACS informed the customer that the case manager is available and will be transferred. The customer thanked ACS and needed no further assistance.

*** CASE MODIFY 10/4/2011 9:40:52 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:41:17 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/4/2011 9:55:54 AM, anguyen, Action Type : Call from Customer

Mrs JESSICA DEL GRANDE called for an update.

She spoke to her insurance company and was told that the car was not involved in an accident. They will review her situation but it is likely that they will not cover the repair.

The customer stated that Honda needs to pay for the repair because the issue is caused by a defect.

I explained that I'm in the process of reviewing the case. I reminded her that the car is outside of the NVLW of 3/36. Honda is not responsible to pay for this repair. I advised that she should speak to First Extended Service Corp to see if this is something that they will cover.

I also advised her to wait for her insurance company final decision.

I will f/u with her on Wednesday.

She understood.

*** CASE MODIFY 10/4/2011 9:55:57 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:55:59 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:56:03 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:56:16 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:56:25 AM, anguyen

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/4/2011 9:59:18 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/4/2011 11:23:53 AM, anguyen, Action Type : Field Service

I reviewed the case with the DPSM.

We agreed that a DPSM inspection is not needed.

We agreed that the customers needs to work with their insurance company and 3rd party warranty provider.

The dealer did not find any defects in material or workmanship that would have caused the air bags to deployed.

*** CASE MODIFY 10/4/2011 11:23:56 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY COMMITMENT 10/4/2011 11:24:06 AM, anguyen

with JESSICA/GIOVANNI DEL GRANDE due 10/05/2011 12:12:08 PM.

*** CASE MODIFY 10/4/2011 11:24:10 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/5/2011 9:06:44 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/5/2011 9:28:49 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/5/2011 9:29:55 AM, anguyen, Action Type : Call to Dealer

SM Tony stated that he is still trying to figure out if the 3rd party warranty will cover the repair.

I advised that the DPSM and I have reviewed the case. The customers needs to work with their insurance and or 3rd party warranty company.

*** CASE MODIFY 10/5/2011 9:29:58 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/5/2011 9:30:01 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY COMMITMENT 10/5/2011 9:30:14 AM, anguyen

with JESSICA/GIOVANNI DEL GRANDE due 10/05/2011 02:12:08 PM.

*** CASE MODIFY 10/5/2011 9:30:17 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/5/2011 9:30:21 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/5/2011 12:47:08 PM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/5/2011 12:58:29 PM, anguyen, Action Type : Call to Customer

423-306-1230

I spoke to Mrs DEL GRANDE.

Case History

Case ID : N012011-09-2900448

Case Title : 7B - PHIL BACHMAN - DEL GRANDE, JESSICA/GIOVANNI - ***AIRBAG DEPLOY

I advised that Honda has finished reviewing her case.

Due to the dlr not finding a defect with the car that could have caused the airbags to deploy and because the car is outside of warranty, Honda will not assist her with the repair. She will need to work with her insurance company and 3rd party warranty company.

The customer is not happy with the decision. She stated that it does not matter that the car is outside of the Honda warranty, Honda needs to pay for the repair because a defect caused the airbags to deploy.

She will speak to her husband and have him call me.

She does not have anything else to discuss with me.

*** CASE MODIFY 10/5/2011 1:02:41 PM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY COMMITMENT 10/5/2011 1:02:54 PM, anguyen

with JESSICA/GIOVANNI DEL GRANDE due 10/10/2011 02:12:08 PM.

*** CASE MODIFY 10/5/2011 1:02:59 PM, anguyen

into WIP 7B Erin and Status of Solving.

*** NOTES 10/10/2011 11:59:46 AM, anguyen, Action Type : Note-General

The customers need to work with their 3rd party warranty provider and insurance company.

Case closed.

*** CASE MODIFY 10/10/2011 11:59:53 AM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/10/2011 12:00:11 PM, anguyen

into WIP 7B Erin and Status of Solving.

*** CASE MODIFY 10/10/2011 12:00:33 PM, anguyen

into WIP 7B Erin and Status of Solving.

*** SUBCASE N012011-09-2900448-1 CLOSE 10/10/2011 12:00:37 PM, anguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/10/2011 12:00:37 PM, anguyen

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-08-1900843 Division : Honda - Auto Condition : Closed Open Date : 8/19/2009 11:01:01 AM
Case Originator : Richard Miller (Team AD) Sub Division : Customer Relations Status : Closed Close Date : 9/1/2009 10:47:52 AM
Case Owner : Cristine Perez (Team SC) Method : Phone Queue : Days Open : 13
Last Closed By : Cristine Perez (Team SC) Point of Origin : Customer Wipbin :
Case Title : EL JAROCHO INC, [REDACTED] - SIDE AIR BAGS DEPLOYED UPON DOOR B No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26488A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2648EW / A
Miles / Hours : 22,000
In Service Date : 06/29/2008
Months In Use : 14
Engine Number : K24Z21052081
Originating Dealer No. / Name : 207754 / WILLETT HONDA SOUTH
Selling Dealer No. / Name : 207174 / HONDA CARLAND
Trim : LX-P
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207174 / HONDA CARLAND
Phone No. : 770-993-2805
Address : 11085 ALPHARETTA HWY
City / State / Zip : ROSWELL, GA 30076
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207577	GWINNETT PLACE HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-1900843-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-08-1900843-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Miller	Type 1 : Product	Status : Subcase Close	Open Date : 8/19/2009 11:13:01 AM
Issue Owner : Richard Miller	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/19/2009 11:13:23 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION -		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-1900843

Case Title : [REDACTED] - SIDE AIR BAGS DEPLOYED UPON DOOR BEING CL

*** CASE CREATE 8/19/2009 11:01:01 AM, rmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2009 11:01:04 AM, rmiller

WARRANTY CHECK 08/19/2009 11:01:04 AM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/19/2009 11:01:07 AM, rmiller

CLAIM HISTORY CHECK 08/19/2009 11:01:06 AM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:01:09 AM, rmiller

CAMPAIGN CHECK 08/19/2009 11:01:09 AM rmiller

No data found for VIN

*** CASE VSC LOOKUP 8/19/2009 11:01:12 AM, rmiller

VSC-CUC CHECK 08/19/2009 11:01:12 AM rmiller

No data found for VIN.

*** NOTES 8/19/2009 11:12:20 AM, rmiller, Action Type : Call from Customer

Verified customer contact information.

SITUATION:

Mr. Bernal called ACS stating 3 weeks ago he closed the passenger door and the passenger side and curtain air bags deployed.

REQUEST:

Customer wants to know why this happen and have this covered under warranty.

PROBING QUESTIONS:

Customer took the vehicle to Honda Carland and S.A. (name unknown) told the customer this is not their fault. Non-warranted repair. Customer then took the vehicle to Gwinnett Place Honda and S.A. Adnan reiterated what Honda Carland said.

Customer then called his Insurance Company, Travelers Insurance Krystal (770)279-5532. Customer was informed she found 15 cases with the similar concern. She called Honda Carland and S.A. (name unknown) advised the customer to call ACS.

INBOUND SUMMARY:

I informed the customer AHM relies on its dealer's to give an accurate diagnosis because they are AHMs ears and eyes. If the insurance company feels it shouldn't have deployed then they have a route to contact AHM to address this concern. He understood and thanked me. Case number was supplied for reference.

No further assistance needed at this moment.

*** CASE MODIFY 8/19/2009 11:12:41 AM, rmiller

into WIP default and Status of Solving.

*** SUBCASE N012009-08-1900843-1 CREATE 8/19/2009 11:13:01 AM, rmiller

Created in WIP Default with Due Date 8/19/2009 11:13:01 AM.

*** SUBCASE N012009-08-1900843-1 CLOSE 8/19/2009 11:13:23 AM, rmiller

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012009-08-1900843

Case Title : [REDACTED] - SIDE AIR BAGS DEPLOYED UPON DOOR BEING CL

*** CASE MODIFY 8/19/2009 11:13:25 AM, rmiller

into WIP default and Status of Solving.

*** CASE CLOSE 8/19/2009 11:13:29 AM, rmiller

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

*** CASE REOPEN 8/19/2009 11:19:55 AM, ccastano

with Condition of Open and Status of Solving.

*** NOTES 8/19/2009 11:20:08 AM, ccastano, Action Type : Call from Customer

Kristen from Nationwide insurance called pertaining to the air bag issue with the customer. She indicated that the customer told her to call AHM to let AHM know that Nationwide would not be able to cover the cost of the repairs. ACS informed the customer that the case would be updated indicating that she called. Kristen said she can be reached at 770-2795532 if needed. The claim number was 017207. No further assistance is needed.

*** CASE CLOSE 8/19/2009 11:20:13 AM, ccastano

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

*** CASE REOPEN 8/21/2009 9:44:18 AM, lhoffman

with Condition of Open and Status of Solving.

*** NOTES 8/21/2009 9:46:04 AM, lhoffman, Action Type : Call from Customer

Customer called in again this morning claiming that there is a defect in the sytem that caused the side impact curtains to deploy.

ACS advised the custmoer that if a dealer determines that there is a defect in the system the concern might be warrantable. If, however, no defect is found, then the replacement is the customer's responsibility.

Customer had no additional questions at this time.

*** CASE CLOSE 8/21/2009 9:46:16 AM, lhoffman

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

*** CASE REOPEN 9/1/2009 10:46:13 AM, cperez

with Condition of Open and Status of Solving.

*** NOTES 9/1/2009 10:47:47 AM, cperez, Action Type : Call from Customer

nation wide insurance rep calling for AHM address and fax number, ACS provided it and no further assistance was needed

*** CASE CLOSE 9/1/2009 10:47:52 AM, cperez

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012011-08-2201446 Division : Honda - Auto Condition : Closed Open Date : 8/22/2011 8:00:19 AM
Case Originator : Wendell Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/22/2011 11:24:10 AM
Case Owner : Wendell Walker (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Wendell Walker (Team HA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - PASSANGER SIDE AIRBAGS DEPLOYED NON-IMPACT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. :
Site Phone No. : 6 [REDACTED] 8
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : TRENTON, NJ [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26828A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 37,542
In Service Date : 08/16/2008
Months In Use : 36
Engine Number : K24Z31530567
Originating Dealer No. / Name : 208146 / SLOANE HONDA
Selling Dealer No. / Name : 208120 / MIKE PIAZZA HONDA
Trim : EX-L
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-08-2201446-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012011-08-2201446-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wendell Walker	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2011 11:23:48 AM
Issue Owner : Wendell Walker	Type 2 : Operation	Queue :	Close Date : 8/22/2011 11:24:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-08-2201446

Case Title : [REDACTED] - PASSANGER SIDE AIRBAGS DEPLOYED NON-IMPACT

*** CASE CREATE 8/22/2011 8:00:19 AM, wwalker1

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

*** CASE MODIFY 8/22/2011 8:45:54 AM, wwalker1

into WIP default and Status of Solving.

*** NOTES 8/22/2011 11:22:32 AM, wwalker1, Action Type : Call from Customer

ACSverified the customers information

The customer called to document her concerns about her vehicle. The customer states that while her passanger was entering the vehicle, He closed the door and the air bags deployed. The customer states that she is having issues with the vehicle because she feels that the entire dealership used this vehicle as a car for running errands. The customer states that she bought the vehicle as a CUC and that they had to paint the rear driverside door. The customer also stated that her vehicle needs a rear axel. The customer would like to return the vehicle and get a new one.

I advised the customer to contact the sales manager at the dealership

I advised the customer that I would document her concerns.

No further action required

*** CASE MODIFY 8/22/2011 11:23:18 AM, wwalker1

into WIP default and Status of Solving.

*** SUBCASE N012011-08-2201446-1 CREATE 8/22/2011 11:23:48 AM, wwalker1

Created in WIP Default with Due Date 8/22/2011 11:23:48 AM.

*** SUBCASE N012011-08-2201446-1 CLOSE 8/22/2011 11:24:06 AM, wwalker1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/22/2011 11:24:10 AM, wwalker1

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-03-0801639 Division : Honda - Auto Condition : Closed Open Date : 3/8/2013 12:54:56 PM
Case Originator : Eric Visperas (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/22/2013 2:10:41 PM
Case Owner : Amanda Harlan (Team HE) Method : Phone Queue : Days Open : 14
Last Closed By : Amanda Harlan (Team HE) Point of Origin : Customer Wipbin :
Case Title : 5H [REDACTED] - AIR BAG DEPLOYED NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 208064 / MARTIN HONDA
Phone No. : 302-454-9300
Address : 298 EAST CLEVELAND AVE
City / State / Zip : NEWARK, DE 19711
Svc District / Sls District : 05H / G05
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-03-0801639-1 / [REDACTED] - PROD	Subcase Close	Product	Accident/Injury	754	Passenger Airbag
N012013-03-0801639-2 / [REDACTED] - PROD	Subcase Close	Product	Accident/Injury	751	Side Airbag

Product Info :

Unit Owner : [REDACTED] 8 AN
VIN Type / No. : US VIN / 1HGCP26378A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 52,000
In Service Date : 07/02/2008
Months In Use : 56
Engine Number : K24Z21053366
Originating Dealer No. / Name : 208064 / MARTIN HONDA
Selling Dealer No. / Name : 208064 / MARTIN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BX
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

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

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012013-03-0801639-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Heidi Kabage	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2013 1:52:13 PM
Issue Owner : Heidi Kabage	Type 2 : Accident/Injury	Queue :	Close Date : 3/19/2013 1:57:11 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 754 / Passenger Airbag
Condition Code Desc : 7541 Deploy
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rdParty, Referred to Dealer, Documented Concern,
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-03-0801639-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Heidi Kabage	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2013 1:53:15 PM
Issue Owner : Heidi Kabage	Type 2 : Accident/Injury	Queue :	Close Date : 3/19/2013 1:57:18 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-03-0801639

Case Title : 5H [REDACTED] - AIR BAG DEPLOYED NO ACCIDENT

*** CASE CREATE 3/8/2013 12:54:56 PM, evispe1

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

*** CASE MODIFY 3/8/2013 12:56:04 PM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2013 1:09:10 PM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2013 1:09:13 PM, evispe1

into WIP default and Status of Solving.

*** NOTES 3/8/2013 1:20:07 PM, evispe1, Action Type : Call from Customer

[REDACTED]

[REDACTED]

WILMINGTON DE [REDACTED]

Case ID: N012013-03-0801639

Best Contact # [REDACTED]

[REDACTED] called in today because his airbag deployed without being in an accident. Near the end of January in front of a Panera Bread. Mr [REDACTED] got out of his vehicle while his wife sat in the passenger seat, a Strong Gust of wind caught the customers door and slamming it shut causing the airbag to deploy. There were no Injuries. Customer did not report this to his insurance company and the vehicle has not yet been repaired. Customer said he did not call us when the incident happened because he was late on his payment and felt embarrassed to call us at that time. Customer is asking AHM to cover the cost of repairing the airbag. I refered customer to his book " understanding your vehicles safety equipment " and i let him know that this can be also found under owner resources on www.hondacars.com . I advised customer that I will be forwarding his case to a CM for review. Provided customer with Case ID: N012013-03-0801639

*** CASE MODIFY 3/8/2013 1:21:33 PM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2013 1:21:41 PM, evispe1

into WIP default and Status of Solving.

*** CASE YANKED 3/8/2013 2:41:39 PM, hkabage

Yanked by hkabage into WIPbin default.

*** NOTES 3/18/2013 9:48:31 AM, hkabage, Action Type : Call to Customer

Called the customer at [REDACTED] and left a voicemail apologizing for my delay in getting this case dispatched to an AHM CM. Informed him the case is being dispatched today and he should hear from an AHM CM by end of day tomorrow.

*** CASE DISPATCH 3/18/2013 9:53:03 AM, hkabage

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 3/18/2013 1:23:07 PM, mcaldare

N012013-03-0801639 to gdelaros, WIP [REDACTED]

*** CASE YANKED 3/19/2013 11:53:03 AM, hkabage

Yanked by hkabage into WIPbin default.

*** NOTES 3/19/2013 12:13:11 PM, hkabage, Action Type : Call to Customer

Case History

Case ID : N012013-03-0801639

Case Title : 5H [REDACTED] - AIR BAG DEPLOYED NO ACCIDENT

Called and spoke to both Mr. and Mrs. [REDACTED] Explained that slamming the door can be considered an impact (per the AHM T2 RM) and AHM would not be providing assistance. They stated both the front passenger airbag and whole side of the seat airbag deployed. Recommended they contact their insurance company and/or visit a Honda dealer. Informed them the warranty on the airbag is 3/36 which has expired. They stated they have read online that AHM has an issue with this and this is unacceptable and they will no longer purchase Hondas. They ended the call without notice.

*** SUBCASE N012013-03-0801639-1 CREATE 3/19/2013 1:52:13 PM, hkabage

Created in WIP Default with Due Date 3/19/2013 1:52:13 PM.

*** SUBCASE N012013-03-0801639-2 CREATE 3/19/2013 1:53:15 PM, hkabage

Created in WIP Default with Due Date 3/19/2013 1:53:15 PM.

*** SUBCASE N012013-03-0801639-1 CLOSE 3/19/2013 1:57:11 PM, hkabage

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-03-0801639-2 CLOSE 3/19/2013 1:57:18 PM, hkabage

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/19/2013 1:58:15 PM, hkabage, Action Type : Note-General

Assigned case to the Inbound RM for review and closure.

*** CASE ASSIGN 3/19/2013 1:58:35 PM, hkabage

N012013-03-0801639 to aharlan, WIP

*** NOTES 3/22/2013 2:10:32 PM, aharlan, Action Type : Note-General

I reviewed and closed this case.

*** CASE CLOSE 3/22/2013 2:10:41 PM, aharlan

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012014-01-0900388 Division : Honda - Auto Condition : Closed Open Date : 1/9/2014 8:30:24 AM
Case Originator : Eric Visperas (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/16/2014 2:58:55 PM
Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 7
Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10E [REDACTED] - PASSENGER SIDE AIRBAGS DEPLOYED NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 7521
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ALBUQUERQUE, NM [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7521
VIN Type / No. : US VIN / 1HGCP26328A [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2638EW / A
Miles / Hours : 48,000
In Service Date : 08/11/2008
Months In Use : 65
Engine Number : K24Z21057153
Originating Dealer No. / Name : 206959 / GARCIA HONDA
Selling Dealer No. / Name : 206959 / GARCIA HONDA
Trim : LX
No. Of Doors : 4
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 : 206959 / GARCIA HONDA
Phone No. : 505-260-5000
Address : 8301 LOMAS BLVD., N.E.
City / State / Zip : ALBUQUERQUE, NM 87110
Svc District / Sls District : 10E / C10
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207458	PERFECTION HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-0900388-1 / [REDACTED] -	Subcase Close	Product	Accident/Injury	751	Side Airbag

Issue Details

Issue ID : N012014-01-0900388-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eric Visperas	Type 1 : Product	Status : Subcase Close	Open Date : 1/9/2014 9:08:00 AM
Issue Owner : Eric Visperas	Type 2 : Accident/Injury	Queue :	Close Date : 1/9/2014 9:09:14 AM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-0900388

Case Title : 10E [REDACTED] - PASSENGER SIDE AIRBAGS DEPLOYED NO ACCIDENT

*** CASE CREATE 1/9/2014 8:30:24 AM, evispe1

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

*** CASE MODIFY 1/9/2014 8:33:22 AM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2014 9:03:36 AM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2014 9:05:24 AM, evispe1

into WIP default and Status of Solving.

*** NOTES 1/9/2014 9:05:44 AM, evispe1, Action Type : Call from Customer

[REDACTED]

ALBUQUERQUE NM [REDACTED]

Case ID: N012014-01-0900388

Verified customers information

Best Contact [REDACTED]

Current issue Low Tire pressure light is always on - Customer said he does not remember when he took it to the dealership for this issue, but he said it was sometime from 2008 until now. Customer does not know who his service advisor was. Customer said the dealer did not give him any information regarding the tire pressure light being on other than they do not know what the problem is. The next issue is an Electrical starting and battery draining issue, Customer took the vehicle in sometime in 2011 but could not provide the date or service advisor. Customer said the dealer advised the customer they could not duplicate the issue and no problems. Customer also has an oil consumption issue, customer said he took the vehicle in to the dealer in 2011 and 2012 and could not provide the dates or service advisor. Customer said dealer could not figure out the cause of the oil consumption. Customer mentioned that all times he brought his vehicle to the dealership they did not diagnose his vehicle. Customer said he has not brought his vehicle to the dealership to address any of these concerns in over a year. Customer also feels the oil consumption issue will blow up his car and he also feels the electrical issues he has will leave him stranded. On 1/8/2013 while daughter was driving the vehicle, she stopped on the side of the road with her foot on the break to let a passenger out in a residential area dropping the passenger home, the passenger closed the door and the passenger side airbags deployed. Has not contacted his insurance company yet. I referred customer to www.hondacars.com <<http://www.hondacars.com>> and directed him to owners resources to view understanding your vehicles safety equipment. Customer understood. Provided Customer with Case ID: N012014-01-0900388

*** CASE MODIFY 1/9/2014 9:06:07 AM, evispe1

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2014 9:06:10 AM, evispe1

into WIP default and Status of Solving.

*** NOTES 1/9/2014 9:07:02 AM, evispe1, Action Type : Call from Customer

Customer also mentioned no one was injured when the side airbags deployed

*** SUBCASE N012014-01-0900388-1 CREATE 1/9/2014 9:08:00 AM, evispe1

Created in WIP Default with Due Date 1/9/2014 9:08:00 AM.

*** SUBCASE N012014-01-0900388-1 CLOSE 1/9/2014 9:09:14 AM, evispe1

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012014-01-0900388

Case Title : 10E [REDACTED] - PASSENGER SIDE AIRBAGS DEPLOYED NO ACCIDENT

*** NOTES 1/9/2014 9:17:19 AM, dharvil1, Action Type : Note-General

Review by TL.

*** NOTES 1/9/2014 9:31:29 AM, evispe1, Action Type : Call from Customer

I advised the customer case will be dispatch to have vehicle inspected by honda because customer feels his vehicle is not safe to drive because airbags deployed without being in an accident.

*** CASE DISPATCH 1/9/2014 9:31:51 AM, evispe1

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 1/9/2014 12:44:44 PM, jstradfo

N012014-01-0900388 to ksulliva, WIP -ÿ.F

*** NOTES 1/10/2014 4:36:18 PM, ksulliva, Action Type : Call to Customer

Called customer and he advised that his daughter was driving the vehicle and pulled over to a curb to and a passenger exited the vehicle and when the door was shut and the passenger airbags deployed. The passenger side curtain airbag and the airbag in the dash both deployed. Customer stated that the vehicle has not been inspected by a dlr. Customer stated that he will be able to take the vehicle this weekend and drop it off at Garcia Honda. Customer stated that he is not satisfied with Perfection Honda because of concerns with the electrical system and oil consumption that have not been addressed properly.

Customer also stated that he would like to trade the vehicle in for something more reliable. I advised that I would not be able to address that at this time. I apologized for the failure and advised that I will call him on 1/14, customer thanked me and ended call.

*** COMMIT 1/10/2014 4:36:50 PM, ksulliva, Action Type : N/A

call cust.call dlr

*** NOTES 1/14/2014 3:50:54 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** NOTES 1/14/2014 3:57:55 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Scott(sm) and he advised that the vehicle is at the dlr and he will call me tomorrow after it has been inspected.

*** CASE FULFILL 1/14/2014 3:58:01 PM, ksulliva

Fulfilled for [REDACTED] due 01/14/2014 12:00:00 AM.

*** COMMIT 1/14/2014 3:58:03 PM, ksulliva, Action Type : N/A

call cust.call dlr

*** NOTES 1/15/2014 4:07:35 PM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Scott(sm)

*** NOTES 1/15/2014 4:08:03 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 1/15/2014 4:08:07 PM, ksulliva

Fulfilled for [REDACTED] due 01/15/2014 12:00:00 AM.

*** COMMIT 1/15/2014 4:08:09 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 1/16/2014 2:56:22 PM, ksulliva, Action Type : Call from Customer

Received call from customer and he advised that he has traded that vehicle in for a 2013 Fit. Customer stated that he is more satisfied with this vehicle

Case History

Case ID : N012014-01-0900388

Case Title : 10E [REDACTED] - PASSENGER SIDE AIRBAGS DEPLOYED NO ACCIDENT

for his daughter and he thinks she will be safe. Customer thanked me for following up with him and ended call.

*** NOTES 1/16/2014 2:58:45 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Scott(sm) and advised that the customer has traded the vehicle in for a 2013 Fit. Scott stated that the dpsm will still perform an inspection when he visits the dlr.

*** CASE MODIFY 1/16/2014 2:58:52 PM, ksulliva

into WIP 10E and Status of Solving.

*** CASE CLOSE 1/16/2014 2:58:55 PM, ksulliva

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012008-10-0601249	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/6/2008 8:54:14 AM
Case Originator :	Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/6/2008 9:00:41 AM
Case Owner :	Mary Stapleton (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mary Stapleton (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SIDE AIRBAGS DEPLOYMENT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

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

Current Dealer Info :

Current Dealer No. / Name : 208359 / HONDA NORTH
Phone No. : 559-297-1000
Address : 750 W. HERNDON AVENUE
City / State / Zip : CLOVIS, CA 93612
Svc District / Sls District : 12D / D12
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
N012008-10-0601249-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012008-10-0601249-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2008 9:00:28 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 10/6/2008 9:00:38 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-10-0601249

Case Title : 12J- [REDACTED] - SIDE AIRBAGS DEPLOYMENT

*** CASE CREATE 10/6/2008 8:54:14 AM, mstaplet

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

*** CASE MODIFY 10/6/2008 8:56:00 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 10/6/2008 8:59:15 AM, mstaplet, Action Type : Call from Customer

Verified the owners information.

The customer-Sheila called regarding her daughters Accord.

The customer did not have the VIN.

The customer said he r daughter closed the passenger side door and the side airbags deployed.

The customer said she took the vehicle to the dealer and they said she should contact the insurance company and that AHM will not take car of it.

I explained that her insurance company should inspect the airbags and if they detect a defect then they should contact AHM.

No further information requested.

*** CASE MODIFY 10/6/2008 8:59:24 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 10/6/2008 8:59:32 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 10/6/2008 8:59:37 AM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 10/6/2008 8:59:37 AM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE N012008-10-0601249-1 CREATE 10/6/2008 9:00:28 AM, mstaplet

Created in WIP Default with Due Date 10/6/2008 9:00:28 AM.

*** SUBCASE N012008-10-0601249-1 CLOSE 10/6/2008 9:00:38 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/6/2008 9:00:41 AM, mstaplet

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-09-2301305 Division : Honda - Auto Condition : Closed Open Date : 9/23/2009 2:08:47 PM
Case Originator : Karl Lehtinen (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/23/2009 2:16:16 PM
Case Owner : Karl Lehtinen (Team HB) Method : Phone Queue : Days Open : 0
Last Closed By : Karl Lehtinen (Team HB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - SIDE AIR BAG DEPLOYMENT, NO ACCIDENT - CALLING FOR No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : ACCORD / 2008
Model ID / Product Line : /
Miles / Hours : 19,000
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207256 / STEVE BAILEY HONDA CENTRAL
Phone No. : 405-495-5800
Address : 7722 N.W. 39TH EXPRWY
City / State / Zip : BETHANY, OK 73008
Svc District / Sls District : 10B / B10
Warranty Labor Rate / Date : \$65.00 /
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
N012009-09-2301305-1 / [REDACTED] -	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012009-09-2301305-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 9/23/2009 2:13:57 PM
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 9/23/2009 2:16:15 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-2301305

SIDE AIR BAG DEPLOYMENT, NO ACCIDENT - CALLING FOR A FRIE

*** CASE CREATE 9/23/2009 2:08:47 PM, klehtine

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

*** CASE MODIFY 9/23/2009 2:12:19 PM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-09-2301305-1 CREATE 9/23/2009 2:13:57 PM, klehtine

Created in WIP Default with Due Date 9/23/2009 2:13:57 PM.

*** CASE MODIFY 9/23/2009 2:14:10 PM, klehtine

into WIP default and Status of Solving.

*** NOTES 9/23/2009 2:16:09 PM, klehtine, Action Type : Call from Customer

Updated Customer Information

NO VIN

Situation: Customers friends Honda had the side airbags deploy without an accident taking place.

Request: Customer would like to know if there has been a recall on 2008 Accord airbags, why there hasnt been a recall, what AHM can do about the situation.

Probing Questions:

Customer states that airbags deployed after the doors were shut. The dealership looked at the vehicle and said there is no defect in the vehicle.

Customer states that her friends air bags deployed. Customer would like to know

In-Bound Summary:

I advised customer the NHTSA mandates recalls, not AHM. I advised customer she can call the NHTSA to complain about a safety concern, she declined that number. I advised customer there is no recall on 2008 Accord air bags. I advised customer AHM reviews cases on a case-by-case basis and her friend, the owner of the vehicle, would need to call AHM for that review to take place.

Customer understood and advised she would have her friend call with the VIN of the vehicle.

No more assistance necessary at this time, case closed.

*** CASE MODIFY 9/23/2009 2:16:12 PM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-09-2301305-1 CLOSE 9/23/2009 2:16:15 PM, klehtine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/2009 2:16:16 PM, klehtine

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012010-03-1200287	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/12/2010 8:17:31 AM
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/6/2010 9:04:38 AM
Case Owner :	Morris Lin (Team HE)	Method :	Phone	Queue :		Days Open :	25
Last Closed By :	Morris Lin (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	07F- [REDACTED] - SIDE AIRBAG DEPLOYMENT	No. of Attachments :	0				

Site / Contact Info :

Site Name : [REDACTED] 219
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : [REDACTED]
Model / Year : ACCORD / 2008
Model ID / Product Line : /
Miles / Hours : [REDACTED]
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 : [REDACTED]
Phone No. : [REDACTED]
Address : 225 MIRACLE STRIP PKWY
City / State / Zip : FORT WALTON BEA, FL 32548
Svc District / Sls District : 07D / G07
Warranty Labor Rate / Date : \$91.60 /
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
N012010-03-1200287-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-03-1200287-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Product	Status : Subcase Close	Open Date : 3/15/2010 6:24:07 AM
Issue Owner : Morris Lin	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/6/2010 9:04:38 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Updated Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-03-1200287

Case Title : 07F- [REDACTED] - SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 3/12/2010 8:17:31 AM, keaton

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

*** NOTES 3/12/2010 8:38:07 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that her son was getting out of the vehicle yesterday and slammed the door and the side airbags deployed.

Request: Customer is seeking advice on what to do next.

Probing Questions: Customer states that when her son was getting out of the passengers seat and shut the door all of the side airbags deployed. Customer states that the side curtain airbags front and rear and the lower side of the passenger seat airbag deployed. Customer states that she immediately; took her vehicle to her Honda dealer ship GARY SMITH HONDA where SA Chris immediately put the customer in a loaner vehicle and indicated that it did in fact appear to be a manufacturers defect and sent her home. Customer states that she received a call about an hour later from her SA who explained to her that the issue was not a manufacturing defect and that the repair will not covered because she is outside of warranty. Customer states that she was referred to her insurance company in which they advised her to continue to work with Honda if the deployment was not accident related. Customer states that the dealer agreed to cover the first day of the rental vehicle however she is responsible for the additional days the vehicle is needed. Customer states that her vehicle currently remains at the dealer and that she was DEALER REFERRED to AHM to seek the possibility of out of warranty assistance. Customer indicated that her vehicle has never been involved in a collision and she is seeking answers as to what happened.

SA Chris

Customers best daytime contact ([REDACTED])

Insurance Company USAA

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting her in the next 1 to 2 business days in regards to her request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 3/12/2010 8:38:36 AM, keaton

into WIP default and Status of Solving.

*** CASE DISPATCH 3/12/2010 8:52:55 AM, keaton

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 3/12/2010 11:57:02 AM, ltafoya

N012010-03-1200287 to mlin, WIP

*** CASE RULE ACTION 3/12/2010 11:57:03 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-03-1200287-1 CREATE 3/15/2010 6:24:07 AM, mlin

Created in WIP Default with Due Date 3/15/2010 6:24:07 AM.

*** CASE MODIFY 3/15/2010 6:25:23 AM, mlin

into WIP default and Status of Solving.

*** NOTES 3/15/2010 10:59:31 AM, mlin, Action Type : Call to Dealer

I contacted SM (Wayne) regarding customers case. SM states that they have inspected vehicle and did not find a defect. SM states he spoke with customer

Case History

Case ID : N012010-03-1200287

Case Title : 07F- [REDACTED] - SIDE AIRBAG DEPLOYMENT

directly and they have admitted to slamming the door shut. SM states that they did contacted the DPSM for this issue. SM states that DPSM felt that customer should contact her insurance company for assistance. I then thanked SM for the information and call ended.

*** NOTES 3/15/2010 1:36:25 PM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message to contact me back at her earliest convenience.

*** COMMIT 3/15/2010 1:48:34 PM, mlin, Action Type : N/A

follow up 4/6

*** NOTES 3/17/2010 8:13:43 AM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. I then left a message to contact me back at her earliest convenience.

*** NOTES 3/17/2010 8:16:10 AM, mlin, Action Type : Call to Dealer

I contacted SM (Wayne) regarding customers case. SM states that the repairs to the vehicle would total \$4045.00 for airbags and seatbelt. I then advised SM that AHM would like to assist customer 100% of the cost as a one time GW gesture based on the time and mileage of the vehicle. SM states he would be more than happy to contact customer and follow up. I then thanked SM and call ended.

*** CASE MODIFY COMMITMENT 3/17/2010 8:16:27 AM, mlin

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

*** NOTES 3/23/2010 10:16:54 AM, mlin, Action Type : Call to Customer

I contacted customer and left a message stating that I was trying to follow up with her and if she had any questions or concerns to contact me back.

*** CASE MODIFY COMMITMENT 3/23/2010 10:17:07 AM, mlin

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

*** NOTES 3/25/2010 12:36:47 PM, mlin, Action Type : Call to Customer

I contacted customer and left a message stating that I was trying to follow up with her and if she had any questions or concerns to contact me back.

*** CASE MODIFY COMMITMENT 3/25/2010 12:37:01 PM, mlin

with [REDACTED] due 03/29/2010 12:00:00 AM.

*** NOTES 3/29/2010 11:55:02 AM, mlin, Action Type : Call to Customer

I contacted customer and left a message stating that I was trying to follow up with her and if she had any questions or concerns to contact me back.

*** CASE MODIFY COMMITMENT 3/29/2010 11:55:46 AM, mlin

with [REDACTED] due 04/01/2010 12:00:00 AM.

*** NOTES 4/1/2010 11:19:46 AM, mlin, Action Type : Call to Customer

I contacted customer and left a message stating that I was trying to follow up with her and if she had any questions or concerns to contact me back.

*** CASE MODIFY COMMITMENT 4/1/2010 11:20:02 AM, mlin

with [REDACTED] due 04/06/2010 12:00:00 AM.

*** NOTES 4/6/2010 9:04:11 AM, mlin, Action Type : Note-General

Customer has not contacted ACS after repairs have been authorized and multiple follow up calls have been made. ACS will be closing case until further contact.

*** CASE CLOSE 4/6/2010 9:04:38 AM, mlin

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

*** SUBCASE N012010-03-1200287-1 CLOSE 4/6/2010 9:04:38 AM, mlin

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012013-07-2401672 Division : Honda - Auto Condition : Closed Open Date : 7/24/2013 2:13:05 PM
Case Originator : Robert Enriquez (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2013 1:07:19 PM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 19
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : 10D: [REDACTED] - AIRBAG DEPLOYED/NO IMPACT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2581
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : () -
Address : [REDACTED]
City / State / Zip : BUCKEYE, AZ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : ACCORD / 2008
Model ID / Product Line : /
Miles / Hours : 95,000
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208245 / EARNHARDT HONDA
Phone No. : 623-934-5211
Address : 10151 W.PAPAGO FREEWAY
City / State / Zip : AVONDALE, AZ 85323
Svc District / Sls District : 10D / D10
Warranty Labor Rate / Date : \$125.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-07-2401672-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012013-07-2401672-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 7/25/2013 3:26:00 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 8/12/2013 1:07:12 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-07-2401672

Case Title : 10D: EARNHARDT - [REDACTED] - AIRBAG DEPLOYED/NO IMPACT

*** CASE CREATE 7/24/2013 2:13:05 PM, renrique

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

*** CASE MODIFY 7/24/2013 2:16:54 PM, renrique

into WIP default and Status of Solving.

*** NOTES 7/24/2013 2:35:59 PM, renrique, Action Type : Call from Customer

CONFIRMED AND UPDATED CUSTOMERS:

NAME
NUMBER
ADDRESS

Customer PROVIDED EMAIL ADDRESS

BEST TELEPHONE [REDACTED]

Dealership:EARNHARDT HONDA

Customer called in stating that they would like to discuss passenger side air bag deployment. Customer said that this happened 7/20/2013.

Customer said that they were sitting in the vehicle and a passenger exited the vehicle and the wind slammed the door shut which caused the air bag to deploy. Customer said that they did not have any previous damage to the vehicle. Customer said that there were no SRS indicator on at the time of the air bag deployment. Customer said that no one was injured.

Customer called the insurance company ALLSTATE and the adjuster inspected the vehicle 7/23/2013. Customer said that the adjuster estimated \$2795.00 for the replacement. Customer said that the deductible is \$500.00.

Customer said that they are now driving without a airbag in the passenger airbag and would like AHM to replace the bag since they feel that it is a defect. Customer said that they discussed this issue with the INSURANCE ADJUSTER and was told to call AHM. Customer said that they were not told that this is a DEFECT but they feel that it is a defect.

Customer said they will escalate this until they receive assistance. Customer said that they would like AHM to review the request for assistance. Customer said that they will be visiting EARNHARDT HONDA DLR#208245 7/30/2013 for service and inspection.

ACS apologized for the experience and advised the customer that the case will be forwarded to a CM for further assistance. ACS advised the customer that there are no guarantee for financial assistance. ACS advised that the CM may call the customer back by the end of the next business day. Customer understood and needed no further assistance.

*** CASE MODIFY 7/24/2013 2:36:18 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2013 2:36:22 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2013 2:36:27 PM, renrique

Case History

Case ID : N012013-07-2401672

Case Title : 10D: EARNHARDT - [REDACTED] - AIRBAG DEPLOYED/NO IMPACT

into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2013 2:36:31 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2013 2:36:31 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2013 2:36:32 PM, renrique

into WIP default and Status of Solving.

*** CASE DISPATCH 7/24/2013 2:36:44 PM, renrique

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 7/25/2013 8:32:34 AM, bmcdonal

from Queue Honda Team C to WIP default.

*** SUBCASE N012013-07-2401672-1 CREATE 7/25/2013 3:26:00 PM, bmcdonal

Created in WIP Default with Due Date 7/25/2013 3:26:00 PM.

*** CASE MODIFY 7/25/2013 3:26:10 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2013 3:27:19 PM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 7/25/2013 3:36:31 PM, bmcdonal, Action Type : Call to Customer

ACS attempted to contact customer Wendy Downing. I introduced myself as the RCM who was assigned her case for review. I deeply regret her experience. The process with Honda is the insurance company would have to conduct an inspection of the vehicle. Based on their inspection findings if they found the deployment was a manufacture responsibility they would proceed with subrogation on behalf of their insured. I encourage e her to have the vehicle inspected at the Authorized Honda dealer if she so would like. this is a insurance issue at this time, I invited her to return the call at the 800 ACS contact number.

*** COMMIT 7/25/2013 3:37:16 PM, bmcdonal, Action Type : N/A

Made to [REDACTED] due 07/28/2013 03:37:20 PM.

DCS Follow-Up DPSM and the customer

*** NOTES 7/25/2013 3:38:42 PM, bmcdonal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/28/2013

This customer contacted our office regarding the following issue(s): Deployed Air Bag. Please notify the DPSM of this deployment. Notify the Case Manager if the DPSM makes a recommendations in this case. Thank you for your cooperation.

Customer called in stating that they would like to discuss passenger side air bag deployment. Customer said that this happened 7/20/2013.

Customer said that they were sitting in the vehicle and a passenger exited the vehicle and the wind slammed the door shut which caused the air bag to deploy. Customer said that they did not have any previous damage to the vehicle. Customer said that there were no SRS indicator on at the time of the air bag deployment. Customer said that no one was injured.

Customer called the insurance company ALLSTATE and the adjuster inspected the vehicle 7/23/2013. Customer said that the adjuster estimated \$2795.00 for the replacement. Customer said that the deductible is \$500.00.

Case History

Case ID : N012013-07-2401672

Case Title : 10D: EARNHARDT - [REDACTED] - AIRBAG DEPLOYED/NO IMPACT

Customer said that they are now driving without a airbag in the passenger airbag and would like AHM to replace the bag since they feel that it is a defect.
Customer said that they discussed this issue with the INSURANCE ADJUSTER and was told to call AHM

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

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

Bettie McDonald
Automobile Customer Service

*** CASE MODIFY COMMITMENT 7/25/2013 3:39:35 PM, bmcdonal

with [REDACTED] due 07/30/2013 03:37:20 PM.

*** CASE MODIFY 7/25/2013 3:39:43 PM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2013 5:26:44 PM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 7/26/2013 11:10:59 AM, bmcdonal, Action Type : Call to Dealer

ACS advised SD-John O'Connor to be aware this customer Wendy Downing may come into the dealership for Airbag Deployemnt. I have advised her this is an insurance issue. John said he will keep that in mind. Customer feel strongly this is a defect, her passenger exited the vehicle and the wind blew the door shut, that is when the side air bag deployed.

*** CASE MODIFY 7/26/2013 11:11:11 AM, bmcdonal

into WIP 10D Earnhardt Honda and Status of Solving.

*** CASE MODIFY 7/26/2013 12:52:55 PM, bmcdonal

into WIP 10D Earnhardt Honda and Status of Solving.

*** CASE MODIFY COMMITMENT 7/30/2013 3:02:02 PM, bmcdonal

with [REDACTED] due 07/31/2013 03:37:20 PM.

*** NOTES 7/31/2013 1:52:52 PM, bmcdonal, Action Type : Letter/Fax

Generated the 10 Day Letter to customer Wendy Downing.

*** CASE MODIFY 7/31/2013 1:52:59 PM, bmcdonal

into WIP 10D Earnhardt Honda and Status of Solving.

*** CASE MODIFY COMMITMENT 7/31/2013 2:02:43 PM, bmcdonal

with [REDACTED] due 08/01/2013 03:37:20 PM.

*** CASE FULFILL 7/31/2013 2:02:51 PM, bmcdonal

Fulfilled for [REDACTED] due 08/01/2013 03:37:20 PM.

*** COMMIT 8/6/2013 2:06:17 PM, bmcdonal, Action Type : N/A

close if no response to the 10 day letter

*** CASE MODIFY 8/6/2013 2:06:44 PM, bmcdonal

into WIP 10D Earnhardt Honda and Status of Solving.

Case History

Case ID : N012013-07-2401672

Case Title : 10D: EARNHARDT - [REDACTED] - AIRBAG DEPLOYED/NO IMPACT

*** NOTES 8/9/2013 8:53:51 AM, bmc donal, Action Type : Call from Dealer

SD-John O'Connor called to advise he has not yet seen nor heard from the customer. I advised John I mailed a 10 Day Letter I will close the case on Monday. The customer has not responded to any telephone calls.

*** CASE MODIFY COMMITMENT 8/9/2013 8:54:08 AM, bmc donal

with [REDACTED] due 08/12/2013 12:00:00 AM.

*** CASE MODIFY 8/9/2013 8:54:14 AM, bmc donal

into WIP 10D Earnhardt Honda and Status of Solving.

*** CASE FULFILL 8/12/2013 1:06:24 PM, bmc donal

Fulfilled for [REDACTED] due 08/12/2013 12:00:00 AM.

*** SUBCASE N012013-07-2401672-1 MODIFY 8/12/2013 1:07:09 PM, bmc donal

into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012013-07-2401672-1 CLOSE 8/12/2013 1:07:12 PM, bmc donal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2013 1:07:19 PM, bmc donal

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID : N012009-04-0601305 Division : Honda - Auto Condition : Closed Open Date : 4/6/2009 1:27:50 PM
Case Originator : Jun Hong (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 4/6/2009 2:43:37 PM
Case Owner : Jun Hong (Team SB) Method : Phone Queue : Days Open : 0
Last Closed By : Jun Hong (Team SB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - AIR BAG DEPLOYMENT / FRONT PASSENGER SIDE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 501
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. : () -
Address : [REDACTED]
City / State / Zip : HALLANDALE, FL [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : ACCORD / 2008
Model ID / Product Line : /
Miles / Hours : 10,000
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
Phone No. : 954-755-5600
Address : 9400 W. ATLANTIC BLVD.
City / State / Zip : CORAL SPRINGS, FL 33071
Svc District / Sls District : 07M / C07
Warranty Labor Rate / Date : \$99.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0601305-1 [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012009-04-0601305-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 4/6/2009 2:23:43 PM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 4/6/2009 2:23:53 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-0601305

Case Title : [REDACTED] - AIR BAG DEPLOYMENT / FRONT PASSENGER SIDE

*** CASE CREATE 4/6/2009 1:27:50 PM, jhong

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

*** CASE MODIFY 4/6/2009 1:27:53 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:28:50 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:29:56 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:30:00 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:31 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:35 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:37 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:40 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:42 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:45 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:47 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:50 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:32:53 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:36:50 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:37:01 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:39:58 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 1:48:58 PM, jhong

into WIP default and Status of Solving.

Case History

Case ID : N012009-04-0601305

Case Title : [REDACTED] - AIR BAG DEPLOYMENT / FRONT PASSENGER SIDE

*** CASE MODIFY 4/6/2009 1:49:11 PM, jhong

into WIP default and Status of Solving.

*** NOTES 4/6/2009 2:23:06 PM, jhong, Action Type : Call from Customer

Updated customer information

Ms. [REDACTED] called ACS. She did not have the VIN because its at the dealership.

Situation:

She stated the side air bag deployed while closing the front passenger side door.

Request:

Customer was not given a quote and CORAL SPRINGS HONDA told the customer its not covered and that was it.

Probing questions:

She said the Side air bag deployed from the top and side. She said its the front passenger side. She said it happened when she was closing the door. She took the vehicle to the dealership Friday. Vehicle still at the dealership and she is working with the SM Dale Kenon. She also spoke with Raul Fernandez. She said the Insurance was not contacted.

CORAL SPRINGS HONDA told the customer its not covered because they were not able to find anything. She said the vehicle is drivable. She was not involved in an accident.

Date: Last Wednesday, April 1, 2009 it deployed

Time: Afternoon time, maybe 3pm.

Location of incident: She was at Home getting ready to leave.

Son was lucky he was in the back seat

ACS conclusion:

I apologized for the issue and advised the customer I have documented the issue. I advised the customer she should contact the dealership back for clarification to their findings. I advised the customer to speak with the GM and SM at the dealership. Customer understood. Customer said she will get more clarification from the dealership. I provided the case number. I advised the customer if she feels AHM needs to be involved for the air bag repair she can call ACS back. Customer understood. Customer thanked me and I ended the call.

*** CASE MODIFY 4/6/2009 2:23:09 PM, jhong

into WIP default and Status of Solving.

*** SUBCASE N012009-04-0601305-1 CREATE 4/6/2009 2:23:43 PM, jhong

Created in WIP Default with Due Date 4/6/2009 2:23:43 PM.

*** SUBCASE N012009-04-0601305-1 CLOSE 4/6/2009 2:23:53 PM, jhong

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/6/2009 2:23:55 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 2:26:09 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/6/2009 2:26:11 PM, jhong

Case History

Case ID : N012009-04-0601305

Case Title : [REDACTED] - AIR BAG DEPLOYMENT / FRONT PASSENGER SIDE

into WIP default and Status of Solving.

*** NOTES 4/6/2009 2:27:35 PM, mfooster, Action Type : Note-General

Case notes reviewed by TL MFoster.

*** CASE MODIFY 4/6/2009 2:43:35 PM, jhong

into WIP default and Status of Solving.

*** CASE CLOSE 4/6/2009 2:43:37 PM, jhong

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

Spool Report

Run Date : 02/13/2014

Case Details

Case ID :	N012010-12-2201398	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/22/2010 2:54:06 PM
Case Originator :	Wally Guba (Team SB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/21/2011 1:56:46 PM
Case Owner :	Kris Schroeder (Team HE)	Method :	Phone	Queue :		Days Open :	30
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	07B- [REDACTED] - SIDE PASSENGER CURTAIN AIR DEPLOYMENT	No. of Attachments :	0				

Site / Contact Info :

Site Name :	[REDACTED] 3743
Dealer No. :	
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	() - [REDACTED]
Address :	[REDACTED]
City / State / Zip :	LOGANVILLE, GA [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	ACCORD / 2008
Model ID / Product Line :	/
Miles / Hours :	50,000
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206848 / CAREY PAUL HONDA
Phone No. :	770-985-1444
Address :	3430 HIGHWAY 78
City / State / Zip :	SNELLVILLE, GA 30078
Svc District / Sls District :	07G / D07
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-2201398-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/13/2014

Issue Details

Issue ID : N012010-12-2201398-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wally Guba	Type 1 : Product	Status : Subcase Close	Open Date : 12/22/2010 3:04:16 PM
Issue Owner : Wally Guba	Type 2 : Operation	Queue :	Close Date : 12/22/2010 3:06:13 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-12-2201398

Case Title : 07B- [REDACTED] - SIDE PASSENGER CURTAIN AIR DEPLOYMENT

*** CASE CREATE 12/22/2010 2:54:06 PM, wguba

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

*** NOTES 12/22/2010 3:01:30 PM, wguba, Action Type : Call from Customer

Verified contact information

2 months ago, Customer's vehicle was in park; customer closed passenger door then suddenly passenger side curtain airbags deployed.

Customer took vehicle to Carrie Paul Honda, Georgia (1 month ago). The wait was too so long, customer left.

Customer contacted her insurance, and was advised by insurance to have Honda diagnose airbag.

Asked if vehicle has been in previous accidents, and said customer said NO. Advise customer, AHM documented concern, and advise customer to have Honda dealer diagnose vehicle and continue to work with insurance.

Customer had no further questions

*** SUBCASE N012010-12-2201398-1 CREATE 12/22/2010 3:04:16 PM, wguba

Created in WIP Default with Due Date 12/22/2010 3:04:16 PM.

*** CASE MODIFY 12/22/2010 3:05:10 PM, wguba

into WIP default and Status of Solving.

*** CASE MODIFY 12/22/2010 3:05:46 PM, wguba

into WIP default and Status of Solving.

*** CASE MODIFY 12/22/2010 3:06:03 PM, wguba

into WIP default and Status of Solving.

*** SUBCASE N012010-12-2201398-1 CLOSE 12/22/2010 3:06:13 PM, wguba

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/22/2010 3:06:14 PM, wguba

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

*** CASE REOPEN 12/22/2010 3:11:35 PM, wguba

with Condition of Open and Status of Solving.

*** NOTES 12/22/2010 3:14:47 PM, wguba, Action Type : Call from Customer

Called customer back; advised customer that I will forward her case to a case manager who will contact her w/in 1 to 2 business days

*** CASE MODIFY 12/22/2010 3:16:28 PM, wguba

into WIP default and Status of Solving.

*** CASE DISPATCH 12/22/2010 3:17:04 PM, wguba

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 12/23/2010 10:02:34 AM, kmakaena

N012010-12-2201398 to kschroed, WIP

*** CASE RULE ACTION 12/23/2010 10:02:34 AM, sa

Case History

Case ID : N012010-12-2201398

Case Title : 07B- [REDACTED] - SIDE PASSENGER CURTAIN AIR DEPLOYMENT

Action Task Assignee of rule Assign Notification fired

*** NOTES 12/27/2010 2:00:43 PM, kschoed, Action Type : Call to Dealer

Dealer contact: Euell

Date at dealer: 9-11-10

R/O: 118662

Mileage: 59933

Customer's complaint: passenger side air bag deployed when door was shut

Dealer's diagnosis: Found airbag deployed.

Dealer resolution: Referred customer to insurance company.

Service history at dealer: First visit to dealer

DPSM involvement: Not involved.

Notes:

ACS will refer customer to insurance company for further assistance.

*** NOTES 12/27/2010 2:02:35 PM, kschoed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding air bag deployment concern. Left ACS call back number and a call back date of 1-5-10

*** COMMIT 12/27/2010 2:02:42 PM, kschoed, Action Type : N/A

call customer- refer to insurance

*** NOTES 1/7/2011 2:13:30 PM, kschoed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding air bag deployment concern. Left ACS call back number and a call back date of 1-11-10

*** CASE MODIFY COMMITMENT 1/7/2011 2:13:43 PM, kschoed

with LINDSY EDGE due 01/11/2011 12:00:00 AM.

*** CASE MODIFY 1/7/2011 2:13:50 PM, kschoed

into WIP 7B and Status of Solving.

*** NOTES 1/14/2011 2:19:57 PM, kschoed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding customers concerns. Left ACS contact information and a call back date of 1-18-11

*** CASE MODIFY COMMITMENT 1/14/2011 2:20:22 PM, kschoed

with [REDACTED] due 01/18/2011 12:00:00 AM.

*** CASE MODIFY 1/14/2011 2:20:28 PM, kschoed

into WIP 7B and Status of Solving.

*** CASE RULE ACTION 1/19/2011 2:54:06 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/21/2011 1:55:58 PM, kschoed, Action Type : Call to Customer

Case History**Case ID :** N012010-12-2201398**Case Title :** 07B- [REDACTED] - SIDE PASSENGER CURTAIN AIR DEPLOYMENT

Left message for customer to give AHM a call back regarding Air bag deployment. Left ACS contact information.

*** **NOTES 1/21/2011 1:56:25 PM, kschoed, Action Type : Letter/Fax**

10 day letter template sent to customer. case closed pending customers response.

*** **CASE CLOSE 1/21/2011 1:56:46 PM, kschoed**

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

PE14-004

HONDA

3/28/2014

Q4

2008 ACCORD FIELD
REPORTS

Field Quality Report online[Home](#) [Create Report](#) [Search Reports](#) [Utilities](#) [Help](#) [Logout](#)**VIEW AUTO REPORT****Report Information** **Attached Files****Report ID** 14516**Brief Description*** 08M Accord SRS NONE**Reported By** Factory **Offline Report Date****Online Created Date** 3/27/2008 11:30:02 PM**Last Updated Date** 5/30/2008 12:48:38 PM**User Information****Zone** HAM**District** HAM MQ**Customer Information****City of Customer*** CHESAPEAKE**State*** VA **Delivery Date** (MM/DD/YYYY)**Vehicle Information****Non-US VIN** ☐**VIN*** 1HGCP26718A  [Check VIN](#)**Unit Status** Sold to Customer **Date of Occurrence*** 3/24/2008 (MM/DD/YYYY)**Mileage*** 0**Engine No.** 0**Model Year** 2008**Model** ACCORD**Style*** **Body*** 4 Door **Transmission*** **Engine Type** **Dealer Information****Dealer Number****Phone Number** (999-999-9999) **Ext.****Claim Information****Claim Number** **CR/Techline #****Labor Operation *** SRS - 752 **Labor Op Full Codes ***
Causal Code

Failed Part No. ***Please provide Part No if available**

1.
2.
3.
4.

**Complaint /
Symptom**

Customer shut the door and the passenger curtain and side airbags deployed.

**Probable
Cause**

Unable to find any damages that would cause a deployment

**Corrective
Action**

Send parts to SRS supplier.

Fire Report Information

**Create Fire
Report**

[Open New Fire Document](#)

Attach Files

Save

Save As

Submit

Reset

PE14-004

HONDA

3/28/2014

Q4

2008 ACCORD LAWSUITS



Re: Request for Repair and Injury Claim from Mishler, Rachel 

Brad Safon to: Elizabeth Clogg, Tamara Sundblad
Cc: Ruby Carlton

10/24/2013 06:48 AM

From: Brad Safon/HNA/AM/HONDA
To: Elizabeth Clogg/AHM/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM,
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM

No need
Brad J. Safon
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
Fax 310.781.4910

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Elizabeth Clogg Good morning Brad and Tamara, Attached is...

10/24/2013 06:09 AM PDT

From: Elizabeth Clogg
To: Brad Safon; Tamara Sundblad
Cc: Ruby Carlton
Date: 10/24/2013 06:09 AM PDT
Subject: Fw: Request for Repair and Injury Claim from [REDACTED]

Good morning Brad and Tamara,

Attached is another letter we have received from the Attorney on behalf of [REDACTED]
This letter came to us directly from the Attorney and not through the dealer or DPSM.
Please let me know if you would like me to interoffice the original or have any other questions.

Thanks and have a good day.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023

[attachment "Mishler 2nd Attorney Letter.pdf" deleted by Brad Safon/HNA/AM/HONDA]

----- Forwarded by Elizabeth Clogg/AHM/AM/HONDA on 10/24/2013 06:03 AM -----

Brad Safon

I'll contact the lawyer. Close your file. Brad J. Safo

10/21/2013 07:57:06 AM

From: Brad Safon/HNA/AM/HONDA
To: Elizabeth Clogg/AHM/AM/HONDA@HONDAAM
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM
Date: 10/21/2013 07:57 AM
Subject: Re: Request for Repair and Injury Claim from [REDACTED]

I'll contact the lawyer. Close your file.

Brad J. Safon
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
Fax 310.781.4910

* * * * *

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Elizabeth Clogg Sounds good. I'll interoffice the CD with the ph...
Brad Safon Yes pls Brad J. Safon
Elizabeth Clogg Good morning Tamara and Brad, I tried zippin...

10/21/2013 07:55 AM PDT

10/21/2013 07:52:17 AM

10/21/2013 07:19 AM PDT

From: Elizabeth Clogg
To: Tamara Sundblad; Brad Safon
Cc: Ruby Carlton
Date: 10/21/2013 07:19 AM PDT
Subject: RE:Request for Repair and Injury Claim from [REDACTED]

Good morning Tamara and Brad,

I tried zipping the photos and RO, but I just got the returned email saying the file was still too large. Please let me know if you need this, because I can burn the information to CD and interoffice it to you today.

Thanks.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023



Re: [REDACTED] (08 Accord) 
Brad Safon to: Luke Witte
Cc: Tamara Sundblad

11/26/2013 08:32 AM

From: Brad Safon/HNA/AM/HONDA
To: [REDACTED]
Cc: Tamara Sundblad/HNA/AM/HONDA

As I mentioned below, we closed our claim file on November 21 since 30 days had passed and we received no new information from you. Again, given what we know, we will not be participating further absent your commencement of a lawsuit.

Should you file a lawsuit, we again insist that the vehicle be maintained in its immediate post-incident condition. I respectfully disagree with your "reasonable measures" standard.

Again by this email your client is hereby put on notice NOT to permit an occupant in the passenger seat as the airbags have deployed and will no longer perform their intended safety function.

Brad J. Safon
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
Fax 310.781.4910

* * * * *

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----- Original Message -----

From: Luke Witte [lwitte@milwaukeeelawfirm.com]
Sent: 11/26/2013 09:20 AM CST
To: Brad Safon
Subject: RE: [REDACTED] (08 Accord)

Mr. Safon:

If you would like to further inspect this vehicle, please advise. Ms. [REDACTED] need only take reasonable measures to avoid a spoliation instruction. We are well past the precipitating event, and this vehicle is her sole means of transportation. I look forward to hearing from you.

Atty. Luke T. Witte
Sperling Law Offices, LLC
100 E. Wisconsin Ave. Suite 1020
Milwaukee, WI 53202
ph: (414)273-7100
fax: (414)276-9022

-----Original Message-----

From: Brad_Safon@hna.honda.com [mailto:Brad_Safon@hna.honda.com]
Sent: Monday, October 21, 2013 11:35 AM
To: Luke Witte
Cc: Tamara Sundblad@hna.honda.com; 3lenh@schlossmannauto.com
Subject: [REDACTED] (08 Accord)

Dear Mr. Witte:

Your letter to American Honda and Schlossman's Imports dated 10.15.13 was referred to me for follow up.

First, please know that we and Honda make the safety of our customers our highest priority. To the extent that your client's son sustained any injury, I hope and trust on behalf of the Honda family that he makes a full and speedy recovery.

My understanding is that the vehicle was inspected at Schlossmann's on or about 10.11.13 where the American Honda District Parts and Service Manager, along with service technicians from Schlossmann's, determined that there was fresh damage to the passenger side rocker panel with sufficient deceleration forces to properly deploy the airbags. Diagnostic codes (DTCs) were retrieved from the ECU which confirmed a proper deployment. I am also given to understand that the owner/manager of the Speedway service station examined his surveillance video from 10.7.13 and found no evidence that your client's Accord was there that day.

I further understand that there was a verbal confrontation between your client, her boyfriend, and the Schlossmann service folks. Should you decide to proceed with this matter, I insist that your client retain the video recording of that confrontation. We have no video, but I will have copies of the photos taken at the inspection as well as the DTC printout available. I have asked Schlossmann's to retain the original DTC printout and repair order that your client refused to sign. I also insist that the vehicle be maintained in its immediate post incident condition and that it not be driven since the passenger side airbags have deployed and are now useless. Should it be repaired and you proceed with litigation, we will deem the evidence to have been spoliated.

Unfortunately, based on the information we have reviewed, neither American Honda nor Schlossmann's will be able to participate in any financial manner. I suggest that your client seek reimbursement for the vehicular damage and medical expenses from her carrier, State Farm. I will hold the file open for 30 days.

Very truly yours,

Brad J. Safon
Senior Corporate Counsel
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
Fax 310.781.4910
* * * * *

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Fw: Request for Repair and Injury Claim from Mishler, Rachel

Elizabeth Clogg to: Brad Safon, Tamara Sundblad

10/24/2013 06:09 AM

Cc: Ruby Carlton

From: Elizabeth Clogg/AHM/AM/HONDA

To: Brad Safon/HNA/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM,

Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM

Good morning Brad and Tamara,

Attached is another letter we have received from the Attorney on behalf of [REDACTED]
This letter came to us directly from the Attorney and not through the dealer or DPSM.
Please let me know if you would like me to interoffice the original or have any other questions.

Thanks and have a good day.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023



Mishler 2nd Attorney Letter.pdf

----- Forwarded by Elizabeth Clogg/AHM/AM/HONDA on 10/24/2013 06:03 AM -----

Brad Safon

I'll contact the lawyer. Close your file. Brad J. Safo

10/21/2013 07:57:06 AM

From: Brad Safon/HNA/AM/HONDA

To: Elizabeth Clogg/AHM/AM/HONDA@HONDAAM

Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM

Date: 10/21/2013 07:57 AM

Subject: Re: Request for Repair and Injury Claim from [REDACTED]

I'll contact the lawyer. Close your file.

Brad J. Safon

Honda North America, Inc.

700 Van Ness Avenue

Torrance, CA 90501

Tel. 310.781.4927

Fax 310.781.4910

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Brad Safon	Yes pls Brad J. Safon	10/21/2013 07:52:17 AM
Elizabeth Clogg	Good morning Tamara and Brad, I tried zippin...	10/21/2013 07:19 AM PDT

From: Elizabeth Clogg
To: Tamara Sundblad; Brad Safon
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Date: 10/21/2013 07:19 AM PDT
Subject: RE:Request for Repair and Injury Claim from [REDACTED]

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Thanks.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023

Sperling Law Offices LLC

Michael S. Sperling
Luke T. Witte

www.MilwaukeeLawFirm.com
Se habla español

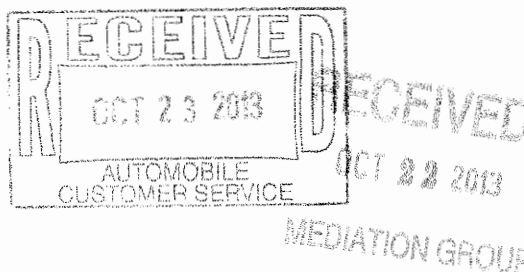
Paralegal
Kristin Ristow

Ricardo F. Estrada
Bradley E. Grell

Legal Assistants
Max Beckert
Paula Beler
Anne Schmidt

October 15, 2013

American Honda Motor Co., Inc.
Attn: Airbag Claims
1919 Torrance Blvd.
Torrance, CA 90501



Schlossman's Imports
Via Fax:326-3515

RE: My Client [REDACTED] a minor
Date of Incident 10/7/13
Vehicle 2008 Honda Accord: VIN1HGCP26818A [REDACTED]

Dear Sir or Madam:

Please be advised that I have been retained by the above-referenced clients related to injuries and damages they sustained on the above date. Please forward this letter to the appropriate insurer or claims administrator.

Please consider this letter a formal Notice of Retainer and attorney's lien in accordance with Section 757.36 of the Wisconsin Statutes. Please direct future communication with my client through this office. Our FEIN is 391866916. Your acknowledgment of this Notice of Retainer is appreciated. We further demand that you preserve and produce a copy of any video or photographic evidence related to this incident, along with any electronic or airbag data.

If you have any questions, please do not hesitate to contact me. Thank you in advance for your anticipated cooperation.

Very Truly Yours,


Luke T. Witte

cc [REDACTED]



Fw: Request for Repair and Injury Claim from [REDACTED]
Elizabeth Clogg to: Brad Safon, Tamara Sundblad
Cc: Ruby Carlton

10/24/2013 06:09 AM

From: Elizabeth Clogg/AHM/AM/HONDA
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Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM

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Thanks and have a good day.

Liz Clogg
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Region Manager Zones 6 & 8
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Fax (310) 783-3023



Mishler 2nd Attorney Letter.pdf

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10/21/2013 07:57:06 AM

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To: Elizabeth Clogg/AHM/AM/HONDA@HONDAAM
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM
Date: 10/21/2013 07:57 AM
Subject: Re: Request for Repair and Injury Claim from [REDACTED]

I'll contact the lawyer. Close your file.

Brad J. Safon
Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
Fax 310.781.4910

* * * * *

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Subject: RE:Request for Repair and Injury Claim from [REDACTED]

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Thanks.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023



[REDACTED] 08 Accord)

Brad Safon to: lwitte
Cc: Tamara Sundblad, 3lenh

10/21/2013 09:34 AM

From: Brad Safon/HNA/AM/HONDA
To: lwitte@milwaukeeelawfirm.com
Cc: Tamara Sundblad/HNA/AM/HONDA@HONDAAM, 3lenh@schlossmannauto.com

Dear Mr. Witte:

Your letter to American Honda and Schlossman's Imports dated 10.15.13 was referred to me for follow up.

First, please know that we and Honda make the safety of our customers our highest priority. To the extent that your client's son sustained any injury, I hope and trust on behalf of the Honda family that he makes a full and speedy recovery.

My understanding is that the vehicle was inspected at Schlossmann's on or about 10.11.13 where the American Honda District Parts and Service Manager, along with service technicians from Schlossmann's, determined that there was fresh damage to the passenger side rocker panel with sufficient deceleration forces to properly deploy the airbags. Diagnostic codes (DTCs) were retrieved from the ECU which confirmed a proper deployment. I am also given to understand that the owner/manager of the Speedway service station examined his surveillance video from 10.7.13 and found no evidence that your client's Accord was there that day.

I further understand that there was a verbal confrontation between your client, her boyfriend, and the Schlossmann service folks. Should you decide to proceed with this matter, I insist that your client retain the video recording of that confrontation. We have no video, but I will have copies of the photos taken at the inspection as well as the DTC printout available. I have asked Schlossmann's to retain the original DTC printout and repair order that your client refused to sign. I also insist that the vehicle be maintained in its immediate post incident condition and that it not be driven since the passenger side airbags have deployed and are now useless. Should it be repaired and you proceed with litigation, we will deem the evidence to have been spoliated.

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Re: Request for Repair and Injury Claim from [REDACTED]

Elizabeth Clogg to: Brad Safon
Cc: Ruby Carlton, Tamara Sundblad

10/21/2013 08:01 AM

From: Elizabeth Clogg/AHM/AM/HONDA
To: Brad Safon/HNA/AM/HONDA@HONDAAM,
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM, Tamara Sundblad/HNA/AM/HONDA@HONDAAM

Thanks for the help Brad and let me know if you need anything else from us.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023

Brad Safon

I'll contact the lawyer. Close your file. Brad J. Safo

10/21/2013 07:57:06 AM

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Brad Safon
Elizabeth Clogg

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Elizabeth Clogg to: Brad Safon

Cc: Ruby Carlton, Tamara Sundblad



10/21/2013 07:55 AM

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To: Brad Safon/HNA/AM/HONDA@HONDAAM,
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM, Tamara
Sundblad/HNA/AM/HONDA@HONDAAM

Sounds good. I'll interoffice the CD with the photos to 300-2-1D.
Please let me know what you would like us to do.

Thanks for the help and have a good day.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023

Brad Safon

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Subject: Re: Request for Repair and Injury Claim from [REDACTED]

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Honda North America, Inc.
700 Van Ness Avenue
Torrance, CA 90501
Tel. 310.781.4927
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Re: Request for Repair and Injury Claim from [REDACTED]
Brad Safon to: Elizabeth Clogg, Tamara Sundblad
Cc: Ruby Carlton



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Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023



RE:Request for Repair and Injury Claim from [REDACTED]
Elizabeth Clogg to: Tamara Sundblad, Brad Safon
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10/21/2013 07:19 AM

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Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM

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Fax (310) 783-3023



Request for Repair and Injury Claim from [REDACTED]
Elizabeth Clogg to: Tamara Sundblad, Brad Safon
Cc: Ruby Carlton

10/21/2013 07:05 AM

From: Elizabeth Clogg/AHM/AM/HONDA
To: Tamara Sundblad/HNA/AM/HONDA@HONDAAM, Brad Safon/HNA/AM/HONDA@HONDAAM,
Cc: Ruby Carlton/AHM/AM/HONDA@HONDAAM

Good morning Brad and Tamara,

The customer [REDACTED] and her finance are claiming the airbags on their 2008 Accord VIN# 1HGCP26818 [REDACTED] deployed without any accident. Our DPSM and dealer have found damage and have referred the customer to work with their insurance company. The customer also claims that the airbag deployment has bruised her son's head, but the customer has failed to provide us with any medical records. The customer has since retained an attorney who is requesting that we repair the vehicle and for compensation of medical bills. The Attorney letter was provided to the dealer and forwarded to us from the DPSM. We have contacted the Attorney and have been told that we should no longer be speaking with the customer.

Attached is a copy of the HNA form, case, Attorney letter, DPSM photos, DTC report, and estimate from body shop. Since the file with the photos and RO is so large, I will include them on a separate email.

I would appreciate any assistance or direction you can provide.

Thanks and have a good day.

Liz Clogg
American Honda Motor Co., Inc.
Region Manager Zones 6 & 8
Phone (310) 781-5096
Fax (310) 783-3023



Mishler DTC.pdf HNA Form [REDACTED].doc



Mishler Estimate.pdf Mishler Case.pdf Mishler Atty Letter.pdf

INCOMING DOCUMENT FROM ACS TO HNA

DOCUMENT IS BEING FORWARDED TO AMERICAN HONDA HNA LEGAL DEPT FOR REVIEW.

Date Document
Received in
ACS (Honda) 10/18/13

ACS CASE INFORMATION

Customer
Name:

Customer is
requesting:

Medical Bills and Repair

Is there an
existing case?
Number?

Yes

No

If yes, what is the case number?
N012013-10-0701838

Police Report?

Yes

No

Accident
Photos?

Yes

No

Comments: DPSM took photos
of the vehicle after incident.
Date of Accident: 10/7/13

Repair Orders

Yes

No

Comments: The DPSM and
dealer noticed damage and
referred to insurance company.

Is Vehicle in
Possession of
Insurance Co.?

Yes

No

Not sure, because the customer
has retained an attorney.

Vehicle
Totaled?

Yes

No

Comments:

Medical / other
Expenses
related to
Accident?

Yes

No

Comments: The customer has
not provided the bills to ACS or
the dealer.

Name / Ext of
Person
Sending to
HNA Dept.

Name

Extension

Date Sent to HNA

Elizabeth Clogg

15096

10/18/13

Comments: The customer requests the vehicle be repaired at no charge and for medical bills. The dealer and DPSM determined the issue with airbag deployment is related to an accident and have referred the customer to their insurance company. The customer did not provide dealer or ACS medical bills, but has retained an attorney.

HNA LEGAL REVIEW INFORMATION

Reason
document is
being returned
to ACS (Honda)

Name / Ext of
HNA employee
who reviewed
document

Name

Extension

Date Sent back to ACS:

Sperling Law Offices LLC

Michael S. Sperling
Luke T. Witte

www.MilwaukeeLawFirm.com
Se habla español

Paralegal
Kristin Ristow

Ricardo F. Estrada
Bradley E. Grell

Legal Assistants
Max Beckert
Paula Beler
Anne Schmidt

October 15, 2013

American Honda Motor Co., Inc.
Attn: Airbag Claims
1919 Torrance Blvd.
Torrance, CA 90501

Legal Secretary
Stacy Liedke

Schlossman's Imports
Via Fax: 328-3515

RE: My Client [REDACTED] a minor
Date of Incident 10/7/13
Vehicle 2008 Honda Accord: VIN1HGCP26818A [REDACTED]

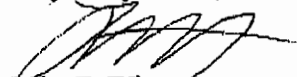
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If you have any questions, please do not hesitate to contact me. Thank you in advance for your anticipated cooperation.

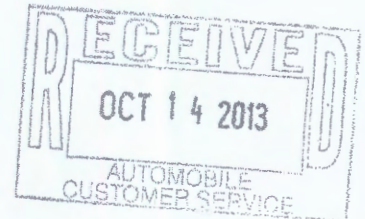
Very Truly Yours,


Luke T. Witte

cc: [REDACTED]

SCHLOSSMANN'S HONDA CITY

Schlossmann's Honda City Parts
3450 S. 108th St.
Greenfield, WI 53227
DIRECT - 414-328-3535
FAX - 414-325-3531



DATE: 10/14/13

PAGES: 2

TO: WAYNE ZITTER FROM: WAYNE NYKLOS - DPSH SD

FAX #: 310-783-7890

SUBJECT: DTC FORM - MISHLER - 08 ACCORD AIRBAG CASE

Notes: ATTACHED IS DTC PRINT-OUT. PLEASE
ATTACH TO CASE NOTES. THANKS

DTC**SRS System**

Filename : 206917_ACCORD_2008_SRS_1HGCP26818A [REDACTED] 1102013.dtc
Date/Time : 11/10/2013 04:28PM
Model : ACCORD Year : 2008
VIN : 1HGCP26818 [REDACTED] Odo : 44229
Dealer No. : 206917 03D81443711333110055B300130F20

Confirmed DTCs (Permanent)

F4-11 Front passenger's side airbag, right side curtain airbag, and/or front passenger's seat belt tensioner deployed

SCHLOSSMANN'S IMPORTS INC
3450 S 108TH ST
MILWAUKEE, WI 53227-4026
PHN: 414 328 3500 FAX: 414 328 3515

*** PRELIMINARY ESTIMATE ***

10/09/2013 05:08 PM

Owner

Owner: [REDACTED]

Inspection

Inspection Date: 10/10/2013 07:28 AM

Inspection Type:

Appraiser Name: KEN PETERSON

Appraiser License # :

Address: 3450 S. 108th ST.

Work/Day: (414)328-3500x175

City State Zip: Milwaukee, WI 53227

FAX: (414)328-3515

Email: 3kenp@schlossmannauto.com

Repairer

Repairer: Schlossmann's Honda City

Contact: Ken Peterson

Address: 3450 S 108Th St

Work/Day: (414)328-3500x163

City State Zip: Milwaukee, WI 53227

Work/Day:

Email: 3kenp@schlossmannauto.com

Vehicle

2008 Honda Accord EX-L NAV 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Lic Expire:

VIN: 1HGCP26818A [REDACTED]

Veh Insp# :

Mileage Type: Actual

Condition:

Code: H1413C

Ext. Refinish: Two-Stage

Int. Refinish: Two-Stage

Options

AM/FM In-dash CD Changer
Aluminum/Alloy Wheels
Bucket Seats
Dual Airbags
Head Airbags
Intermittent Wipers
Leather Steering Wheel
Navigation System
Power Door Locks
Power Steering
Rem Trunk-L/Gate Release
Strg Wheel Radio Control
Tilt & Telescopic Steer
XM Satellite Radio

Air Conditioning
Anti-Lock Brakes
Center Console
Dual Zone Auto A/C
Heated Front Seats
Keyless Entry System
Lighted Entry System
Overhead Console
Power Drivers Seat
Power Windows
Side Airbags
Tachometer
Tinted Glass

Alarm System
Automatic Dimming Mirror
Cruise Control
Floor Mats
Heated Power Mirrors
Leather Seats
MP3 Player
Power Brakes
Power Moonroof
Rear Window Defroster
Stability Cntrl Suspensn
Theft Deterrent System
Traction Control System

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
Front Body And Windshield									
1	E	104	46	Fender,Front RT	60210TA0A90ZZ	\$289.52		1.2	SM
2	L	104	13	Fender,Front RT	Refinish			3.8	RF
					2.2 Surface				
					0.5 Edge				
					0.6 Two-stage setup				
					0.5 Two-stage				
Front Body Interior Sheetmetal									
3	E	99		Airbag Sensor,Fender RT	77930TA0B11	\$35.70		1.5	ME
Roof									
4		629	01	Airbag Brkt,Interior RT	Replace OEM	INC			ME
5	E	1631	01	Visor,Sun RT	83230TA5A51ZA	\$90.67		INC	ME*
6	E	600	01	Airbag,Roof RT	78870TA5A90	\$614.17		4.4	ME
7	E	883	01	Headliner,Roof	83200TA0A72ZA	\$511.41		1.3	ME*
Center Console And Seat Tracks									
8	E	612		Module,Airbag Control	77960TA0A02	\$320.63		1.1	ME
9	E	649		Airbag Sensor,Interior	77975TA0A11	\$23.28		0.2	ME
10	E	633	01	Airbag,Front Seat RT	78050TA6A80	\$325.60		INC	ME
11	E	577	01	Seatbelt,Front RT	04814TA5A00ZC	\$179.73		0.3	SM
12	E	1145	01	Frame,Front Seat RT	81126TA0A42	\$643.42		INC	SM
13	E	437	01	Cover,Seat Cushion RT	04811TA6A71ZA	\$416.03		1.8	SM
14	E	1207	01	Cushion,Front Seat RT	81137TA0A01	\$94.15		INC	SM
Inner Quarter & Panels									
15	E	635		Airbag Sensor,Interior RT	77970TA0A11	\$23.28		0.3	ME
16	E	158	01	Pnl,Center Plr Trim RT	84111TA0A01ZA	\$22.73		0.7	SM
17	E	445	01	Pnl,Quarter Trim Up RT	84131TA5A01ZA	\$28.58		INC	SM
18	E	475		Airbag Sensor,Qtr Pane RT	77970TA0A11	\$23.28		0.2	ME
18	Items								

MC Message

01 CALL DEALER FOR EXACT PART # / PRICE
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46 PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts	\$3,642.18	
Paint Materials	\$129.20	
Parts & Material Total		\$3,771.38
Tax on Parts & Material	@ 5.600%	\$211.20

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$54.00	4.0		4.0	\$216.00
Mech/Elec (ME)	\$115.00	9.0		9.0	\$1,035.00
Frame (FR)	\$54.00				
Refinish (RF)	\$54.00	3.8		3.8	\$205.20
Paint Materials	\$34.00				

Labor Total		16.8 Hours	\$1,456.20
Tax on Labor	@ 5.600%		\$81.55

Gross Total	\$5,520.33
Net Total	\$5,520.33

Alternate Parts Y/01/00/00/01/01 CUM 01/00/00/01/01 Zip Code: 53227 Default

Audatex Estimating 7.0.019 ES 10/11/2013 07:26 AM REL 7.0.019 DT 09/01/2013 DB 10/08/2013
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1.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 10/21/2013

Case Details

Case ID : N012013-10-0701838 Division : Honda - Auto Condition : Open Open Date : 10/7/2013 2:55:11 PM
Case Originator : Anthony Aldridge Sub Division : Customer Relations Status : Solving Close Date :
Case Owner : Wayne Zitter Method : Phone Queue : Days Open : 14
Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] Wipbin : 08D - Wayne Nicklas
AIRBAG DEPLO No. of Attachments : 4

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 206917 / SCHLOSSMANN'S HONDA CITY
Phone No. : 414-328-3500
Address : 3450 SO. 108TH STREET
City / State / Zip : MILWAUKEE, WI 53227
Svc District / Sls District : 08D / D08
Warranty Labor Rate / Date : \$105.00 /
Agent Name :
Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGCP26818A
Model / Year : ACCORD / 2008
Model ID / Product Line : CP2688JNW / A
Miles / Hours : 45,000
In Service Date : 05/14/2008
Months In Use : 65
Engine Number : K24Z31032156
Originating Dealer No. / Name : 208435 / HONDA ON GRAND
Selling Dealer No. / Name : 207671 / DAVID HOBBS HONDA
Trim : EX-L
No. of Doors : 4
Transmission Code : 5AT
Exterior Color : BK
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Involved Party Info :

Party 1 : DPSM Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-0701838-1 / [REDACTED]	PR Solving	Complaint	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012013-10-0701838-1	Disposition Complaint
Issue Originator : Wayne Zitter	Type 1 : Product
Issue Owner : Wayne Zitter	Type 2 : Operation - "Safety"
Issue Title : XXXXXXXXXX	PRODUCT - OPERATION - "SAFETY"
Condition : Open	Status : Solving
Queue :	Wipbin : Sub Cases
	Open Date : 10/8/2013 5:54:03 AM
	Close Date :

Coding Info :

Labor Code / Desc : 752 / SRS

Condition Code Desc : Front-Deploy 7521

Campaign Code / Desc : /

Temperament

Resolutions :

Component Category : 14 - Air Bags

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case ID : N012013-10-0701838

Case Title : 8D -(SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

*** CASE CREATE 10/7/2013 2:55:11 PM. aaldrldg

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 10/7/2013 3:03:49 PM. aaldrldg. Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED]

Customer says today October 7, 2013, at around 2:40 PM Milwaukee, WI, the airbags deployed with no impact to the vehicle. Customer says the vehicle was parked at a gas station on 70th and Adler Street. Customer says that the driver, her fiance, closed the driver's side door and airbags in the vehicle deployed. Customer says that the front passenger side seat airbag as well as the side curtain airbags deployed when the driver's door closed. Customer says her son was hit in the head by an airbag and he suffered bruising on his head, but did not require emergency assistance.

Customer says she contacted her insurance company, State Farm insurance. Customer says that she will have the vehicle inspected by a Honda dealership, SCHLOSSMANN'S HONDA CITY on Wednesday. Customer is wanting to know why this would happen.

ACS empathized with customer about her concerns. ACS advised customer I will forward this case to a CM for review. ACS provided customer with case number for reference and advised her we will contact her by the end of the next business day.

Customer says that the best time to reach her is after 1:30 pm Pacific time.

*** CASE MODIFY 10/7/2013 3:04:01 PM. aaldrldg
into WIP default and Status of Solving.*** CASE MODIFY 10/7/2013 3:04:27 PM. aaldrldg
into WIP default and Status of Solving.*** CASE DISPATCH 10/7/2013 3:04:37 PM. aaldrldg
from WIP default to Queue Honda Team F.*** CASE ACCEPT 10/8/2013 5:47:06 AM. wzitter
from Queue Honda Team F to WIP Default.*** CASE MODIFY 10/8/2013 5:53:22 AM. wzitter
into WIP Default and Status of Solving.*** SUBCASE N012013-10-0701838-1 CREATE 10/8/2013 5:54:03 AM. wzitter
Created in WIP Default with Due Date 10/8/2013 5:54:03 AM.*** CASE MODIFY 10/8/2013 5:54:07 AM. wzitter
into WIP Default and Status of Solving.*** CASE MODIFY 10/8/2013 5:54:15 AM. wzitter
into WIP Default and Status of Solving.*** COMMIT 10/8/2013 5:54:27 AM. wzitter. Action Type :
Made to [REDACTED] due 10/09/2013 05:54:48 AM.

DCS Follow-Up

*** NOTES 10/8/2013 5:54:50 AM. wzitter. Action Type : Dealer Communication

Case History

Case ID : N012013-10-0701838
ATTN: SERVICE MANAGER

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - XXXXXXXXXX AIRBAG
RESOLUTION DUE DATE : 10/9/2013

This customer contacted our office regarding the following issue(s):

Front Air Bag Deploy

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

- * Diagnostic (complaint - cause - correction)
- * Is the customer the original owner of the vehicle?
- * Customer repair cost?
- * Warranty Rate? Parts :\$ Labor Cost:\$
- * Is the dealership willing to participate in the cost of the repairs?
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)
- * Is there any type of body damage and/or has the vehicle been involved in any collision
- * Any type of outside influence to cause the customer s concerns of the repairs
- * Is the DPSM involved?
- * Is TechLine Involved, if so TechLine Re #

Please call or transmit an iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Wayne Zitter
Regional Case Manager
Automobile Customer Service
310-783-7723 Direct Line
310-783-7890 Direct Fax
Wayne_Zitter@ahm.honda.com

*** CASE MODIFY 10/8/2013 5:54:58 AM, wzitter
into WIP Default and Status of Solving.

*** NOTES 10/8/2013 1:43:27 PM, wzitter, Action Type : Call to Customer
I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/10/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCM s direct extension of 117723 and the business hours.

*** COMMIT 10/8/2013 1:43:32 PM, wzitter, Action Type : N/A
Follow-up w/Customer w/ Air Bag Deployment

*** NOTES 10/9/2013 6:44:11 AM, wzitter, Action Type : Field Service

The DPSM indicated that he would be inspecting the customer s vehicle today in the afternoon. The DPSM indicated that he would send over the RO.
*** CASE MODIFY 10/9/2013 6:44:19 AM, wzitter
into WIP 08D - Wayne Nicklas and Status of Solving.

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) -

AIRBAG

*** CASE FULFILL 10/9/2013 6:44:28 AM, wzitter

Fulfilled for [REDACTED] due 10/09/2013 05:54:48 AM.

*** NOTES 10/10/2013 1:46:23 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/14/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCM's direct extension of 117723 and the business hours.

*** CASE MODIFY 10/10/2013 1:48:42 PM, wzitter
into WIP 08D - Wayne Nicklas and Status of Solving.

*** NOTES 10/10/2013 1:50:11 PM, wzitter, Action Type : Field Service

The DPSM indicated that there is fresh undercarriage damage to the vehicle. There was no rust in the area at the rocker panel on the right side between the tire and the door. The DPSM declined at this time referred the customer to their insurance company. The DPSM indicated that the dealership has requested the video from the service station of where the incident happened.

*** CASE FULFILL 10/10/2013 1:50:38 PM, wzitter

Fulfilled for [REDACTED] due 10/10/2013 12:00:00 AM.

*** COMMIT 10/10/2013 1:50:41 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** CASE ADD ATTACHMENT 10/11/2013 6:30:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scanDoc\ScanDoc_Final\N012013-10-0701838_1.pdf

*** CASE ADD ATTACHMENT 10/11/2013 7:30:21 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scanDoc\ScanDoc_Final\N012013-10-0701838_2.pdf

*** NOTES 10/11/2013 10:14:19 AM, wzitter, Action Type : Field Service

The DPSM indicated that the customer's Insurance Information

State Farm Insurance

Claim Agent - Dennis Hartigan

Phone # 414-761-6060

*** CASE ADD ATTACHMENT 10/14/2013 7:30:22 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scanDoc\ScanDoc_Final\N012013-10-0701838_3.pdf

*** NOTES 10/14/2013 12:09:12 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the front air bag deployment. I did welcome a callback to further review the concerns of the vehicle. I did advise the customer that should I not hear from them by 10/17/2013, I would try them again. I provided the ACS contact information. I did provide the customer with the RCM's direct extension of 117723 and the business hours.

*** CASE FULFILL 10/14/2013 12:09:22 PM, wzitter

Fulfilled for [REDACTED] due 10/14/2013 12:00:00 AM.

*** COMMIT 10/14/2013 12:09:23 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Air Bag Deployment

*** NOTES 10/14/2013 12:42:24 PM, apanalej, Action Type : Letter/Fax

Case History

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - [REDACTED] - AIRBAG

On 10/14/13 ACS received a 1-page faxed cover with 1-page of supporting document from Mike (DPSM) regarding previous issue.

*** CASE ADD ATTACHMENT 10/14/2013 1:00:20 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scanDoc_ScanDoc_Final\N012013-10-0701838_4.pdf

*** NOTES 10/17/2013 1:04:37 PM, wzitter, Action Type : Note-Third Party

I contacted the customer s Attorney, Luke Witte to see if we can work his client directly. I spoke with Mr. Witte and he has indicated that he is representing the customer and he has been retained by them. I did advise Mr. Witte that I would follow-up with him on 10/22/2013. He agreed

*** CASE FULFILL 10/17/2013 1:06:54 PM, wzitter

Fulfilled for [REDACTED] due 10/17/2013 12:00:00 AM.

*** COMMIT 10/17/2013 1:06:55 PM, wzitter, Action Type : N/A

Follow-up w/ Customer w/ Air Bag Deployment

*** NOTES 10/18/2013 2:25:17 PM, kpitman, Action Type : Letter/Fax

On 10/18/13 ACS received a 1 page fax from the customer regarding a RO from Schlossmann's Honda City.

*** NOTES 10/18/2013 2:30:28 PM, kpitman, Action Type : Letter/Fax

On 10/18/13 ACS received a 1 page fax cover with 2 pages of supporting documents from the customer regarding a previous concern.

*** NOTES 10/21/2013 6:46:51 AM, wzitter, Action Type : Documents Received

ACS recieved the Attorneys Letter from the DPSM on 10/15 who received it from the SM, Len at Schlossmann's Honda City. SM, Len received the letter from their Body Shop Manager, Ken. The incident occured at Speeway Gas Station at 4265 S. 60th Street Greenfield WI

The Service Station can be reached at 414-327-3901 of where the incident allegedly occurred at 1400.

*** CASE MODIFY 10/21/2013 6:47:00 AM, wzitter

into WIP 08D - Wayne Nicklas and Status of Solving.

Case Attachments

Case ID : N012013-10-0701838

Case Title : 8D - (SCHLOSSMANN'S HONDA CITY) - MISHLER, RACHEL - AIRBAG

Case ID / Subcase ID	Attachment Title	Attachment Path
N012013-10-0701838	ScanDoc 1	\\ahmtr10.crmis_scandoc_ScanDoc_Final\N012013-10-0701838_1.pdf
N012013-10-0701838	ScanDoc 2	\\ahmtr10.crmis_scandoc_ScanDoc_Final\N012013-10-0701838_2.pdf
N012013-10-0701838	ScanDoc 3	\\ahmtr10.crmis_scandoc_ScanDoc_Final\N012013-10-0701838_3.pdf
N012013-10-0701838	ScanDoc 4	\\ahmtr10.crmis_scandoc_ScanDoc_Final\N012013-10-0701838_4.pdf

PE14-004

HONDA

3/28/2014

Q4

2008 ACCORD TECHLINE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3132235	TROYS	03/23/2011	DAVIDK	2

Code	Original Complaint	Probable Cause/Solution	
P 8780	SIDE CURTAIN DEPLOYED	NORMAL/ REF TOP DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 45,756
		Remarks / Requestor:	FE Status:

Dealer #: 206594	TZ: CST	VIN: 1HGCP368X8A [REDACTED]	Err:
Dlr Cont: JOE VASQUEZ	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (210) 680-3371	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: RUSSELL ZEMIS		Doors: 4DR	WD:
Parts Mgr: ALLEN POOLE		Fact: MARYSVILLE	Country: USA
Dlr Name: GUNN HONDA 14610 IH 10 WEST SAN ANTONIO TX 78249		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21001041	Trans #: B97A1001162
Phone: (210) 680-3371	Fax #: 2106475545	Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 03B	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/23/2011 3:16:43 PM TROYS

1

2 WAS THE KEY / CAR ON?

3 DID THEY SLAM THE DOOR?

4 THIS WILL HAPPEN FROM TIME TO TIME REF TO DPSM

5 HIS DECISION TO PAY FOR IT

3/25/2011 11:39:49 AM DAVIDK

6

7 S/M REPLACEMENT AFT DEPLOYMENT.

Information from Dealer

THE CUST STATES THE PASS GOT OUT AND SHUT THE DOOR AND THE SIDE CURTAIN AB WENT OFF

YES

NO JUST SHUT IT

HE ASKED ME TO CALL

DPSM AUTH REPLACEMENT. WHAT DO I NEED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3527112	CHRISR	01/07/2014	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781 7750	PASS SIDE DEPLOY AFT DOOR SRS DTC F4-11	DOOR SLAM?; INSP FRO DMG, ADV DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 116,024
	Remarks / Requestor:		FE Status:

Dealer #: 207846 Dlr Cont: DANH LE Serv Ph: (909) 974-3800 Serv Mgr: BRUCE MYERS Parts Mgr: ANTON PFEFFER Dlr Name: PENSKE HONDA ONTARIO 1401 AUTO CENTER DRIVE ONTARIO CA 91761 Phone: (909) 974-3800 DPSM: TIMOTHY CRAIN Previous Dealer/Contact	TZ: PST Training %: Extn: Fax #: (909) 974-3854 Zone/Dist: 01F Date	VIN: JHMCP267580 Year: 2008 Tran: 5AT Doors: 4DR Fact: SAYAMA Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: K24Z31700325 Em Type: KL RO #: 84357 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: EX WD: Country: JPN Trans #: 1002823

Tech Line Suggests

1/7/2014 10:34:27 AM CHRISR
1 ORIGINAL COMPLAINT

Information from Dealer

GUEST STATES WAS SITTING IN THE VEHICLE AND SHUT THE PASSENGER FRONT DOOR AND THE PASSENGER SIDE AIRBAG, AND CURTAIN AIR BAG WENT OFF TIM CRAIN DISTRICT PART AND SERVICE MANAGER WANTS TO CALL TECH LINE

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

Y
N
N
F4-11
YES
OK

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 ONLY DTC

8 CK FOR DAMAGE ON DEPLOYED SIDE AND UNDER AS WELL IF NO DAMAGE FOUND, ADV DPSM TO EVALUATE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3315729	DAVIDK	08/03/2012	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	THRESHLD DEPLOY	INPUT?; PREPAIR EST FOR REPAIR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 45,467
		Remarks / Requestor:	FE Status:

Dealer #: 207995	TZ: EST	VIN: 1HGCP36878A	Err:
Dlr Cont: DAVID HEINEKE	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (772) 299-9797	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: RUDI PRETORIUS		Doors: 4DR	WD:
Parts Mgr: JASON PERUZZI		Fact: MARYSVILLE	Country: USA
Dlr Name: VATLAND HONDA 700 U.S. HWY 1 VERO BEACH FL 32962		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21001862	Trans #: B97A1001976
Phone: (772) 299-9797	Fax #: (772) 794-3784	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 168336	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/3/2012 7:11:05 AM	DAVIDK
1 ORIGINAL COMPLAINT	CUSTOMER SHUT PASS. SIDE DOOR AND SIDE BAGS DEPLOYED, NOTICED VEHICLE HAS A/M HID HEADLIGHTS
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	[KEYWORD: AIR BAG]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 THERE IS NO WAY TO TELL WHAT CAUSED THE DEPLOYMENT OR HOW HARD THE DOOR WAS CLOSED. IT IS POSSIBLE TO DEPLOY WHEN SLAMED HARD. ALL WE CAN DO IS PREPAIR A EST ON REPAIR. IT IS UP TO CUST AND YOUR MNGR TO FIGURE OUT WHO PAYS.	CUST WANTS UNDER WARR
7 GET DPSM INVOLVED	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2889882	TOMP	08/31/2009	TOMP	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	INSPECT, REPAIR AS NEEDED, REFER TO DSM?
	ResIn Source:	None Date:
	Status:	N/A Mileage: 29,313
	Remarks / Requestor:	FE Status:

Dealer #: 208277	TZ: EST	VIN: 1HGCP264X8A	Err:
Dir Cont: TOM ALEXANDER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (301) 498-7400	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: KEITH BREEDEN		Doors: 4DR	WD:
Parts Mgr: RON MALITZ		Fact: MARYSVILLE	Country: USA
Dir Name: OURISMAN HONDA OF LAUREL 3371 FT. MEADE RD. LAUREL MD 20724		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21000866	Trans #: B90A1003759
Phone: (301) 498-7400	Fax #: 3014980157	Em Type: KA	
DPSM: BILL	Zone/Dist: 06E	RO #: 404589	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/31/2009 10:16:47 AM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 REFER TO KB 15701

Information from Dealer

CUSTOMER STATES SHUT PASSENGER FRONT DOOR AND
SIDECURTAIN AIRBAGS DEPLOYED.

NO

TOM:

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3257247	DAVIDK	02/17/2012	DAVIDK	1

Code P 8781	Original Complaint SIDE CURTAIN DEPLOY DOOR	Probable Cause/Solution AIR BAG?; REPLACE PER S/M
	ResIn Source: None	Date:
	Status: N/A	Mileage: 127,381
	Remarks / Requestor:	FE Status:

Dealer #: 206766	TZ: EST	VIN: 1HGCP25808A	Err:
Dlr Cont: RONNIE BARNES	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (828) 684-4400	Extn:	Tran: 5MT	Trim: EX-L
Serv Mgr: JAMES KING		Doors: 4DR	WD:
Parts Mgr: KENNY ROBERTS		Fact: MARYSVILLE	Country: USA
Dlr Name: APPLE TREE HONDA 195 UNDERWOOD ROAD FLETCHER NC 28732		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31002620	Trans #: 88E58000273
Phone: (828) 684-4400	Fax #: (828) 687-8696	Em Type: KA	
DPSM: PER BOLLNER	Zone/Dist: 06H	RO #: 556567	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/17/2012 7:51:20 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 CAN THIS DO IT

7 YES. THERE IS NOW WAY FOR US TO TELL WHAT SET IT OFF. AS A TECH ALL WE CAN DO IS PREPAIR A EST TO REPAIR. SEE S/M REPLACEMENT AFT DEPLOYMENT

Information from Dealer

SIDE CURTAIN AN SIDE AIR BAGS DEPLOYED WHEN CUSTOMER SHUT DOOR.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIR BAG]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3185647	ROBS	08/19/2011	ROBS	1

Code	Original Complaint	Probable Cause/Solution	
P 8700	SEATS,S/BLT,SRS	UNKNOWN; REPAIR AS NECESSARY	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 53,864
		Remarks / Requestor:	FE Status:

Dealer #: 207270	TZ: EST	VIN: 1HGCP36838A	Err:
Dlr Cont: JOSE REGO	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (401) 847-4737	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: RICHARD HALL		Doors: 4DR	WD:
Parts Mgr: PEARSON OTTILIGE		Fact: MARYSVILLE	Country: USA
Dlr Name: SACCUCCI HONDA 1350 WEST MAIN ROAD MIDDLETOWN RI 02842		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21005524	Trans #: B97A1007815
Phone: (401) 847-4737	Fax #: (401) 847-2999	Em Type: KA	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 84065	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/19/2011 1:43:14 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 WAS THE IGN KEY SW ON?

8 THERE IS NO DEPLOYMENT FREEZE DATA AVAILABLE TO ANALYZE. SEE LIST OF COMPONENTS REQUIRING REPLACEMENT FOLLOWING DEPLOYMENT, IN THE RESTRAINTS SECTION OF S/M. MUST DO.

Information from Dealer

CUSTOMER STATES SHUT PASSENGER SIDE DOOR AND FRONT PASSENGER SIDE AIR BAG CURTAIN, PASSENGER SIDE SEAT AIR BAG, REAR PASSENGER SIDE AIR BAG CURTAIN DEPLOYED. *** CODES PRESENT F4-11 TPMS 51,53,55,57

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

YES ALL ABOVE

RICK, STORY IS MORE LIKE RF DOOR WAS SLAMMED HARD.

DON'T KNOW.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3107370	SHAWN NW	01/18/2011	SHAWN NW	1

Code	Original Complaint	Probable Cause/Solution
P 8782	ONE SIDE DEPLOYED	DOOR SLAM?;REFER TO COMP REPLACEMENT AFT
ResIn Source:	None	Date:
Status:	N/A	Mileage: 101,670
Remarks / Requestor:		FE Status:

Dealer #: 206627	TZ: CST	VIN: 1HGCP36818A	Err:
Dlr Cont: PATRICK WILSON	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (225) 928-6100	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: MICHELLE RHODES		Doors: 4DR	WD:
Parts Mgr: BEN WOODS		Fact: MARYSVILLE	Country: USA
Dlr Name: RICHARDS HONDA 7791 FLORIDA BLVD. BATON ROUGE LA 70806		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21006298	Trans #: B97A1009121
Phone: (225) 928-6100	Fax #: (225) 928-6118	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 681394	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/18/2011 8:41:34 AM SHAWN NW

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 ANY OF ACCIDENT DAMAGE?

7 REFER TO COMPONANT REPLACEMENT AND
INSPECTION AFTER DEPLOYMENT

8 ALSO MAY WANT TO REFER TO INSURANCE AND
DPSM

Information from Dealer

CUSTOMER STATES UPON SLAMMING PASSENGER DOOR
THE SIDE AND HEAD AIRBAG DEPLOYED.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIRBAG]

Y

N

N

NOTHING

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2748364	RUDYG	12/30/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY, PASS	DOOR SLAM?; REFER TO DPSM FOR DECISION
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	14,159
	FE Status:	

Dealer #: 206795	TZ: PST	VIN: 1HGCP26458A	Err:
Dir Cont: ELSON CHAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (408) 249-1811	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: JIM DUFFER		Doors: 4DR	WD:
Parts Mgr: CHARLES WAY		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF STEVENS CREEK 4590 STEVENS CREEK BL. SAN JOSE CA 95129		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21500957	Trans #: B90A1011858
Phone: (408) 249-1811	Fax #: 4082470506	Em Type: KL	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	RO #: 216093	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/30/2008 12:23:29 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 IF NO DAMAGE SEEN ON RIGHT SIDE. REFER TO DPSM FOR DECISION.

Information from Dealer

PASSENGER SEAT SIDE AIRBAG, PASSENGER SIDE CURTIAN, AND TENSIONER DEPLOYED WHEN CUSTOMER CLOSED PASSENGER FRONT DOOR. NO SIGNS OF BODY DAMAGE OR ACCIDENT. FOUND CODE IN SRS FOR F4-11. WARRANTY?

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2897484	CHRISR	09/15/2009	PAULI	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SCAB DEPLYD AFT RT DR CLSD	DOOR SLAM?; REFER TO INSURANCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 50,566
		Remarks / Requestor:	FE Status:

Dealer #: 207429	TZ: EST	VIN: 1HGCP26748A	Err:
Dlr Cont: RICHARD HOLT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (732) 349-7474	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: RICH HOFFMAN		Doors: 4DR	WD:
Parts Mgr: WAYNE REINA		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF TOMS RIVER 346 ROUTE 37 EAST TOMS RIVER NJ 08753		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (732) 349-7474	Fax #: 7322864433	Engine #: K24Z31006247	Trans #: B90A1010225
DPSM: TIM SOUDER	Zone/Dist: 05J	Em Type: KA	
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/15/2009 9:52:44 AM CHRISR

1

2 ANY DAMAGE?

3 OK, HOW HARD DID SHE CLOSE IT

4 REFER TO INSURANCE

9/21/2009 8:58:41 AM KENE

5

6 GAVE VIN

9/21/2009 10:36:55 AM PAULI

7 FRWD COPY TLC>HNA

Information from Dealer

CUST CLOSED RIGHT FRONT DOOR AND SIDE CURTAIN A/B DEPLOYED

NONE FOUND, RACKED CAR AND ONLY HAD SOME SHIRT DAMAGE BUT NO METAL DAMAGE

WASNT CLEAR

OK

RICK I NEED THE LAST OF THE VIN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3044953	JOHNB	08/16/2010	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	PLEASE REFER TO YOUR DPSM
ResIn Source:	None	Date:
Status:	N/A	Mileage: 56,286
Remarks / Requestor:		FE Status:

Dealer #: 208161	TZ: MST	VIN: JHMCP267280	Err:
Dlr Cont: CHRIS FRAKES	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (801) 553-5100	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: CHRISTIE NICHOLS		Doors: 4DR	WD:
Parts Mgr: MARC WRIGHT		Fact: SAYAMA	Country: JPN
Dlr Name: STOCKTON #12 HONDA 10860 SO.AUTOMALL DR. SANDY UT 84070		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #: K24Z31405686	Trans #: 1013392
Phone: (801) 553-5100	Fax #: (801) 553-5185	Em Type: KA	
DPSM: KELLY GOODWIN	Zone/Dist: 10F	RO #: 235932	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/16/2010 12:23:19 PM	JOHNB
1 ORIGINAL COMPLAINT	RT SIDE AIR BAGS DEPLOYED WHEN SHUTING DOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: AIR BAG]
4	CUSTOMER CLAIMS THEY LIGHTLY SHUT THE FRONT PASSENGER DOOR AND THE SIDE AIRBAGS WENT OFF
5 ANY VEHICLE DAMAGE	NONE
6 PLEASE REFER TO YOUR DPSM	
7 If the door is slammed with excessive force the right or left SCAB may deploy	
8 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2631093	CHRISV	06/12/2008	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE AIRBAG DEPLOYED	BOYFRIEND SLAMMED DR; INFORM CUST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 9,484
		Remarks / Requestor:	FE Status:

Dealer #: 206977	TZ: CST	VIN: JHMCP268280	Err:
Dir Cont: RAYMOND	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (979) 696-2424	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: KYLE PARKER		Doors: 4DR	WD:
Parts Mgr: ROBERT RUIZ		Fact: SAYAMA	Country: JPN
Dir Name: ALLEN HONDA		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
2450 EARL RUDDER FWY S		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
COLLEGE STATION TX 77840		Engine #: K24Z31405825	Trans #: 1013383
Phone: (979) 696-2424	Fax #: 9796969429	Em Type: KA	
DPSM: VERNON SAGE	Zone/Dist: 03C	RO #: 56579	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/12/2008 12:54:34 PM	CHRISV
1 ORIGINAL COMPLAINT	SRS LIGHT IS ON RIRHT SIDE AIR BAG IS DEPLOYED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	ERIC DPSM, THEY SAID THE BOYFRIEND SLAMMED THE PASS DR
4 IT HAPPENS, YOU CAN EITHER COVER IT OR HAVE THEM GO THROUGH THEIR INSURANCE COMPANY	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3411031	DAVIDK	03/20/2013	GARYS	7

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CUST SLAMED DOOR?;	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 45,620
		Remarks / Requestor:	FE Status:

Dealer #: 208014	TZ: EST	VIN: 1HGCP368X8A	Err:
Dlr Cont: ED PREYER	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (513) 528-8000	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: TINA LADENBURGER		Doors: 4DR	WD:
Parts Mgr: GARY ORME		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA EAST		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
529 OHIO PIKE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
CINCINNATI	OH 45255	Engine #: J35Z21012765	Trans #: B97A1017203
Phone: (513) 528-8000	Fax #: 5135288060	Em Type: KA	
DPSM: MIKE DITMER	Zone/Dist: 04H	RO #: 278146	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/20/2013 9:38:28 AM	DAVIDK	
1 ORIGINAL COMPLAINT		DRIVERS SIDE CURTAIN AND SIDE AIR BAG DEPLOYED
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS] [KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		RIGHT SIDE FLOOR SUPPORT/STIFFNER HAS A FRESH SCRAP AND DENT
7		CUST STATES THEY SLAMED THE DOOR AND IT WENT OFF. THE INNER DOOR PANNLE HANDLE IS BROKEN. HAVE NOT CK YET
8 CODES		
9 GET PHOTOS OF UNDER SIDE OF CAR INCLUDING ROCKER /STIFFNER /SUSPENTION. PHOTO DOOR DAMMAGE. SEND TO TECHLINE@AHM.		
10 CONTACT DPSM.		
11 RECIVED PHOTOS AND STATMENT. ATTACHED		
12		Here are the pics from this vehicle. The techline reference number is 3411031. Techline stated that slamming the door extremely hard can deploy the air bags, or the damage to the undercarriage also could be the reason. There is no way of telling what caused this. Techline had us email them these pictures and also pull the DTC codes, which were: F1-11 driver air bag and or driver seat belt buckle or seat belt tensioner deployed, F3-11 driver side air bag/left side curtain air bag and/or driver seat belt tensioner deployed, E1-11 left front air bag and left seat belt tensioner stopped deployment.
13		
14 PEND TO TROYS GARY S		
3/20/2013 11:33:01 AM	DALILAS	
15 ATTACHED>>> DATA**INFO**PHOTOS		
3/20/2013 1:27:33 PM	TROYS	
16 GIVEN TO RK AND GS		
3/22/2013 9:09:35 AM	GARYS	
17 03/22/2013 09:10:22 AM GARYS CALL TO DPSM. STATUS		WE ARE PAYING GOODWILL AND CUST IS PAYING A PORTION OF THE COST. WASNT CONCLUSIVE IF THE DAMAGE IN THE PICS COULD HAS CAUSED IT.
18 CLOSED		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3301197	RUDYG	06/25/2012	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY, RT CURT	DOOR SLAM?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 102,853
		Remarks / Requestor:	FE Status:

Dealer #: 208444	TZ: EST	VIN: 1HGCS12398A	Err:
Dlr Cont: AJ MALONE	Training %:	Year: 2008	Model: ACCORD
Serv Ph:	Extn:	Tran: 5AT	Trim: LX-S
Serv Mgr: MICHAEL CRUZ		Doors: 2DR	WD:
Parts Mgr: SCOTT ROBERTS		Fact: MARYSVILLE	Country: USA
Dlr Name: SONS HONDA 105 SONS DRIVE MCDONOUGH GA 30253		Desc: ACCORD 2DR LX-S 4CYL 190.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z31064643	Trans #: B90A1123405
Phone: (770) 228-2888	Fax #: 678-5721015	Em Type: KA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	RO #: 608045	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/25/2012 11:33:47 AM	RUDYG
1 ORIGINAL COMPLAINT	(MICHAEL SERV MGR) SRS DEPLOY PASS
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F4-11]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, PASS SIDE CURTAIN AB DEPLOYED.
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	CUST CLAIMS THEY WERE AT A GAS STATION AND AFTER FILL UP THEY TURNED KEY ON AND A/B DEPLOYED. DPSM ASKED ME TO CALL AND SEE IF ANY KNOWN ISSUES WOULD HAVE TO BE PRETTY HARD DOOR SLAM
7 ONLY ISSUE WE HAVE SEEN IS THAT BRUTAL SLAMMING OF DOOR CAN MAKE SIDE A/B'S DEPLOY	
8 YES, NOTHING THAT COULD BE CONSIDERED NORMAL DOOR CLOSING, THIS WOULD BE LIKE YOU WERE TRYING TO MAKE DOOR GLASS BREAK BY SLAMMING DOOR.	OK
9 SO CK FOR ANY DAMAGE TO UNDERCARRIAGE AND SIDE OF BODY. IF NONE FOUND REFER TO DPSM FOR DECISION	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2886440	DAVEM	08/24/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	DRV SEAT AND FT AB BLEW	DOOR SLAMMER?; GET MORE INFO> DPSM> INSUREANCE CO
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	26,443
	FE Status:	

Dealer #: 206907	TZ: EST	VIN: 1HGCP26878A	Err:
Dlr Cont: STANLEY FANT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (864) 585-5344	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: MIKE LANCASTER		Doors: 4DR	WD:
Parts Mgr: ALEC ROSENBERGER		Fact: MARYSVILLE	Country: USA
Dlr Name: VIC BAILEY HONDA 500 E. DANIEL MORGAN SPARTANBURG SC 29302		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (864) 585-5344	Fax #: 8645946830	Engine #: K24Z31009277	Trans #: B90A1016684
DPSM: PER BOLLNER	Zone/Dist: 06H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 60328	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/24/2009 11:52:40 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CODES?

5 SLAMMED DOOR?

6 no hist. DPSM EVAL AND REFER TO INSURANCE CO

Information from Dealer

CUSTOMER STATES DRIVER SEAT AIRBAG AND DRIVER SIDE CURTAIN AIRBAGS DEPLOYED WHILE VEHICLE WAS SIITING IN DRIVE WAY RUNNING

NO

SEE ABOVE

F311

???

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2980328	DAVEM	03/11/2010	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	SLAMED DRV DOOR, BAGS WENT	CAN HAPPEN; REFER TO INDURANCE CO> DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 44,712
		Remarks / Requestor:	FE Status:

Dealer #: 207228	TZ: EST	VIN: 1HGCP36898A	Err:
Dir Cont: ROBERT MEADOR	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (850) 244-7151	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: WAYNE OWENS		Doors: 4DR	WD:
Parts Mgr: VONN RYALS		Fact: MARYSVILLE	Country: USA
Dir Name: GARY SMITH HONDA 225 MIRACLE STRIP PKWY FORT WALTON BEA FL 32548		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21014912	Trans #: B97A1021059
Phone: (850) 244-7151	Fax #: 8507966714	Em Type: KA	
DPSM: BOB WELLS	Zone/Dist: 07D	RO #: 11161	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/11/2010 12:37:12 PM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 CAN HAPPEN> REFER TO INSURANCE CO> DPSM

Information from Dealer

CUSTOMER GOT OUT OF VEHICLE AND CLOSED DOOR (SOMEWHAT HARD), SIDE CURTAIN AIRBAG, AND SIDE SEAT AIRBAG DEPLOYED. LOOKED OVER VEHICLE AND THERE ARE NO SIGNS OF AN ACCIDENT OR RECENT REPAIRS. CARFAX ALSO SHOWED A CLEAN HISTORY. DSM SAID TO CALL TECHLINE

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS DEPLOYMENT]

see above

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3002360	RUDYG	05/03/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY, DRVR	IMPACT?; REFER TO DPSM FOR DECISION	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 32,768
		Remarks / Requestor:	FE Status:

Dealer #: 208503	TZ: PST	VIN: JHMCP264280	Err:
Dir Cont: HECTOR GAMA	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 509-783-7171	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: STEVE TINSLEY		Doors: 4DR	WD:
Parts Mgr: EDWARD CORSIGLIA		Fact: SAYAMA	Country: JPN
Dir Name: MCCURLEY INTEGRITY HONDA 1775 FOWLER STREET RICHLAND WA 99352		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21404873	Trans #: 1018705
Phone: (509) 783-7171	Fax #:	Em Type: KA	
DPSM: MARC ROESSLER	Zone/Dist: 02E	RO #: 464401	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/3/2010 3:37:46 PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 WHAT SIDE?
- 5 WHAT A/B DEPLOYED
- 6
- 7 REFER TO DPSM FOR DECISION

Information from Dealer

CUSTOMER STATES THE SIDE AIR BAG WENT OFF AFTER THE DOOR WAS SHUT.

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS]

DRVR

SEAT BELT TENSIONER, CURTAIN AND SEAT AB

ONE WHL ON RF SCRATCHED UP AND UNDERCARRIAGE IS SCRATCHED UP

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2715480	CHRISV	10/31/2008	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SD AIRBAG DEPLOYED AFT DR	CUST SLAMMED THE DR; REFER TO YOUR DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	20,012
	FE Status:	

Dealer #: 206879	TZ: EST	VIN: 1HGCP26388A	Err:
Dlr Cont: TODD DIBIASI	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (203) 949-7400	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JOSEPH CHAPMAN		Doors: 4DR	WD:
Parts Mgr: KENNETH WYMAN		Fact: MARYSVILLE	Country: USA
Dlr Name: EXECUTIVE HONDA 1194 N. COLONY ROAD WALLINGFORD CT 06492		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21501875	Trans #: B90A1019962
Phone: (203) 949-7400	Fax #: 2039497415	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 394617	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/31/2008 11:40:44 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO YOUR DPSM

Information from Dealer

RIGHT SIDE SIDE AIR BAGS DEPLOYED AFTER CLOSING
PASSENGER FRONT DOOR, NO SIGNS OF IMPACT

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2601024	JOHNB	04/24/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	CLAIMS SHUT DOOR,DEPLOYED;FOUND CHASSIS DAMAGE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 7,974
	Remarks / Requestor:	FE Status:

Dealer #: 208300 Dlr Cont: MARTY HATCHER Serv Ph: (662) 328-8236 Serv Mgr: DREW PARHAM Parts Mgr: ASHLEY DENTON Dlr Name: CARL HOGAN HONDA 3621 HIGHWAY 45 NORTH COLUMBUS MS 39705 Phone: (662) 328-8236 Fax #: 6623285773 DPSM: NICHOLAS WALKER Zone/Dist: 03H Previous Dealer/Contact Date	TZ: CST Training %: Extn:	VIN: JHMCP26868C [REDACTED] Err: Year: 2008 Model: ACCORD Tran: 5AT Trim: EX-L Doors: 4DR WD: Fact: SAYAMA Country: JPN Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: K24Z31407250 Trans #: 1019861 Em Type: KA RO #: 31332 Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

4/24/2008 7:15:18 AM

JOHNB

1 ORIGINAL COMPLAINT

CUSTOMER STATES THAT WHEN IN PARKING LOT, SHE SHUT FRONT PASSENGER DOOR AND AIR BAGS DEPLOYED. DTC SHOWS F4-11 IN SRS. VISUAL INSPECTION : PASS. SIDE AIR BAG DEPLOYED; SEAT COVER TORN; PASS. SIDE CURTAIN AIR BAG DEPLOYED; HEADLINER TORN; ALSO SHOWS PASS SEAT BELT TENSIONER DEPLOYED. VISUAL INSPECTION OF VEHICLE FOUND THAT THERE IS A BODY INDENTION BEHIND RIGHT FRONT MUD GUARD OF ABOUT 7" LONG 2" WIDE AND ABOUT 1/2" DEEP. IS IT POSSIBLE THAT SHUTTING DOOR CAUSED THE DEPLOYMENT OR IMPACT UNDER CAR?

2 PREVIOUS REPAIRS OR PARTS REPLACED?

NO

3

WHAT CAUSED THIS

4 SO THIS IMPACT DAMAGE IS ON THE RT SIDE

YES, IT ACTUALLY PUSHED THE FENDER IN AT THE BOTTOM

5 THIS IS THE CAUSE; HAS YOUR DPSM BEEN NOTIFIED AND SEEN THIS VEHICLE

YES, HE HAS TURNED DOWN WARRANTY; STATES CUSTOMER DAMAGED THE CAR AND CAUSED THE DEPLOYMENT EVENT; CUSTOMER STATES THAT IS NOT TRUE, SO OUR MANAGEMENT BOUGHT THEM OUT OF THIS CAR AND GAVE THEM A NEW ONE
SO WE JUST NEED TO FIX THE CAR

6 I SEE, THEN YOU NEED TO FIX THIS VEHICLE; APPEARS YOU WILL BURDEN THE COST, SINCE DPSM DETERMINE NOT WARRANTY, BUT CUSTOMER DAMAGE

7 IF YOU LIKE, THAT IS YOUR DECISION SINCE YOUR DEALER IS NOW THE OWNER; DPSM IF YOU HAVE ANY OTHER QUESTIONS OR ISSUES ON THIS.

8 CONTACTED DPSM WILLIAM KIRK; DISCUSSED THIS VEHICLE WITH HIM; HE AGREES CUSTOMER DAMAGED THE CAR AND CAUSED THE DEPLOYMENT; BUT NOW DEALER BOUGHT THE CAR BACK THEMSELVES AND CUSTOMER IS IN A NEW 08 ACCORD; DPSM STILL REFUSES TO PAY DEALER'S COST

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3489048	CHRISR	10/09/2013	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY F3-11	DOOR SLAM?; REFER TO INS, TAKE PICS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 107,220
		Remarks / Requestor:	FE Status:

Dealer #: 206971	TZ: CST	VIN: 1HGCP26848A	Err:
Dlr Cont: KENNETH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (318) 445-6677	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: CHAD BORDES		Doors: 4DR	WD:
Parts Mgr: WADE MC CRARY		Fact: MARYSVILLE	Country: USA
Dlr Name: WALKER HONDA 6677 COLISEUM BLVD. ALEXANDRIA LA 71303		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31503676	Trans #: B90A1020736
Phone: (318) 445-6677	Fax #: (318) 445-6315	Em Type: KL	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 077464	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/9/2013 7:31:09 AM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 THEY SAID IT POPPED WHEN SLAMMING DOOR, VFY
SIDE IMPACT SENSOR WERENT EFFECTED BY
ROCKER DENTS

8 TAKE PICS, REFER TO INS,

Information from Dealer

CUSTOMER STATES DRIVERS SIDE AIRBAG AND CURTAIN
AIRBAG DEPLOYED WHILE SHUTTING DRIVERS DOOR.
CUSTOMER STATED STARTED ENGINE EXITED VEHICLE,
RETURNED TO VEHICLE SHUT DOOR AND DEPLOYMENT
OCCURRED.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

Y

N

N

THERE IS DAMAGE UNDER CAR BUT IT IS OLD, NO FRESH

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2797476	CHRISV	03/30/2009	CHRISV	1

Code
P 8781

Original Complaint
SIDE AIRBAGS DEPLOYED

Probable Cause/Solution
REFER TO YOUR DPSM

ResIn Source: None

Date:

Status: N/A

Mileage: 40,647

Remarks / Requestor:

FE Status:

Dealer #: 208418	TZ: EST	VIN: 1HGCP26368A	Err:
Dir Cont: JR. RUSSELL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 904-370-1300	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: WILLIAM ROGERS		Doors: 4DR	WD:
Parts Mgr: AVTAR GHUMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF THE AVENUES 11333 PHILLIPS HIGHWAY JACKSONVILLE FL 32256		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21004698	Trans #: B90A1021610
Phone: (904) 370-1300	Fax #: 9043701285	Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	RO #: 60355	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/30/2009 9:13:29 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO YOUR DPSM

Information from Dealer

CUSTOMER STATES PASSENGER SEAT SIDE CURTAIN AIRBAGS AND SIDE SEAT AIRBAG DEPLOYED WHEN DOOR CLOSED NORMAL

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3204117	CHRISR	10/07/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LEFT SIDE DEPLOY DOOR CLOSED	SLAMMED?; CK FRO DAMAGE, REFER TO INSURANCE
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	39,746
	FE Status:	

Dealer #: 207748	TZ: CST	VIN: 1HGCP26408A	Err:
Dlr Cont: CHRIS TUBBE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (225) 298-4100	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: JASON BORDELON		Doors: 4DR	WD:
Parts Mgr: RICHARD QUINN		Fact: MARYSVILLE	Country: USA
Dlr Name: TEAM HONDA 6363 SIEGEN LANE BATON ROUGE LA 70809		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21004931	Trans #: B90A1023512
Phone: (225) 298-4100	Fax #: (225) 298-3209	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 325604	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/7/2011 2:28:32 PM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 NO KNOWN ISSUES, DOOR SLAM?

7 CK FOR DAMAGE UNDERNEATH

8 REFER TO INS, ADV DPSM

Information from Dealer

CUSTOMER STATES CLOSED DRIVER DOOR AND AIR BAGS DEPLOYED

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIR BAG]

Y

N

N

DIDNT SAY SO

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2908098	GARYR	10/06/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	SON SLAMMED DOOR, SIDE BAG, CURTAIN DEPLOY?; DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	20,493
	FE Status:	

Dealer #: 208009	TZ: EST	VIN: JHMCP26438C	Err:
Dlr Cont: JAMES COCHRAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (912) 283-4250	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: STEVE PETTY		Doors: 4DR	WD:
Parts Mgr: VANN DEAL		Fact: SAYAMA	Country: JPN
Dlr Name: WALKER-JONES HONDA 2700 MEMORIAL DRIVE WAYCROSS GA 31502		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21405598	Trans #: 1025262
Phone: (912) 283-4250	Fax #: 9122830365	Em Type: KA	
DPSM: GEORGE OPPEL	Zone/Dist: 07F	RO #: 31943	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/6/2009 11:44:56 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CONTACT DPSM

10/6/2009 4:40:15 PM PAULI

4 FRWD COPY TLC>HNA, LEE GOLDRING

Information from Dealer

CUST STATES HER SON GOT OUT OF THE VEHICLE AND SLAMMED THE DOOR CAUSING THE FRONT PASS SEAT AIRBAG AND RIGHT SIDE CURTAIN AIRBAG TO DEPLOY

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3162867	JOHNB	06/20/2011	TROYS	3

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY>PASS	REFER TO KB 15701;REFER TO DPSM AND/OR C.R.
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	57,306
	FE Status:	

Dealer #: 208436	TZ: PST	VIN: JHMCP267980	Err:
Dlr Cont: QUANG TRAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (714) 547-3555	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: FRANK MARTINEZ		Doors: 4DR	WD:
Parts Mgr: JOHN BEYER		Fact: SAYAMA	Country: JPN
Dlr Name: FREEWAY HONDA 1505 AUTO MALL DRIVE SANTA ANA CA 92705		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #: K24Z31703648	Trans #: 1025063
Phone: (714) 547-3555	Fax #: 7146675147	Em Type: KL	
DPSM: KEN ILLMAN	Zone/Dist: 01E	RO #: 18334	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/20/2011 12:14:39 PM JOHNB

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

7 If the door is slammed with excessive force the right or left SCAB may deploy. Look for any signs of impact damage to the vehicle, if there is damage, refer to insurance company. If there is no impact damage to the vehicle, refer to the DPSM for further evaluation.

8 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO

9 PEND FYI TO: TROYS

6/23/2011 2:29:48 PM TROYS

10 PEND TO DU

Information from Dealer

CUSTOMER STATES FRONT PASSENGER SIDE AIRBAG AND PASSENGER CURTAIN AIRBAGS DELOYED AFTER CLOSING THE DOOR , AND RT FRONT DOOR SOUND HOLLOW. WHEN CLOSING.COES 92-20 AND F4-11.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

YES,PASS CURTAIN AIRBAGS DEPLOYED AFTER CUSTOMER SHUT PASS RT FRONT DOOR

NONE

NONE

CUSTOMER CLAIMS HE PUT HIS CHILD IN THE VEHICLE ON THE FRONT PASSENGER SIDE,THEN SHUT THE DOOR AND THE PASS SIDE CURTAIN AIRBAGS DEPLOYED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3155317	CHRISR	05/31/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; INSPECT CAR, ADV DPSM, REFER TO INS
	ResIn Source:	None Date:
	Status:	N/A Mileage: 44,664
	Remarks / Requestor:	FE Status:

Dealer #: 207487	TZ: EST	VIN: JHMCP267680	Err:
Dir Cont: DEREK GINGER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (561) 966-5000	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: DAVID BENJAMIN		Doors: 4DR	WD:
Parts Mgr: MARK GAYDO		Fact: SAYAMA	Country: JPN
Dir Name: BRAMAN HONDA OF PALM BEACH 5200 LAKE WORTH ROAD GREENACRES FL 33463		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #: K24Z31408855	Trans #: 1027203
Phone: (561) 966-5000	Fax #: (561) 966-5177	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 57355	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/31/2011 8:20:22 AM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 CK FOR DAMAGE TO UNDERSIDE OF CAR, ADVISE
DPSM, IF DOOR SALM DID IT, REFER TO INS

Information from Dealer

RF DOOR SLAMED SHUT AND CURTIN AND SIDE AIR BAG
CAME OUT.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

Y

N

N

CUST KEEPS CHANGING STORY, THEY SIAD SLAM THEN
THEY SAID CLOSED HARD. I'M NOT BUYING IT

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3187541	TOMP	08/25/2011	GARYS	3

Code	Original Complaint	Probable Cause/Solution
P 8780	PASS SIDE & CURTAIN DEPY;SLAM	IT-HAPPENED?; REFER TO KB 15701, REFER TO DSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 58,150
	Remarks / Requestor:	FE Status:

Dealer #: 208418	TZ: EST	VIN: 1HGCP26498A	Err:
Dir Cont: JOSEPH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 904-370-1300	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: WILLIAM ROGERS		Doors: 4DR	WD:
Parts Mgr: AVTAR GHUMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF THE AVENUES 11333 PHILLIPS HIGHWAY JACKSONVILLE FL 32256		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21006418	Trans #: B90A1028315
Phone: (904) 370-1300	Fax #: 9043701285	Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07H	RO #: 157086	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/25/2011 6:16:35 AM TOMP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 PREPAIR AN ESTIMATE, REPAIR AS NEEDED

8 REFER TO KB 15701

9 REFER TO DSM

8/25/2011 9:42:06 AM TROYS

10 PEND TO GS

11/9/2011 10:11:44 AM GARYS

11 11/9/2011 10:11:50 AM GARYS CLOSED. QIS
TA5A08051202

Information from Dealer

CUST STATES THEY CLOSED PASS FRONT DOOR AND SIDE AIR BAG AND CURTAIN AIR BAGS DEPLOYED. FOUND DTC 31-10,21-10, AND F4-11. INSTALLED NEW SRS UNIT TO SEE WHY THEY WERE DEPLOYED (SIDE IMPACT SENSOR???)AND THERE IS NOTHING. DTCS ARE DIFFERENT NOW. 32- 10,34-10, AND 81-64. ANYWAY TO FIND OUT WHY. NO SIGNS OF A BIG IMPACTED.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SIDE AIR BAG]

NA

NA

NA

JOE:

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2810219	DAVIDK	04/24/2009	KEITHC	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	CURTAIN AND SEAT DEPLOYED	REFER TO CUST INSURANCE CO.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 41,383
		Remarks / Requestor:	FE Status:

Dealer #: 206909	TZ: EST	VIN: 1HGCP26488A	Err:
Dlr Cont: MICHAEL MILLETT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (207) 941-1460	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: EDWARD MICHAUD		Doors: 4DR	WD:
Parts Mgr: ARTHUR WARD		Fact: MARYSVILLE	Country: USA
Dlr Name: DARLING'S HONDA 114 SYLVAN ROAD BANGOR ME 04401		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21502544	Trans #: B90A1029870
Phone: (207) 941-1460	Fax #: 2079411419	Em Type: KL	
DPSM: JOE ROSE	Zone/Dist: 09J	RO #: 605580	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/24/2009 6:09:02 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CK UNDERCARRAGE INCLUDING SUSPENTION,
ROCKER, FT AND REAR TOW HOOKS FOR SCRAPING.
PHOTO. DPSM

4/24/2009 7:06:59 AM KEITHC

5

6 IT HAPPENS, REFER TO S/M FOR REPAIR,

7 REFER TO CUST INSURANCE CO FOR \$\$\$\$\$

Information from Dealer

CUSTOMER STATES THE SIDE CURTAIN AND PASSENGER
SIDE SEAT AIRBAG DEPLOYED FOR NO APPARENT REASON
DIAGNOSE AND ADVISE.

NO

CUST STATES THEY WERE BACKING OUT OF THE
DRIVEWAY WHEN THEY WENT OFF

CUST SAYS DEPLOYED CLOSING THE DOORS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3381721	RUDYG	01/10/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS CURT AB DEPL W/DOOR	BRUTAL SLAM?; REFER TO INS COMPANY	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 110,092
	Remarks / Requestor:		FE Status:

Dealer #: 206925	TZ: CST	VIN: JHMCP267280	Err:
Dir Cont: LOREN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (931) 647-3353	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: LOREN RICHARDS		Doors: 4DR	WD:
Parts Mgr: SHERYL RICHARDSON		Fact: SAYAMA	Country: JPN
Dir Name: JENKINS AND WYNNE HONDA		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
311 COLLEGE STREET		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
CLARKSVILLE TN 37040		Engine #: K24Z31409958	Trans #: 1031868
Phone: (931) 647-3353	Fax #: (931) 648-2685	Em Type: KA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	RO #: 198154	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/10/2013 7:22:43 AM	RUDYG
1 ORIGINAL COMPLAINT	CUST STATES PASS SIDE AIRBAG DEPLOYED WHILE CLOSING DOOR
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F4-11]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES, CURTAIN A/B WENT OFF
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 THIS CAN HAPPEN BUT NOT WITH ANYTHING RESEMBLING NORMAL DOOR CLOSING. DOOR MUST BE BRUTALLY SLAMMED FOR THIS TO HAPPEN. REFER TO CUST INSURANCE CO	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3476550	RUDYG	09/09/2013	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS DR SLAM, AB DEPLY	BRUTAL SLAM?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 58,022
		Remarks / Requestor:	FE Status:

Dealer #: 208176	TZ: PST	VIN: 1HGCP26438A	Err:
Dir Cont: HAO LIANG	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (650) 758-4800	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: JOHN CISEK		Doors: 4DR	WD:
Parts Mgr: NICKOLAS HENNEMAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF SERRAMONTE 485 SERRAMONTE BLVD. COLMA CA 94014		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21502660	Trans #: B90A1030977
Phone: (650) 758-4800	Fax #: 6509851194	Em Type: KL	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	RO #: 377909	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/9/2013 2:04:46 PM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 CODES

7 DTC Fx-11 (□□x" can be 0 thru 9 or A thru F): Airbags and/or Tensioners Deployment Recorded DTC 56-31: Lost Communication With the ECM/PCM (PGM-FI system)

8 DOES 56-31 CLEAR

9 VEH CONDITION

10 NO DOOR DENTS? CLEAN UNDERNEATH?

11 TAKE PHOTOS OF UNDERCARRIAGE AND BODY, AS WELL AS ANY WATER DAMAGE

12 REFER TO DPSM

13 (PEND TO GARY S)

Information from Dealer

NO IMPACT, CUSTOMER STATE, BOYFRIEND SLAM PASSENGEDOOR, SIDE AIRBAG, CURTAIN AIRBAG DEPLOYED.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS DEPLOYMENT]

CURTAIN AND SEAT A/B DEPLOYED

NO

NO

F4-11, 56-31

DID NOT TRY

LOOKS DECENT.

LOOKS GOOD

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2646915	RUDYG	07/09/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SEAT AND CURTAIN A/B	DPSM?; REFER FOR DECISION	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,867
		Remarks / Requestor:	FE Status:

Dealer #: 207615	TZ: PST	VIN: JHMCP26408C	Err:
Dlr Cont: HO DO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (805) 983-0345	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: STUART KATZ		Doors: 4DR	WD:
Parts Mgr: ALEXANDER LOPEZ		Fact: SAYAMA	Country: JPN
Dlr Name: DCH HONDA OF OXNARD 1500 E. VENTURA BLVD. OXNARD CA 93030		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21703350	Trans #: 1032589
Phone: (805) 983-0345	Fax #: 8059731116	Em Type: KL	
DPSM: JONAH ROHDE	Zone/Dist: 01A	RO #: 24368	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/9/2008 11:43:32 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 NO BODY DAMAGE

4 WHICH A/B DEPLOYED?

5 REFER TO DPSM FOR DECISION

Information from Dealer

CUSTOMER STATES THE RIGHT SIDE CURTAIN AIRBAG AND SEAT AIR BAG DEPLOYED WHILE PARKED ,WHEN CUSTOMER SHUT PASS SIDE FRONT DOR

NO

NP

PASS SEAT AND PASS SIDE CURTAIN A/B.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2989144	CHRISV	04/01/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE BAGS DPLYD W/ DR	DR SLAMMED?; REFER TO YOUR DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,146
		Remarks / Requestor:	FE Status:

Dealer #: 207367	TZ: EST	VIN: 1HGCP26868A	Err:
Dir Cont: GILBERTO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (305) 266-9900	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ALEX VIZOSO		Doors: 4DR	WD:
Parts Mgr: CARLOS ALVAREZ		Fact: MARYSVILLE	Country: USA
Dir Name: BRAMAN HONDA 7000 CORAL WAY MIAMI FL 33155		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (305) 266-9900	Fax #: (305) 261-1096	Engine #: K24Z31017701	Trans #: B90A1031693
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 843304	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/1/2010 8:15:28 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 REFER TO YOUR DPSM

Information from Dealer

VEHICLE CAME IN WITH PASSENGER SIDE CURTAIN AND SIDE AIRBAGS DEPLOYED. CUSTOMER STATES DEPLOYMENT OCCURED WHEN PASSENGER FRONT DOOR WAS CLOSED FROM THE OUTSIDE. VEHICLE HAS A BENT FRONT BUMPER SUPPORT. CAN THE AIRBAGS DEPLOY BY JUST CLOSING THE DOOR?

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT: DRIVING SUPPORT & RESTRAINTS][KEYWORD: SRS]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2635077	JOHNB	06/19/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	CLAIMS LIGHTLY SHUT PASS DR;GV CHKS,INSPECT;DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 8,199
	Remarks / Requestor:	FE Status:

Dealer #: 206710 Dlr Cont: MARK GOUGER Serv Ph: (518) 370-4911 Serv Mgr: GUY GUADAGNINO Parts Mgr: JOHN HAFNER Dlr Name: MOHAWK HONDA 175 FREEMANS BRIDGE RO SCOTIA NY 12302 Phone: (518) 370-4911 DPSM: KEITH MANNING Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: (518) 243-1006 Zone/Dist: 09C Date	VIN: 1HGCP26828A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: K24Z31506018 Em Type: KL RO #: 229742 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: EX-L WD: Country: USA Trans #: B90A1034800

Tech Line Suggests

6/19/2008 7:35:36 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3

Information from Dealer

RT SIDE AIR BAGS WENT OFF NO COLLISION
 NO
 CUSTOMER CLAIMS THEY WERE DRIVING,THE PASSENGER
 DOOR WAS AJAR,THEIR PASSENGER QUICKLY,BUT
 LIGHTLY OPEN AND CLOSED THE DOOR WHILE THE CAR
 WAS MOVING AND THE AIRBAG WENT OFF

- 4 PLEASE COMPLETELY INSPECT VEHICLE IN DETAIL
 FOR ANY SCRAPES,IMPACT DAMAGE,INDICATIONS TO
 SUPPORT DEPLOYMENT;CHK DOOR STRIKER AND
 DOOR AREAS TO SEE IF DOOR WAS SLAMMED
 EXCESSIVELY HARD;PLEASE CONTACT YOUR DPSM
- 5 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER
 TO DPSM) Tech Line Knowledge Base Name: 15701 Issue
 Date: 16-Jun-2008 Source: HTL-INFO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3171848	RAYD	07/14/2011	RAYD	1

Code	Original Complaint	Probable Cause/Solution
P 8782	ONE SIDE DEPLOYED	NO KNOWN PROBLEMS;REFER TO INSURANCE/DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 58,328
	Remarks / Requestor:	FE Status:

Dealer #: 207545	TZ: CST	VIN: JHMCP26348C	Err:
Dlr Cont: WILLIAM RESTO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 817-485-0300	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: CASEY POLLARD		Doors: 4DR	WD:
Parts Mgr: DARRELL FORD		Fact: SAYAMA	Country: JPN
Dlr Name: HUGGINS HONDA 7551 NE LOOP 820 N.RICHLND HILLS TX 76180		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21407615	Trans #: 1034099
Phone: (817) 485-7121	Fax #: (817) 514-0109	Em Type: KA	
DPSM: OLEN CURL	Zone/Dist: 03A	RO #: 510193	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/14/2011 2:35:06 PM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 I HAVE NO KNOWN PROBLEMS, REFER THE CUSTOMER TO THEIR INSURANCE CO, MAKE SURE YOUR SERVICE MANAGER CONTACTS YOUR DPSM

Information from Dealer

CUST. STATES AIRBAGS DEPLOYED WHEN SHUTTING PASS FRONT DOOR.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIRBAG DEPLOY]

A FEW SCRATCHES UNDER THE CAR BUT NOTHING BAD ENOUGH TO SET THE BAGS OFF.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3162296	DAVIDK	06/17/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	CURTAIN DEPLOY DOOR SLAM	DEPLOYMENT?; REPAR PER S/M	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 35,595
		Remarks / Requestor:	FE Status:

Dealer #: 208285	TZ: EST	VIN: 1HGCP26808A	Err:
Dlr Cont: BRANDON	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 781-255-6000	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: DAVID RING		Doors: 4DR	WD:
Parts Mgr: RICHARD WATERMAN		Fact: MARYSVILLE	Country: USA
Dlr Name: BOCH HONDA 279 PROVIDENCE HIGHWAY NORWOOD MA 02062		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31506191	Trans #: B90A1034872
Phone: (781) 255-6000	Fax #: (781) 619-6888	Em Type: KL	
DPSM: DAN ENDERLE	Zone/Dist: 09F	RO #: 642149	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/17/2011 11:39:34 AM DAVIDK
1 ORIGINAL COMPLAINT

Information from Dealer

VEHICLE CAME IN WITH RIGHT SIDE CURTAIN AND SIDE AIRBAG DEPLOYED AND CODE F4-11. VEHICLE HAS NO BODYDAMAGE. CUSTOMER CLAIMS SON SLAMMED PASSENGER FRO NT DOOR AND AIRBAGS DEPLOYED. COULDNT FIND ANY SERVICE NEWS ABOUT SIMILAR SITUATIONS.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: DEPLOY]

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

MNGR WANTED ME TO CALL YOU FOR DEPLOYMENT W/O IMPACT

7 THERE IS ALWAYS A IMPACT

CUST STATES THERE SON SLAMED THE DOOR

8 THAT IS THE IMPACT OF THE DOOR. THAT COULD SIM
A SIDE CRASH AND SET OFF THE BAGS. REPAIR PER
S/M REPLACEMENT AFT DEPLOY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2815982	CHRISV	05/06/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIRBAG DEPLOYED	CUST SLAMMED THE DR; REFER TO YOUR DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	36,311
	FE Status:	

Dealer #: 207108 Dir Cont: WILLIAM Serv Ph: (480) 833-5177 Serv Mgr: Parts Mgr: Dir Name: SANTAN HONDA SUPERSTORE 1150 S. GILBERT ROAD CHANDLER AZ 85286 Phone: (480) 833-5177 DPSM: RICHARD REBORI Previous Dealer/Contact	TZ: MST Training %: Extn: Fax #: 4808352214 Zone/Dist: 10D Date	VIN: 1HGCP368X8A [REDACTED] Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: J35Z21028836 Em Type: KA RO #: 117486 Case Type: Technical W.O. #:
		Err: Model: ACCORD V6 Trim: EXL-V6 WD: Country: USA Trans #: B97A1037601

Tech Line Suggests

5/6/2009 10:10:13 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DID THE CUST SLAM THE DR

4 IT HAPPENS, REFER TO YOUR DPSM, IF NOT THEN
HAVE THE CUST REFER TO THEIR INSURANCE

Information from Dealer

SIDE AND CURTAIN AIRBAGS DEPLOYED WHEN CLOSING
PASS FRONT DOOR

NO

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2935162	CHRISV	12/02/2009	RUDYG	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE AIRBAG DEPLOYED W/ DR	IT HAPPENS; REFER TO YOUR DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 21,033
		Remarks / Requestor:	FE Status:

Dealer #: 208048	TZ: EST	VIN: 1HGCP26848A	Err:
Dlr Cont: FRANK	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (727) 531-0444	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: KEVIN HEADRICK		Doors: 4DR	WD:
Parts Mgr: RICK SANTOS		Fact: MARYSVILLE	Country: USA
Dlr Name: AUTONATION HONDA CLEARWATER 17275 US HWY.19 NORTH CLEARWATER FL 33764		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (727) 531-0444	Fax #: 7275355785	Engine #: K24Z31020241	Trans #: B90A1036729
DPSM: DONALD LOGAN	Zone/Dist: 07K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 966111	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/2/2009 9:37:56 AM CHRISV

1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER STATES HER SON SHUT PASSENGER FRONT DOOR & SIDE AIR BAGS DEPLOYED. SEARCHED THRU ISIS AND FOUND NOTHER PERTAINING TO THIS . SEVICE MANAGER WISHES ME TO CONTACT TECHLINE IN REGARDS TO THIS SITUATION TO SEE IF THERE ARE POSSIBLE ISSUES NOT YETMENTIONED.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SIDE AIR BAG]

4 IT HAPPENS, IF THE DOOR IS SLAMMED HARD ENOUGH IT CAN HAPPEN. REFER TO YOUR DPSM

12/15/2009 9:21:33 AM RUDYG

5 12/15/2009 09:22:09 AM RUDYG

(AL FIXED OP MGR) THIS CAR HAS A 8-10 IN SCRATCH NEAR BASE OF B PILLAR ON RIGHT SIDE. COULD THAT DO IT?
OK

6 MAYBE, DPSM MAKES THE CALL ON THIS TYPE OF ISSUE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2643472	CHRISV	07/02/2008	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE AIRBAG BLEW CLOSING	CUST SLAMMED DR?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 9,499
		Remarks / Requestor:	FE Status:

Dealer #: 206946	TZ: CST	VIN: 1HGCP26838A	Err:
Dlr Cont: MINH TO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (580) 355-1801	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: WAYNE NICHOLS		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: MILO GORDON HONDA 5010 NW CACHE ROAD LAWTON OK 73505		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (580) 355-1801	Fax #: 5803535122	Engine #: K24Z31022415	Trans #: B90A1040582
DPSM: JAMES PANARISO	Zone/Dist: 10G	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 103617	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/2/2008 2:48:19 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 IT HAPPENS, REFER TO YOUR DPSM

Information from Dealer

RIGHT SIDE' S SIDE AIR BAG BLOW--RIGHT SIDE SEAT BACK BLOW.VEH WAS NOT RUNNING. WHEN CLOSED THE DOOR.....

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3446858	JERRYA	06/25/2013	TROYS	3

Code	Original Complaint	Probable Cause/Solution
P 8781	CLAIMS LOW THRESHLD DEPLOY ?	?; HAS F4-11, CONTACT DPSL FOR INSTRUCTIONS
	ResIn Source:	None Date:
	Status:	N/A Mileage: 91,143
	Remarks / Requestor:	FE Status:

Dealer #: 207993	TZ: CST	VIN: 1HGCP36828A	Err:
Dlr Cont: RICHARD	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (817) 696-4000	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: KENT FERGUSON		Doors: 4DR	WD:
Parts Mgr: ROBERT TOMPKINS		Fact: MARYSVILLE	Country: USA
Dlr Name: FRANK KENT HONDA 3400 WEST LOOP 820 SOU FORT WORTH TX 76116		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21032293	Trans #: B97A1042275
Phone: (817) 696-4000	Fax #: 8176964188	Em Type: KA	
DPSM: LD ANDRUS	Zone/Dist: 03E	RO #: 154256	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/25/2013 9:03:05 AM	JERRYA
1 ORIGINAL COMPLAINT	C/S HE SHUT DOOR AND PASSENGER SIDE AIRBAGS DEPLOYED.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES THE R/S BAGS ARE OUT
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 06/25/13 12:03:33 JERRYA: (CALL FRM DEALER)	RICHARD;TECH CUSTOMER CLAIMS SHUT THE RIGHT DOOR AND THE AIR BAGS WENT OFF
7 CODE	F4-11
8 INSPECT?	HAD IMPACT MARKS UNDER THE VEHICLE
9 CONCRETE DUST	YES
10 NEED TO DOCUMENT THE VISUAL AND CONTACT YOU REP AND EE HOW HE WNATS TO PROCEED	OK
11 PEND TO TROYS	
12 DTC F4-11: Front passenger's side airbag, right side curtain airbag, and/or front passenger's seat belt tensioner deployed.	
6/25/2013 10:02:55 AM	TROYS
13 NOT A RANK IMPACT DAMAGE W DEPLOYMENT CODES	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2875481	CHRISR	08/03/2009	DAVIDK	2

Code	Original Complaint	Probable Cause/Solution	
P 8782	ONE SIDE DEPLOYED	DOOR SLAM?; REFER TO INSURANCE, DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 12,855
		Remarks / Requestor:	FE Status:

Dealer #: 207626	TZ: CST	VIN: 1HGCP36868A	Err:
Dir Cont: TODD RUSSELL	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (615) 791-1101	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: ARCHIE BECQUET		Doors: 4DR	WD:
Parts Mgr: CAMERON JONES		Fact: MARYSVILLE	Country: USA
Dir Name: DARRELL WALTRIP HONDA 1430 MURFREESBORO RD FRANKLIN TN 37067		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (615) 791-1101	Fax #: 6155996297	Engine #: J35Z21032348	Trans #: B97A1042705
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 526772	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/3/2009 10:03:19 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 NO KNOWN ISSUES, DID CUST SLAM THAT DOOR

4 CK FOR DAMAGE UNDER CAR AND REFER TO INSURANCE, ADVISE DPSM

8/7/2009 1:10:08 PM DAVIDK

5 ARCHI

6 NOTHING PRINTED

7 WOULD BE IMPOSIBLE TO MEASURE THIS.

8 THESE QUESTIONS NEED TO GO TO OUR LEAGAL DEP. WE DO NOT DEAL WHITH THIS ON TECHLINE. WE DEAL W DIAG AND REPAIR. NOT QUESTIONS LIKE THIS.

9 OUR REC IS TO REPAIR THE CAR PER S/M PREL,ACEMENT AFTER DEPLOYMENT. WE DO NOT COVER ANY MORE THEN THIS

10 WE DO NOT FOLLOW THESE INVESTIGATIONS.

Information from Dealer

CUSTOMER SHUT PASSENGER FRONT DOOR AND RIGHTSIDE CURTAIN DEPLOYED ALONG WITH R/F SEAT AIRBAG; CODES F4-11 AND 82-15

NO

SHE SAID SHE JUST CLOSED IT

OK

IS THERE ANYTHING THAT STATES SLAMMING THE DOOR COULD CAUSE THIS TO HAPPEN. THIS CUST IS GETTING OUT OF HAND AND GOING TO THE NEWS

IS THERE A WAY TO TELL HOW HARD IT TAKES TO SLAM THE DOOR AND SET IT OFF

I DECLINED THE INTERVIEW W NEWS

PER NHTSA THERE HAS BEEN OTHERS LIKE THIS. DO YOU KNOW HOW THE INVESTIGATION IS GOING ON THIS

THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2680710	KEITHC	09/03/2008	KEITHC	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	DEPLOY CLOSING DOOR	REPORT TO CUST INSURANCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,062
		Remarks / Requestor:	FE Status:

Dealer #: 207962	TZ: EST	VIN: 1HGCP36818A	Err:
Dlr Cont: SCOTT HELLER	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (828) 267-7499	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: ROBERT ALLISON		Doors: 4DR	WD:
Parts Mgr: MIKE MARTIN		Fact: MARYSVILLE	Country: USA
Dlr Name: HENDRICK HONDA HICKORY 945 HIGHWAY 70 SE HICKORY NC 28602		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21034853	Trans #: B97A1100090
Phone: (828) 322-2673	Fax #: 8283228492	Em Type: KA	
DPSM: MARK SIMPSON	Zone/Dist: 06J	RO #: 254063	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/3/2008 9:46:01 AM KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO CUST INSURANCE CO., DPSM FOR G/W

9/9/2008 7:32:04 AM KEITHC

4 DPSM, NO DAMAGE TO CAR

5 REFER TO CUST INSURANCE CO, G/W IF YOU FEEL GENEROUS

Information from Dealer

PASS FRONT SEAT AIR BAG AND SIDE CURTIAN AIR BAG DEPLOYED WHEN CLOSING DOOR.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2603963	GARYR	04/29/2008	RICHARDK	9

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE BAG DEPLOYED DR	CONTACT DPSM FOR GOODWILL	
		ResIn Source: None	Date:
		Status: P N/A	Mileage: 3,482
		Remarks / Requestor:	FE Status:

Dealer #: 207775	TZ: EST	VIN: 1HGCP26408A	Err:
Dlr Cont: ERICK TIRADO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (561) 844-5700	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: ALEXANDER SANCHEZ		Doors: 4DR	WD:
Parts Mgr: ANTONIO ROCHA III		Fact: MARYSVILLE	Country: USA
Dlr Name: ED MORSE HONDA 3790 W. BLUE HERON BL. RIVIERA BEACH FL 33404		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21010496	Trans #: B90A1042324
Phone: (561) 844-5700	Fax #: 5618630655	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 60501	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests**Information from Dealer**

4/29/2008 10:56:14 AM	GARYR	
1	ORIGINAL COMPLAINT	CUSTOMER STATES AIR BAGS DEPLOYED WHEN THE DOOR WAS CLOSED.
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	DID CUSTOMER SLAM THE DOOR	DON'T KNOW
4	CONTACT DPSM TO GOOD WILL THE REPAIR ASK THE CUSTOMER TO BE HONEST AND TELL US HOW HARD THE CLOSED THE DOOR. HOLD THE PARTS FOR CALL-IN PEND TO RICK K	
4/29/2008 12:22:56 PM	RICHARDK	
5	04/29/08 12:24:54 RICHARDK:----->PI, pls have parts sent to Ohio WPI, att: Norm Ruger, thx	
4/29/2008 3:11:53 PM	PAULI	
6	WILL ARRANGE FOR PARTS>MAP	
4/29/2008 4:18:39 PM	PAULI	
7	FAXED SHIP REQUEST	
5/2/2008 9:53:07 AM	PAULI	
8		BRIAN, S/M
9		REPAIRING VEHICLE NOW, SOME PARTS ON BACKORDER, WE ARE TRYING TO USE SOME PIECES FROM ANOTHER ACCORD TO GET THE CUST FIXED
10		PLSE REFAX INF TO P/M
11		(561) 263-0655
5/6/2008 9:17:19 AM	PAULI	
12	FAXED SHIP REQUEST	
5/7/2008 10:05:13 AM	PAULI	
13		KURTIS,PRTS
14		AUSTIN, P/M
15		ERIN, PRTS
16		WAITING FOR BACKORDERED PRTS. HAVE REQ
17	THANKS	
5/21/2008 9:14:15 AM	PAULI	
18		AUSTIN,
19		WE SENT PER A/B 8282 0491 9053
20	FYI>RM	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2652161	JOHNB	07/17/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY,PASS	INSPECT VEHICLE,DOCUMENT,CONTACT DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	9,238
	FE Status:	

Dealer #: 206558 Dlr Cont: PHIL GERARD Serv Ph: (925) 439-8222 Serv Mgr: TEROLL MELTON Parts Mgr: SCOTT KAIDA Dlr Name: WINTER HONDA 3850 CENTURY COURT PITTSBURG CA 94565 Phone: (925) 439-8222 DPSM: STEVE ROSTOMILY Previous Dealer/Contact	TZ: PST Training %: Extn: Fax #: (925) 756-0273 Zone/Dist: 12C Date	VIN: 1HGCP36888A [REDACTED] Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: J35Z21510528 Em Type: KL RO #: 102090 Case Type: Technical W.O. #:
		Err: Model: ACCORD V6 Trim: EXL-V6 WD: Country: USA Trans #: B97A1101358

Tech Line Suggests

7/17/2008 10:34:57 AM JOHNB
 1 ORIGINAL COMPLAINT

Information from Dealer

THE SIDE AIRBAG HAS DEPLOYED WITHOUT BEING IN AN ACCIDENT. VERIFIED RIGHT SIDE CURTAIN AIRBAG, AND PASSENGER'S SIDE AIRBAG HAVE DEPLOYED. NO SIGN OF COLLISION OR ROAD HAZARD DAMAGE. FOUND CODE F4-11-PASSENGER SIDEAIRBAG, RIGHT SIDE CURTAIN AIRBAG, AND/ OR FRONT PASSENGER'S SEAT BELT TENSIONER DEPLOYED.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

NO

3

ANY KNOWNS

4 SORRY NO KNOWN ISSUES;CAREFULLY INSPECT VEHICLE UNDER CARRAGE,WHEELS,EXHAUST,BODY AND LOWER TRIMS;CHK AROUND DOOR SILLS AND STRIKERS FOR HARD SHUTTING OF DOORS;CONTACT DPSM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2743715	CHRISR	12/18/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	CUST SLAM DOOR?; HAVE DPSM EVALUATE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 16,013
	Remarks / Requestor:	FE Status:

Dealer #: 207742 Dir Cont: MIKE TORBETT Serv Ph: (760) 345-7555 Serv Mgr: CARL COGGINS Parts Mgr: LILA DIAZ Dir Name: UNICARS HONDA 78-970 VARNER ROAD INDIO CA 92203 Phone: (760) 345-7555 Fax #: 7603457556 DPSM: TIMOTHY CRAIN Zone/Dist: 01F Previous Dealer/Contact Date	TZ: PST Training %: Extn:	VIN: JHMCP26418C [REDACTED] Err: Year: 2008 Model: ACCORD Tran: 5AT Trim: LX-P Doors: 4DR WD: Fact: SAYAMA Country: JPN Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21704416 Trans #: 1049900 Em Type: KL RO #: 120013 Case Type: Technical W.O. #:

Tech Line Suggests

12/18/2008 3:05:44 PM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 HAVE DPSM EVALUATE

Information from Dealer

CUSTOMER STATES THAT THE PASSENGER SIDE CURTAIN AIR BAGS DEPLOYED WHEN ONLY SHUTTING THE PASSENGER SIDE DOOR. INSPECTED THE CAR AND FOUND NO COLLISION DAMAGE OR BODY WORK WHATSOEVER TO IT.

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3412267	RAYD	03/22/2013	RAYD	1

Code	Original Complaint	Probable Cause/Solution
P 8782	ONE SIDE DEPLOYED	FLR PAN DMGE; DOOR SLAM;REFER TO DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 51,637
	Remarks / Requestor:	FE Status:

Dealer #: 206675	TZ: EST	VIN: 1HGCP26498A	Err:
Dir Cont: TIMOTHY	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (413) 788-4097	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: CHRISTOPHER GEORGE		Doors: 4DR	WD:
Parts Mgr: MICHAEL CONAHAN		Fact: MARYSVILLE	Country: USA
Dir Name: BALISE HONDA 400 RIVERDALE STREET W. SPRINGFIELD MA 01089		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
Phone: (413) 788-4097	Fax #: (413) 746-1721	Engine #: K24Z21503866	Trans #: B90A1051299
DPSM: SUZI HENRY	Zone/Dist: 09D	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 578741	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/22/2013 1:37:15 PM RAYD

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 I DIDNT SEE ANYTHING

THE CUSTOMER WONT COVER THIS BECAUSE THEY DONT SEE ANY DAMAGE, I SEE DAMAGE TO THE FLOOR PAN, NOT REALLY NEAR THE FRAME RAIL

7 I CANT SAY, BUT SOUNDS LIKE THIS MAY HAVE BEEN TWO SEPERATE IMPACTS, THE DOOR SLAM AND THE FLOOR PAN

8 REFER TO DPSM, LOOKS LIKE IT MIGHT HAVE WENT OFF A CURB OR SOMETHING

Information from Dealer

CUSTOMER STATES WHEN SON SHUT PASSENGER SIDE FRONTDOOR PASSENGER SIDE CURTAIN AIR DEPLOYED, PASSENGER SIDE FRONT SEAT AIR BAG DEPLOYED AND BOTH FRONTSEAT BELT TENSIONERS DEPLOYED
[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: F4-11]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2946448	DAVIDK	12/28/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	SLAM DOOR?; REPAIR PER S/M. DPSM IF WARR
	ResIn Source:	None Date:
	Status:	N/A Mileage: 32,032
	Remarks / Requestor:	FE Status:

Dealer #: 207075	TZ: EST	VIN: 1HGCP263X8A	Err:
Dlr Cont: JEREMY SMITH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (978) 777-2550	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: STEPHEN BOUCHIE		Doors: 4DR	WD:
Parts Mgr: ERIK ADAMS		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA NORTH 382 NEWBURY STREET DANVERS MA 01923		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21503668	Trans #: B90A1050243
Phone: (978) 777-2550	Fax #: 9787749483	Em Type: KL	
DPSM: JOSHUA WHITNEY	Zone/Dist: 09H	RO #: 225291	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/28/2009 10:56:16 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 REPAIR PER S/M.

6 NO. HONDA DOES NOT RECORDED SRS DATA. REPAIR AS NEEDED. IF CUST IS REQUESTING HONDA HELP REFER TO DPSM.

Information from Dealer

PASSENGER SIDE AIR BAG DEPLOYED WHEN CLOSING THE L/F DOOR

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: F4-11]

I WAS TOLD TO CALL YOU

IS THERE ANY RECORDED INFO WE CAN LOOK AT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2628527	JOHNB	06/09/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SDE AIRBAGS DEPLYD,SHUTTN	CUSTOMER ADMITS SLAMMING DR IN ARGUEMENT;DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 12,127
	Remarks / Requestor:	FE Status:

Dealer #: 206549	TZ: PST	VIN: 1HGCP36868A	Err:
Dlr Cont: TOM DAWSON	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (415) 441-2000	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: AARON WONG		Doors: 4DR	WD:
Parts Mgr: WAI CHIU		Fact: MARYSVILLE	Country: USA
Dlr Name: SAN FRANCISCO HONDA 10 S. VAN NESS AVENUE SAN FRANCISCO CA 94103		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21511383	Trans #: B97A1101919
Phone: (415) 441-2000	Fax #: (415) 913-5180	Em Type: KL	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	RO #: 707784	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/9/2008 1:55:14 PM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 IGN WAS ON

5 SRS NEEDS ALL REQUIRED PARTS REPLACED PER
DEPLYMENT SCHEDULE IN S/M

6 THAT IS A DECISION OF YOUR DPSM

Information from Dealer

CUSTOMER STATES RIGHT SIDE CURTAIN AN SEAT AIR
BAGS DEPLOYED WHEN RIGHT FRONT DOOR WAS CLOSED
SOMEWHAT HARDER THAN NORMAL

NO

CUSTOMER HAD A HEATED ARGUEMENT WITH HIS
GIRLFRIEND;HE SLAMMED THE DOOR AND THE SIDE
AIRBAGS WENT OFF

YES

WHO PAYS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2866378	JOHNB	07/15/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	CUST SLAMMED DOOR,SRS	CHK VEHICLE FOR OTHER DAMAGES;REFER TO DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	10,334
	FE Status:	

Dealer #: 206588	TZ: MST	VIN: 1HGCP26848A	Err:
Dlr Cont: BYRON KLEBOLD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (303) 794-8195	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: BILL ORGAN		Doors: 4DR	WD:
Parts Mgr: MIKE MORRIS		Fact: MARYSVILLE	Country: USA
Dlr Name: RALPH SCHOMP HONDA 5700 S. BROADWAY LITTLETON CO 80121		Desc: ACCORD 4DR EX-LNAV 4CYL 190.0 HP	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: K24Z31028496	Trans #: B90A1051908
Phone: (303) 794-8195	Fax #: (303) 730-7814	Em Type: KA	
DPSM: JASON SCHER	Zone/Dist: 10C	RO #: 758156	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/15/2009 1:38:44 PM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 REFER TO DPSM,CHK FOR ANY OTHER DAMAGES

5 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue
Date: 16-Jun-2008 Source: HTL-INFO

Information from Dealer

DRIVER SIDE AIRBAG AND SIDE CURTAIN AIRBAG DEPLOYED WHEN CUSTOMER SHUT DOOR REALLY HARD.

NO

CUSTOMER ADMITS TO SLAMMING THE DOOR REALLY HARD,IGN ON,SIDE CURTAIN AIRBAG DEPLOYED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3301272	RUDYG	06/25/2012	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY DRV A/B	DOOR SLAM?; REFER TO DPSM FOR DECISION
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	47,045
	FE Status:	

Dealer #: 207477	TZ: EST	VIN: 1HGCP26758A	Err:
Dlr Cont: SEBASTIAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (860) 741-3401	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: KEVIN BARRY		Doors: 4DR	WD:
Parts Mgr: JAY DOUCETTE		Fact: MARYSVILLE	Country: USA
Dlr Name: LIA HONDA 20 PALOMBA DRIVE ENFIELD CT 06082		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (860) 741-3401	Fax #: (860) 253-5419	Engine #: K24Z31508270	Trans #: B90A1053352
DPSM: SUZI HENRY	Zone/Dist: 09D	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 255078	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/25/2012 12:57:09 PM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 NO SIGNS OF IMPACT ON DRIVER SIDE OF CAR OR ON UNDERCARRIAGE

8 REFER TO DPSM FOR DECISION

Information from Dealer

DRIVERS SIDE AIRBAG AND CURTAIN AIRBAG DEPLOYED WITH NO ACCIDENT.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

CURTAIN AND SEAT AB ON DRIVER SIDE DEPLOYED

NO

RADIO AND POSSIBLE ALARM

CUST CLAIMS HE GOT OUT OF CAR TO GET SOMETHING IN THE HOUSE AND WHEN HE CAME BACK OUT BOTH A/B HAD DEPLOYED

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3286661	JOHNB	05/14/2012	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY PASS	CUST STATED SLAMMED DOOR;GV CHKS;DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	80,150
	FE Status:	

Dealer #: 206916	TZ: EST	VIN: 1HGCP264X8A	Err:
Dir Cont: KARL SOLOE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (804) 414-1950	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: KARL SOLOE		Doors: 4DR	WD:
Parts Mgr: RONALD REESE		Fact: MARYSVILLE	Country: USA
Dir Name: COLONIAL HONDA 2100 WALTHALL CENTER D CHESTER VA 23836		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21013729	Trans #: B90A1054574
Phone: (804) 414-1950	Fax #: (804) 414-1956	Em Type: KA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	RO #: 297027	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/14/2012 6:48:10 AM JOHNB

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 VEHICLE WILL NEED PROPER DEPLOYMENT

REPAIR;INSPECT FOR ANY IMPACT DAMAGE;PLEASE
DIRECT TO DPSM

8 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER
TO DPSM) Tech Line Knowledge Base Name: 15701 Issue
Date: 16-Jun-2008 Source: HTL-INFO

Information from Dealer

CUSTOMER STATES, SOMEONE GOT OUT OF THE
PASSENGERSIDE AND SLAMMED THE RIGHT FRONT
DOOR. THE SIDE C URTAIN AND SIDE AIR BAGS DEPLOYED.
WE HAVE CHECKEDTHE SYSTEM. CODE F411. NO DAMAGE
TO EXTERIOR OF C AR.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: F411]

YES

NONE

NONE

SRS PASSENGER SIDE DEPLOYED WHEN CUSTOMER WAS
SITTING IN DRIVERS SEAT,IGN ON,PASSENGER GOT OUT
AND SLAMMED THE DOOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3332254	RAYD	09/17/2012	RAYD	1

Code	Original Complaint	Probable Cause/Solution
P 8781	RT SIDE SCAB BLEW	DOOR SLAM;INSPECT UNDER CARRAIGE;REFER TO DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 17,118
	Remarks / Requestor:	FE Status:

Dealer #: 208268	TZ: PST	VIN: JHMCP26308C	Err:
Dlr Cont: JR. ERNESTO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (760) 241-6484	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JIM BOYD		Doors: 4DR	WD:
Parts Mgr: HAROLD LEE		Fact: SAYAMA	Country: JPN
Dlr Name: VALLEY HI HONDA 15710 VALLEY PARK LANE VICTORVILLE CA 92394		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21414084	Trans #: 1058630
Phone: (760) 241-6484	Fax #: 760-9513975	Em Type: KA	
DPSM: TIMOTHY CRAIN	Zone/Dist: 01F	RO #: 137715	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/17/2012 11:25:37 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

7 I THINK THEY LEFT OUT THE DOOR WAS SLAMMED NOT CLOSED. CHECK THE VEHICLE, IF YOU SEE IMPACT DAMAGE, REFER THE CUSTOMER TO THEIR INSURANCE COM, IF NOT REFER TO DPSM.

Information from Dealer

CUSTOMER STATE THAT CLOSED THE PASSENER DOOR AND THE AIR BAGD ON THE PASSENGER SIDE DEPLOYED [MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F4-11]
BAG IS BLOWN
NONE
WINDOW TINT
PASS SIDE SCAB BLEW WHEN CLOSING PASS DOOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3290581	JOHNB	05/24/2012	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	PLEASE CONTACT DPSM/ZONE/C.R.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 74,187
		Remarks / Requestor:	FE Status:

Dealer #: 208393	TZ: CST	VIN: JHMCP26488C	Err:
Dlr Cont: JOHN NATIONS	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 601-591-5000	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: GEORGE HOLLEY		Doors: 4DR	WD:
Parts Mgr: BRYAN SHOEMAKE		Fact: SAYAMA	Country: JPN
Dlr Name: BOB BOYTE HONDA 2188 HIGHWAY 18 BRANDON MS 39042		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21413903	Trans #: 1061577
Phone: (601) 591-5000	Fax #: 6015910010	Em Type: KA	
DPSM: NICHOLAS WALKER	Zone/Dist: 03H	RO #: 84657	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/24/2012 12:29:37 PM	JOHNB
1 ORIGINAL COMPLAINT	AIR BAGS DEPLOYED NO DAMAGE TO VEHICLE
2 ISIS SEARCH CRITERIA	[MODEL: CR-V][YEAR: 2004][PUBID: 0][SUBJECT:][KEYWORD: RECALL]
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	CUSTOMER CLAIMS SHE SHUT THE VEHICLES IGN OFF,GOT OUT OF THE VEHICLE WENT TO THE PASSENGER SIDE;OPENED THE DOOR,THEN SHUT THE PASSENGER DOOR AND THE SIDE AIR BAGS WENT OFF
7 PLEASE CONTACT DPSM/ZONE/CR;WHEN REPAIRING,PLEASE FOLLOW SRS DEPLOYMENT SCHEDULE IN S/M	
8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY) Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO	
9 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO	
10 PENDED TO SME: DONU	
11 PENDED TO: TROYS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3128493	DAVIDK	03/14/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; REPAIR AS NEEDED, DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 56,662
		Remarks / Requestor:	FE Status:

Dealer #: 207812	TZ: EST	VIN: 1HGCP36818A	Err:
Dir Cont: THOMAS	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (330) 726-2300	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: THOMAS MCKINLEY		Doors: 4DR	WD:
Parts Mgr: RICHARD BROWNLIE		Fact: MARYSVILLE	Country: USA
Dir Name: THE HONDA STORE		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
448BOARDMANCANFIELD RD		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
YOUNGSTOWN OH 44512		Engine #: J35Z21045965	Trans #: B97A1114920
Phone: (330) 726-2300	Fax #: (330) 726-0009	Em Type: KA	
DPSM: RONALD HOPKIN	Zone/Dist: 04G	RO #: 98946	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/14/2011 1:31:09 PM DAVIDK

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 IF DOOR IS SLAMED HARED ENOUGHT YES. DPSM REVIEW

Information from Dealer

THE PASSENGERS SIDE AIR BAGS WENT OFF WHEN THE OWNER SHUT THE RIGHT FRONT DOOR MY DPSM TOLD ME TO CALL TO SEE IF YOU HAVE SEEN THIS BEFORE

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

N

N

N

IS THIS POSSIBLE

YES. HE WANTED ME TO CALL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2615428	KEITHC	05/19/2008	RICHARDK	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY CLOSING	REFER TO CUST INSURANCE CO.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 5,507
		Remarks / Requestor:	FE Status:

Dealer #: 206674	TZ: EST	VIN: 1HGCP26318A	Err:
Dlr Cont: ROBERT DANNER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (513) 542-8000	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: ROBERT DANNER		Doors: 4DR	WD:
Parts Mgr: GARY OSTERLING		Fact: MARYSVILLE	Country: USA
Dlr Name: SUPERIOR HONDA 4777 SPRING GROVE AVE. CINCINNATI OH 45232		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21016172	Trans #: B90A1063489
Phone: (513) 542-8000	Fax #: 5135420198	Em Type: KA	
DPSM: MIKE DITMER	Zone/Dist: 04H	RO #: 226909	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/19/2008 6:04:28 AM KEITHC
1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER STATES RIGHT SIDE CURTAIN AND SIDE AIRBAG WENT OFF UPON SHUTTING DOOR. THERE ARE NO VISIBL E SIGNS OF DAMAGE UNDER VEHICLE OR ON THE SIDES. CUSTOMER STATES THAT THEY PULLED INTO PARKING SPOT AND STOPPED. DRIVER TURNED KEY OFF AND THE PASSE NGER EGRESSSED AND SHUT THE DOOR AND THAT IS WHEN THE BAGS DEPLOYED. HAVE NEVER SEEN THIS BEFORE????

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 INSPECT UNDER CARRIAGE
- 4 REFER TO CUST INSURANCE CO.

NO
NO SIGNS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3222018	ROBS	11/22/2011	ROBERTH	3

Code	Original Complaint	Probable Cause/Solution	
P 8700	SRS R CURTAIN, SIDE BAG DEPLOY	UNKNOWN; REPLACE ALL PARTS ON S/M LIST	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 49,314
	Remarks / Requestor:		FE Status:

Dealer #: 206546	TZ: PST	VIN: JHMCP26408C	Err:
Dlr Cont: JR ALEXANDRO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (619) 474-6431	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: SCOTT MOSES		Doors: 4DR	WD:
Parts Mgr: MARTY GUEVARA		Fact: SAYAMA	Country: JPN
Dlr Name: BALL HONDA 2135 NATIONAL CITY BLV NATIONAL CITY CA 91950		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21705919	Trans #: 1063416
Phone: (619) 474-6431	Fax #: 6194741342	Em Type: KL	
DPSM: ROB CRAIG	Zone/Dist: 01G	RO #: 011960	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/22/2011 9:49:56 AM	ROBS	
1 ORIGINAL COMPLAINT		RIGHT SIDE CURTAIN DEPLOYED AFTER SLAMMING DOOR. RF SEAT SIDE AIRBAG DEPLOYED TOO.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F4-11]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6		ALEX: CAN SRS FREEZE DATA BE EXTRACTED? CUST SAYS IT'S NOT THEIR FAULT. DOESN'T LOOK LIKE IT.
7 NO SRS FREEZE DATA. MUST HAVE BEEN A HARD SLAM. SIGNS OF PREV COLLISION DAMAGE, R SIDE, FRONT?		
8 INSPECT UNDERSIDE R LWR SILL, 'A', 'B', 'C' PILLAR BASES. MUST REPLACE ALL ITEMS ON LISTS FOR SIDE CURTAIN AND SIDE AIRBAG DEPLOYMENTS, SHOWN ON ACCORD 4CYL S/M PGS. 24-228, 24-229.		
12/1/2011 9:26:32 AM	ROBERTH	
9		BRIAN DERBYSHIRE (DPSM)
10		COULD THIS HAPPEN?
11 YES IT WOULD HAVE HAVE THE RIGHT FREQUENCY TO DEPLOY BUT WE HAVE SEEN IT		OK THANKS FOR THE INFORMATION

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2830876	KENE	06/08/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CUST SLAMED DOOR; CONTACT INS CO	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 19,485
		Remarks / Requestor:	FE Status:

Dealer #: 206746	TZ: EST	VIN: 1HGCP26348A	Err:
Dlr Cont: ALLEN COFFIN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (508) 880-5500	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: ANTONIO COSTA		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: SILKO HONDA 1580 NEW STATE HWY RAYNHAM MA 02767		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21504960	Trans #: B90A1064659
Phone: (508) 880-5500	Fax #: 5088802755	Em Type: KL	
DPSM: CHERYL COTTER	Zone/Dist: 09G	RO #: 212230	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/8/2009 6:25:32 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CONTACT INS CO

Information from Dealer

PASSENGERS DOOR WAS CLOSED AND SIDE AIR BAG AND CURTAIN AIR BAGS DEPLOYED, CAR HAS NO VISIBLE DAMAGE ON EXTERIOR.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2922966	TOMP	11/05/2009	PAULI	2

Code
P 8781

Original Complaint
LOW THRESHLD DEPLOY PASS

Probable Cause/Solution
REFER TO KB 4133

ResIn Source: None

Date:

Status: N/A

Mileage: 16,185

Remarks / Requestor:

FE Status:

Dealer #: 208299	TZ: EST	VIN: JHMCP263280	Err:
Dlr Cont: JUAN AMADOR	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 954-742-5227	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: MARK WARSHEFSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT BUTTON		Fact: SAYAMA	Country: JPN
Dlr Name: RICK CASE HONDA 15700RICKCASE HONDA WY DAVIE FL 33331		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21414915	Trans #: 1061623
Phone: (954) 742-5227	Fax #: 9543643297	Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 07M	RO #: 530377	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/5/2009 8:20:30 AM	TOMP
1 ORIGINAL COMPLAINT	CUSTOMER STUT PASSANGER DOOR AND SIDE AIR BAG CURTAIN DEPLOYED PARTIALY.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	JUAN:
4 REFER TO KB 4133	
5 REFER TO COMPONENT REPLACEMENT LIST; MAKE AN ESTIMATE; REFER TO DSM OR CUSTOMER'S INSURANCE.	
11/5/2009 10:19:16 AM	PAULI
6 FRWD COPY TLC>PRO	

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2580818	RUDYG	03/24/2008	GARYR	14

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS A/B DEPLYD W/DOOR SLAM	IMPACT?; REFER TO DPSM FOR DECISION	
	ResIn Source:	Feedback forms	Date: 04/29/2008
	Status:	P REMAN	Mileage: 2,317
	Remarks / Requestor:		FE Status:

Dealer #: 208275	TZ: EST	VIN: JHMCP26388C	Err:
Dlr Cont: ROBERT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (305) 856-3000	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JUAN GONZALEZ		Doors: 4DR	WD:
Parts Mgr: GEORGE NAGORSKI		Fact: SAYAMA	Country: JPN
Dlr Name: BRICKELL HONDA		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
665 S.W. 8TH STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
MIAMI FL 33130		Engine #: K24Z21414918	Trans #: 1061635
Phone: (305) 856-3000	Fax #: 3052504115	Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	RO #: 322384	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

3/24/2008 11:05:19 AM	RUDYG	
1 ORIGINAL COMPLAINT		PASS SIDE AIR BAG AND PASS SEAT AIRBAG ARE DEPLOYED HAVE FOUND NO VISIBLE SIGNS OF ACCIDENT
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 WHICH A/B'S EXACTLY?		PASS CURTAIN AND SEAT A/B DEPLOYED. THIS IS HERTZ RENT A CAR AND C/S THAT HE CLOSED PASS DOOR AND A/B'S DEPLOYED. THIS CAR ONLY HAS 2K MILES AND I DON'T SEE A SCRATCH ON IT.
4 NO KNOWN ISSUES WITH THIS. REFER TO DPSM FOR DECISION. IF YOU DO REPAIR THIS FOLLOW S/M FOR ITEMS TO BE REPLACED AFTER AIRBAG DEPLOYMENT		OK
5 (PEND TO RICKK)		
3/25/2008 8:29:42 AM	RICHs	
6 GaryG, Can you contact Norm at HAM to see if they are interested in this vehicle?		
3/26/2008 11:26:29 AM	GARYG	
7		Paul, we will need parts from this contact, please contact Chandler Nelsen (Serv Mgr) and have the SRS control unit, side impact sensor (1st), side impact sensor (2nd), and rear safing sensor from the passenger side of the vehicle shipped to Norm Ruger at NAL, Thanks. Please contact me if you have any questions.
3/26/2008 2:54:13 PM	PAULI	
8 WILL ARRANGE PRts>NAL		
3/28/2008 9:02:23 AM	GARYG	
9		Paul, sorry about this but direction changed. Please have the parts shipped to me (Gary Guldstrand) and please include the deployed airbags with the sensors from the dealer. The parts will now be shipped to AQAO.
3/28/2008 12:03:05 PM	PAULI	
10 FAXED SHIP REQUEST		
3/31/2008 11:46:18 AM	PAULI	
11 FAXED SHIP REQUEST		
4/11/2008 1:55:16 PM	CHRISR	
12		I HAVE A DTC 34-10 AND WHEN I UNPLUGGED INFLATOR, A DTC A3-10? CODE CAME AND NOW THEY WONT GO AWAY. HONDA JUST CALLED AND SAID TO REPL SIDE SENSORS
13 R/CURTAIN INFLATOR USES THE B CONNECTOR AND A3-10 IS A SRS A-CONN CODE. DBL CK THE PART #S ON SRS UNIT AND CURTAIN.		
14 GO WITH IT AND WHEN ALL IS DONE IF STILL HAVE ISSUES, CALL.		OK
4/17/2008 3:23:59 PM	PAULI	
15		CHANDLER, S/M
16		PLSE EMAIL ME SHIP INFO
17		CNELSEN@BRICKELLMOTORS.COM
18 WILL DO		
4/21/2008 8:38:01 AM	PAULI	
19		CHANDLER
20		WE SENT FRIDAY, WILL GET A/B #
21 THANKS!		
4/23/2008 4:21:59 PM	PAULI	
22 SRS RCVD--FRWD>MR SUZUKI		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2838894	GARYR	06/23/2009	EDB	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE BAG DEPLOY	SHUTTING DOOR HARD?; CONTACT DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 24,502
		Remarks / Requestor:	FE Status:

Dealer #: 208461	TZ: PST	VIN: 1HGCP36858A	Err:
Dlr Cont: STEVEN YEE	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: 650-364-1011	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: OSWALDO CASTRO		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA REDWOOD CITY 601 EL CAMINO REAL REDWOOD CITY CA 94063		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21514305	Trans #: B97A1116714
Phone: (650) 364-1011	Fax #: 6503640161	Em Type: KL	
DPSM: ROBERT GIBBONS	Zone/Dist: 12E	RO #: 041416	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/23/2009 11:41:10 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CAN HAPPEN IF YOU SLAM THE DOOR HARD CONTACT
DPSM

6/24/2009 11:36:05 AM EDB

4 COPY SENT TO LARRY OBRIEN DPSM

Information from Dealer

PASSANGER SIDE SIDE AIR BAG DEPLOYED WHEN OWNER
CLOSED PASSANGER SIDE DOOR WITH HIS HIP.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2729945	DAVEM	11/25/2008	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS A/B WENT OFF W/ DOOR	SLAMMED DOOR?; DPSM> CUST INSURANCE CO
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	2,217
	FE Status:	

Dealer #: 207814	TZ: EST	VIN: 1HGCP36838A	Err:
Dir Cont: LEOVIGILDO	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (305) 816-5678	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: JOHN KONAPELSKI		Doors: 4DR	WD:
Parts Mgr: ROBERT GEAIR		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MIAMI LAKES 5925 N.W. 167TH STREET MIAMI FL 33015		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
Phone: (305) 816-5678	Fax #: 3058165662	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Engine #: J35Z21047702	Trans #: B97A1116770
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 402850	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/25/2008 11:28:00 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CAN HAPPEN IF DOOR IS SLAMMED HARD> REFER TO
DPSM> REFER CUST TO INSURANCE CO

Information from Dealer

FRONT PASS SIDE AIR BAG CURTAIN SEAT BELT
TENSIONER DEPLOYED CUSTOMER STATEDS AFTER DOOR
WAS CLOSED BAGS DEPLOYED OLSO TPMS LIGHT ON LOW
ON AIR AN OLSO

NO

CUST SHUT DOOR AND AIR BAGS WENT OFF. IT HAS
CODES F411

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2580959	KEITHC	03/24/2008	RICHARDK	4

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY DR CLSD	REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 1,948
		Remarks / Requestor:	FE Status:

Dealer #: 208223	TZ: CST	VIN: JHMCP268280	Err:
Dlr Cont: GREG FORD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (214) 800-6500	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: GERARD GIBSON		Doors: 4DR	WD:
Parts Mgr: LARRY MEDFORD		Fact: SAYAMA	Country: JPN
Dlr Name: FREEMAN HONDA 39680 LBJ FREEWAY DALLAS TX 75237		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31418312	Trans #: 1064980
Phone: (214) 800-6500	Fax #: 2148006567	Em Type: KA	
DPSM: LD ANDRUS	Zone/Dist: 03E	RO #: 312375	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/24/2008 12:18:24 PM KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO DPSM FOR CONSIDERTION, THEN THE CUST INSURANCE CO.

4 PEND TO RICKK

3/25/2008 8:39:26 AM RICHS

5 GaryG, can you contact Norm at HAM to see if he is interested? thanks

4/2/2008 3:55:47 PM GARYG

6

Information from Dealer

PASSENGER SIDE CURTAIN AIR BAG DEPLOYED. CUSTOMER STATED HER DAUGHTER GOT IN AND HUSBAND CLOSED THE DOOR AND AIR BAG DEPLOYED, HITTING DAUGHTER IN THE HEAD. I HAVE NOT CONTACTED OUR DPSM AS OF YET, BU T WILL UPON DISCUSSION.

NO

Parts will be sent to CSO. HNA is conducting this investigation, J. Joseph will contact John Cassonova of HNA to understand status and retrieve parts.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3338759	LINDSEYA	10/02/2012	TROYS	3

Code	Original Complaint	Probable Cause/Solution	
P 8700	AIRBAG DEPLOYED W/DOOR SLAM	CUSTOMER; REFER TO INSURANCE CO.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 42,149
		Remarks / Requestor:	FE Status:

Dealer #: 207068	TZ: PST	VIN: 1HGCP26868A	Err:
Dir Cont: MARIO CHENG	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (559) 435-5000	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: STEVE KENT		Doors: 4DR	WD:
Parts Mgr: JAMES PALLOTTA		Fact: MARYSVILLE	Country: USA
Dir Name: CLAWSON HONDA OF FRESNO 6346 NORTH BLACKSTONE FRESNO CA 93710		Desc: ACCORD 4DR EX-LNAV 4CYL 190.0 HP	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: K24Z31510100	Trans #: B90A1066675
Phone: (559) 435-5000	Fax #: 5594356324	Em Type: KL	
DPSM: STEVE TULEJA	Zone/Dist: 12D	RO #: 492433	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/2/2012 11:19:51 AM	LINDSEYA	
1 ORIGINAL COMPLAINT		CUSTOMER STATES CUSTOMER SLAMMED LEFT DOOR AND LEFT SIDE AIR BAGS AND LEFT SIDE CURTAIN AIRBAGS WENTOFF
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: SIDE AIR BAG]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		I DON'T SEE ANY IMPACT.
7 BUT CUSTOMER SAID THAT THEY SLAMMED THE DOOR?		YES.
8 REFER TO INSURANCE COMPANY.		OK.
10/2/2012 1:07:39 PM	LINDSEYA	
9 CALL TO DEALER - ANY CODES ON THIS CAR?		I DIDN'T CHECK FOR ANY.
10 IS THE CAR STILL THERE?		YES.
11 CAN YOU PULL CODES AND CALL US BACK?		YES.
12 THANK YOU.		
10/2/2012 1:24:12 PM	TROYS	
13		F3-11
14 DEPLOYMENT CODES		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3292935	JASONR	06/01/2012	JASONR	4

Code	Original Complaint	Probable Cause/Solution	
P 8700	AIR BAGS DEPLOYED WITH	SLAMMED DR; PEND TO A RANK SPECIALIST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 101,948
		Remarks / Requestor:	FE Status:

Dealer #: 208444	TZ: EST	VIN: JHMCP268780	Err:
Dlr Cont: AJ MALONE	Training %:	Year: 2008	Model: ACCORD
Serv Ph:	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: MICHAEL CRUZ		Doors: 4DR	WD:
Parts Mgr: SCOTT ROBERTS		Fact: SAYAMA	Country: JPN
Dlr Name: SONS HONDA 105 SONS DRIVE MCDONOUGH GA 30253		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31419841	Trans #: 1071692
Phone: (770) 228-2888	Fax #: 6785721015	Em Type: KA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/1/2012 10:08:29 AM	JASONR	
1 ORIGINAL COMPLAINT?		CUST STATES WITH KOEO SHUT PASSENGER SIDE DR THE AIR BAGS DEPLOYED. SIDE AIR BAG, SIDE CURTAIN, AND SEAT BELT TENSIONER DEPLOYED WHEN THIS HAPPENED
2 IS THERE ANYTHING AFTER MARKET ON THE CAR?		NO
3 HAVE WE TRIED TO REPL ANY PARTS?		NO
4		DPSM TRACY
5 IS THERE ANY DAMAGE ON THE CAR?		NO DAMAGE FOUND TO THE CAR
6 DID YOU INSPECT THE BOTTOM OF THE CAR FOR DAMAGE?		YES NO DAMAGE FOUND
7 ANY DTC'S		F4-11
8 PEND TO TROYS FOR REVIEW		
6/1/2012 1:21:27 PM	TROYS	
9 SPOKE TO GARY S AND 08 ARE NOT CONSIDERED A RANK DO TO SENSITIVITY BEING CHANGED IN 09		
6/4/2012 9:35:10 AM	JASONR	
10 C/B TO DPSM LEFT MESSAGE FOR TRACY, NEED TO REPAIR VEHICLE. THIS IS NOT A RANK ISSUE, IF TECH HAS ANY QUESTIONS C/B TO GENERAL TECHLINE. LEFT DIRECT LINE FOR QUESTIONS		
6/4/2012 10:00:55 AM	JASONR	
11		DOSM TRACY, C/B THANKS FOR GETTING BACK TO ME. I WILL LET TECH KNOW

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3005355	RUDYG	05/10/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY PASS	DPSM?; REFERRED CALL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 42,196
		Remarks / Requestor:	FE Status:

Dealer #: 207343	TZ: PST	VIN: JHMCP264180	Err:
Dir Cont: DEMITRI DOLAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (425) 643-3770	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: TERRY HILL		Doors: 4DR	WD:
Parts Mgr: RUSS ROBERTS		Fact: SAYAMA	Country: JPN
Dir Name: HONDA AUTO CENTER OF BELLEVUE 13291 S.E. 36TH STREET BELLEVUE WA 98006		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21416578	Trans #: 1072277
Phone: (425) 643-3770	Fax #: 4256410795	Em Type: KA	
DPSM: PHIL HEINZMAN	Zone/Dist: 02B	RO #: 980001	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/10/2010 3:33:31 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 CAN HAPPEN IF DOOR SLAMMED EXTREMELY HARD,
REFER TO DPSM FOR DECISION

Information from Dealer

CUSTOMER STATES THAT WHILE PARKED ON THE SIDE OF THE ROAD, BOTH THE PASSENGER SIDE CURTAIN AND SIDE AIRBAGS BLEW WHEN DOOR WAS CLOSED FORCEFULLY. VERIFIED THAT PASSENGER SIDE AIR BAG, PASSENGER SIDE CURTAIN AIR BAG, AND PASSENGER SIDE SEAT BELT TENSIONER DEPLOYED. VEHICLE WAS NOT IN A ACCIDENT. WHAT COULD OF CAUSED AIR BAGS TO DEPLOY? (DTC: F4-11)

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: AIR BAGS]
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3069936	DAVIDK	10/15/2010	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DEPLOY?; PREPAIR EST AND LET DPSM DECIDE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 35,824
	Remarks / Requestor:	FE Status:

Dealer #: 207895 Dlr Cont: JOSH SANDERS Serv Ph: (512) 244-9000 Serv Mgr: KATHLEEN BRIGANCE Parts Mgr: BRAD FICKEL Dlr Name: ROUND ROCK HONDA 2301 NORTH IH-35 ROUND ROCK TX 78664 Phone: (512) 244-9000 DPSM: JERRY MEADE Previous Dealer/Contact	TZ: CST Training %: Extn: Fax #: 5124939042 Zone/Dist: 03B Date	VIN: JHMCP26308C [REDACTED] Year: 2008 Tran: 5AT Doors: 4DR Fact: SAYAMA Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21416983 Em Type: KA RO #: Case Type: Technical W.O. #:	Err: Model: ACCORD Trim: LX WD: Country: JPN Trans #: 1073587

Tech Line Suggests

Information from Dealer

10/15/2010 2:16:57 PM	DAVIDK
1	CLOSED PSNGR DOOR AND AIR BAG DEPLOYED.
2	GRASS UNDER CAR. SCRAPES AND BROKEN HANGER.
3 HOW CAN I HELP	CUST CLAIMES THAT IS FROM HIS DRIVWAY.
4 THERE IS NOT A RECODER. WE HAVE NO WAY TO PROVE OR DISPROVE CUST STORY. AS TECH WE PREPAIR EST ON REPAIR. UP TO DPSM, MNGR TO DECIDE WHO PAYS	KNOW HOW THIS HAPPEN I LIKE IT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2744252	JOHNB	12/19/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SDE AIRBAG DEPLYD SELF	WHEN SHUTTING PASS DR;CHK BODY,REFER TO DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	3,693
	FE Status:	

Dealer #: 207996	TZ: CST	VIN: JHMCP26358C	Err:
Dir Cont: ISMAEL CANTU	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (956) 686-0555	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: PASCUAL RODRIGUEZ JR.		Doors: 4DR	WD:
Parts Mgr: JOSE MARTINEZ		Fact: SAYAMA	Country: JPN
Dir Name: CLARK-KNAPP HONDA OF MCALLEN 701 WEST HIGHWAY 83 MCALLEN TX 78501		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21417022	Trans #: 1073586
Phone: (956) 686-0555	Fax #: (956) 683-0458	Em Type: KA	
DPSM: ERIC PIZZECK	Zone/Dist: 03G	RO #: 201742	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/19/2008 12:51:39 PM	JOHNB
1 ORIGINAL COMPLAINT	AIR BAGS DEPLOYED WHEN CLOSED RIGHT FRONT DOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	ANY KNOWNS
4 CHECK FOR ANY BODY DAMAGE AROUND OR UNDER VEHICLE;QUESTION CUSTOMER ON HOW MUCH FORCE WAS APPLIED WHEN SHUTTING THE DOOR;IF BODY OR UNDERCHARRAGE DAMAGE,PLEASE REFER TO INSURANCE COMPANY;IF NO IMPACT DAMAGE,REFER TO DPSM FOR FURTHER EVALUATION	
5 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2602293	JOHNB	04/25/2008	RICHARDK	7

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY DR CLSD	DPSM TO REPLACE ALL SRS PARTS	
		ResIn Source: None	Date:
		Status: P N/A	Mileage: 4,777
		Remarks / Requestor:	FE Status:

Dealer #: 207167 Dir Cont: FABIAN BEATO Serv Ph: (973) 361-1396 Serv Mgr: ARON COOPER Parts Mgr: PAUL MASON Dir Name: JOYCE HONDA 3166 ROUTE 10 DENVER NJ 07834 Phone: (973) 361-1396 DPSM: STEVEN LUCCESE Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 9733614457 Zone/Dist: 05C Date	VIN: 1HGCP26828A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: K24Z31040448 Em Type: KA RO #: 69172 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: EX-L WD: Country: USA Trans #: B90A1077126

Tech Line Suggests**Information from Dealer**

4/25/2008 1:05:30 PM	JOHNB	
1 ORIGINAL COMPLAINT		CUSTOMER STATES PASSENGER SIDE AIR BAG DEPLOYED
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3		CUSTOMER STATES THE CAR WAS PARKED,KEY IN IGN BUT KEY WAS OFF;WINDOWS WERE ALL DOWN;HER BOY FRIEND SHUT THE DOOR AND THE PASSENGER SIDE AIRBAGS WENT OFF;WE HAVE FOUND ABSOLUTELY NO DAMAGE ON CAR ANYWHERE
4 HAVE YOU REFERRED THIS TO YOUR DPSM		YES,HE IS HERE RIGHT NOW
5 MAY I SPEAK TO HIM PLEASE		YES....
6		THIS IS MATTHEW THE DPSM
7 YES,THERE IS ABSOLUTELY NO DAMAGES,SCRATCHES,OR ANY INDICATION OF A CAUSE		CORRECT,BUT CUSTOMER DID ADMIT THE BOY FRIEND DID "SLAM" THE DOOR HARD
8 OK,BUT WAS THAT RIGHT AFTER THE IGN WAS TURNED OFF		NO,THEY CLAIM THE KEY WAS IN THE IGN,BUT NOT TURNED ON PERIOD
9 THEN CANNOT DEPLOY WITH IGN SUPPLIED VOLTAGE;MAYBE THERE WAS SOME DIFFERENCES IN THE ACTUAL CONDITIONS THEY DID NOT STATE IN THEIR STORY DISCRPTION;AT THIS POINT IT IS YOUR CALL		I AM REPLACING THESE PARTS UNDER GOOD WILL;I BELIEVE THE CUSTOMER KNEW WHAT THEY DID,BUT THEY ARE NICE PEOPLE
10 PENDED TO PAULI FOR PART PICK UP PAUL PLEASE ARRANGE FUTURE PICK UP OF SRS PARTS;PLEASE DIRECT PARTS TO OHIO WPI: NORM RUGER; THANKS		
11 PENDED FYI TO:GARY G, RICHARDK		
4/25/2008 3:26:41 PM	PAULI	
12 PLEASE ARRANGE FUTURE PICK UP OF SRS PARTS;PLEASE DIRECT PARTS TO OHIO WPI: NORM RUGER		
13 WILL ARRANGE PRT>MAP		
4/25/2008 4:51:23 PM	PAULI	
14 FAXED SHIP REQUEST		
4/30/2008 10:30:25 AM	PAULI	
15		RAY, ADVISOR
16		DO TODAY, HOPE TO FINISH SOON
17 THANKS		
5/6/2008 8:45:03 AM	PAULI	
18		E/M FROM TED,PRTS
19		SENT PER A/B 8654 3938 9698, 8654 3938 9687
20 FYI>RM,		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2702512	CHRISV	10/09/2008	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE A/B DEPLOYED, DR SLAMMED	CUST SLAMMED DR; REFER TO YOUR DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	6,296
	FE Status:	

Dealer #: 208272	TZ: EST	VIN: 1HGCP26358A	Err:
Dlr Cont: JOHN COTE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (845) 623-1200	Extn:	Tran: 5AT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JORGE VALLE		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF NANUET 10 ROUTE 304 NANUET NY 10954		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
Phone: (845) 623-1200	Fax #: 8456243588	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: RENA BAEZA	Zone/Dist: 05E	Engine #: K24Z21505995	Trans #: B90A1079304
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 155091	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/9/2008 9:50:30 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 IT HAPPENS, REFER TO YOUR DPSM

Information from Dealer

CUSTOMER STATES WHILE CAR WAS STOPPED WITH THE ENGINE RUNNING, THE PASSENGER SIDE AIRBAG AND PASSENGER CURTAIN DEPLOYED WHEN THE PASSENGER DOOR WAS SLAMMED SHUT.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3481710	RUDYG	09/20/2013	GARYS	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY PASS	DPSM?; TAKE PHOTOS, REVIEW WITH DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 82,570
	Remarks / Requestor:		FE Status:

Dealer #: 206591	TZ: PST	VIN: 1HGCP36888A	Err:
Dlr Cont: TERRY	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (916) 482-5400	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: LAWRENCE REUTER		Doors: 4DR	WD:
Parts Mgr: TIM BARTH		Fact: MARYSVILLE	Country: USA
Dlr Name: MEL RAPTON HONDA 3630 FULTON AVE. SACRAMENTO CA 95821		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21519540	Trans #: B97A1135748
Phone: (916) 482-5400	Fax #: 9165761079	Em Type: KL	
DPSM: BARRY CHANDLER	Zone/Dist: 12B	RO #: 926861	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/20/2013 2:32:49 PM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 ANY DAMAGE ON R SIDE OF CAR

7 ANY SRS CODES

8 NO OTHER SRS CODES

9 TAKE PHOTOS OF UNDERCARRIAGE AND RIGHT SIDE OF CAR, REFER TO DPSM

9/24/2013 10:03:46 AM JOHNB

10

11 SEND PHOTOS,WE CAN INSPECT,AND POSSIBLY SUPPORT AN OPINION

9/24/2013 11:02:49 AM GARYS

12 09/24/2013 11:02:42 AM GARYS PHOTOS SHOW UNDERCARRIAGE DAMAGE. CLOSED

Information from Dealer

CUSTOMER STATES THAT WHEN THE FRONT PASSENGER DOOR WAS CLOSED THE PASSENGER SIDE CURTAIN AIR BAG DEPLOYED AND SO DID THE PASSENGER AIR BAG [MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F411]

A/B DEPLOYED

NOTHING YET

HAS AFTERMARKET HFL, PARROT

SMALL CREASE ON RF FENDER BUT PRETTY MINOR

F4-11,

RIGHT

OK

THIS IS DPSM BARRY CHANDLER;VEHICLE HAS A LARGE HARD FRESH HIT/GRIND ON UNDER CHASSIS ON PASSENGER RT SIDE;ALSO RT SIDE WHEELS ARE ALL SCRAPED AND IMPACRED ON OUTER SIDES;ALSO FRONT AND REAR BUMPERS ARE IMPACT DAMAGED ON THE CORNERS;I AM LEANING TO HAVING CUSTOMER GO TO THEIR INSURANCE;I HAVE PHOTOS OF DAMAGES

OK,WILL SEND

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3077571	JERRYA	11/04/2010	ROSSL	3

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	?; CONTACT DPSM FOR FURTHER INSTRUCTIONS
	ResIn Source:	None Date:
	Status:	N/A Mileage: 43,727
	Remarks / Requestor:	FE Status:

Dealer #: 208126	TZ: EST	VIN: 1HGCP26448A	Err:
Dlr Cont: RICK MURPHY	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (586) 296-1300	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: TODD THOMPSON		Doors: 4DR	WD:
Parts Mgr: WILLIAM EDWARDS II		Fact: MARYSVILLE	Country: USA
Dlr Name: JEFFREY HONDA 30780 GRATIOT ROSEVILLE MI 48066		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21021971	Trans #: B90A1088455
Phone: (586) 296-1300	Fax #: 5862853199	Em Type: KA	
DPSM: JEFF GRAPENGATER	Zone/Dist: 04A	RO #: 722471	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/4/2010 8:15:14 AM JERRYA

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 11/04/10 11:15:24 JERRYA: (CALL FROM DEALER)

5 CODES IN THE SYSTEM

6 DAMAGE TO VEHICLE

7 CONTACT YOU DPSM FOR FURTHER INSTRUCTIONS

8 PEND TO GARYS

11/5/2010 2:29:17 PM ROSSL

9 EMAILED COPY OF CONTACT TO DPSM STEVE WALTERS PER HIS EMAIL TO ME.

Information from Dealer

CUSTOMER STATES THAT WHEN SHE DROPPED HER FRIEND OFF, THAT THE PASS.SIDE AIR BAG AND SIDE CURTAIN AIRBAG DEPLOYED WHEN HER FRIEND SHUT THE DOOR. THE ONLY CODE IN THE SRS SYSTEM WAS F4-11. THERE IS NO DAMAGE TO VEHICLE OR HARNESS.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS]
[KEYWORD:]

RICK;TECH CUSTOMER SAID SHE DROPPED OFF HER FRIEND SHE EXITED THE VEHICLE AND SLAMMED THE DOOR AND THE R/S AIR BAGS DEPLOYED JUST THE F4-11 DEPLOYMENT CODE

I DONT SEE ANY

OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2865946	RUDYG	07/15/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE A/B DEPL'D W/DR CLOSING	IMPACT?; REFER TO DPSM FOR DECISION
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	35,264
	FE Status:	

Dealer #: 206944	TZ: EST	VIN: 1HGCP26368A	Err:
Dir Cont: EUGENE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (617) 381-9000	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: STEPHEN WHALEN		Doors: 4DR	WD:
Parts Mgr: PAUL DONOVAN		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA CARS OF BOSTON		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
100 BROADWAY		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
EVERETT MA 02149		Engine #: K24Z21507063	Trans #: B90A1088277
Phone: (617) 381-9000	Fax #: 6173899267	Em Type: KL	
DPSM: CHERYL COTTER	Zone/Dist: 09G	RO #: 234991	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/15/2009 7:46:07 AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 WHICH SIDE?
- 4 ANY SIGNS OF DAMAGE ON PASS SIDE OF VEH?
- 5 MAY HAVE BEEN CAUSED BY HARD SLAMMING OF DOOR, REFER TO DPSM FOR DECISION

Information from Dealer

(EUGENE) SIDE CURTAIN DEPLOYED WHEN DOORS WERE SHUT

NO

PASS SIDE CURTAIN AND SEAT A/B DEPLOYED. NO SIGNS OF IMPACT

NO, WE CHECKED UNDERCARRIAGE AND LOOKS CLEAN. OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2906991	TOMP	10/05/2009	PAULI	2

Code	Original Complaint
P 8781	DRI SIDE AND CURTAIN AIRBAG

Probable Cause/Solution
IT HAPPENED; REFER TO DSM, REPAIR AS NEEDED

ResIn Source: None

Date:

Status: N/A

Mileage: 27,727

Remarks / Requestor:

FE Status:

Dealer #:	207357	TZ:	EST	VIN:	1HGCP26428A	Err:	
Dir Cont:	SIMON BEARD	Training %:		Year:	2008	Model:	ACCORD
Serv Ph:	(937) 426-9564	Extn:		Tran:	5AT	Trim:	LX-P
Serv Mgr:	WILLIAM HANSON			Doors:	4DR	WD:	
Parts Mgr:	MARY BRACE			Fact:	MARYSVILLE	Country:	USA
Dir Name:	HIDY HONDA 2300 HELLER DRIVE BEAVERCREEK	OH 45434		Desc:	ACCORD 4DR LX-P 4CYL 177.0 HP 2.4		
				WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		
				Engine #:	K24Z21021842	Trans #:	B90A1088359
Phone:	(937) 426-9564	Fax #:	9374276067	Em Type:	KA		
DPSM:	MARK KELLEY	Zone/Dist:	04D	RO #:			
Previous Dealer/Contact		Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

10/5/2009 6:54:50 AM TOMP

1 COMPLAINT?

Information from Dealer

CUSTOMER SAYS THE DRIVER SIDE CURTAIN AND DRIVER'S SIDE AIRBAGS DEPLOYED WHEN THE DRIVER DOOR SLAMMED SHUT.

2 ANY MORE TO THE STORY?

CUSTOMER SAID THE CAR WAS PARKED ON A HILL, WITH THE DRIVER DOOR ON THE UP SIDE OF THE HILL. THEN WHILE STRAPPING IN HIS CHILD (RIGHT REAR SEAT) THE DRIVER DOOR SLAMMED SHUT AND THAT'S WHEN THE BAGS DEPLOYED.

3 INSPECT THE UNDERCARRAIGE FOR DAMAGE.

4 REFER TO PARTS REPLACEMENT AFTER DEPLOYMENT; PREPARE A REPAIR ESTIMATE.

5 REFER TO DSM

6 REPAIR AS NEEDED

10/5/2009 4:51:23 PM PAULI

7 FRWD COPY TLC>HNA, LEE GOLDRING

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3209861	CHRISV	10/24/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8780	PASS AIRBAG DEPLOYED	CUST SLAMMED DR; REFER TO DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 33,890
	Remarks / Requestor:		FE Status:

Dealer #: 206862	TZ: CST	VIN: 1HGCP26448A	Err:
Dlr Cont: KEVIN CARDEN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (608) 273-3344	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: RICHARD BAKER		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: ZIMBRICK HONDA 1601 WEST BELTLINE HWY MADISON WI 53713		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21022362	Trans #: B90A1090851
Phone: (608) 273-3344	Fax #: (608) 271-3506	Em Type: KA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	RO #: 358766	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/24/2011 9:48:26 AM CHRISV

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 IT HAPPENS, REFER TO YOUR DPSM

Information from Dealer

CUSTOMER CLAIMS TO HAVE SHUT PASSENGER DOOR AND AIRBAGS WENT OFF COULD NOT SEE ANY BODY DAMAGE ANYIDEAS,
[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3118725	JOHNB	02/16/2011	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 36,001
		Remarks / Requestor:	FE Status:

Dealer #: 206690	TZ: EST	VIN: 1HGCP26768A	Err:
Dlr Cont: MIKE LIDELL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (607) 797-1221	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: MIKEL LIDELL		Doors: 4DR	WD:
Parts Mgr: ROBERT SWAN		Fact: MARYSVILLE	Country: USA
Dlr Name: MILLER HONDA 4477 VESTAL PARKWAY VESTAL NY 13850		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
		Engine #: K24Z31513747	Trans #: B90A1089068
Phone: (607) 797-1221	Fax #: 6072318819	Em Type: KL	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/16/2011 6:16:07 AM JOHNB

1

Information from Dealer

I AM THE SERVICE MANAGER;CUSTOMER CLAIMS THEY LIGHTLY SHUT THE PASSENGER FRONT DOOR AND THE SIDE AIRBAGS DEPLOYED;DPSM WANTED US TO CALL YOU TO FIND OUT THE PROBLEMS,IF ANY YOU ARE HAVING WITH THESE

- 2 SORRY,NO KNOWN SRS ISSUES;PLEASE REFER BACK TO YOUR DPSM FOR FURTHER EVALUATION
- 3 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue
Date: 16-Jun-2008 Source: HTL-INFO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2956436	DAVIDK	01/19/2010	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE AIR BAG DEPLOY W DOOR	SLAMED DOOR?; REPAIR AS NEEDED	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 16,884
		Remarks / Requestor:	FE Status:

Dealer #: 208064	TZ: EST	VIN: 1HGCP25428A	Err:
Dlr Cont: MICHAEL HALL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (302) 452-2709	Extn:	Tran: 5MT	Trim: LX-P
Serv Mgr: ANDREW PRIVETT		Doors: 4DR	WD:
Parts Mgr: JOE ST JOHN		Fact: MARYSVILLE	Country: USA
Dlr Name: MARTIN HONDA		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
298 EAST CLEVELAND AVE		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
NEWARK DE 19711		Engine #: K24Z21022318	Trans #: 88E58004318
Phone: (302) 452-2709	Fax #: 3028941264	Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05H	RO #: 466055	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/19/2010 7:08:18 AM	DAVIDK	
1 ORIGINAL COMPLAINT		CUSTOMER SAID HE SHUT PASS. DOOR AND SIDE CUTAIN AND SIDE AIR BAGS DEPLOYED
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
4		[KEYWORD: AIR BAG]
5 HOW CAN I HELP		THERE IS NO UNDERCARRAGE MARKS
6 PER S/M EST REPAIR PER S/M. IF CUST IS REQUESTING ASSISTANCE CONTACT DPSM		SOME THING I SHOLD LOOK FOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2707942	JOHNB	10/20/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE AIRBAGS DEPLYD SELF	CUST CLAIMS SHUR DOOR NORMALLY;DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	8,887
	FE Status:	

Dealer #: 206607	TZ: CST	VIN: 1HGCP36858A	Err:
Dlr Cont: DOUG FAULKNER	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (316) 688-6400	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: MATT CATON		Doors: 4DR	WD:
Parts Mgr: DOUGLAS WELICKY		Fact: MARYSVILLE	Country: USA
Dlr Name: SCHOLFIELD HONDA 7017 EAST KELLOGG WICHITA KS 67207		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21064463	Trans #: B97A1140157
Phone: (316) 688-6400	Fax #: (316) 688-6418	Em Type: KA	
DPSM: RON CRISS	Zone/Dist: 10A	RO #: 304481	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/20/2008 9:44:56 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CONTACT DPSM TO EVALUATE AND DECIDE ACTION

Information from Dealer

CUSTOMER STATES THAT THE SIDE AIRBAGS DEPLOYED WHEN HE SHUT THE PASSENGER'S DOOR.

NO

CUSTOMER CLAIMS HIS WIFE WAS DRIVING AND THEY WERE LATE TO A FOOTBALL GAME;HE JUMPED IN THE VEHICLE AND SHUT THE DOOR NORMALLY,THE PASSENGER SIDE AIR BAG AND CURTAIN DEPLOYED THEMSELVES;HAVE CODE F411

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3081730	RUDYG	11/15/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	SIDE IMPACT?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 49,458
		Remarks / Requestor:	FE Status:

Dealer #: 207964	TZ: EST	VIN: 1HGCP26468A	Err:
Dir Cont: RONALD CRITES	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (703) 491-4499	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: JOHN PITTS		Doors: 4DR	WD:
Parts Mgr: JEFFREY HUGHES		Fact: MARYSVILLE	Country: USA
Dir Name: HENDRICK HONDA WOODBRIDGE 14201 JEFFERSON DAVIS WOODBRIDGE VA 22191		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21023178	Trans #: B90A1091476
Phone: (703) 491-4499	Fax #: 7034902059	Em Type: KA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	RO #: 123658	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/15/2010 9:48:49 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 NOT THE ONE IN THE DASH

5 NO KNOWN ISSUES WITH OUR AIRBAGS DEPLOYING DURING NORMAL USE. REFER TO DPSM AND REVIEW WITH HIM

Information from Dealer

CUSTOMER STATES WHILE THE VEHICLE WAS PULLING AWAY SLOWLY THE PASSENGER SIDE DOOR WAS SHUT AND THE SIDE SEAT AND CURTAIN AIRBAGS DEPLOYED

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SIDE AIRBAG][KEYWORD:]

NO. CAR IS NOT HERE RIGHT NOW BUT WANTED TO KNOW IT WHAT CUST DESCRIBES IS POSSIBLE?

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2886036	DAVEM	08/24/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	DRV A/B BLEW WHN DR SLAMMED	DOOR WAS SLAMMED; DPSM> CUST INSURANCE CO
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	38,000
	FE Status:	

Dealer #: 207664	TZ: EST	VIN: 1HGCP368X8A [REDACTED]	Err:
Dlr Cont: PAULO GOLINO	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (860) 251-6838	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: TODD DIBIASI		Doors: 4DR	WD:
Parts Mgr: DAVID AULT		Fact: MARYSVILLE	Country: USA
Dlr Name: LIBERTY HONDA 71 WEST SERVICE ROAD HARTFORD CT 06120		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21520675	Trans #: B97A1141082
Phone: (860) 251-6838	Fax #: 8602516841	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 558079	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/24/2009 6:49:32 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 INSPECT PER THE SRS AFTER DEPLOY INSPECTION>
REFEO TO THE CUST INSURANCE CO> DPSM EVAL

Information from Dealer

C/S SLAMMED DRIVER DOOR AND SIDE AIR BAGS
DEPLOYED? LEFT CURTAIN AIR BAG, DRIVER SIDE AIR BAG
AND D RIVER SEAT BELT TENSIONER. NO BODY DAMAGE?

NO

SEE ABOVE

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3282634	RUDYG	05/01/2012	TROYS	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; INSPECT FOR IMPACT DMG, REF DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 68,853
	Remarks / Requestor:	FE Status:

Dealer #: 208344 Dir Cont: SHON CARRIAGA Serv Ph: (808) 961-5505 Serv Mgr: SHON CARRIAGA Parts Mgr: DONNY PARONG Dir Name: BIG ISLAND HONDA-HILO 124 WIWOOLE STREET HILO HI 96720 Phone: (808) 961-5505 DPSM: PHIL HEINZMAN Previous Dealer/Contact	TZ: AHST Training %: Extn: Fax #: 8089699621 Zone/Dist: 02B Date	VIN: 1HGCP26398A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21023386 Em Type: KA RO #: 228199 Case Type: Technical W.O. #:
Err: Model: ACCORD Trim: LX WD: Country: USA Trans #: B90A1092513		

Tech Line Suggests

5/1/2012 11:22:53 AM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 CK FOR IMPACT DAMAGE ON THAT SIDE. IF NONE
FOUND REFER TO DPSM FOR DECISION

5/1/2012 3:50:17 PM TROYS

7

8 READ CONTACT

Information from Dealer

CUSTOMER STATES DRIVER SIDE DOOR CLOSED AND AIR BAGS DEPLOYED.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

AIR BAG IS DEPLOYED, CUST CLAIMED WIND SLAMMED DOOR. CURTAIN A/B DEPLOYED

NO

NO

OK

WIN WYCROFT CALLING TO SEE WHAT THEY WERE TOLD

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2907183	DAVIDK	10/05/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CUST SLAMED DOOR?; WORK W DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 25,136
	Remarks / Requestor:		FE Status:

Dealer #: 206879	TZ: EST	VIN: 1HGCP36848A	Err:
Dlr Cont: TODD DIBIASI	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (203) 949-7400	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: JOSEPH CHAPMAN		Doors: 4DR	WD:
Parts Mgr: KENNETH WYMAN		Fact: MARYSVILLE	Country: USA
Dlr Name: EXECUTIVE HONDA 1194 N. COLONY ROAD WALLINGFORD CT 06492		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21520959	Trans #: B97A1142499
Phone: (203) 949-7400	Fax #: 2039497415	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 423236	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/5/2009 9:43:00 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 TODD (SERVICE MNGR)

4

5 GAVE REF NUMBER

6 PEND CONTACT TO RICK K AND PAULI

10/5/2009 4:50:15 PM PAULI

7 FRWD COPY TLC>HNA, LEE GOLDRING

Information from Dealer

CUSTOMERS SON SLAMMED PASSENGER FRONT DOOR. SIDE AIR BAGS DEPLOYED ON PASSENGER SIDE. REP WOULD LIKE THIS DOCUMENTED WITH TECH LINE PLEASE.

NO

CUST INSURANCE ALREADY DECLINED THE CLAME. DPSM INVOLVED HE WANTED US TO MAKE A T/L CONTACT SO IT IS ON RECORD

WE WILL WORK W DPSM ON THIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3028112	JOHNB	07/07/2010	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	PLEASE REFER TO YOUR DPSM/ZONE
ResIn Source:	None	Date:
Status:	N/A	Mileage: 36,474
Remarks / Requestor:		FE Status:

Dealer #: 206874	TZ: EST	VIN: 1HGCP26808A	Err:
Dlr Cont: ROBERT LORD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (203) 481-1616	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: EARL MASTRI		Doors: 4DR	WD:
Parts Mgr: ERMINIO CURCIO		Fact: MARYSVILLE	Country: USA
Dlr Name: BRANDFON HONDA 515 WEST MAIN STREET BRANFORD CT 06405		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (203) 481-1616	Fax #: (203) 315-1127	Engine #: K24Z31514895	Trans #: B90A1069526
DPSM: BARRY ZOLL	Zone/Dist: 09E	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 236478	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/7/2010 6:33:48 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 SORRY,NO KNOWN ISSUES;PLEASE DIRECT TO YOU
DPSM/ZONE OFFICE

Information from Dealer

CUST STATES SIDE AND SIDE CURTAIN AIR BAGS
DEPLOYED AFTER SHUTTING PASS. DOOR.

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS]
ANY KNOWN ISSUES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3279833	JOHNB	04/23/2012	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	PLEASE CONTACT DPSM/ZONE/C.R.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 25,075
		Remarks / Requestor:	FE Status:

Dealer #: 206944	TZ: EST	VIN: 1HGCP36888A	Err:
Dlr Cont: BRYAN COLLINS	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (617) 381-9000	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: STEPHEN WHALEN		Doors: 4DR	WD:
Parts Mgr: PAUL DONOVAN		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA CARS OF BOSTON 100 BROADWAY EVERETT MA 02149		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35Z21521082	Trans #: B97A1143803
Phone: (617) 381-9000	Fax #: 6173876411	Em Type: KL	
DPSM: CHERYL COTTER	Zone/Dist: 09G	RO #: 311297	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/23/2012 12:41:38 PM JOHNB
1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER STATES THAT PASSENGER SIDE AIR BAGS DEPLOYED. CUSTOMER STATES THAT BY SHUTTING THE PASSENGER SIDE DOOR THE AIR BAGS DEPLOYED. UPON INSPECTION I FOUND THAT THE PASSENGER SIDE SIDE AIR BAG ANDTHE PASSENGER SIDE CURTAIN AIR BAG HAVE BEEN DEPL OYED. THE PASSENGER SIDE FRONT DOOR DOES NOT HAVE A VIN TAG LOCATED ON IT ANYWHERE AND THERE ARE SIGNS OF BODY FILLER AND BODY WORK ON THE PASSENGER SIDE ROCKER PANEL. MY SM HAS ASKED ME TO INQUIRE ABOUT AIR BAGS BEING DEPLOYED WHILE CLOSING DOOR.

[MODEL: ACCORD][YEAR: 2011][PUBID: 0][SUBJECT:]
[KEYWORD: AIR BAGS]

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?

NONE

APPEARS VEHICLE HAS HAD BODY AND METAL REPAIRS ON PASSENGER DOOR AND ROCKER AREA

6
CUSTOMER CLAIMS THE AIRBAGS WENT OFF WHEN CLOSING DOOR;WE HAVE FOUND THAT SIDE OF THE CAR HAD BODY AND METAL REPAIRS AT THE DOORS,ROCKER;CUSTOMER CLAIMS NO ACCIDENT,AND AIRBAGS SIMPLY WENT OFF CLOSING DOOR

7 PLEASE DIRECT TO YOUR DPSM/ZONE,AND YOUR DEALER MANAGEMENT

8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)

Tech Line Knowledge Base Name: 4133 Issue Date:

07-Dec-1995 Source: HTL-INFO

9 PENDE TO TROYS,GARYS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2827709	CHRISR	06/01/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8782	LEFT A/BAGS DEPLYD WH DR	REFER TO INSURANCE CO.
ResIn Source:	None	Date:
Status:	N/A	Mileage: 35,786
Remarks / Requestor:		FE Status:

Dealer #: 208229	TZ: EST	VIN: 1HGCP26758A	Err:
Dlr Cont: JOEY BOHUSLAV	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (410) 267-7100	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: DAVID TENNANT		Doors: 4DR	WD:
Parts Mgr: FRANK HARRIS		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF ANNAPOLIS 1736 WEST STREET ANNAPOLIS MD 21401		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (410) 267-7100	Fax #: 4102675925	Engine #: K24Z31049469	Trans #: B90A1064144
DPSM: BILL	Zone/Dist: 06E	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 209474	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/1/2009 11:45:43 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 ONLY WITH AN IMPACT, I MEAN SHE HAD TO SLAM THAT DOOR PRETTY HARD

5 THE SRS UNIT IS DESIGNED TO HOLD POWER FOR A FEW MINUTES IN CASE OF BATTERY TAKEN OUT IN FRONT END IMPACT. THE SRS UNIT HAS CAPACITORS

6 REFER TO INSURANCE COMPANY

Information from Dealer

CUSTOMER STATES THE DRIVERS SIDE CURTAIN AIR BAGS DEPLOYED WHEN SHE SHUT THE DOOR.

NO

HAVE YOU SEEN THIS BEFORE

OK, BUT THE KEY WAS OFF

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3165839	MARKP	06/28/2011	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 8782	ONE SIDE DEPLOYED	DOOR SLAMMED,REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30,453
		Remarks / Requestor:	FE Status:

Dealer #: 207709	TZ: CST	VIN: JHMCP264280	Err:
Dir Cont: CLERCQ JENS DE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (361) 857-7900	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: ROBERT IBARRA		Doors: 4DR	WD:
Parts Mgr: JOE MENDEZ		Fact: SAYAMA	Country: JPN
Dir Name: AUTONATION HONDA SOUTH CORPUS CHRISTI 6702 SOUTH PADRE ISLAN CORPUS CHRISTI TX 78412		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
Phone: (361) 857-7900	Fax #: (361) 857-7927	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: ERIC PIZZECK	Zone/Dist: 03G	Engine #: K24Z21422440	Trans #: 1099714
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 283989	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/28/2011 10:54:04 AM MARKP
1 ORIGINAL COMPLAINT

Information from Dealer

C/S WHILE VEHICLE WAS PARKED NO ONE IN VEHICLE ANDKEY NOT IN VEHICLE PASSANGER AIRBAG CURTAIN AIRBA G DEPLOYED. NOTE: NO SIGNS OF AN ACCIDENT. CHECKEDUNDER VEHICLE ALSO AND THE ONLY THING WE SEE IS T HE BOTTOM BODY/FLOOR PAN SEEM HAS A MINOR ABRASION. SUCH AS MAYBE WHILE BEING LIFTED AT SOME POINT.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS]
[KEYWORD:]

Y

N

N

CUST STATED DROPPING HER DAUGHTER OFF AT SCHOOL AND CAME BACK OUT TO FIND THAT THE SIDE CURTAIN AIR BAG WAS DEPLOYED.

OK THANKS

7 PROBABLE DOOR SLAMMED TO HARD.NEED TO CONTACT DPSM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2966869	TERRYP	02/10/2010	TERRYP	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY DOOR	KB 15701
ResIn Source:	None	Date:
Status:	N/A	Mileage: 16,000
Remarks / Requestor:		FE Status:

Dealer #: 207222	TZ: EST	VIN: 1HGCP26768	Err:
Dlr Cont: JOHN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (603) 886-9300	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: MIKE FLAHERTY		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: PETERS HONDA OF NASHUA 300 AMHERST STREET NASHUA NH 03063		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (603) 886-9300	Fax #: (603) 886-9336	Engine #: K24Z31050314	Trans #: B90A1094151
DPSM: JOSHUA WHITNEY	Zone/Dist: 09H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 389852	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/10/2010 6:55:42 AM	TERRYP
1 ORIGINAL COMPLAINT	PASS SIDE AIR BAGS DEPLOYED ON OWN.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: SRS]
4 ANY SIGNS OF BODY DAMAGE (IMPACT)?	NO,CUST SAID HER SON JUST GOT OUT OF THE VEH & SHUT THE DOOR.THEN THE SCAB DEPLOYED
5 (EXPLAINED KB 15701)	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2995183	RUDYG	04/15/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SEAT AB DEPLY W/DR SLAM	CUST ABUSE?; REFER TO DPSM FOR DECISION
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	38,693
	FE Status:	

Dealer #: 207268	TZ: EST	VIN: 1HGCP26848A	Err:
Dlr Cont: ERIC REESE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (860) 945-3611	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ROBERT DICICCO		Doors: 4DR	WD:
Parts Mgr: PETER LOSEY		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF WATERTOWN		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
816 STRAITS TURNPIKE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
WATERTOWN CT 06795		Engine #: K24Z31515440	Trans #: B90A1094760
Phone: (860) 945-3611	Fax #: 8602743690	Em Type: KL	
DPSM: SUZI HENRY	Zone/Dist: 09D	RO #: 396855	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/15/2010 1:26:36 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 WHICH SIDE?

5 REFER TO DPSM FOR DECISION, IF YOU ARE ABLE TO REALLY SLAM DOOR HARD THIS CAN HAPPEN.

Information from Dealer

(ERIC REESE) CUSTOMER STATED THEY SLAMMED R FRONT DOOR HARD, CAUSING SIDE AIRBAG AND CURTAIN AIR BAG TO DEPLOY.

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: AIRBAG]

PASS SIDE SEAT AND CURTAIN AB DEPLOYED
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2808470	CHRISR	04/21/2009	CHRISR	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; ADVISE DPSM, REFER TO INSURANCE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 12,222
	Remarks / Requestor:	FE Status:

Dealer #: 206899	TZ: EST	VIN: 1HGCP36868A	Err:
Dlr Cont: JEFF MCCOY	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (252) 937-8500	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: JAMES JEFFRIES		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: DAVENPORT HONDA 650 ENGLISH ROAD ROCKY MOUNT NC 27804		Desc: ACCORD 4DR EXL-V6 6CYL 268.0 HP	
Phone: (252) 937-8500	Fax #: 2529372174	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: STEPHANIE BARKER	Zone/Dist: 06L	Engine #: J35Z21070205	Trans #: B97A1146689
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 172688	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/21/2009 10:34:20 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DOES CAR HAVE ANY IMPACT DAMGE UNDER NEATH

4 DOOR WAS SLAMMED

5 ADVISE DPSM

Information from Dealer

C/S THAT WHEN RIGHT FRONT DOOR WAS SLAMMED THE SIDE CURTAIN AND SIDE AIR BAG DEPLOYED

NO

NO, LOOKS CLEAN

THAT IS WHAT WAS SAID IN CONVERSATION

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3050694	CHRISV	08/30/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE DEPLOYED W/ DR	CUST CLOSED DR; REFER TO YOUR DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 33,093
		Remarks / Requestor:	FE Status:

Dealer #: 208052	TZ: EST	VIN: 1HGCP26828A	Err:
Dir Cont: BRYAN TAYLOR	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (706) 563-3510	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JANET DAVIS		Doors: 4DR	WD:
Parts Mgr: STEVE BAREFOOT		Fact: MARYSVILLE	Country: USA
Dir Name: CARL GREGORY HONDA 3000 NORTHLAKE PKY#400 COLUMBUS GA 31909		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31050482	Trans #: B90A1094540
Phone: (706) 563-3510	Fax #: 7062437410	Em Type: KA	
DPSM: BOB WELLS	Zone/Dist: 07D	RO #: 305985	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/30/2010 7:32:53 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 IT HAPPENS, REFER TO YOUR DPSM

Information from Dealer

PASS. SIDE AIR BAGS DEPLOYED WHEN CUST.SHUT PASS DOOR

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIR BAG]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3421628	JOHNB	04/17/2013	TROYS	2

Code	Original Complaint	Probable Cause/Solution
P 8780	SRS>PASS SIDE DEPLYD SHUTTN	CUSTOMER SLAMMED RT PASS DR,REFER TO DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	138,167
	FE Status:	

Dealer #: 206746	TZ: EST	VIN: 1HGCP26438A	Err:
Dlr Cont: STEVE MOURA	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (508) 880-5500	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: ANTONIO COSTA		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: SILKO HONDA 1580 NEW STATE HWY RAYNHAM MA 02767		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21508089	Trans #: B90A1094851
Phone: (508) 880-5500	Fax #: 5088802755	Em Type: KL	
DPSM: CHERYL COTTER	Zone/Dist: 09G	RO #: 40664	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/17/2013 6:02:22 AM	JOHNB
1 ORIGINAL COMPLAINT	APPARENTLY CUSTOMER SLAMMED PASSENGERS SIDE DOOR AND CURTAIN ,SIDE AIR BAGS DEPLOYED ... CODES F1-11, F4-11 , 11-40 , E1-11 PRESENT
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: F4-11]
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	CUSTOMER SLAMMED PASSENGER FRONT DOOR,PASSENGER AIRBAGS WENT OFF;FOUND CODES F1-11,F4-11,11-40,E1-11
7 WILL NEED SRS REPLACEMENT REPAIR;PLEASE FOLLOW THE APPROPRIATE DEPLOYMENT SCHEDULE LISTED IN THE S/M;PLEASE IMMEDIATELY DIRECT THIS TO YOUR DPSM/ZONE	
8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)	
Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO	
9 PENDED TO TROYS	
10 PENDED TO GARYS	
4/17/2013 7:32:51 AM	TROYS
11 NOT A RANK DO TO DOOR SLAM IMPACT	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3092887	DAVIDK	12/10/2010	TOMP	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY DOOR	DEPLOY?; TRANSFER TO GENERAL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 23,422
		Remarks / Requestor:	FE Status:

Dealer #: 208286	TZ: PST	VIN: JHMCP26398	Err:
Dlr Cont: RAPHAEL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (714) 690-8455	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: MIKE SHARBLE		Doors: 4DR	WD:
Parts Mgr: MICHAEL VEJAR		Fact: SAYAMA	Country: JPN
Dlr Name: BUENA PARK HONDA 6411 BEACH BLVD. BUENA PARK CA 90621		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21709375	Trans #: 1101086
Phone: (714) 690-8455	Fax #: 7146908477	Em Type: KL	
DPSM: TONY FITENI	Zone/Dist: 01D	RO #: 416436	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/10/2010 3:09:16 PM	DAVIDK	
1 ORIGINAL COMPLAINT		RIGHT SIDE AIR BAG AND CURTAIN AIR BAG DEPLOYED,NOACCIDENT.CUSTOMER CLAIMS WENT OFF WHEN DOOR WAS SHUT CLOSE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
4		[KEYWORD: SRS]
5 IF THE QUESTION IS COULD THE BAGS DEPLOY WHEN THE DOOR IS SLAMED HARD.. YES. THAT TYPE OF VIBRATION COULD FAKE THE SENSORS IN THINKING THERE WAS A SIDE IMPACT.		DPSM WANTED ME TO CALL.
6 THAT WOULD BE UP TO THE DPSM		IS THIS WARR
12/20/2010 11:46:58 AM	THOMASM	
7 TRANSFER TO GENERAL		
12/20/2010 11:49:33 AM	TOMP	
8		RAPHAEL
9		WHAT SHOULD I REPLACE?
10 REFER TO 2008 ACCORD - SRS Component Replacement/Inspection After Deployment		
11 ALSO REVIEW TRAINING MODULE RSC 24		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3320793	RAYD	08/16/2012	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM; REFER TO INSURANCE CO.	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 104,033
		Remarks / Requestor:	FE Status:

Dealer #: 208520	TZ: CST	VIN: 1HGCP26478A	Err:
Dir Cont: TOMMY MOYER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 205-385-0100	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: WILLIAM SKINNER		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HONDA OF JASPER		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
4102 HIGHWAY 78 EAST		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
JASPER AL 35501		Engine #: K24Z21025411	Trans #: B90A1096145
Phone: (205) 385-0100	Fax #: 205-385-0125	Em Type: KA	
DPSM: VANCE CROCKER	Zone/Dist: 07C	RO #: 62150	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/16/2012 10:57:19 AM	RAYD
1 ORIGINAL COMPLAINT	NEED INFO. ON AIR BAG DEPLOYMENT BY SHUTING DOOR
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NOTHING
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NONE
6	CAN THIS HAPPEN ?
7 IF A DOOR IS SLAMED YES, WHICH SIDE?	PASS
8 REFER THE CUSTOMER TO THEIR INSURANCE CO.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2882612	STEVEN	08/17/2009	STEVEN	1

Code	Original Complaint	Probable Cause/Solution	
P 8780	AIRBAG SELF DEPLOYED	8/17: CUSTOMER SLAMMED DR, WANTS REF#	
		ResIn Source: Spoke w/ Dealer	Date: 08/17/2009
		Status: N/A	Mileage: 17,979
		Remarks / Requestor:	FE Status:

Dealer #: 207925	TZ: EST	VIN: 1HGCP36888A	Err:
Dlr Cont: RICKY ZIBLAY	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (919) 774-8864	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: JAMIE HOLCOMB		Doors: 4DR	WD:
Parts Mgr: CARLOS GARCIA		Fact: MARYSVILLE	Country: USA
Dlr Name: SANFORD HONDA 3130 SOUTH HORNER BLVD SANFORD NC 27330		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
Phone: (919) 774-8864	Fax #: 9197746693	Engine #: J35Z21072171	Trans #: B97A1150150
DPSM: STEPHANIE BARKER	Zone/Dist: 06L	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 35181	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/17/2009 10:22:28 AM	STEVEN	
1 ORIGINAL COMPLAINT		CUTOMER SLAMMED DRIVERS DOOR SIDE AIR BAGS DEPLOYED
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 IT HAPPENS		SO SHOULD HONDA COVER IT
4 ITS UP TO YOUR DPSM BUT I SUGGEST THEY HELP		YEAH I THINK HE IS, JUST WANTS A REF #
5 GAVE REF#		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3024829	CHRISV	06/28/2010	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 8782	ONE SIDE DEPLOYED	CUST CAUSED?; REFER TO YOUR DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 37,996
		Remarks / Requestor:	FE Status:

Dealer #: 206938	TZ: EST	VIN: 1HGCP26708A	Err:
Dlr Cont: GERALD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (717) 597-3101	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: TOM HOUP		Doors: 4DR	WD:
Parts Mgr: RANDALL HARBAUGH		Fact: MARYSVILLE	Country: USA
Dlr Name: ANTRIM WAY HONDA 200 S. ANTRIM WAY GREENCASTLE PA 17225		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (717) 597-3101	Fax #: 7175976712	Engine #: K24Z31052560	Trans #: B90A1097974
DPSM: ROBERT BORZILLERI	Zone/Dist: 06D	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 202301	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/28/2010 12:52:12 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 COULD BE CAUSED BY SLAMMING THE DR. REFER TO YOUR DPSM

6/29/2010 10:17:07 AM JOHNB

6

7 HAVE YOU CONTACTED YOUR DPSM

8 PLEASE DIRECT THIS DEPLOYMENT CONCERN TO YOUR DPSM

Information from Dealer

HAS CODE F4-11 STORED. CUST STATES THAT HE CLOSED DOOR AND R/S CURTIAN AB WENT OFF AND SO DID R/S SEAT AIR BAG

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS]

NO SIGNS OF A IMPACT ON THE SIDE OR UNDERSIDE

I HAVE BEEN TOLD AGAIN BY MY SERVICE MANAGER TO RECONTACT YOU AGAIN AND HAVE YOU TELL US HOW TO FIND THE FAULT,OR TEST FOR A FAULT IN THE SRS SYSTEM THAT CAUSED THIS DEPLOYMENT

NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2838779	CHRISR	06/23/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8782	ONE SIDE DEPLOYED	DOOR SLAM?; NO DAMAGE,REFER TO DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 21,066
	Remarks / Requestor:	FE Status:

Dealer #: 207815 Dir Cont: VICTOR LOPEZ Serv Ph: (305) 451-3555 Serv Mgr: RUSSELL EAVES Parts Mgr: JEFF OLSEN Dir Name: LARGO HONDA 554 NE 1ST AVE FLORIDA CITY FL 33034 Phone: (305) 451-3555 DPSM: KEVIN MCCLUNG Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 3053748623 Zone/Dist: 07N Date	VIN: JHMCP26348C Year: 2008 Tran: 5AT Doors: 4DR Fact: SAYAMA Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21423812 Em Type: KA RO #: 88531 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: LX WD: Country: JPN Trans #: 1103238

Tech Line Suggests

6/23/2009 10:36:06 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 INSP CAR?

5 HAVE DPSM EVALUATE

Information from Dealer

CUSTOMER STATES THAT PASSENGER SIDE AIR BAGS WENT OFF.CHECK AND ADVISE

NO

CUST SAID HE CLOSED DOOR BUT DIDNT SLAM IT YES, NO DAMAGE, SOME SLIGHT BOTTOM OUT ON EXHAUST.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3285903	RUDYG	05/10/2012	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY, SIDE	DOOR SLAM?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 66,190
		Remarks / Requestor:	FE Status:

Dealer #: 207945	TZ: CST	VIN: 1HGCP26858A	Err:
Dlr Cont: RICH STARR	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (214) 348-7500	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: DAVID JONES		Doors: 4DR	WD:
Parts Mgr: DARRYL DOTSY		Fact: MARYSVILLE	Country: USA
Dlr Name: RUSTY WALLIS HONDA 12277 SHILOH ROAD DALLAS TX 75228		Desc: ACCORD 4DR EX-LNAV 4CYL 190.0 HP	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: K24Z31053307	Trans #: B90A1100071
Phone: (214) 348-7500	Fax #: (214) 320-9851	Em Type: KA	
DPSM: OLEN CURL	Zone/Dist: 03A	RO #: 538776	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/10/2012 10:29:30 AM RUDYG

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 NO FRONT AB DEPLOY

7 REFER TO DPSM OR INSURANCE CO

8 YES, IF DOOR IS BRUTALLY SLAMMED.

Information from Dealer

CUSTOMER STATES BROTHER SLAMED DOOR AND AIRBAGS DEPLOYED

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS]
[KEYWORD:]

YES, CURTAIN AB, SEAT A/B DEPLOYED

NO DAMAGE ON SIDE, FRONT TOW HOOKS BENT

CAR HAS BEEN REPAINTED

NO

SO THIS CAN HAPPEN

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3086744	DAVEM	11/29/2010	AMYB	2

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE SIDE A/B DEPLOYED	CUST ADMIST TO SLAMMING DOOR; REFER TO INSURANCE C
	ResIn Source:	None Date:
	Status:	N/A Mileage: 35,486
	Remarks / Requestor:	FE Status:

Dealer #: 206848	TZ: EST	VIN: 1HGCP26898A	Err:
Dlr Cont: JEFF CORRELL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (770) 985-1444	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: GORDON WARREN		Doors: 4DR	WD:
Parts Mgr: BENJAMIN SMITH		Fact: MARYSVILLE	Country: USA
Dlr Name: CAREY PAUL HONDA 3430 HIGHWAY 78 SNELLVILLE GA 30078		Desc: ACCORD 4DR EX-LNAV 4CYL 190.0 HP	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: K24Z31053290	Trans #: B90A1100219
Phone: (770) 985-1444	Fax #: 6782522060	Em Type: KA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	RO #: 124124	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/29/2010 9:20:48 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DID THE DOOR GET SLAMMED?

5 REFER CUST TO THERE INSURANCE CO> INFOM DPSM

1/6/2011 4:42:44 PM AMYB

6 SURVEY

Information from Dealer

CUSTOMER STATES PASSENGER SIDE AIRBAG AND CURTAIN AIRBAG DEPLOYED AFTER SHUTTING PASSENGER DOOR.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIR BAG]
YES, THE CUST SAID IT DID

JEFFERY CORRELL 3430 HWY 78 SNELLVILLE, GA 30655

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2725197	RUDYG	11/17/2008	ROBERTH	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE A/B DEPLY W/DR SLAM	SLAMMED DOOR?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,803
		Remarks / Requestor:	FE Status:

Dealer #: 208257	TZ: EST	VIN: 1HGCP26828A	Err:
Dlr Cont: PHIL HODGSON	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (440) 974-9500	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: MARK HAWTHORNE		Doors: 4DR	WD:
Parts Mgr: SCOTT BARNICOAT		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF MENTOR 8555 MARKET STREET MENTOR OH 44060		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31053376	Trans #: B90A1100473
Phone: (440) 974-9500	Fax #: 4402052732	Em Type: KA	
DPSM: RONALD HOPKIN	Zone/Dist: 04G	RO #: 162064	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/17/2008 4:31:04 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 INSPECTED FOR DAMAGE ON RIGHT SIDE?

4 IF NO SIGNS OF IMPACT ON RT SIDE, REFER TO DPSM FOR DECISION

11/18/2008 1:10:34 PM ROBERTH

5

6 CHK FOR DAMAGE IF THE CUST SLAMS THE DOOR HARD ENUF IT CAN DEPLOY THE SCAB

Information from Dealer

CODE F4-11 STORED PASS SIDE SEAT BAG DEPLOYED AND PASS SIDE CURTAIN BAG DEPLOYED CUST STATED DOOR SLAMMED AND BLEW AIRBAGS

NO

YES, NO DAMAGE VISIBLE. CUST CLAIMS GUST OF STRONG WIND CAUSED DOOR TO SLAM AND A/B TO DEPLOY

OK

BRIAN SOLE (DPSM) WHAT IS GOING ON WITH THIS CASE?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3029578	CHRISV	07/09/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIRBAR DPLY W/ DR CLOSED	CUST SLAMMED DR; REFER TO YOUR DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	26,152
	FE Status:	

Dealer #: 208287	TZ: PST	VIN: 1HGCP36848A	Err:
Dlr Cont: ANGEL	Training %:	Year: 2008	Model: ACCORD V6
Serv Ph: (310) 834-4773	Extn:	Tran: 5AT	Trim: EXLV6NV
Serv Mgr: LUIS CONTRERAS		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: CARSON HONDA 1435 E. 223RD STREET CARSON CA 90745		Desc: ACCORD 4DR EXLV6NV 6CYL 268.0	
		WhtBdy: P/S, SRS, ABS, S/R, NAVI, LEATHER,	
		Engine #: J35Z21075035	Trans #: B97A1154033
Phone: (310) 834-4773	Fax #: (310) 834-2368	Em Type: KA	
DPSM: MARCEL VILLEGAS	Zone/Dist: 01C	RO #: 178750	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/9/2010 12:02:44 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 IT HAPPENS, REFER TO YOUR DPSM,

Information from Dealer

CUSTOMER STATES THAT THE SIDE CURTAIN AIRBAG DEPLOYED NO ACCIDENT

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT: SRS]
[KEYWORD:]

CUST SAID THEY CLOSED THE PASS DR AND THE AIRBAG DEPLOYED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2654783	CHRISV	07/22/2008	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIRBAG DEPLOYED	CUST SLAMMED DR; REFER TO YOUR DPSM
	ResIn Source:	None Date:
	Status:	N/A Mileage: 808
	Remarks / Requestor:	FE Status:

Dealer #: 206878 Dir Cont: DAVID FRISKE Serv Ph: (218) 727-2905 Serv Mgr: JOSEPH MALLEY Parts Mgr: ROBERT FRITZINGER Dir Name: KRENZEN HONDA 4160 HAINES ROAD DULUTH MN 55811 Phone: (218) 727-2905 DPSM: KELLY LYNN Previous Dealer/Contact	TZ: CST Training %: Extn: Fax #: 2187270187 Zone/Dist: 08A Date	VIN: 1HGCP26428A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21026744 Em Type: KA RO #: 21708 Case Type: Technical W.O. #:	Err: Model: ACCORD Trim: LX-P WD: Country: USA Trans #: B90A1101712

Tech Line Suggests

Information from Dealer

7/22/2008 10:04:36 AM	CHRISV
1 ORIGINAL COMPLAINT	RIGHT SIDE AIR-BAGS GONE OFF BY SHUTTING THE RIGHTDOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	SHE SAID SHE SLAMMED THE DR
4 REFER TO YOUR DPSM	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2653801	DAVEM	07/21/2008	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE AIRBAGS DEPLOYED	DOOR SLAM?; GATHER ALL INFO> DPSM EVAL
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	9,224
	FE Status:	

Dealer #: 208317	TZ: EST	VIN: 1HGCP26418A	Err:
Dlr Cont: RALPH SOBIERAJ	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (609) 597-0033	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: PAUL SHUTAK		Doors: 4DR	WD:
Parts Mgr: ROBERT BANUL		Fact: MARYSVILLE	Country: USA
Dlr Name: CAUSEWAY HONDA 457 ROUTE 72 WEST MANAHAWKIN NJ 08050		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21026656	Trans #: B90A1101622
Phone: (609) 597-0033	Fax #: 6095970993	Em Type: KA	
DPSM: TIM SOUDER	Zone/Dist: 05J	RO #: 396387	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/21/2008 9:16:55 AM	DAVEM
1 ORIGINAL COMPLAINT	PASS SIDE SIDE AIRBAGS DEPLOYED BY ITSELF!
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	SEE ABOVE
4 WHAT HAPPENED?	CUST STATES HER DAUGHTER TOOK THE CAR AND SHE SAID THE BAGS WENT OFF W/ THE CAR PARKED
5 DOOR SLAM?	????, CUST STATES SHE WAS NOT IN THE CAR, THE DAUGHTER WAS
6 GET ALL INFO> FAXED KB 15401> REFER TO DPSM	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2659733	RUDYG	07/29/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	A/D DEPLOYMENT W/DOOR SLAM?	SRS C/U?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,918
		Remarks / Requestor:	FE Status:

Dealer #: 207537	TZ: EST	VIN: 1HGCP26458A	Err:
Dir Cont: TONY FELICI	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (610) 789-9420	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: TONY FELICI		Doors: 4DR	WD:
Parts Mgr: JOHN BULLOCK		Fact: MARYSVILLE	Country: USA
Dir Name: PIAZZA HONDA OF DREXEL HILL TOWNSHIP LINE/BURMONT DREXEL HILL PA 19026		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21508723	Trans #: B90A1101944
Phone: (610) 789-9420	Fax #: 6107892194	Em Type: KL	
DPSM: JOSEPH(TURK)	Zone/Dist: 05G	RO #: 332945	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/29/2008 2:17:49 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 INSPECTED RIGHT SIDE OF VEH FOR ANY DAMAGE?

4 NOTHING ON RIGHT SIDE?

5 REFER TO DPSM

6 CAN I SPEAK TO HIM?

7

8 WE HAVE SEEN THIS. IF YOU DO NOT SEE ANY SIGNS OF IMPACT ON RIGHT SIDE WE SHOULD PROB COVER THIS.

9 PHYSICAL DAMAGE TO VEH IS WHAT IS IMPORTANT. IF WE CANNOT SEE ANYTHING SIGNIFICANT ENOUGH TO CAUSE A/B DEPLOYMENT WE SHOULD COVER IT.

Information from Dealer

CUST STATES WHEN CLOSING RIGHT SIDE DOOR RIGHT SIDE CURTAIN AND SEAT AIR BAG DEPLOYED, RIGHT SIDE BELT DEPLOYED TOO.

NO

MINOR SCRAPE ON BOTTOM OF FRONT BUMPER

NO

HE IS RIGHT HERE

SURE

(TURK DPSM)

CUST STORY KEEPS CHANGING, NOT SURE WHAT EXACTLY HAPPENED

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2955477	TOMP	01/15/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY, CURTAIN	REFER TO KB 15701	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 40,313
		Remarks / Requestor:	FE Status:

Dealer #: 207011	TZ: MST	VIN: 1HGCP26818A	Err:
Dlr Cont: JOE HRUSKA	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (307) 672-3492	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JOE HRUSKA		Doors: 4DR	WD:
Parts Mgr: CANDACE CRIST		Fact: MARYSVILLE	Country: USA
Dlr Name: VALLEY MOTOR HONDA 139 EAST 5TH STREET SHERIDAN WY 82801		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31055220	Trans #: B90A1104447
Phone: (307) 672-3492	Fax #: (307) 672-3496	Em Type: KA	
DPSM: RYAN WEIDAUER	Zone/Dist: 02F	RO #: 010119	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/15/2010 2:10:15 PM TOMP
1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?
3 ISIS SEARCH CRITERIA

4
5 REFER TO KB 15701

Information from Dealer

CUSTOMER STATES THAT IN -20 DEGREE WEATHER SHE CLOSED THE PASSANGER DOOR AND THE PASSANGER SIDE CURTIAN AIR BAG DEPLOYED--THE CUSTOMER STATED THAT THE CAR HAS NOT HAD ANY BODY DAMAGE, WE HAVE NOT SEEN THIS PROBLEM BEFORE--ANY IDEAS?

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT: SRS]
[KEYWORD:]
JOE HRUSKA

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3480180	CHRISV	09/18/2013	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PASS SIDE AIRBAG DEPLOYED	DR SLAMMED; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 64,975
		Remarks / Requestor:	FE Status:

Dealer #: 206620 Dir Cont: CARLOS TOMAS Serv Ph: (850) 576-5165 Serv Mgr: DON MONDA Parts Mgr: JOSEPH FREELAND Dir Name: PROCTOR HONDA 2373 W. TENNESSEE ST. TALLAHASSEE FL 32304 Phone: (850) 576-5165 Fax #: 8505761660 DPSM: GEORGE OPPEL Zone/Dist: 07F Previous Dealer/Contact Date	TZ: EST Training %: Extn:	VIN: JHMCP26398C [REDACTED] Err: Year: 2008 Model: ACCORD Tran: 5AT Trim: LX Doors: 4DR WD: Fact: SAYAMA Country: JPN Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21426748 Trans #: 1109561 Em Type: KA RO #: Case Type: Technical W.O. #:

Tech Line Suggests

9/18/2013 7:31:08 AM CHRISV

1

2 CK CODES

3 REFER TO YOUR DPSM. SLAMMING THE DR WILL CAUSE THIS ISSUE

Information from Dealer

CUST STATES PASS SIDE AIRBAG DEPLOYED WHILE DRIVING. HER BOYFRIEND SLAMMED THE DR F4-11

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2885346	TERRYP	08/21/2009	TERRYP	1

Code	Original Complaint	Probable Cause/Solution
P 8781	CUST SLAMMED DOOR,SRS	PASS SLAMMED DOOR WITH BELT BUCKLED;REF TO DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	19,326
	FE Status:	

Dealer #: 207222 Dir Cont: EDWARD Serv Ph: (603) 886-9300 Serv Mgr: MIKE FLAHERTY Parts Mgr: Dir Name: PETERS HONDA OF NASHUA 300 AMHERST STREET NASHUA NH 03063 Phone: (603) 886-9300 DPSM: JOSHUA WHITNEY Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 6038869336 Zone/Dist: 09H Date	VIN: 1HGCP26778A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: K24Z31055730 Em Type: KA RO #: 378525 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: EX WD: Country: USA Trans #: B90A1106205

Tech Line Suggests

8/21/2009 7:05:07 AM TERRYP
1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER STATES DRIVERS SIDE AIR BAG, SIDE CURTAINAIR BAG, AND LEFT FRONT SEAT BELT TENSIONER WENT OFF. CONDITION OF VEHICLE-KEYS IN POCKET, DRIVERS SEAT BELT BUCKLE, BUCKLED IN, CUSTOMER SLAMMED DOOR SHUT AND AIR BAGS DEPLOYED. VEHICLE HAS BEEN DENIED WARRANTY BY ROCKINGHAM HONDA.

2 PREVIOUS REPAIRS OR PARTS REPLACED? NO

3 ANY SIGNS OF ACCIDENT IMPACT DAMAGE? NO

4 HAVE YOUR DPSM GET INVOLVED? HE IS,HE JUST ASKED US TO CALL TO MAKE YOU GUYS AWARE OF IT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3026038	CHRISV	06/30/2010	JOHNB	2

Code	Original Complaint	Probable Cause/Solution
P 8781	AIRBAG DEPLOYED W/ DR	CUST SLAMMED THE DR; INFORM THE CUST
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	30,435
	FE Status:	

Dealer #: 208110	TZ: CST	VIN: 1HGCP268X8A	Err:
Dlr Cont: JOHN GARLAND	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (816) 833-4790	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: INDEPENDENCE HONDA 3151 S. NOLAND ROAD INDEPENDENCE MO 64055		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (816) 833-4790	Fax #: 8168334895	Engine #: K24Z31056526	Trans #: B90A1107243
DPSM: JOHN LENON	Zone/Dist: 08K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 144691	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/30/2010 12:44:34 PM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 IT HAPPENS, REFER TO YOUR DPSM

7/8/2010 7:41:35 AM JOHNB

5

6 SORRY,NO CURRENT ISSUES OR KNOWN CONDITIONS AT THIS TIME

7 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue
Date: 16-Jun-2008 Source: HTL-INFO

Information from Dealer

CUSTOMERS CONCERN DRIVERS SIDE ROOF AIR BAG DEPLOYED AFTER DRIVERS DOOR SLAMMED

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT: DRIVING SUPPORT & RESTRAINTS][KEYWORD:]

THIS IS THE DPSM,ANY KNOWN ISSUES ON THIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2898967	KENE	09/17/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD CURTIAN AIR	CUST SLAMMED DOOR; CONTACT INS CO	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 23,995
		Remarks / Requestor:	FE Status:

Dealer #: 206987	TZ: EST	VIN: 1HGCP26478A	Err:
Dlr Cont: JOE BOTT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (812) 372-8453	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JOHN HALL		Fact: MARYSVILLE	Country: USA
Dlr Name: RENNER HONDA 3055 CENTRAL AVENUE COLUMBUS IN 47203		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21030376	Trans #: B90A1112605
Phone: (812) 372-8453	Fax #: 8123728262	Em Type: KA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E	RO #: 029877	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/17/2009 10:45:45 AM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 HAVE CUST CONTACT INS CO

9/21/2009 10:35:57 AM PAULI

4 FRWD COPY TLC>HNA

Information from Dealer

CUSTOMER STATES PASSENGER SIDE AIRBAG CURTIAN AND PASSENGER SIDE AIRBAG WENT OFF WHEN SHUTTING DRIVERS DOOR. VEHICLE HAS BEEN IN A WRECK 12/08. CODESF4-11 AND 92-20

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3014320	RAYD	06/02/2010	RAYD	1

Code	Original Complaint	Probable Cause/Solution
P 8781	ALL PASS SIDE BAGS BLEW	VERY SLIGHT UNDER CARRAIGE DAMAGE;REFER TO DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	35,577
	FE Status:	

Dealer #: 208488 Dlr Cont: JAY OVERBY Serv Ph: 770-922-5292 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 DPSM: TRACY GARNEAU Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 7709229380 Zone/Dist: 07G Date	VIN: 1HGCP26438A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21030768 Em Type: KA RO #: 279571 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: LX-P WD: Country: USA Trans #: B90A1115083

Tech Line Suggests

6/2/2010 1:44:11 PM RAYD

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 REFER TO DPSM, TAKE SOME PHOTOS

Information from Dealer

ALL PASS SIDE AIRBAGS DEPLOYED. MINOR UNDER CARRIAGE IMPACTS. CUSTOMER STATES SHUTTING DOOR AND SIDE AIRBAGS WENT OFF.

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS]

VERY MINOR DAMAGE ON THE UNDER CARRAIGE, YOU CAN SEE IT HAS HIT SOMETHING, BUT THE AREA OF THE DAMAGE WAS CLOSER TO THE FRONT IMPACT SENSOR, THE FRONT DIDNT GO OFF

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2665646	RUDYG	08/07/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SIDE A/B DEPLOY W/DR SLAM	IMPACT?; REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 10,124
		Remarks / Requestor:	FE Status:

Dealer #: 206932	TZ: EST	VIN: 1HGCP26338A	Err:
Dlr Cont: ROBERT PERRON	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (401) 822-2000	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: WILLIAM ALBRO		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: MAJESTIC HONDA 509 QUAKER LANE WEST WARWICK RI 02893		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21510977	Trans #: B90A1118523
Phone: (401) 822-2000	Fax #: 4018227800	Em Type: KL	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 599757	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/7/2008 12:45:44 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DO YOU SEE ANY DAMAGE ON RIGHT SIDE OF VEHICLE?

4 REFER TO DPSM. IF WE FIX THIS, MAKE SURE YOU REPL ALL ITEMS UNDER COMPONENT REPLACEMENT AFTER AIR BAG DEPLOYMENT

Information from Dealer

CUSTOMER CLOSED R/F DOOR CURTAIN AND SEAT AIR BAGS DEPLOYED.NEVER WAS IN A COLLISION.

NO

NO

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3036196	CHRISR	07/26/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; ADVISE DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 63,514
		Remarks / Requestor:	FE Status:

Dealer #: 206696	TZ: EST	VIN: 1HGCP26348A	Err:
Dlr Cont: MATT BAKER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (614) 922-1111	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: MATT BAKER		Doors: 4DR	WD:
Parts Mgr: CHRIS SCUDDER		Fact: MARYSVILLE	Country: USA
Dlr Name: HUGH WHITE HONDA 1360 AUTO MALL DR. COLUMBUS OH 43228		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21031729	Trans #: B90A1119549
Phone: (614) 922-1111	Fax #: 6148705774	Em Type: KA	
DPSM: OPEN POSITION	Zone/Dist: 04F	RO #: 250595	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/26/2010 11:44:05 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 NO KNOWN ISSUES, DPSM'S CALL

Information from Dealer

PASS SEAT AND CURTAIN BAGS DEPLOYED AFTER SHUTTING PASSENGER DOOR, IS THIS NORMAL. DPSM WOULD LIKE YOUR INPUT BEFORE GOODWILLING REPAIRS

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: AIR BAG]

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3530871	JOHNB	01/14/2014	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SCAB DEPLY,AT RT FT DR	INSPECT VEHICLE;PLEASE INSPECT;CONTACT DPSM
ResIn Source:	None	Date:
Status:	N/A	Mileage: 86,051
Remarks / Requestor:		FE Status:

Dealer #: 206947	TZ: CST	VIN: 1HGCP26898A	Err:
Dlr Cont: THOMAS	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (417) 625-0841	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JIM CLARK		Doors: 4DR	WD:
Parts Mgr: DARREN VICE		Fact: MARYSVILLE	Country: USA
Dlr Name: ROPER HONDA 902 N. RANGELINE JOPLIN MO 64801		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (417) 625-0841	Fax #: (417) 625-0855	Engine #: K24Z31062874	Trans #: B90A1119794
DPSM: MIKE WEHMEIR	Zone/Dist: 08H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 349543	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/14/2014 12:42:48 PM	JOHNB
1 ORIGINAL COMPLAINT	CUSTOMER STATES RIGHT SIDE AIRBAG AND RIGHT SIDE CURTAIN AIRBAG WENT OFF WHEN SHUT THE RIGHT FRONT DOOR, I HAVE CODES E1-11, F1-11, F4-11 IN THE SRS UNIT
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRSUNIT][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	CUSTOMER CLAIMS,SHE OPENED RIGHT DOOR,CLOSED IT NORMALLY,AND RIGHT SCAB AND SEAT SIDE AIRBAG WENT OFF;FOUND CODES E1-11, F1-11, F4-11
7 WAS IGN ON	I CAN ASK,BUT PRESUME NOT,SINCE SHE IS THE OWNER OF VEHICLE,AND SHE STATES THAT SHE OPENED THE RIGHT DOOR FROM OUTSIDE THE VEHICLE
8 PLEASE INSPECT UNDERNEATH OF VEHICLE,WHEELS,TIRES,AND RIGHT FRONT DOOR AND DOOR SILL AREAS FOR ANY IMPACT MARKS,SCRAPES,DENTS,ETC;PLEASE REFER ALL INFORMATION TO YOUR DPSM	
9 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3038574	TOMP	07/30/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD SIDE DEPLOY	IT HAPPENED;REFER TO KB 15701	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 23,965
		Remarks / Requestor:	FE Status:

Dealer #: 206641	TZ: EST	VIN: 1HGCP26888A	Err:
Dlr Cont: MATTHEW	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (540) 366-1999	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ROBERT MEADOR		Doors: 4DR	WD:
Parts Mgr: TOM OMER		Fact: MARYSVILLE	Country: USA
Dlr Name: WOODSON HONDA		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
3311 PETERS CREEK ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
ROANOKE VA 24019		Engine #: K24Z31063527	Trans #: B90A1121715
Phone: (540) 366-1999	Fax #: 5407773708	Em Type: KA	
DPSM: MONROE NUTE	Zone/Dist: 06F	RO #: 292121	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/30/2010 12:54:22 PM	TOMP	
1 ORIGINAL COMPLAINT		CUSTOMER STATES SLAMMED DOOR AND CURTAIN AND SIDE AIR BAGS CAME OUT
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: AIR BAG]
4 REFER TO KB 15701		
5 Article Content If the door is slammed with excessive force the right or left SCAB may deploy. Look for any signs of impact damage to the vehicle, if there is damage, refer to insurance company. If there is no impact damage to the vehicle, refer to the DPSM for further evaluation.		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2861482	STEVEN	07/07/2009	RONM	2

Code	Original Complaint	Probable Cause/Solution
P 8780	SIDE AIRBAGS DEPLOYED, SLAM	REPAIR AS NEEDED, REFER TO YOUR DPSM
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	6,533
	FE Status:	

Dealer #: 207494	TZ: EST	VIN: 1HGCP26448A	Err:
Dlr Cont: RALPH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (716) 632-3323	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: PATRICK HAMANN		Fact: MARYSVILLE	Country: USA
Dlr Name: LIA HONDA 4891 TRANSIT ROAD WILLIAMSVILLE NY 14221		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21511597	Trans #: B90A1124657
Phone: (716) 632-3323	Fax #: 7166323349	Em Type: KL	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	RO #: 263193	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/7/2009 9:27:52 AM	STEVEN
1 ORIGINAL COMPLAINT	CURTAIN AND PASS CHAIR BAGS DEPLOYED FROM SLAMMING DOOR ??? NO OBVIOUS PHYSICAL DAMAGE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 IT CAN HAPPEN	SO HOW SHOULD WE GO ABOUT THIS
4 REPAIR AS NEEDED, REFER TO YOUR DPSM FOR ASSISTANCE	SHOULD IT BE WARRANTY
5 I THINK YOUR DPSM SHOULD GIVE ASSISTANCE, BUT ITS UP TO HIM	OK
7/8/2009 12:04:31 PM	RONM
6 EMAILED TO DPSM	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3141907	TROYS	04/20/2011	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution	
P 8780	DOOR SLAM AB DEPLOYMENT	DOOR SLAM/ REF TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 33,835
		Remarks / Requestor:	FE Status:

Dealer #: 206648	TZ: EST	VIN: 1HGCP263X8A [REDACTED]	Err:
Dlr Cont: MARK FLANIGAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (317) 574-9600	Extn: 274	Tran: 5AT	Trim: LX
Serv Mgr: JEFFERY BELL		Doors: 4DR	WD:
Parts Mgr: BOB COOK		Fact: MARYSVILLE	Country: USA
Dlr Name: PENSKE HONDA 4140 E. 96TH STREET INDIANAPOLIS IN 46240		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21035695	Trans #: B90A1132819
Phone: (317) 574-9600	Fax #: 3178170298	Em Type: KA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E	RO #: 6794	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

4/20/2011 1:32:47 PM TROYS	
1 ORIGINAL COMPLAINT	CUSTOMER STATES SIDE AIR BAG AND SIDE CURTAIN AIR BAG DEPLOYED WHILE CLOSING RIGHT DOOR
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS] [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 THIS HAS BEEN KNOW TO HAPPEN	
7 ANY UNDER BODY DAMAGE	NO WE HAD ON RACK AND SEE NO INPACT
8 REF TO DPSM	WILL DO
4/25/2011 7:08:15 AM LINDSEYA	
9 04/25/2011 07:08:15 AM LINDSEYA (MSG)	INSPECTION INDICATED NO VISIBLE IMPACT DAMAGE TO THE UNDERSIDE OF THE VEHICLE, SO WE ARE PROCEEDING WITH REPLACING THE AIRBAGS AND THE SIDE CURTAIN AIRBAG AND ALL RELATED PARTS. THANK YOU FOR YOUR HELP.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3041591	TOMP	08/06/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	IT HAPPENED;REFER TO KB 4133	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 38,663
		Remarks / Requestor:	FE Status:

Dealer #: 206817	TZ: EST	VIN: 1HGCP26398A	Err:
Dlr Cont: DAN MARTIN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (413) 743-0014	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: RAYMOND DUPREA		Doors: 4DR	WD:
Parts Mgr: ANDREW BEDARD		Fact: MARYSVILLE	Country: USA
Dlr Name: BEDARD BROS. HONDA 391 SOUTH STATE ROAD CHESHIRE MA 01225		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21512403	Trans #: B90A1130918
Phone: (413) 743-0014	Fax #: 4137692857	Em Type: KL	
DPSM: KEITH MANNING	Zone/Dist: 09C	RO #: 281894	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/6/2010 1:30:02 PM TOMP

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 REPAIR AS NEEDED

6 REFER TO KB 4133

Information from Dealer

DEPLOYMENT OF DRIVERS SIDE AIR BAG AND DRIVERS
SIDE CURTAIN AIR BAG BY CLOSING DRIVERS DOOR

[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: SRS]

DAN:

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3077756	STEVEN	11/05/2010	TOMP	2

Code
P 8781

Original Complaint
R SIDE AIRBAGS DEPLOYED SELF

Probable Cause/Solution
REFER TO DPSM

ResIn Source: None

Date:

Status: N/A

Mileage: 25,352

Remarks / Requestor:

FE Status:

Dealer #: 207450	TZ: EST	VIN: 1HGCP26478A	Err:
Dlr Cont: PETE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (813) 935-8585	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: JEFFREY KING		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: TAMPA HONDA LAND 11000 NO. FLORIDA AVE. TAMPA FL 33612		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
Phone: (813) 935-8585	Fax #: 8139352488	Engine #: K24Z21035854	Trans #: B90A1132973
DPSM: DONALD LOGAN	Zone/Dist: 07K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 39194	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/4/2010 11:44:00 AM STEVEN

1 ORIGINAL COMPLAINT

Information from Dealer

RIGHT SIDE CURTIN AIR BAG AND RIGHT FRONT SIDE AIRBAG DEPLOYED.CUSTOMER STATES PASSANGER CLOSED DOO R AND AIR BAGS DROPE OUT.THERE ARE SIGNS OF LOW INPACT ON FRONT BEAM.ALSO APPEARS TO HAVE BOTTOMED OUT ON SOFT GROUND BUMPPER FILLED WITH TRASH.

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

[MODEL: ODYSSEY][YEAR: 2001][PUBID: 0][SUBJECT:]
[KEYWORD: TRAN]

4 SO THE CUSTOMER STATES THE AIRBAG DID NOT DEPLOY, IT JUST SIMPLY FELL OUT?

YES

5 BUT WE HAVE A DEPLOYMENT CODE

YES AND DAMAGE AT THE FRONT OF THE VEHICLE

6 GET YORU DPSM INVOLVED

11/5/2010 12:58:09 PM TOMP

7

DON:

8 EMAILED THIS CONTACT AND KB 4133 AND 15701

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3163095	CHRISR	06/21/2011	DAVEM	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	6/21: DOOR SLAM; DPSM TO GOODWILL	
		ResIn Source: Spoke w/ Dealer	Date: 06/21/2011
		Status: N/A	Mileage: 60,349
		Remarks / Requestor:	FE Status:

Dealer #: 207566	TZ: EST	VIN: 1HGCP26468A	Err:
Dlr Cont: ROBERT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (757) 564-9700	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: PETER CATALANO		Doors: 4DR	WD:
Parts Mgr: ROBERT STECK		Fact: MARYSVILLE	Country: USA
Dlr Name: WILLIAMSBURG HONDA 7101 RICHMOND ROAD WILLIAMSBURG VA 23188		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21035914	Trans #: B90A1132791
Phone: (757) 564-9700	Fax #: 7575644640	Em Type: KA	
DPSM: JENNIFER KRUGER	Zone/Dist: 06G	RO #: 284194	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/21/2011 6:40:27 AM CHRISR

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 WAS DOOR SLAMMED

7 IF NO DAMAGE UNDER CAR, POSS DOOR SALM

8 HARD TO SAY IF THAT HAD ANYTHING TO DO WITH IT,
IF SENSOR DETECTED ENOUGH ENERGY ON IT. GET
WITH DPSM, REFER TO INSURANCE

6/21/2011 7:30:31 AM DAVEM

9

10

11 DOOR SLAMS CAN CAUSE THIS.

12 OK

Information from Dealer

CUSTOMER STATES THAT SHE SHUT THE DRIVERS DOOR
AND THE DRIVERS SIDE SEAT AIRBAG AND DRIVERS SIDE
CURTAINS DEPLOYED. NO BODY IN THE CAR AND NO KEY
IN THE IGNITION. NO PRIOR REPAIRS AND NO DAMAGE
UNDER THE CAR. CODE F3-11 IS PRESENT.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

Y

N

N

UNKNOWN

SHE SAID WHEN SHE CLOSED IT THE KID CLOSED THE
TRUNK AT SAME TIME

DPSM HERE

JENNIFER KAMLER, DPSM

NO SIGHNS CAR HIT ANYTHING AND THE CUST STATES IT
HAPPEN WHEN THEY CLOSED THE DOOR.

OK. WE ARE GOING TO GOODWILL IT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2688656	GARYR	09/16/2008	GARYR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	P SIDE BAG DEPLOY SHUTING	REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,064
		Remarks / Requestor:	FE Status:

Dealer #: 207407 Dlr Cont: FERNANDO Serv Ph: (559) 627-4444 Serv Mgr: CHRISTOPHER MILLER Parts Mgr: RONALD KUNKLEMAN Dlr Name: VISALIA HONDA 1016 S. BEN MADDOX WAY VISALIA CA 93292 Phone: (559) 627-4444 Fax #: 5596255729 DPSM: STEVE TULEJA Zone/Dist: 12D Previous Dealer/Contact Date	TZ: PST Training %: Extn:	VIN: 1HGCP263X8A [REDACTED] Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21512601 Trans #: B90A1134148 Em Type: KL RO #: 042290 Case Type: Technical W.O. #:

Tech Line Suggests

9/16/2008 11:29:55 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 SUSPECT DOOR WAS SHUT VERY HARD REFER TO DPSM

Information from Dealer

CUSTOMER STATES WHILE CAR RUNNING IN PARK POSITION THEY SHUT THE FRONT PASSENGER DOOR AND THE SIDE AIR BAG AND CURTAIN BAGS DEPLOYED

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3101343	CHRISV	01/04/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	DRV SIDE AIRBAGS DEPLOYED	IT HAPPENS; REFER TO YOUR DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 32,677
	Remarks / Requestor:		FE Status:

Dealer #: 207812	TZ: EST	VIN: 1HGCP264X8A	Err:
Dlr Cont: THOMAS	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (330) 726-2300	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: THOMAS MCKINLEY		Doors: 4DR	WD:
Parts Mgr: RICHARD BROWNLIE		Fact: MARYSVILLE	Country: USA
Dlr Name: THE HONDA STORE 448BOARDMANCANFIELD RD YOUNGSTOWN OH 44512		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21036597	Trans #: B90A1135667
Phone: (330) 726-2300	Fax #: (330) 726-0009	Em Type: KA	
DPSM: RONALD HOPKIN	Zone/Dist: 04G	RO #: 56698	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/4/2011 12:29:20 PM CHRISV
1 ORIGINAL COMPLAINT

Information from Dealer

THE CUSTOMER CLAIMS HE SHUT DOOR WITH HIS FOOT BECAUSE HIS HANDS WERE FULL OF GROCERIES AND THE SIDEAIR BAGS DEPLOYED SEAT BELT TENSIONER AND SEAT AIR BAG DEPLOYED CODE F3-11 SHOWING HAVE YOU HAD ANY SCENARIOUS LIKE THIS BEFORE CAR HAS NOT BEEN WREC KED
[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

2 ISIS SEARCH CRITERIA

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 IT HAPPENS, REFER TO YOUR DPSM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2837848	ROSSL	06/22/2009	RUDYG	5

Code	Original Complaint	Probable Cause/Solution	
P 8780	CURTAIN & SIDE A/B DEPLOYED	IT HAPPENED; REPAIR AS NEEDED	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 10,116
		Remarks / Requestor:	FE Status:

Dealer #: 208475	TZ: EST	VIN: 1HGCP26408A	Err:
Dlr Cont: GLENN FISHER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 973-777-1600	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: NATHAN VALENTINE		Doors: 4DR	WD:
Parts Mgr: PAUL ZELLMAN		Fact: MARYSVILLE	Country: USA
Dlr Name: GARDEN STATE HONDA		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
584 ROUTE 3 WEST		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
CLIFTON NJ 07014		Engine #: K24Z21036554	Trans #: B90A1135636
Phone: (973) 777-1600	Fax #: 9739551399	Em Type: KA	
DPSM: DAN OUTTEN	Zone/Dist: 05B	RO #: 454211	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/22/2009 8:06:04 AM	ROSSL	
1	ORIGINAL COMPLAINT	CUSTOMER STATES THAT WHEN SHE CLOSED PASS.REAR DOOR THAT SIDE CURTAIN,AND ALSO SIDE AIR BAG IN SEAT WENT OFF.WE LIFTED VEHICLE AND NOTICED SCRAPE AND DENT IN UNDER CARRIAGE.INSURANCE LOOKED AT VEHICLEAND STATED THERE WAS NOT ENOUGH DAMAGE ON UNDER C ARRIAGE TO DEPLOY AIR BAGS.THEY SAID IT WAS A DEFECT IN VEHICLE.
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	TRANSFER TO GENERAL	
6/22/2009 8:07:31 AM	TOMP	
4		GLENN:
5	MAKE A REPAIR ESTIMATE, BASED ON THE DEPLOYMENT AND THE PARTS REPLACEMENT AFTER DEPLOYMENT LIST FOUND IN THE SERVICE MANUAL.	
6	REPAIR AS NEEDED. REFER CUSTOMER TO THEIR INS CO. OR YOUR DSM.	
6/23/2009 1:31:08 PM	JOHNB	
7	RECEIVED PHOTOS VIA TECH LINE EMAIL;FORWARDED TO: TOMP	
6/23/2009 1:58:46 PM	TOMP	
8		RETURN CALL TO DSM GEOFF
9	DISCUSSED POSIBILITIES OF THIS EVENT OCCURRING AS PER THE CUSTOMER DESCRIBED TO DSM.	
10	REFER TO KB 15701, THERE IS DAMAGE IN THE PHOTOS BUT DSM DID NOT TAKE THEM, NOR HAS HE SEEN THE CAR.	
11	RECOMMEND DSM INSPECT THE CAR AND MAKE THE BEST GOODWILL DECISION...	
6/23/2009 2:58:06 PM	RUDYG	
12	06/23/2009 03:10:40 PM RUDYG(CALL TAKEN DURING BLACK OUT, AROUND 12:30)	(JEFF DPSM) I HAVE A CUST HERE THAT CLAIMS RT SIDE CURTAIN AB AND SEAT AB DEPLOYED WITH DOOR SLAM
13	MIGHT BE POSSIBLE. HAVE YOU INSPECTED FOR ANY IMPACT DAMAGE?	HAS SOME BUT MIGHT BE TOO MINOR. I WANTED TO SEND SOME PICTURES
14	OK, OUR SYSTEM IS DOWN RIGHT NOW BUT YOU CAN SEND PHOTOS TO TECHLINE@AHM.HONDA.COM	OK
15	CALL BACK AND ASK FOR TOM	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2613246	JOHNB	05/14/2008	PAULI	11

Code	Original Complaint	Probable Cause/Solution
P 8781	SDE AIRBAG,CURTAIN	CUST ADMITS HER SON SLAMED DOOR;DPSM IS PAYING
ResIn Source:	None	Date:
Status:	P N/A	Mileage: 1,257
Remarks / Requestor:		FE Status:

Dealer #: 208060	TZ: EST	VIN: 1HGCP268X8A [REDACTED]	Err:
Dlr Cont: RICHARD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (203) 622-0622	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: RICHARD SCHULER		Doors: 4DR	WD:
Parts Mgr: STEPHEN ALLMASHY		Fact: MARYSVILLE	Country: USA
Dlr Name: GREENWICH HONDA 289 MASON STREET GREENWICH CT 06830		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (203) 622-0622	Fax #: 2036226758	Engine #: K24Z31523634	Trans #: B90A1145607
DPSM: RENA BAEZA	Zone/Dist: 05E	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 10366	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/14/2008 9:58:34 AM	JOHNB	
1	ORIGINAL COMPLAINT	SIDE CURTAIN, SIDE SEAT AIRBAG DEPLOYED WHEN RIGHTFRT DOOR WAS SLAMMED CLOSED
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3		WAS TOLD TO CALL BY DPSM;CUSTOMER ADMITS HER SON SLAMMED THE DOOR WHEN HE EXITED THE CAR;THE SIDE AIRBAG AND CURTAIN DEPLOYED ON PASSENGER SIDE;DPSM HAS ALREADY AGREED TO PAY FOR THE WHOLE REPAIR;ANY KNOWNS
4	NO KNOWN CONDITIONS;LIKELY FROM BEYOND NORMAL DOOR CLOSING FORCE;PLEASE DIRECT BACK TO YOUR DPSM	
5/15/2008 7:03:28 AM	RICHARDK	
5	05/15/08 07:03:39 RICKK:----->PI, Please have all the parts sent to Ohio WPI, att: Norm Ruger, Thanks.	
5/15/2008 8:31:06 AM	PAULI	
6	WILL ARRANGE PRT>MAP	
5/15/2008 10:10:33 AM	PAULI	
7	FAXED SHIP REQUEST>STEVE ,[P/M	
5/20/2008 10:40:26 AM	PAULI	
8	NO CLM	
5/27/2008 9:09:18 AM	PAULI	
9		(RECEOPTINIST)
10		S/M NOT AVAIL, PLSE CALL RICHARD TOMORROW
5/28/2008 9:11:16 AM	PAULI	
11		MSG>RICHARD
5/28/2008 10:17:38 AM	PAULI	
12		RICHARD,S/M
13		FINISHING TODAY, HOPE TO SEND, WILL ADVISE
6/4/2008 9:51:43 AM	PAULI	
14	208060 RO Date: 2008-05-14 Claim Number: 103663	R&R
15		78050-TA6-A80 MODULE, R. SIDE
16		78870-TA5-A90 MODULE ASSY., R.
17	208060 RO Date: 2008-05-14 Claim Number: 103665	R&R
18		81131-TA5-A51ZB CVR, R. FR. *NH686L*
19		83200-TA0-A82ZA LNG, ROOF *NH686L*
20		83230-TA0-A91ZA SUNVISOR *NH686L*
21		842100 0034107 GRAB RAIL *NH686L*
22		84101-TA0-A01ZA GARNISH, R. *NH686L*
23	208060 RO Date: 2008-05-14 Claim Number: 103661	R&R
24		77960-TA0-A01 SRS UNIT
25		77970-TA0-A11 SENSOR, SIDE IMPACT
26	208060 RO Date: 2008-05-14 Claim Number: 103664	R&R
27		77975-TA0-A11 SENSOR ASSY.
6/5/2008 2:52:14 PM	PAULI	
28		(FAX FROM DLR)
29		SENT PER A/B 8641 8823 7449, 7438, 7427
6/9/2008 3:07:11 PM	PAULI	
30	SRS RCVD,FRWD>MAP, NORM RUGER	A/B 636073108717, -8728, -8739

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3526828	SHAWNW	01/07/2014	CHRISR	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CHECK CODES?;	
7750	SRS DTC 92-20, F3-11		
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 141,418
	Remarks / Requestor:		FE Status:

Dealer #: 207906	TZ: EST	VIN: 1HGCP26428A	Err:
Dir Cont: WILLIAM MURPHY	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (804) 559-4000	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: WILLIAM MURPHY		Doors: 4DR	WD:
Parts Mgr: PAUL HUYNH		Fact: MARYSVILLE	Country: USA
Dir Name: MECHANICSVILLE HONDA 6530 MECHANICSVILLE TP MECHANICSVILLE VA 23111		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21039292	Trans #: B90A1146455
Phone: (804) 559-4000	Fax #: 8045594102	Em Type: KA	
DPSM: MICHAEL RIEDEL	Zone/Dist: 06B	RO #: 357131	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/7/2014 6:29:07 AM	SHAWNW	
1 ORIGINAL COMPLAINT		C.S CAR WAS SITTING STILL..ENGINE OFF AND CLOSED THE DRIVERS DOOR AND THE SIDE CURTAIN AIR BAG AND LEFT DRIVERS SEAT AIR BAG DEPLOYED. NO OUTSIDE BODY DAMAGE AND NO DAMAGE UNDER CAR. HAVE YOU EVER HEARD OF THIS.
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 CODES?		DIDN'T CHECK
1/7/2014 7:19:47 AM	CHRISR	
7		92-20, F3-11 WERE DTCS
8 INSP FOR DAMAGE, SIDE AND UNDER, IF NONE HAVE DPSM EVAL		OK
9 IF ANY FOUNID, REFER TO INS		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2932046	DAVEM	11/24/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; F4-11 CODE> DPSM EVAL> FAXED KB15701
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	38,687
	FE Status:	

Dealer #: 207577	TZ: EST	VIN: 1HGCP26428A	Err:
Dlr Cont: JOE CAMIRE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (678) 957-5000	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: KAM CHEUNG		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dlr Name: GWINNETT PLACE HONDA 3325 SATELLITE BLVD. DULUTH GA 30096		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21040583	Trans #: B90A1150573
Phone: (678) 957-5000	Fax #: 6789575085	Em Type: KA	
DPSM: CORY ROMONOSKY	Zone/Dist: 07E	RO #: 118746	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/24/2009 12:01:52 PM	DAVEM
1 ORIGINAL COMPLAINT	CUSTOMER STATES BOTH RT SIDE CURTAIN AIR BAGS DEPLOYED WHILE CUSTOMER WAS PARKED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID:][SUBJECT:] [KEYWORD: AIR]
4	cust states THEY WERE JUST SITTING IN A P-LOT AND THE SIDE CURTIAN A/B WENT OFF
5 DTCs?	?????
6 EMAIL ADDRESS?	joe.camire@hendrickauto.com
7 I WILL FAX YOU INFO ON DOOR SLAMS AND BAG DEPLOY	OK
8 ANY DEPLOY DTC MEAN IT HAPPENED W/ IGN ON	OK
9 FEEDBACK FROM TECH VIA EMAIL	
10 CODE F4-11	
11 Thanks Dave	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2728182	TOMP	11/21/2008	TOMP	2

Code	Original Complaint	Probable Cause/Solution
P 8782	PASS SIDE AIRBAG DEPLOYED	IMPACT DAMAGE; REPAIR AS NEEDED REFER TO INS/CO
	ResIn Source:	None Date:
	Status:	N/A Mileage: 10,242
	Remarks / Requestor:	FE Status:

Dealer #: 208216 Dlr Cont: EFRAIN Serv Ph: (480) 893-7900 Serv Mgr: DAVID CLARK Parts Mgr: JASON DODGE Dlr Name: TEMPE HONDA 8030 S. AUTOPLEX LOOP TEMPE AZ 85284 Phone: (480) 893-7900 DPSM: RICHARD REBORI Previous Dealer/Contact	TZ: MST Training %: Extn: Fax #: 4804214865 Zone/Dist: 10D Date	VIN: 1HGCP26418A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21041581 Em Type: KA RO #: 235298 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: LX-P WD: Country: USA Trans #: B90A1153880

Tech Line Suggests

11/21/2008 12:10:10 PM TOMP
1 ORIGINAL COMPLAINT

Information from Dealer

CUSTOMER STATES WAS IN DRIVERS SEAT WITH KEY IN IGNITION TO ON POSITIOIN, HER SON GOT INTO FRONT PASSENGER SEAT AND CLOSED DOOR, THE FRONT PASSENGER SIDE AIR BAGS DEPLOYED. PERFORMED INSPECTION OF VEHICLE FOUND SMALL RIGHT BELLOW B PILLAR ON PASSENGER FLOOR BOARD.

NO

EFRAIN

THERE IS IMPACT DAMAGE AT THE PASS B PILLAR ROCKER PANEL.

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4
- 5 REFER TO 2004 ODYSSEY - Component Replacement/Inspection After SRS Deployment
- 6 WORK UP AN ESTIMATE FOR REPAIR AND REFER CUSTOMER TO THEIR INS/CO. OR REFER TO THE DSM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3218721	DAVIDK	11/14/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; NO FLIGHT RECORDER	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 57,282
		Remarks / Requestor:	FE Status:

Dealer #: 208123	TZ: CST	VIN: 1HGCP26858A	Err:
Dlr Cont: BRIAN BURROW	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (337) 474-1999	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: HETH LEDOUX		Doors: 4DR	WD:
Parts Mgr: GLENN MCDONALD, JR.		Fact: MARYSVILLE	Country: USA
Dlr Name: BILLY NAVARRE HONDA 1320 E. COLLEGE STREET LAKE CHARLES LA 70607		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: K24Z31080309	Trans #: B90A1157415
Phone: (337) 474-1999	Fax #: (337) 474-1733	Em Type: KA	
DPSM: ERIC PIZZECK	Zone/Dist: 03G	RO #: 150163	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

11/14/2011 12:50:55 PM DAVIDK

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 NO FLIGHT RECORDER THAT CAN INDICATE WHAT HAPPEN. IF DOOR IS SLAMED HARD ENOUGH IT COULD DO THIS. ALL WE CAN DO IS INSPECT UNDERCARRAGE FOR DAMMAGE OR SCRAPES. UP TO DPSM IF WARR

Information from Dealer

CUSTOMER STATES THAT THEY SHUT THE PASS FRONT DOORAND THE AIR BAGS DEPLOYED F4-11

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: AIRBAG]

DPSM AND MNGR WANT TO KNOW IF THERE IS DATA STORED

THAT IS WHAT I TOLD THEM. NEED IT FROM YOU

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3327909	DAVIDK	09/05/2012	GARYS	4

Code P 8781	Original Complaint SIDE CURTIN DEPLOY W DOOR	Probable Cause/Solution DPSM REVIEW
	ResIn Source: None	Date:
	Status: N/A	Mileage: 109,360
	Remarks / Requestor:	FE Status:

Dealer #: 206996	TZ: CST	VIN: 1HGCP26378A	Err:
Dlr Cont: KENNETH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (254) 690-7322	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: KENNETH BROWN		Doors: 4DR	WD:
Parts Mgr: NEIL MENTZER		Fact: MARYSVILLE	Country: USA
Dlr Name: CLEO BAY HONDA 3907 E.CEN.-TEX EXPY KILLEEN TX 76543		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21042848	Trans #: B90A1157940
Phone: (254) 690-7322	Fax #: 2546901632	Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 03B	RO #: 293183	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/5/2012 11:41:32 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 CAR SHOW SIGN OF IMPACT

9 GET DPSM INVOLVED. HE HAS A INSPECTION FORM TO FILL OUT. HE IS THE ONE TO GIVE IT A THUM UP OR DOWN

10 PEND TO TROY A RANK

9/5/2012 1:25:17 PM TROYS

11 PLACED IN TS AND KA IN BOX

11/13/2012 9:12:14 AM GARYS

13 CLOSED

11/13/2012 9:12:14 AM GARYS

12 CLOSED

Information from Dealer

CUSTOMER STATES SIDE CURTIN AIR BAG DEPLOYED WHILE CAR WAS SETTING STILL AND THE RIGHT DOOR WAS SLAM MED CLOSE HARD. IS THERE ANY WAY TO TELL WHAT HAPPENED?

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SIDE AIR BAG]

DTC F4-11 32-10 81-61 85-61

CUST WANTS HONDA TO PAY FOR IT.

CAR IS ALL DENTED AND WRINGLED. NOT MAJOR DAMMAGE BUT ABUSED.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2680558	DAVEM	09/03/2008	DAVEM	1

Code	Original Complaint	Probable Cause/Solution
P 8781	BAG BLEW WHN DOOR SLAMMED	UPSET 10yr OLD; DPSM EVAL> FAXED KB 15701
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	3,617
	FE Status:	

Dealer #: 208411	TZ: EST	VIN: 1HGCP26458A	Err:
Dir Cont: JOSE BRAVO	Training %:	Year: 2008	Model: ACCORD
Serv Ph: 774-760-0500	Extn:	Tran: 5AT	Trim: LX-P
Serv Mgr: LINDSEY MASTROMATTEO		Doors: 4DR	WD:
Parts Mgr: JONATHAN WHITE		Fact: MARYSVILLE	Country: USA
Dir Name: HERB CHAMBERS HONDA OF WESTBOROUGH 350 TURNPIKE ROAD WESTBOROUGH MA 01581		Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4	
Phone: (774) 760-0500	Fax #: 7747600520	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: K24Z21516391	Trans #: B90A1160757
Previous Dealer/Contact	Date	Em Type: KL	
		RO #: 75878	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/3/2008 7:32:51 AM DAVEM

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 YES> REFER TO THE DPSM FOR EVAL> FAXED KB 15701

Information from Dealer

C/S THE SIDE AIR BAGS WENT OFF WHEN DOOR WAS SHUT AND VEHICLE ON

NO

10yr OLD SLAMMED THE DOOR AND THE BAG WENT OFF. CAN THAT HAPPEN?

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3444663	JOHNB	06/19/2013	GARYS	4

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	INSPECT VEHICLE;PLEASE DIRECT TO YOUR DPSM/ZONE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 60,294
	Remarks / Requestor:	FE Status:

Dealer #: 206794 Dir Cont: DAVID MYTYCH Serv Ph: (860) 645-3110 Serv Mgr: THOMAS GRAHAM Parts Mgr: Dir Name: MANCHESTER HONDA 24 ADAMS STREET MANCHESTER CT 06042 Phone: (860) 645-3110 Fax #: 8606433602 DPSM: SUZI HENRY Zone/Dist: 09D Previous Dealer/Contact Date	TZ: EST Training %: Extn:	VIN: 1HGCP26848A [REDACTED] Err: Year: 2008 Model: ACCORD Tran: 5AT Trim: EX-L Doors: 4DR WD: Fact: MARYSVILLE Country: USA Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: K24Z31526121 Trans #: B90A1161605 Em Type: KL RO #: 259686 Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

6/19/2013 8:02:10 AM	JOHNB
1 ORIGINAL COMPLAINT	PASS SIDE AIR BAG AND PASS CURTAIN AIR BAG HAVE DEPLOYED. ONLY F4-11 CODE STORED. NO DAMAGE TO THE OUTSIDE OF THE VEHICLE. CUSTOMER STATES THAT THE AIR BAGS WENT OFF WHEN THEY SHUT THE PASS DOOR. THEY SAID THEY DIDN'T SLAM IT.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
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	CUSTOMER CLAIMS THEY JUST SHUT THE DOOR, DID NOT SLAM IT AND THE PASSENGER SIDE, SIDE AIRBAGS WENT OFF
7 SO THEY SHUT THE PASSENGER SIDE FRONT DOOR?	YES
8 IGN ON	I BELIEVE THEY STATED IT WAS OFF
9 SO THE SCAB AND THE SEAT SIDE AIRBAG WAS DEPLOYED	YES
10 CODES	F4-11 ONLY
11 PLEASE INSPECT THE VEHICLE'S BODY AND DOOR AREA, PLEASE INSPECT THE UNDERCARRIAGE AND ROCKER SILL AREAS; PLEASE DIRECT THIS TO YOUR DPSM, ZONE	
12 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY) Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO	
13 FORWARD CONTACT PERSONALLY TO S.M.E.: GARYS	
14 PENDING TO TROYS	
6/19/2013 10:35:18 AM	TROYS
15 GIVEN TO GS RK	
6/21/2013 8:49:06 AM	GARYS
16 06/21/2013 08:49:08 AM GARYS CLOSED	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2782943	CHRISR	03/02/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8782	R/F DOOR SLAMMED, A/B POPPED	DOOR SLAM?; CONTACT DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 16,418
		Remarks / Requestor:	FE Status:

Dealer #: 206962	TZ: EST	VIN: 1HGCP26318A	Err:
Dlr Cont: EDWARD	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (718) 904-0380	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JOHN ROSS		Doors: 4DR	WD:
Parts Mgr: DONALD CLARK		Fact: MARYSVILLE	Country: USA
Dlr Name: BRONX HONDA 2541 E. TREMONT AVENUE BRONX NY 10461		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21516589	Trans #: B90A1162664
Phone: (718) 904-0380	Fax #: (718) 904-1261	Em Type: KL	
DPSM: STEFANIE SENKIW	Zone/Dist: 05D	RO #: 82617	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/2/2009 10:58:07 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 CONTACT DPSM, BUT IF DOOR SLAMMED HARD ENOUGH, IT MAY HAPPEN IF KEY ON

5 OK

Information from Dealer

RIGHT FRONT DOOR WAS SLAMED , RIGHT FRONT AND RIGHT SIDE CURTAIN AIR BAG DEPLOYED.

NO

IS THIS WARRANTY?

YES, IDLING IN PARK

THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2655668	RUDYG	07/23/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY W/DR	DOOR SLAM?; REFER TO DPSM PER K/B 15701
	ResIn Source:	None Date:
	Status:	N/A Mileage: 2,121
	Remarks / Requestor:	FE Status:

Dealer #: 208317	TZ: EST	VIN: 1HGCP26828A	Err:
Dlr Cont: TOM JOHANSEN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (609) 597-0033	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: PAUL SHUTAK		Doors: 4DR	WD:
Parts Mgr: ROBERT BANUL		Fact: MARYSVILLE	Country: USA
Dlr Name: CAUSEWAY HONDA 457 ROUTE 72 WEST MANAHAWKIN NJ 08050		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (609) 597-0033	Fax #: 6095970993	Engine #: K24Z31082909	Trans #: B90A1162731
DPSM: TIM SOUDER	Zone/Dist: 05J	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 396603	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/23/2008 9:37:16 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 WHICH A/B DEPLOYED

4 DO YOU SEE ANY DAMAGE TO BODY ON DRIVER'S
SIDE OF VEHICLE?

5 REFER TO DPSM FOR DECISION

Information from Dealer

DRIVERS DOOR WAS SLAMMED SHUT BY CUST. CHILD AND
D/SIDE AIR BAGS WERE DEPLOYED.

NO

SEAT A/B AND CURTAIN A/B ON DRIVER'S SIDE

NONE WHATSOEVER

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3210709	RAYD	10/25/2011	AMYB	2

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS A/BAGS DPLYMNT DOOR	IT HAPPENS;REFER TO S/M FOR PARTS TO REPLACE
	ResIn Source:	None Date:
	Status:	N/A Mileage: 40,195
	Remarks / Requestor:	FE Status:

Dealer #: 206800	TZ: CST	VIN: 1HGCP26858A	Err:
Dlr Cont: MARSHALL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (423) 968-5111	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: MICK MARSHALL		Doors: 4DR	WD:
Parts Mgr: DAVID TOLLIE		Fact: MARYSVILLE	Country: USA
Dlr Name: BILL GATTON HONDA 2130 VOLUNTEER PARKWAY BRISTOL TN 37620		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (423) 968-5111	Fax #: 4236529544	Engine #: K24Z31082970	Trans #: B90A1162835
DPSM: ALAN CUNNINGHAM	Zone/Dist: 07B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 315765	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

10/25/2011 1:05:27 PM	RAYD	
1 ORIGINAL COMPLAINT		SIDE AIR BAGS DOWN, SRS LIGHT ON.....
2 ISIS SEARCH CRITERIA		[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
		[KEYWORD: SRS DEPLOYMENT]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		
6		15 YEAR OLD 300 LB KID SLAMMED THE PASSENGERS DOOR, BLEW OFF THE SCAB, SEAT BAG AND THE RT FRONT SEAT BELT, F4-11
7 REPLACE PARTS LISTED IN "SRS COMPONENT REPLACEMENT/INSPECTION AFTER DEPLOYMENT"		SO THIS CAN HAPPEN?
8 YES, IT HAS HAPPENED BEFORE		
2/1/2012 1:49:16 PM	AMYB	
9 SURVEY		MARSHALL MILHORN 3043 ROCKY SPRINGS RD PINEY FLATS, TN 37686

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3428679	DAVIDK	05/06/2013	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	PSNGR A/B LOW THRESHLD	DOOR ?; PEND TO TROY AND GARY S	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 97,050
	Remarks / Requestor:		FE Status:

Dealer #: 208193	TZ: MST	VIN: 1HGCP26328A	Err:
Dlr Cont: DOUGLAS	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (602) 789-9771	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: TRAVIS MILLINER		Doors: 4DR	WD:
Parts Mgr: GWEN DENNEY		Fact: MARYSVILLE	Country: USA
Dlr Name: BELL HONDA 701 WEST BELL ROAD PHOENIX AZ 85023		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21044984	Trans #: B90A1165082
Phone: (602) 789-9771	Fax #: 6022982061	Em Type: KA	
DPSM: RICHARD REBORI	Zone/Dist: 10D	RO #: 470081	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/6/2013 1:24:10 PM	DAVIDK
1 ORIGINAL COMPLAINT	PASS SEAT AND SIDE CURTAIN AIR BAG DEPLOYED AFTER CLOSING DOOR
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2010][PUBID: 0][SUBJECT:] [KEYWORD: AIRBAGS]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 CODES	DID NOT CHECK SINCE WE KNOW WHAT HAPPEN. CUST CLOSED THE DOOR AND THEY WENT OFF.
7 CUST STORY	UNKNOWN I WAS TOLD TO CALL AND SEE IF THERE WAS MORE INFORMATION. ACCORDING TO MY MANAGER AND DPSM THEY HAVE SEEN THIS HAPPEN.
8 CAR INSPECTION	NONE SINCE IT HAPPEN CLOSING THE DOOR.
9 TRAVIS. S/M	CUST GOT OUT OF CAR AND CLOSED THE DOOR. CUST STATES IT WAS NOT SLAMED. BOTH AIR BAGS DEPLOYED. IN PARK WITH MOTOR WAS RUNNING. DRIVER WAS SITTING IN THE DR SEAT.
10 DTC	F4-11
11 ANYONE INJURED.	NO JUST SCARED.
12 WHEN DID IT HAPPEN	2 WEEKS AGO. CUST TOOK TO TEMPE HONDA. THEY TOLD HIM TO TAKE IT TO US SINCE WE SOLD THE CAR.
13 REFER TO DPSM. SEE IF HE WANTS TO COVER IT OR NOT. PEND TO TROY S AND GARY S	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3100178	RUDYG	12/30/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	C/S SIDE AB DEPLY W/RR DR CLOS	DOOR SLAM?; REFER TO DPSM	
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 54,712
	Remarks / Requestor:		FE Status:

Dealer #: 206654 Dlr Cont: STEVE Serv Ph: (843) 572-4700 Serv Mgr: HOPE NILES Parts Mgr: Dlr Name: STOKES HONDA NORTH 8650 RIVERS AVENUE NORTH CHARLESTO SC 29406 Phone: (843) 572-4700 DPSM: JOHN KERRIGAN Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 8437642182 Zone/Dist: 06M Date	VIN: 1HGCP26308A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21044926 Em Type: KA RO #: 379842 Case Type: Technical W.O. #:	Err: Model: ACCORD Trim: LX WD: Country: USA Trans #: B90A1165226

Tech Line Suggests

12/30/2010 1:15:13 PM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 INSPECTED FOR ANY DAMAGE
- 7 REFER TO DPSM FOR DECISION

Information from Dealer

CUSTOMER STATES THEY CLOSED LEFT REAR DOOR AND THE SIDE AIRBAGS DEPLOYED

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: SRS][KEYWORD:]

CURTAIN, AND AND DRV SEAT A/B DEPLOYES

N

N

LEFT RR HUB CAP IS CRACKED BUT RIM IS OK. ALSO HAS SCRAPES UNDER LF AREA.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3286748	JOHNB	05/14/2012	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DAMAGE AT ROCKER,DOOR GLASS DISLODGED;DPSM
ResIn Source:	None	Date:
Status:	N/A	Mileage: 51,490
Remarks / Requestor:		FE Status:

Dealer #: 207478	TZ: EST	VIN: 1HGCP26388A	Err:
Dlr Cont: WILLIAM	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (508) 651-3033	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: ADAM SHAPIRO		Doors: 4DR	WD:
Parts Mgr: ERIK RICHARDS		Fact: MARYSVILLE	Country: USA
Dlr Name: BERNARDI HONDA 960 WORCESTER ROAD NATICK MA 01760		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21046108	Trans #: B90A1168092
Phone: (508) 651-3033	Fax #: (508) 651-1220	Em Type: KA	
DPSM: DAN ENDERLE	Zone/Dist: 09F	RO #: 801250	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/14/2012 8:31:27 AM JOHNB

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 SRS DEPLOYMENT WILL NEED TO BE REPAIRED;FOLLOW REPAIRS PER S/M RELATIVE TO DEPLOYMENT;PLEASE DIRECT THIS TO YOUR DPSM

8 SIDE CURTAIN AIRBAG DEPLOYS @DR SLAM (REFER TO DPSM) Tech Line Knowledge Base Name: 15701 Issue Date: 16-Jun-2008 Source: HTL-INFO

Information from Dealer

R/SIDE CURTAIN AIRBAG DEPLOYED. SRS DTC F4-11. CUSTOMER STATES AIRBAG DEPLOYED AFTER SHUTTING R/F DOOR. VEHICLE HAS DENTED R/SIDE ROCKER PANEL, BUT DAMAGE LOOKS OLD.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SRS]

YES

NONE

NONE

CUSTOMER CLAIMS JUST SHUTTING THE PASSENGER FRONT DOOR DEPLOYED THE PASS SIDE CURTAIN AIRBAG;THERE IS A DENT IN THE ROCKER BELOW THE DOOR,AND THE DOOR GLASS IS OFF THE TRACKS INSIDE THE DOOR AS WELL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2913276	JOHNB	10/16/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	INSPECT,TAKE PHOTOS;CONTACT DPSM
ResIn Source:	None	Date:
Status:	N/A	Mileage: 22,466
Remarks / Requestor:		FE Status:

Dealer #: 208032	TZ: EST	VIN: 1HGCP26868A	Err:
Dlr Cont: JUAN GOMEZ	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (914) 666-0030	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: STEVE BARBOSA		Doors: 4DR	WD:
Parts Mgr: STEVE BARBOSA		Fact: MARYSVILLE	Country: USA
Dlr Name: MT. KISCO HONDA 650 BEDFORD ROAD BEDFORD HILLS NY 10507		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (914) 666-0030	Fax #: 9146660530	Engine #: K24Z31527664	Trans #: B90A1173185
DPSM: RENA BAEZA	Zone/Dist: 05E	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 85220	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/16/2009 8:15:42 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 PLEASE TAKE PHOTOS OF ALL DAMAGED AREAS;CONTACT YOU DPSM

5 PENDED TO PAULI FOR PEND TO LEGAL

10/16/2009 10:31:41 AM PAULI

6 FRWD COPY>PRO

Information from Dealer

C/S WHEN CLOSING PASSENGER SIDE FRONT DOOR ALL SIDE AIRBAGS DEPLOYED,F4-11

NO

CUSTOMER CLAIMS HE STARTED THE CAR,THEN OPENED THE DOOR FOR HIS GIRLFRIEND,SHUT THE FT PASSENGER DOOR AFTER SHE ENTERED THE CAR,AND THE SIDE CURTAIN AIRBAGS ON THE RT SIDE DEPLOYED;WE INSPECTED THE VEHICLE AND FOUND FRAME DAMAGE,ALSO RT FRONT WHEEL IS SCRAPPED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2882879	DAVIDK	08/17/2009	STEVEN	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY DOOR	8/18: DOOR SLAM?; REPAIRE PER S/M. DPSM	
		ResIn Source: Spoke w/ Dealer	Date: 08/18/2009
		Status: N/A	Mileage: 22,228
		Remarks / Requestor:	FE Status:

Dealer #: 208227	TZ: CST	VIN: 1HGCP26368A	Err:
Dlr Cont: JOSH FUSELIER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (985) 868-4401	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: BRIAN MATHIEU		Doors: 4DR	WD:
Parts Mgr: ERIN ST. GERMAIN		Fact: MARYSVILLE	Country: USA
Dlr Name: BARKER HONDA 1662MARTINLUTHERKINGBL HOUMA LA 70360		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21048016	Trans #: B90A1174042
Phone: (985) 868-4401	Fax #: 9858767694	Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D	RO #: 6746	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/17/2009 1:20:32 PM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 POSS SLAMMING DOOR COULD SET OFF AIR BAG.
REPAIR AS NEEDED FROM S/M. DPSM REVIEW IF
WARR

8/18/2009 9:24:12 AM STEVEN

4

5 ON THE ACCORD IT SEEMS TO BE, SEEM THAT FOR
EVERY 5 CALLS I GET ON THIS ISSUE 4 ARE 08-09
ACCORDS

6 I SUGGEST SO YES

Information from Dealer

PASSENGER GOT OUT OF CAR CLOSED DOOR AND PASS
SIDECURTAIN AIRBAG AND PASS SEAT AIRBAG DEPLOYED.
COD ES F4-11, 61-10, AND 71-10 STORED NO BODY DAMAGE
ON CAR AND NO DAMAGE TO UNDERCARRAGE

NO

DANEL (DPSM), IS THIS A COMMON OCCURANCE?

SO IS THIS SOMETHING WE SHOULD BE TAKING CARE OF?

OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2824453	KEITHC	05/26/2009	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	REFER CUST INSURANCE CO., DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,341
		Remarks / Requestor:	FE Status:

Dealer #: 208247 Dlr Cont: JORGE Serv Ph: (832) 601-4030 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	TZ: CST Training %: Extn:	VIN: 1HGCP26338A [REDACTED] Err: Year: 2008 Model: ACCORD Tran: 5AT Trim: LX Doors: 4DR WD: Fact: MARYSVILLE Country: USA Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21047976 Trans #: B90A1173960 Em Type: KA RO #: 422567 Case Type: Technical W.O. #:

Tech Line Suggests

5/26/2009 7:02:56 AM KEITHC

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 REFER TO DPSM, CUST INSURANCE CO.

Information from Dealer

LEFT SIDE CURTAIN AND SIDE AIR BAG DEPLOYED AFTER SHUTTING DRIVER DOOR

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2912771	CHRISR	10/15/2009	KENE	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; REFER TO DPSM, TECH SENDING PICS
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	18,594
	FE Status:	

Dealer #: 206937	TZ: CST	VIN: 1HGCP26868A	Err:
Dlr Cont: CHARLES	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (205) 556-0191	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JOE BROWNING		Doors: 4DR	WD:
Parts Mgr: JACK SATTERFIELD		Fact: MARYSVILLE	Country: USA
Dlr Name: TOWNSEND HONDA 3121 SKYLAND BLVD EAST TUSCALOOSA AL 35405		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (205) 556-0191	Fax #: 2055567849	Engine #: K24Z31089219	Trans #: B90A1175505
DPSM: VANCE CROCKER	Zone/Dist: 07C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 870944	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/15/2009 10:14:07 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 WAS DOOR SLAMMED?

5 OK, CAN YOU SEND THE PICS TO
TECHLINE@AHM.HONDA.COM

6 REFER TO DPSM FOR FINAL

7 WAS OR IS THERE DAMAGE

8 SEND PICS AND ASK DPSM

10/20/2009 7:44:33 AM KENE

9

10 CONTACT INS CO

Information from Dealer

CUSTR STATES THAT OPENED PASS FRT DOOR ,TOOK OUT KEYS AND SHUT DOOR, WHEN DOOR SHUT,SRS DEPLOYED RT SIDE CURTAIN AND SIDE AIRBAGS.CAR WAS MOTIONLESS WHEN OCCURED. I WAS REQUESTED BY DPSM TO ASK IF A WAY TO DETERMINE IF VEHICLE WAS MOVING OR STILL WHEN DEPLOYED AS CUSTR CONTENTS.

NO

I HAVE SOME PICS THAT A DEALER TOOK 3 MONTHS AGO. THEY MATCH THE CONDITION OF CAR NOW

CUST SAID THE DOOR CLOSED HARD BUT HE DIDNT SLAM IT

OK

THE DEALER 3 MONTHS AGO DECLINED REPAIR BASED ON THEIR PICS

SCRATCHES AND SCUFFS, NOTHING THAT TO ME WOULD DEPLOY OR MAKE DEPLOY EASIER

OK

CUSTOMER STATES THAT WHEN CLOSED RIGHT REAR DOOR THAT AIR BAGS WENT OFF. NO KEY IN THE IGNITION ALL OTHER DOORS CLOSED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3052525	CHRISR	09/02/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	RT SCAB&A/B BLEW AFT DR SLAM	DOOR SLAM?; REFER TO INSURANCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 21,948
		Remarks / Requestor:	FE Status:

Dealer #: 208325	TZ: EST	VIN: 1HGCP26738A	Err:
Dir Cont: THOMAS RYAN	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (954) 764-1100	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: PETER SAXON		Doors: 4DR	WD:
Parts Mgr: ROBERT GUIDO		Fact: MARYSVILLE	Country: USA
Dir Name: HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (954) 764-1100	Fax #: 9543352234	Engine #: K24Z31089641	Trans #: B90A1176260
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 144295	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/2/2010 7:54:49 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 NO KNOWN ISSUES, IF DOOR SLAMMED, REFER TO INSURANCE, ADVISE DPSM

Information from Dealer

CUSTOMER STATES THAT AFTER SLAMMING R/S DOOR ,SIDE CURTAIN AIR BAG AND SIDE AIR BAG DEPLOYED

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT: DRIVING SUPPORT][KEYWORD:]

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2865453	CHRISR	07/14/2009	KENE	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; REFER TO DSM, INSURANCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,274
		Remarks / Requestor:	FE Status:

Dealer #: 207579	TZ: PST	VIN: 1HGCP26358A	Err:
Dlr Cont: GARY MEACHAM	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (253) 922-2673	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: RICK KUPFER		Doors: 4DR	WD:
Parts Mgr: JASON KILLMER		Fact: MARYSVILLE	Country: USA
Dlr Name: HONDA OF FIFE		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
4301 20TH STREET EAST		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
FIFE WA 98424		Engine #: K24Z21049311	Trans #: B90A1179614
Phone: (253) 922-2673	Fax #: 2539221754	Em Type: KA	
DPSM: PETER HOLT	Zone/Dist: 02A	RO #: 377468	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/14/2009 11:31:01 AM CHRISR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 REFER TO DPSM BUT SOUNDS LIKE INSURANCE RELATED.

8/4/2009 1:41:40 PM KENE

5

6 WAS AT ANOTHER DEALER AND WAS TOLD THE CUST SLAMED THE DOOR

Information from Dealer

RIGHT SIDE CURTIAN AND SIDE AIRBAGS DEPLOYED FOR NO APPARENT REASON. CUSTOMER STATED THEY WENT OFF WHILE SLAMMING RIGHT FRONT DOOR

NO

F4-11, NO DAMAGE

OK

EDWARD CRAMBLIT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2811307	KENE	04/27/2009	EDB	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	CUST SLAMMED DOOR; CONTACT INS CO	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 13,153
		Remarks / Requestor:	FE Status:

Dealer #: 207042	TZ: EST	VIN: 1HGCP26308A	Err:
Dir Cont: JEFF WHITT	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (336) 785-3380	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: KELLY MOORE		Doors: 4DR	WD:
Parts Mgr: FRANK PARRO		Fact: MARYSVILLE	Country: USA
Dir Name: FLOW HONDA		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
2600 PETERS CREEK PKWY		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
WINSTON-SALEM NC 27127		Engine #: K24Z21049358	Trans #: B90A1179631
Phone: (336) 785-3380	Fax #: 3367840067	Em Type: KA	
DPSM: DANIEL MAY	Zone/Dist: 06K	RO #: 589033	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/27/2009 12:08:07 PM KENE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CUST TO CONTACT INS CO

11/27/2012 11:57:05 AM EDB

4 COPY SENT TO KAREN GLYNN - HNA LEGAL

Information from Dealer

COSTOMER SAYS SHE SHUT THE DOOR & BOTH
PASSENGER SIDE AIRBAGS DEPLOYED

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2806979	CHRISV	04/17/2009	CHRISV	2

Code	Original Complaint	Probable Cause/Solution	
P 8780	PASS SIDE AIRBAG DEPLOYED	4/29: CUST SLAMMED THE DR	
		ResIn Source: Spoke w/ Dealer	Date: 04/29/2009
		Status: N/A	Mileage: 20,008
		Remarks / Requestor:	FE Status:

Dealer #: 208495 Dir Cont: ANGIE Serv Ph: 870-932-1468 Serv Mgr: CHRISTOPHER GARLINGHOUSE Parts Mgr: CHRISTOPHER GARLINGHOUSE Dir Name: HONDA OF JONESBORO 2925 S. CARAWAY ROAD JONESBORO AR 72401 Phone: (870) 932-1468 DPSM: CHRISTINE LANE Previous Dealer/Contact 206856 DOYLE SMITH 04/17/2009	TZ: CST Training %: Extn: Fax #: Zone/Dist: 07A Date	VIN: 1HGCP26368A [REDACTED] Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21049873 Em Type: KA RO #: 360000 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: LX WD: Country: USA Trans #: B90A1181355

Tech Line Suggests

4/17/2009 8:21:46 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 NO

5 WHEN IT GETS THERE INSPECT THE UNDERSIDE FOR DAMAGE, ASK IF THEY SLAMMED THE DR

4/29/2009 12:50:54 PM CHRISV

6 NEW DEALER

7

8 NO. IF THE CUST SLAMMED THE DR HARD ENOUGH IT CAN CAUSE THIS. INFORM THE DPSM, IF NO GOODWILL THEN ITS UP TO THE CUST

Information from Dealer

PASSENGER SIDE CURTAIN AIR BAGS WENT OFF. WILL OTHER BAGS DEPLOY IF CUSTOMER DRIVES IT IN AND HAS A WRECK?

NO

CUST IS ABOUT 1 HOUR AWAY, IF THEY DRIVE IT AND GET IN A WRECK WILL THE OTHER BAGS DEPLOY

OK THANKS

CUST CAME IN STATING THAT AIRBAGS BLEW WHEN PASS. GOT OUT OF VEHICLE AND SLAMMED DOOR, INSPECTED VEHICLE FOUND NO IMPACT DAMAGE. PASS. SIDE CURTAIN AIRBAGS FRONT AND REAR BLOWN, PASS SEAT AIR BAG BLOWN. CUST. INSURANCE ADJUSTER CAME BACK TO INSPECT AND TOLD US THAT THEY WOULD NOT COVER BECAUSE THEY (HER INSURANCE COMPANY) SAID THEY HAVE SEEN A PROBLEM WITH HONDA'S SENSORS BEING TO SENSITIVE. DPSM ADVISED ME TO CONTACT TECH LINE TO SEE IF THERE ISA PROBLEM OR WHAT COULD HAVE CAUSED THIS.

IS THERE A INVESTIGATION FOR THIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2875842	GARYR	08/03/2009	GARYR	3

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	PASS SLAMMBED DOOR, DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 32,269
		Remarks / Requestor:	FE Status:

Dealer #: 206856	TZ: CST	VIN: 1HGCP26368A	Err:
Dir Cont: DOYLE SMITH	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (901) 795-5900	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JERRY FULKERSON JR		Doors: 4DR	WD:
Parts Mgr: DAVID PAIRMORE		Fact: MARYSVILLE	Country: USA
Dir Name: AUTONATION HONDA MENDENHALL 2785 SO. MENDENHALL RD MEMPHIS TN 38115		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21049873	Trans #: B90A1181355
Phone: (901) 795-5900	Fax #: 9013674979	Em Type: KA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	RO #: 366635	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/3/2009 2:39:14 PM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 I DON'T KNOW FOR SURE BUT NORMALLY IT IS G-FORCE. DID THE CUSTOMER GET A LETTER FOR C/R. REFER TO DPSM FOR CALL

8/4/2009 9:18:56 AM GARYR

5 CB

6 SIDE IMPACT SENSOR IS A G-FORCE TYPE. IT IS THE DPSM'S CALL FOR GOODWILL OR CUST PAY

Information from Dealer

SOMEONE SLAMMED THE RIGHT FRONT DOOR AND THE SIDE CURTAIN AND PASSENGER SEAT AIRBAGS DEPLOYED.

NO

BUZZ, 901 553-1936 INSURANCE COMPANY WANTS TO KNOW WHAT THE CRITERIA FOR THE SIDE BAGS AND CURTAIN IS.

I WILL CHK

BUZZ

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2669018	KEITHC	08/13/2008	RUDYG	3

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	IMMACULATE DEPLOYMENT?; DPSM TO GOODWILL
	ResIn Source:	None Date:
	Status:	N/A Mileage: 3,460
	Remarks / Requestor:	FE Status:

Dealer #: 207967	TZ: CST	VIN: 1HGCP26328A	Err:
Dir Cont: MINH BURRELL	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (901) 255-3700	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: ABDUL JONES		Doors: 4DR	WD:
Parts Mgr: SHAUN WATSON		Fact: MARYSVILLE	Country: USA
Dir Name: WOLFCHASE HONDA 2982 N. GERMANTOWN RD. BARTLETT TN 38133		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21050416	Trans #: B90A1182113
Phone: (901) 255-3700	Fax #: 9012553785	Em Type: KA	
DPSM: CHRISTINE LANE	Zone/Dist: 07A	RO #: 227574	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/13/2008 11:51:37 AM	KEITHC	
1 ORIGINAL COMPLAINT		WHEN PASS DOOR WAS SHUT BOTH SIDE CURTAIN AND RIGHT SEAT AIR BAG DEPLOYED
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 REFER TO CUST INSURANCE CO.		
8/13/2008 12:50:25 PM	KENE	
4		MIKE
5		CUST SAYS SHE DID NOT SLAM THE DOOR
6 WE JUST DONT SEE THE AIR BAGS DEPLOY BY THEM SELVES		
8/15/2008 3:14:42 PM	RUDYG	
7 08/15/2008 03:17:19 PM RUDYG		(CHRIS, DPSM) I NEED SOME HELP ON THIS. CUST IS HOT AND WANT CAR BOUGHT BACK NOW. SHE SWEARS SHE HIT NOTHING AND DIDN'T SLAM DOOR
8 I HAVE NEVER SEEN ANY ISSUES WITH SRS A/B'S DEPLOYING WITHOUT SOME SORT OF IMPACT. DOOR SLAM MIGHT CAUSE IT. I WOULD INSPECT VEH AND IF NO SIGNS OF DAMAGE ON RIGHT SIDE I WOULD COVER REPAIRS		I HAVE INSPECTED CAR AND IT IS CLEAN, NO SIGNS OF DAMAGE
9 RECOMMEND COVERING REPAIRS		SHOULD I GOODWILL OR USE WARR?
10 I WOULD USE GOODWILL, ONLY BECAUSE WE DO NOT WANT TO COVER UNDER WARR AS A DEFECT. ACTUAL CAUSE OF DEPLOYMENT IS UNKNOWN. WE ARE COVERING REPAIRS AS A GOODWILL GESTURE TO CUST WITHOUT ADMITTING FAULT. SINCE WE CANNOT SEE ANY DAMAGE WE ARE GIVING CUST THE BENEFIT OF THE DOUBT		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2704898	DAVIDK	10/14/2008	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	LOW THRESHLD DEPLOY	DOOR SLAM?; DPSM REVIEW KB 15701	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 2,116
		Remarks / Requestor:	FE Status:

Dealer #: 206917	TZ: CST	VIN: 1HGCP25388A	Err:
Dir Cont: JUSTIN ROBB	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (414) 328-3500	Extn:	Tran: 5MT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr: JON MERKEL		Fact: MARYSVILLE	Country: USA
Dir Name: SCHLOSSMANN'S HONDA CITY 3450 SO. 108TH STREET MILWAUKEE WI 53227		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21051772	Trans #: 88E58009827
Phone: (414) 328-3500	Fax #: 4143283531	Em Type: KA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08D	RO #: 351627	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

10/14/2008 10:54:56 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 NOT A KNOWN PROBLEM. POSS DOOR SLAMED HARD ENOUGH IT COULD DEPLOY, HAVE DPSM PHOTO CAR FOR DAMMAGE

5 CB TO DPSM WAYNE

6 WE HAVE SEEN A FEW OF THESE. REC INSPECT CAR AND PHOTO ANY DAMMAGE. REF TO INSURANCE IF FOUND. IF NOT WOULD CONSIDER HELP (KB 15701)

Information from Dealer

RIGHT SIDE CURTAIN AIRBAG AND R. SIDE AIRBAG WENT OFF WHEN DOOR WAS CLOSED, NO BODY DAMAGE, DTC F4-11 STORED

NO

DPSM WANTED TO KNOW IF THERE IS A KNOWN PROBLEM WITH THIS.

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3200437	JOHNB	09/28/2011	TROYS	2

Code	Original Complaint	Probable Cause/Solution
P 8780	RT>SIDE AIRBAGS DEPLOYED SELF	DEPLOYED SHUTTING DOOR;CONTACT DPSM/ZONE
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	60,178
	FE Status:	

Dealer #: 207291	TZ: CST	VIN: 1HGCP26348A	Err:
Dir Cont: MIKE FRYE	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (423) 245-9141	Extn:	Tran: 5AT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: PHIL BACHMAN HONDA 2217 E. STONE DR. KINGSPORT TN 37660		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21051694	Trans #: B90A1185578
Phone: (423) 245-9141	Fax #: 4232451070	Em Type: KA	
DPSM: ALAN CUNNINGHAM	Zone/Dist: 07B	RO #: 042939	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/28/2011 1:27:05 PM	JOHNB
1 ORIGINAL COMPLAINT	CUSTOMER STATES HE SHUT RF DOOR & AIR BAG WENT OFF
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:] [KEYWORD: SRS]
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	CUSTOMER CLAIMS THEY SIMPLY SHUT THE RT SIDE FRONT DOOR AND THE SIDE AIRBAGS ON THE RT SIDE DEPLOYED;NO OTHER INFO SUPPLIED BY CUSTOMER
7 SORRY,NO KNOWN ISSUES AT THIS TIME;PLEASE CONTACT DPSM/ZONE	
8 PENDED FYI TO SME:GARYS	
9 PENDED TO: TROYS	
10 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY) Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO	
9/29/2011 9:55:32 AM	TROYS
11 PEND TO GS	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2901849	RUDYG	09/23/2009	PAULI	2

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY DRV SIDE	IMPACT?; INSPECT UNDERCARRIAGE, REFER TO DPSM
ResIn Source:	None	Date:
Status:	N/A	Mileage: 19,283
Remarks / Requestor:		FE Status:

Dealer #: 208279	TZ: PST	VIN: 1HGCP26388A	Err:
Dlr Cont: ALAN MILLER	Training %:	Year: 2008	Model: ACCORD
Serv Ph: (541) 296-2271	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: JEFFREY RENARD		Doors: 4DR	WD:
Parts Mgr: MICHAEL SWARTZ		Fact: MARYSVILLE	Country: USA
Dlr Name: GRIFFITH HONDA 1800 WEST 6TH ST THE DALLES OR 97058		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K24Z21052003	Trans #: B90A1186361
Phone: (541) 296-2271	Fax #: 5412961835	Em Type: KA	
DPSM: JASON RUST	Zone/Dist: 02C	RO #: 193178	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/23/2009 11:26:16 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 NO KNOWN ISSUES WITH THIS, INSPECT FOR ANY DAMAGE ON DRVR SIDE OF VEH. IF NONE FOUND, DPSM MAKES THE CALL REGARDING COVERAGE

4 IF MARKS FOUND, REFER TO CUST INSURANCE CO

9/23/2009 4:40:11 PM PAULI

5 FRWD COPY TLC>HNA

Information from Dealer

WIND GUST CAUGHT DRIVERS DOOR AND SLAMED IT SHUT CAUSING SIDE AIR BAG AND SIDE CURTIN TO DEPLOY-
DISTRIC REP WANTS REF #

NO

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2870329	JOHNB	07/23/2009	KENE	2

Code	Original Complaint	Probable Cause/Solution
P 8781	CUST SLAMD DR;SDE AIRBGS	CUST CLAIMS FROM SLAMMING DOOR,BUT FT WHEEL
	ResIn Source:	None
	Status:	N/A
	Remarks / Requestor:	
	Date:	
	Mileage:	21,219
	FE Status:	

Dealer #: 207577 Dir Cont: MIKE STANLEY Serv Ph: (678) 957-5000 Serv Mgr: KAM CHEUNG Parts Mgr: Dir Name: GWINNETT PLACE HONDA 3325 SATELLITE BLVD. DULUTH GA 30096 Phone: (678) 957-5000 DPSM: CORY ROMONOSKY Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 6789575085 Zone/Dist: 07E Date	VIN: 1HGCP26488A Year: 2008 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR LX-P 4CYL 177.0 HP 2.4 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: K24Z21052081 Em Type: KA RO #: 18082 Case Type: Technical W.O. #:
		Err: Model: ACCORD Trim: LX-P WD: Country: USA Trans #: B90A1186391

Tech Line Suggests

Information from Dealer

7/23/2009 8:02:39 AM 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 4 CONTACT DPSM;WILL NEED STANDARD AND PROPER DEPLOYMENT REPAIR 8/3/2009 7:08:38 AM 5 6 CONTACT INS CO	JOHNB CUSTOMER SAYS AIR BAGS WENT OFF AFTER SLAMMI8NG DOOR NO SRS CODE F4-11;CUSTOMER ADMITS THEY SLAMMED THE PASSENGER FRONT DOOR AND THE SIDE AIRBAGS WENT OFF;BUT VEHICLE ALSO HAS RIGHT FRONT WHEEL DAMAGE,SO VEHICLE HIT SOMETHING;THE DAMAGE IS A FAIRLY GOOD AMOUNT ON THE WHEEL KENE PASS SIDE SEAT AND SIDE CURTAIN AIR BAGS DEPLOYED AFTER CLOSING R/F DOOR MATTHEW MIZE D111267 207174

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3329213	MARKP	09/08/2012	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 8780	TENSION BLEW WITH DOOR SHUT	KB5143; CUST CAUSE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 86,126
		Remarks / Requestor:	FE Status:

Dealer #: 208471	TZ: EST	VIN: 1HGCP268X8A	Err:
Dlr Cont: BILL JOHNSON	Training %:	Year: 2008	Model: ACCORD
Serv Ph:	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: RYAN CAMMARATA		Doors: 4DR	WD:
Parts Mgr: KEVIN LAVALLEE		Fact: MARYSVILLE	Country: USA
Dlr Name: PRIME HONDA-SACO 754 PORTLAND ROAD SACO ME 04072		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (207) 282-0900	Fax #: 207-2822719	Engine #: K24Z31531140	Trans #: B90A1190984
DPSM: JOE ROSE	Zone/Dist: 09J	Em Type: KL	
Previous Dealer/Contact	Date	RO #: 71732	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/8/2012 9:56:23 AM MARKP

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6 COULD HAVE BEEN SLAMMED TO HARD WHILE CAR WAS RUNNING

Information from Dealer

CUSTOMER STATES CLOSED PASSENGERS FRONT DOOR WITH WINDOW DOWN AND FRONT PASSENGERS SEAT AIR BAG DEPLOYED. INSPECTED CAR FOR ANY OTHER CAUSES AND NONE FOUND. ALSO HAS ALL VIN TAGS.

[MODEL: ACCORD][YEAR: 2008][PUBID: 0][SUBJECT:]
[KEYWORD: SIDE AIR BAG]

Y

N

N

OK

PE14-004

HONDA

3/28/2014

Q4

2009 ACCORD CUSTOMER
COMPLAINTS

Spool Report

Run Date : 02/21/2014

Case Details

Case ID : N012011-06-1501262 Division : Honda - Auto Condition : Closed Open Date : 6/15/2011 11:27:29 AM
Case Originator : Rio Wardana (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2011 10:17:51 AM
Case Owner : Gus Songg (Team HF) Method : Phone Queue : Days Open : 26
Last Closed By : Gus Songg (Team HF) Point of Origin : Customer Wipbin :
Case Title : - AIRBAG DEPLOYMENT NO IMPACT? No. of Attachments : 0

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : RAEFORD, NC
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208506 / STEVE JONES HONDA
Phone No. : 910-692-2111
Address : 11045 US HWY. 15-501
City / State / Zip : ABERDEEN, NC 28315
Svc District / Sls District : 06L / F06
Warranty Labor Rate / Date : \$85.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-1501262-1 -	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : 301
VIN Type / No. : US VIN / 1HGCP26319A
Model / Year : ACCORD / 2009
Model ID / Product Line : CP2639EW / A
Miles / Hours :
In Service Date : 09/09/2008
Months In Use : 33
Engine Number : K24Z22006054
Originating Dealer No. / Name : 208207 / POHANKA HONDA OF SALISBURY
Selling Dealer No. / Name : 208207 / POHANKA HONDA OF SALISBURY
Trim : LX
No. Of Doors : 4
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 :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : N012011-06-1501262-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gus Songg	Type 1 : Product	Status : Subcase Close	Open Date : 6/16/2011 6:23:51 AM
Issue Owner : Gus Songg	Type 2 : Operation	Queue :	Close Date : 7/11/2011 10:17:51 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-06-1501262

Case Title : 06M [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT?

*** CASE CREATE 6/15/2011 11:27:29 AM, rwardana

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 6/15/2011 11:36:25 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 6/15/2011 11:42:59 AM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 6/15/2011 11:43:08 AM, rwardana

into WIP default and Status of Solving.

*** NOTES 6/15/2011 11:43:14 AM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Best contact number: [REDACTED].

Customer does not have mileage of the vehicle.

Customer stated that the front passenger side airbag on her 2009 Accord had just deployed after she had shut the passenger door of her vehicle. Customer advised this occurred today at 1 PM NC time. Customer stated that this has never happened before. Customer stated that she was advised by her mother to call ACS in regards to this matter. Customer stated the vehicle seems to have no problems prior to the incident.

ACS advised the customer that we want to have the situation reviewed as soon as possible. ACS advised the customer to take the vehicle into a dealer, and customer states she is planning to take the vehicle into Steve Jones Honda for inspection. ACS advised the customer that her case will be reviewed by a CM in order to ensure that we would best be able to address the vehicle's problem.

Customer was provided with her case number.

*** CASE MODIFY 6/15/2011 11:43:25 AM, rwardana

into WIP default and Status of Solving.

*** CASE DISPATCH 6/15/2011 11:43:44 AM, rwardana

from WIP default to Queue Honda Team F.

*** CASE YANKED 6/15/2011 11:51:07 AM, jstjepan

Yanked by jstjepan into WIPbin default.

*** CASE DISPATCH 6/15/2011 11:55:34 AM, jstjepan

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 6/15/2011 12:13:51 PM, gsongg

from Queue Honda Team F to WIP DEFAULT.

*** COMMIT 6/16/2011 6:21:21 AM, gsongg, Action Type : N/A

Made to [REDACTED] due 06/21/2011 06:21:31 AM.

CLOSE CASE NO CONTACT

*** NOTES 6/16/2011 6:21:34 AM, gsongg, Action Type : Call to Customer

Left message, advised the customer that their concern with the vehicle is currently under review. Provided case manager contact information.

Customer advised that there are no guarantees of a final outcome, and that the car needs to be

Case History

Case ID : N012011-06-1501262

Case Title : 06M [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT?

Advised customer call back on 21JUN2011

*** COMMIT 6/16/2011 6:22:04 AM, gsongg, Action Type : N/A

Made to [REDACTED] due 06/19/2011 06:22:08 AM.

DCS Follow-Up, inspected?

*** NOTES 6/16/2011 6:23:15 AM, gsongg, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/19/2011

This customer contacted our office regarding the following issue(s): Airbag deployment

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Customer contacted ACS to say her airbag deployed after she shut the car door, customer referred to your dealership for inspection of the automobile.
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.

Gus Songg

Automobile Customer Service

*** SUBCASE N012011-06-1501262-1 CREATE 6/16/2011 6:23:51 AM, gsongg

Created in WIP Default with Due Date 6/16/2011 6:23:51 AM.

*** CASE MODIFY 6/16/2011 6:24:05 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/16/2011 6:24:08 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/16/2011 6:24:15 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 6/16/2011 6:24:31 AM, gsongg

Fulfilled for [REDACTED] due 06/19/2011 06:22:08 AM.

*** CASE MODIFY 6/16/2011 6:24:44 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/16/2011 6:24:51 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/16/2011 6:24:56 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** NOTES 6/21/2011 12:05:59 PM, gsongg, Action Type : Call to Customer

[REDACTED], Left message, advised the customer that their concern with the vehicle is currently under review. Provided case manager contact information.

Customer advised that there are no guarantees of a final outcome, and that the car needs to be inspected by a Honda dealership first.

Advised customer CM would next attempt a contact by mail.

*** CASE MODIFY COMMITMENT 6/21/2011 12:06:27 PM, gsongg

with [REDACTED] due 06/28/2011 06:21:31 AM.

*** CASE MODIFY 6/21/2011 12:16:40 PM, gsongg

Case History

Case ID : N012011-06-1501262

Case Title : 06M [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT?

into WIP 6M- Gary Polley (temp) and Status of Solving.

*** NOTES 6/21/2011 12:19:45 PM, gsongg, Action Type : Letter/Fax

June 21, 2011

[REDACTED]
Raeford Nc [REDACTED]

Re: VIN 1HGCP26319A [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2009 Honda Accord.

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117754, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.Gus S.
Automobile Customer Service
File No. CASE ID: N012011-06-1501262

*** CASE MODIFY 6/22/2011 1:30:32 PM, gsongg

into WIP 6M- Gary Polley (temp) and Status of Solving.

*** NOTES 6/23/2011 11:02:44 AM, gsongg, Action Type : Call from Customer

Customer left VM explaining her number is 9108756696

*** NOTES 6/24/2011 9:14:06 AM, jward, Action Type : Call from Dealer

SM Mark called to speak with RCM. ACS transferred SM to RCMs line.

*** NOTES 6/24/2011 9:23:20 AM, gsongg, Action Type : Call from Dealer

SM Contacted CM he explained that the vehicle does have over spray and tape marks and that this vehicle for sure has been in a collision, he explained this customer is likely a new or second owner.

PID	VIN	FINCOMP	DLRID	CURROW	TRXDATE	PURCHAMT	PURCHNEW	PAYMETH	FINTERM
FINENDDT	FINRATE	DOWNPAY	MON						
A49646601	1HGCP26319A [REDACTED]	.NULL.	.NULL.	Y	04/13/2011 12:00:00 AM	.NULL.	N	.NULL.	
.NULL.	.NULL.	.NULL.	.NULL.						
998481082	1HGCP26319A [REDACTED]	.NULL.	208207	N	09/09/2008 12:00:00 AM	0	Y	.NULL.	

Case History

Case ID : N012011-06-1501262

Case Title : 06M [REDACTED] - AIRBAG DEPLOYMENT NO IMPACT?

.NULL. .NULL. 0 .NULL.

explained to SM that a CAR FAX report should be done for the car, SM explained the carFAX report will be forwarded to CM.

*** CASE MODIFY 6/24/2011 9:23:40 AM, gsongg

into WIP 6M- Gary Polley (temp) and Status of Solving.

*** CASE MODIFY COMMITMENT 6/27/2011 2:04:07 PM, gsongg

with [REDACTED] due 07/05/2011 06:21:31 AM.

*** NOTES 7/5/2011 9:39:14 AM, dchavez, Action Type : Call from Customer

Customer called in and she states that she received a carfax for the vehicle and wants to know what the R21 is.

I explained that it is an accessory that goes on the front of the vehicle

It is usually black and made of leather

She states that she does not have this on her vehicle and I stated that this would not apply

I also explained that this accessory would not cause the airbag to deploy

She wanted to know if her CM is available. I checked and show that he is not in the office at this time

She states that she left him a message already and will wait for his call back to her

Nothing further was needed

*** NOTES 7/11/2011 10:17:18 AM, gsongg, Action Type : Call to Customer

9108756696, left message for customer explained that the dealership did find damage from a collision and that customer should refer to the person who sold her this automobile in this condition, explained that case will be closed based on this information, requested a call back with any questions.
case closed vehicle has impact damage.

*** SUBCASE N012011-06-1501262-1 CLOSE 7/11/2011 10:17:51 AM, gsongg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/11/2011 10:17:51 AM, gsongg

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/21/2014

Case Details

Case ID : N012014-02-1000880	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2014 7:29:24 AM
Case Originator : Yesenia Rios (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/10/2014 7:47:59 AM
Case Owner : Yesenia Rios (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yesenia Rios (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - AIR BAG DEPLOYMENT W/OUT IMPACT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : RAEFORD, NC [REDACTED]
 E Mail : DECLINED
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 301
 VIN Type / No. : US VIN / 1HGCP26319A [REDACTED]
 Model / Year : ACCORD / 2009
 Model ID / Product Line : CP2639EW / A
 Miles / Hours : 1
 In Service Date : 09/09/2008
 Months In Use : 65
 Engine Number : K24Z22006054
 Originating Dealer No. / Name : 208207 / POHANKA HONDA OF SALISBURY
 Selling Dealer No. / Name : 208207 / POHANKA HONDA OF SALISBURY
 Trim : LX
 No. Of Doors : 4
 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 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-1000880-1 / [REDACTED] -	Subcase Close	Product	Accident/Injury	751	Side Airbag

Spool Report

Run Date : 02/21/2014

Issue Details

Issue ID : N012014-02-1000880-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yesenia Rios	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2014 7:47:05 AM
Issue Owner : Yesenia Rios	Type 2 : Accident/Injury	Queue :	Close Date : 2/10/2014 7:47:13 AM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-02-1000880

[REDACTED] - AIR BAG DEPLOYMENT W/OUT IMPACT

*** CASE CREATE 2/10/2014 7:29:24 AM, yrios

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/10/2014 7:45:28 AM, yrios

into WIP default and Status of Solving.

*** SUBCASE N012014-02-1000880-1 CREATE 2/10/2014 7:47:05 AM, yrios

Created in WIP Default with Due Date 2/10/2014 7:47:05 AM.

*** SUBCASE N012014-02-1000880-1 CLOSE 2/10/2014 7:47:13 AM, yrios

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/10/2014 7:47:54 AM, yrios, Action Type : Call from Customer

ACS verified and updated customer's information.

The customer's best contact number is: [REDACTED].

The customer contacted ACS in regards to their 2009 Honda Accord. Customer states in 2011 the passenger side air bag deployed. States she was sitting in the driver side seat and her friend was in the passenger side seat. States when she got off and she close the door the air bag deployed on its own. States she called AHM (case# N012011-06-1700403) and there was no air bag recalls. States she never got the vehicle repair because she was quoted \$1,000.00. States they contacted her insurance Progressive who advised they cannot do anything because the vehicle was not involve in an accident. Customer said she saw on the news about the 2008 air bag recalls and seeks to know if AHM can help with the repair cost.

ACS apologized and empathized with the customer. ACS advised the customer there is no recalls under her vehicle. Advised the case was review by a CM in 2011 and the position will remain the same. Customer understood and no further assistance needed.

*** CASE MODIFY 2/10/2014 7:47:57 AM, yrios

into WIP default and Status of Solving.

*** CASE CLOSE 2/10/2014 7:47:59 AM, yrios

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/21/2014

Case Details

Case ID : N012012-03-1500294 Division : Honda - Auto Condition : Closed Open Date : 3/15/2012 8:14:27 AM
Case Originator : Angue Perez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/28/2012 10:25:42 AM
Case Owner : David Mendoza (Team HC) Method : Phone Queue : Days Open : 13
Last Closed By : David Mendoza (Team HC) Point of Origin : Customer Wipbin :
Case Title : 3H [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : 2 [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : KINGWOOD, TX [REDACTED]
E Mail : NA
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 207805 / STERLING MCCALL HONDA
Phone No. : 281-358-8880
Address : 22575 HIGHWAY 59 NORTH
City / State / Zip : KINGWOOD, TX 77339
Svc District / Sls District : 03C / C03
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-03-1500294-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGCP26369A [REDACTED]
Model / Year : ACCORD / 2009
Model ID / Product Line : CP2639EW / A
Miles / Hours : 37,000
In Service Date : 07/14/2009
Months In Use : 32
Engine Number : K24Z22035735
Originating Dealer No. / Name : 208343 / LUMBERTON HONDA
Selling Dealer No. / Name : 208343 / LUMBERTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : BE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Spool Report

Run Date : 02/21/2014

Issue Details

Issue ID : N012012-03-1500294-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 3/16/2012 9:42:59 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 3/27/2012 10:47:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Operates as Designed
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-03-1500294

3H ([REDACTED]) - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

*** CASE CREATE 3/15/2012 8:14:27 AM, aperez2

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 3/15/2012 8:16:44 AM, aperez2

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2012 8:32:05 AM, aperez2

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2012 8:32:20 AM, aperez2

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2012 8:32:34 AM, aperez2

into WIP default and Status of Solving.

*** NOTES 3/15/2012 8:32:43 AM, aperez2, Action Type : Call from Customer

I verified the customers info.

The best contact number is: [REDACTED].

The customer called stating that about a week and a half ago he was driving his wife and son. He stated that his 11 year old son was sitting in the front passenger seat. He stated that the vehicle was in a stand still and on drive while his son was getting out of the vehicle. As soon as his son got out and closed the door he and his wife heard a loud noise and the side passenger curtain air bags deployed. This happened during the day as the vehicle was stopped. He stated that they have never been in an accident with this vehicle. He stated that his other vehicle was in the shop for new tires and waited a couple days to take the 2009 Accord to the dealer because his wife needed transportation. He stated that he took it to the STERLING MCCALL HONDA and when he spoke to the SA, Steve he told him that there was no accident and if they can please inspect the side curtain air bags that deployed to see what failed. He stated that he received a call from the SA who stated that they found scratches on the bottom of the vehicle but did not provide diagnosis information for the side air bags. He stated that he then spoke to SM, Darryl Tucker who told him that they cannot inspect or replace the air bag without AHM approval. He stated that the repair may cost him about \$3000 but they cannot do anything until AHM gets involved. The customer stated that the SM provided the AHM contact number. He stated that the vehicle is still at the dealer and the SM told him that he will contact a Honda rep as well. He stated that he a law enforcement officer and knows that the dealer can inspect the air bags and determine the failure. He is seeking assistance from AHM. He stated that this is the first time he takes his vehicle to

ACS empathized with the customers concern and stated that his concern has been documented and his request for repair assistance will be sent to a case manager and will be contacted by a case manager in 1-2 business days. ACS advised that all requests are reviewed on a case by case basis and there is no guarantee in providing assistance. ACS provided the customer with #N012012-03-1500294. The customer understood and required no further assistance.

*** CASE MODIFY 3/15/2012 8:32:44 AM, aperez2

into WIP default and Status of Solving.

*** CASE DISPATCH 3/15/2012 8:33:02 AM, aperez2

from WIP default to Queue Honda Team C.

*** CASE MODIFY 3/15/2012 8:33:04 AM, aperez2

into WIP default and Status of Solving.

*** NOTES 3/15/2012 8:34:02 AM, aperez2, Action Type : Call from Customer

Customer stated that no one was injured during the side curtain air bag deployment.

Case History

Case ID : N012012-03-1500294

Case Title : 3H (STERLING MCCALL) [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

*** CASE ASSIGN 3/15/2012 10:14:16 AM, ksulliva

N012012-03-1500294 to dmendoza, WIP

*** CASE RULE ACTION 3/15/2012 10:14:16 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012012-03-1500294-1 CREATE 3/16/2012 9:42:59 AM, dmendoza

Created in WIP Default with Due Date 3/16/2012 9:42:59 AM.

*** NOTES 3/16/2012 10:09:14 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Darrel. I advised the SM that I'm calling to discuss the customer. The SM is familiar with him. The SM states that the customer has said that his son slammed the passenger door and the side curtain airbag went off.

The customer has indicated that he's researched the issue online and he's seen several similar cases. The customer told the SM that he, the customer, spoke to someone from ACS yesterday and she said ACS sees this happen some times and they'll have the DPSM inspect the vehicle. The SM has contacted the DPSM and the earliest that he'll be able to look at the vehicle is next Tuesday. The SM states that their initial investigation pulled deployment codes that indicate an impact occurred and as such AH will not take part in the cost of the repair. They reviewed the codes with tech line. The SM states that there are fresh markings on the undercarriage on the side of the vehicle. The customer has indicated that those happened last January and not at the time of deployment. The customer believes that there is crash data available that will indicate that the vehicle was sitting still and not moving when the airbags deployed. The SM states that Tech Line has talked to the dealership about this and indicated that there is no "freeze frame" data available for the event. The SM states that the repair will be a few thousand dollars. The customer has been made aware of the DPSM's visit next Tuesday and the vehicle is still at the dealership. I thanked the SM for the update and the call ended.

*** NOTES 3/16/2012 10:50:50 AM, dmendoza, Action Type : Call to Customer

I called the customer at 281-687-9843. The customer states that he'd like me to call him back at 281-312-6712. I agreed. The call ended.

*** NOTES 3/16/2012 10:51:01 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. The customer states that about a week ago he pulled in to a parking lot and his son got out of the front passenger's seat. When his son closed the door the passenger side curtain airbag deployed. The customer states that this happened between the 7th and the 9th of March this year. He doesn't know the time but it was near late evening. The deployment occurred in Kingwood, TX. No one was injured. The customer was still wearing a seatbelt at the time. The customer's wife was wearing a seatbelt in rear driver's side seat as well. The side curtain airbags deployed on the passengers' side of the vehicle and the side airbags did not. The vehicle is drivable at this point. The vehicle is at Sterling McCall Honda. The customer states that no other vehicles were involved in the deployment. The customer states that the vehicle was operating "perfectly fine" before and when the airbags deployed. The customer states that it was dark out but the weather was "clear". The customer states that he's never seen airbags deploy by a door closing. The customer states that there is no damage to the right side of the car. The customer feels that the airbag shouldn't have deployed in this situation. The customer has not notified his insurance carrier. I advised the customer that it's up to him but I recommend that he do so. The customer states that he's primarily working with the SM, Darrel Tucker, at Sterling McCall Honda. No police report was filed at the time of the deployment. The customer states that he regularly maintains the vehicle at IRFs. He has his service records. The customer's main concern is that in all of his experience the airbag never should have deployed. The customer states that he reconstructs accidents for "CSI". The customer feels that this was a manufacturer's defect. The customer states that the SM at his dealer told him that there was damage to the undercarriage of the vehicle. He states that he doesn't feel that undercarriage damage should ever cause airbags to deploy.

The customer would like the vehicle inspected and he'd like AH to pull information from the EDR. He'd like ACS to pull panels off of the airbag sensors to see what's going on because it will be found that they're not crushed. I advised the customer that ACS isn't a technical center so I can't discuss what would and wouldn't be looked at during the inspection. The customer states that he would like his airbags fixed and he'd like a thorough inspection performed so that he knows that this won't happen again. I advised the customer that I'm in the information gathering stages at this point so I can't guarantee anything.

I advised him that I spoke to his dealership and they've arranged for a DPSM inspection next Tuesday. The customer understood. We agreed on a follow up date of 3/21/12. The call ended.

Case History

Case ID : N012012-03-1500294

Case Title : 3H (STERLING MCCALL) - [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

*** CASE MODIFY 3/16/2012 10:51:05 AM, dmendoza

into WIP default and Status of Solving.

*** COMMIT 3/16/2012 10:51:07 AM, dmendoza, Action Type : N/A

CF 3J

*** CASE MODIFY 3/16/2012 10:51:20 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 3/19/2012 10:48:51 AM, dmendoza, Action Type : Field Service

I called the 3H DPSM. I advised the DPSM that I'm calling to discuss the customer. The DPSM is familiar with him. The DPSM confirmed that he is going to inspect the vehicle tomorrow. He asked if this was the vehicle that had undercarriage damage. I advised him that it is. The DPSM states that his understanding is that it looks like point of impact is complimentary to one of the sensors. The SM states that he'll work with one of the master techs in the area when he inspects the vehicle. I thanked the DPSM for the help and the call ended.

*** CASE MODIFY 3/19/2012 10:56:58 AM, dmendoza

into WIP "While I was out" and Status of Solving.

*** CASE FULFILL 3/19/2012 10:57:02 AM, dmendoza

Fulfilled for [REDACTED] due 03/19/2012 05:00:00 PM.

*** COMMIT 3/19/2012 10:57:03 AM, dmendoza, Action Type : N/A

3H? \ CC TB

*** CASE MODIFY 3/19/2012 10:57:21 AM, dmendoza

into WIP "While I was out" and Status of Solving.

*** NOTES 3/21/2012 10:28:57 AM, dmendoza, Action Type : Field Service

I received a call from the 3H DPSM. The DPSM states that he looked at the customers vehicle yesterday. He did take pictures of the issue and hes denied coverage based on impact damage that was found. The DPSM states that the customer is claiming that the vehicle was in an impact but it happened in January. The DPSM states that there may have been an impact in January but the one he found was more recent. He states that there is metal under the vehicle where the undercoating protection is scraped clean to the metal. Theres a little flash rust on the affected area but its superficial. He states that the real rust that would happen in this situation hasn't even started. The impact was hard enough to stress the tack welds on the beam suspension. There was a significant impact that dented the frame rails. He states that it was a good hit that started around the lower control arm then proceeded back to the frame rail. The DPSM states that the frame rail is in close proximity to the front airbag sensor. The DPSM states that his understanding is that this sensor can also affect the side curtain airbags. He had the SM talk to the customer yesterday to let him know about the situation. The customer was very upset. The DPSM states that the damage is pretty extensive and hes seen side airbags go off with a lot less. He states that there is no way that the customer was going down the road, hit something that caused that much damage and the airbags wouldn't have deployed. I thanked the DPSM for the update. The call ended.

*** CASE MODIFY 3/21/2012 10:29:02 AM, dmendoza

into WIP "While I was out" and Status of Solving.

*** CASE MODIFY 3/21/2012 10:29:12 AM, dmendoza

into WIP "While I was out" and Status of Solving.

*** NOTES 3/21/2012 5:20:32 PM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. The customer states that he just spoke with the SM, Darryl. He states that he's extremely displeased with the information that he's received. The customer would like to be called at 281-312-6712 or 281-687-9843.

*** NOTES 3/21/2012 5:20:51 PM, dmendoza, Action Type : Call to Customer

Case History

Case ID : N012012-03-1500294

Case Title : 3H (STERLING MCCALL) - [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

I called the customer at 281-312-6712 and left a message. I advised the customer that I'm calling to discuss his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call back near the end of the week if I don't hear from him.

*** NOTES 3/21/2012 5:21:01 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I have reviewed the case with our DPSM and given the results of his investigation ACS will not be in a position to assist him with the cost of his repair. The customer would ask why not. I advised him that the DPSM did identify impact damage when he inspected the vehicle. The customer asked where. I advised him that I can't be specific as to the location but it was on the undercarriage of the vehicle. The customer states that undercarriage damage wouldn't cause the airbags to deploy and the fact that it was damaged is pointless in terms of AH's investigation. I advised the customer that ACS has determined the damage is indicative of something that could have caused his airbags to deploy. The customer states that he'd like a copy of the DPSM's report. I advised him that ACS won't be able to provide that. The customer would like to know an address where he could "send a demand letter and sue". I advised the customer that I can only provide him with AH's corporate address. The customer approved. I provided it. The customer is very upset. He reiterated that he will sue AH as he feels AH is responsible. He disconnected the call.

*** CASE MODIFY 3/21/2012 5:21:03 PM, dmendoza

into WIP "While I was out" and Status of Solving.

*** CASE FULFILL 3/21/2012 5:21:05 PM, dmendoza

Fulfilled for [REDACTED] due 03/21/2012 05:00:00 PM.

*** COMMIT 3/21/2012 5:21:06 PM, dmendoza, Action Type : N/A

Review

*** CASE MODIFY 3/21/2012 5:21:16 PM, dmendoza

into WIP "While I was out" and Status of Solving.

*** CASE MODIFY 3/22/2012 5:04:06 PM, dmendoza

into WIP "While I was out" and Status of Solving.

*** CASE MODIFY 3/23/2012 4:56:47 PM, dmendoza

into WIP CLOSING and Status of Solving.

*** CASE FULFILL 3/23/2012 4:56:53 PM, dmendoza

Fulfilled for [REDACTED] due 03/22/2012 05:00:00 PM.

*** COMMIT 3/23/2012 4:56:54 PM, dmendoza, Action Type : N/A

Review r.e. "V" drive

*** CASE MODIFY 3/23/2012 4:57:08 PM, dmendoza

into WIP CLOSING and Status of Solving.

*** CASE ADD ATTACHMENT 3/26/2012 11:15:19 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-03-1500294_1_1.pdf

*** CASE MODIFY 3/26/2012 12:11:22 PM, dmendoza

into WIP CLOSING and Status of Solving.

*** CASE MODIFY 3/26/2012 4:28:37 PM, dmendoza

into WIP CLOSING and Status of Solving.

*** CASE MODIFY 3/26/2012 4:51:47 PM, dmendoza

into WIP CLOSING and Status of Solving.

Case History

Case ID : N012012-03-1500294

Case Title : 3H (STERLING MCCALL) - [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

*** CASE FULFILL 3/26/2012 4:51:50 PM, dmendoza

Fulfilled for [REDACTED] due 03/26/2012 05:00:00 PM.

*** COMMIT 3/26/2012 4:51:52 PM, dmendoza, Action Type : N/A

Review w\ RM

*** CASE MODIFY 3/26/2012 5:00:00 PM, dmendoza

into WIP CLOSING and Status of Solving.

*** NOTES 3/27/2012 9:55:32 AM, bphilbin, Action Type : Note-General

Reviewed by RM bphilbin.

*** SUBCASE N012012-03-1500294-1 CLOSE 3/27/2012 10:47:07 AM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/27/2012 10:47:08 AM, dmendoza

into WIP CLOSING and Status of Solving.

*** CASE CLOSE 3/27/2012 10:47:19 AM, dmendoza

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/28/2012 8:36:50 AM, dmendoza

with Condition of Open and Status of Solving.

*** NOTES 3/28/2012 9:53:05 AM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. The customer states that he's contacted his insurance company and they've said that there is no damage to the vehicle that would support AH's allegation. He states that he's dropped the vehicle off at his dealership and he won't be picking it up because it's unsafe. The customer can be reached at [REDACTED].

*** NOTES 3/28/2012 9:53:24 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. The customer states that after speaking with Darrell, the SM, and discussing how AH felt that the deployment wasn't a manufacturing defect as indicated by his report. The customer picked up the vehicle and filed a claim with Geico. The customer made a claim with them in reference to a collision. The insurance carrier has denied his claim and indicated that there was no collision that would have caused his airbags to deploy. The customer states that he took the vehicle back to the dealership and turned it in to a rep named Steve. He states that the vehicle is unsafe and he won't pick it up until it is. The customer wants to know what the next step is for fixing his vehicle. I advised the customer that ACS doesn't have a recommendation for him at this point. His insurance company's position on this would not affect AH's. The customer states that he has a certified guarantee from AH indicating that he received a certified pre-owned vehicle indicating that the vehicle underwent a 150 point inspection. He states that there is supposed to be a certified warranty that guarantees his vehicle's safety. I advised the customer that my understanding is that the warranty is for manufacturer's defects. ACS' position is that his airbag issue is not the result of a manufacturer's defect. The customer states that he doesn't accept that because he's looked in to this with his insurance carrier, Geico, and they disagree. He states that he's done his part but AH hasn't given definitive proof that the deployment wasn't due to a defect. I advised the customer that ACS' position is that we have. The customer states that he disagrees. He states that he's left the vehicle with AH in an unsafe condition and he won't be picking it up if it's unsafe. I advised the customer that he hasn't left the vehicle with ACS. Sterling Mccall Honda is a private business and I can't speak for the arrangements he's made with them. The customer reiterated that AH hasn't proven their position. He states that a rigorous inspection should be performed. I advised the customer that ACS' position is that AH has done that. I apologized that he disagrees but ACS' position won't change based on that fact. I advised the customer that it's up to him what he decides to do with the vehicle but ACS will not be in a position to assist him with the cost of this repair. The customer reiterated that he's left the vehicle with AH in an unsafe condition. He states that he's going to leave it at that. The customer immediately disconnected the call.

*** NOTES 3/28/2012 9:54:02 AM, dmendoza, Action Type : Call to Dealer

Case History

Case ID : N012012-03-1500294

Case Title : 3H (STERLING MCCALL) - [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

I called the dealership and spoke to Steve, an SA,. He states that he met the customer when he brought the vehicle in and dropped it off the first time. He states that the vehicle was inspected and there's some damage on the bottom of the car on the same side as the deployed airbags. The customer contended that it happened a few months ago on the way to OK and it didn't cause the deployment. The SA states that he's unsure of the exact details but his understanding is that the DPSM inspected the vehicle and has declined assistance. He states that the customer was in a rental car for a few days, that the dealer covered, while the inspection was being arranged. He states that the customer picked up the vehicle after the DPSM's inspection. Now the customer states that he's contacted his insurance company. The SA states that they supposedly spoke to the SM, Darrel, and the customer has dropped off the vehicle in with instructions that he's spoken to AH about this. The SA states that the customer called again this morning to "make sure they weren't sitting on their thumbs". The SA states that he told the customer that they are because he, the SA, isn't aware of any instruction from him, the customer, or AH. The SA states that the customer gave him my name and phone number at this point. The SA states that he has given the customer an estimate where the repair would be over \$3,000.00. The customer was not happy with that. The SA states that the SM is currently at a chiropractor appointment. I advised the SA that I spoke to the customer earlier and advised him that ACS' position mirrors the DPSM's. ACS won't be assisting the customer with the cost of the repair. I recommended that he, the SA, work with the SM and determine how they'd like to handle the vehicle given the fact that the customer has left it there. The SA understood. The call ended.

*** CASE MODIFY 3/28/2012 9:54:08 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 3/28/2012 10:16:05 AM, dmendoza, Action Type : Field Service

I called the 3H DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM remembers him. I advised him that the customer has stated that he talked to his insurance company, Geico, and they told him that they don't believe there was an impact that caused the airbag deployment. Based off of that advice the customer had dropped the vehicle off at Sterling Mccall Honda and indicated that he won't pick it up until it's safe. I've spoken to the customer and advised him that ACS' position remains the same but I wanted him, the DPSM, to know that he's dropped the vehicle off. I am ready to close the case again unless he, the DPSM, thinks that something else should be done. The DPSM states that the customer is just trying whatever he can to avoid paying for his repair. He states that there was a lot of fresh Bondo that was put on the body of the vehicle. He states that it was so thick that a magnet wouldn't stick to the vehicle. The DPSM states that the impact he saw was so hard that it stressed the tack welds on the frame. Something hit right on the lower control arm and put a sizable dent into the frame rail. The frame rail hit is what stressed the tack welds. The impact damage could be followed as it continued under the car. I advised the DPSM that I've spoken to an SA, the SM was unavailable, and told him to work with the SM to determine what they want to do since the customer has abandoned the vehicle there. The call ended.

*** NOTES 3/28/2012 10:25:31 AM, dmendoza, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer stated that his side curtain airbags have deployed. He felt that the deployment was the result of a defect so he brought the vehicle to Sterling Mccall Honda for a diagnosis. The customer contacted ACS to request assistance with the cost of the repair. The vehicle was inspected by the DPSM and it was determined that the deployment was not the result of a manufacturer's defect. This information was relayed to the customer and he was advised that no assistance would be considered for his repair. The customer contacted ACS again and advised me that he's dropped the vehicle off at the dealership a second time and he won't pick it up until it's fixed. The customer stated that he spoke to his insurance carrier and they disagreed with AH's position. The customer was advised that his insurance carrier's position would not affect AH's. The customer was advised again that ACS will not be in a position to assist him with the cost of his repair. No further action is being taken on the customer's case at this time.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Case History**Case ID :** N012012-03-1500294**Case Title :** 3H (STERLING MCCALL) - [REDACTED] - URGENT VEHICLE @ DLR-SIDE AIR BAG DE

David Mendoza
Automobile Customer Service
Phone: 310-783-7746

*** **CASE MODIFY 3/28/2012 10:25:41 AM, dmendoza**

into WIP default and Status of Solving.

*** **CASE CLOSE 3/28/2012 10:25:42 AM, dmendoza**

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/21/2014

Case Details

Case ID : N012013-09-1701384 Division : Honda - Auto Condition : Closed Open Date : 9/17/2013 1:57:28 PM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/18/2013 9:19:29 AM
 Case Owner : Allan Perez (Team HF) Method : Phone Queue : Days Open : 1
 Last Closed By : Allan Perez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAG No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : WESTMONT, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 412
 VIN Type / No. : US VIN / 1HGCP26419A [REDACTED]
 Model / Year : ACCORD / 2009
 Model ID / Product Line : CP2649EW / A
 Miles / Hours : 31,000
 In Service Date : 04/30/2009
 Months In Use : 53
 Engine Number : K24Z22036443
 Originating Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
 Selling Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
 Trim : LX-P
 No. Of Doors : 4
 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 : 207262 / HONDA SUPERSTORE OF LISLE
 Phone No. : 630-852-7200
 Address : 4475 LINCOLN AVENUE
 City / State / Zip : LISLE, IL 60532
 Svc District / Sls District : 08F / B08
 Warranty Labor Rate / Date : \$109.12 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : DPSM 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
N012013-09-1701384-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 02/21/2014

Issue Details

Issue ID : N012013-09-1701384-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 9/18/2013 6:11:38 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 9/18/2013 9:17:42 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : Side-Deployed 7511
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-1701384

Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAGS DEPLO

*** CASE CREATE 9/17/2013 1:57:28 PM, myyoungbl

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/17/2013 2:01:39 PM, myyoungbl

into WIP default and Status of Solving.

*** CASE MODIFY 9/17/2013 2:04:08 PM, myyoungbl

into WIP default and Status of Solving.

*** NOTES 9/17/2013 2:07:17 PM, myyoungbl, Action Type : Call from Customer

Mrs. [REDACTED] states about 2 weeks ago all of the passenger side airbags deployed (including the rear airbags) when someone closed the passenger door. She states she took her car to HONDA SUPERSTORE OF LISLE and was told this was due to a accident she had 2 years ago. Consequently, she states the SA-Mike told her they will not fix the car because this was due to the accident she was in 2 years ago. She states the SA suggested her to contact the insurance company; however, she states her insurance advisor told her they cannot cover the cost for the repair because the Honda airbags are known to be defective and this was not caused due to an impact.

ACS advised customer her concerns are documented. ACS informed customer her concerns will be reviewed by a RCM who will follow up with her no later than the end of business day tomorrow. ACS explained to the customer that each case is reviewed on a case by case basis; therefore, no guarantees can be made.

*** CASE MODIFY 9/17/2013 2:24:30 PM, myyoungbl

into WIP default and Status of Solving.

*** CASE DISPATCH 9/17/2013 2:24:44 PM, myyoungbl

from WIP default to Queue Honda Team F.

*** CASE ASSIGN 9/17/2013 2:33:10 PM, mkim

N012013-09-1701384 to aperez1, WIP

*** CASE MODIFY 9/18/2013 5:52:33 AM, aperez1

into WIP Default and Status of Solving.

*** COMMIT 9/18/2013 5:52:36 AM, aperez1, Action Type : N/A

Made to [REDACTED] due 09/18/2013 03:00:00 PM.

24 hour call

*** CASE MODIFY 9/18/2013 5:53:15 AM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 9/18/2013 5:53:22 AM, aperez1

into WIP Default and Status of Solving.

*** SUBCASE N012013-09-1701384-1 CREATE 9/18/2013 6:11:38 AM, aperez1

Created in WIP Default with Due Date 9/18/2013 6:11:38 AM.

*** NOTES 9/18/2013 6:15:03 AM, aperez1, Action Type : Note-General

9 service visits found, 2005 Pilot, 2006 Accord, 2009 Pilot, 2011 Pilot.

*** COMMIT 9/18/2013 6:15:11 AM, aperez1, Action Type :

Made to [REDACTED] due 09/21/2013 06:15:14 AM.

DCS Follow-Up

Case History

Case ID : N012013-09-1701384

Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAGS DEPLO

*** NOTES 9/18/2013 6:15:36 AM, aperez1, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/21/2013

This customer contacted our office regarding the following issue(s): Passenger airbags deployed

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please contact tech line and the DPSM.

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Allan Perez

310-783-7728

Automobile Customer Service

*** NOTES 9/18/2013 6:16:09 AM, aperez1, Action Type : Call to Customer

ACS called the customer at 630-512-0813 and left a voicemail introducing myself as a case manager. ACS left a message with my name, extension, business hours, case number and advised the customer that I was sorry to hear of her concerns. ACS left a message asking for a return call to discuss this situation and if I don't hear from her, I will try her again by Monday.

*** NOTES 9/18/2013 6:16:54 AM, aperez1, Action Type : Call to Dealer

ACS called the HONDA SUPERSTORE OF LISLE and left a message asking for a return call from SA MIKE, call ended.

*** CASE FULFILL 9/18/2013 6:17:01 AM, aperez1

Fulfilled [REDACTED] due 09/21/2013 06:15:14 AM.

*** CASE FULFILL 9/18/2013 6:17:03 AM, aperez1

Fulfilled for [REDACTED] due 09/18/2013 03:00:00 PM.

*** COMMIT 9/18/2013 6:17:05 AM, aperez1, Action Type : N/A

Review with DPSM/Call customer, 2nd attempt

*** CASE MODIFY 9/18/2013 6:17:42 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 6:18:04 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 6:35:09 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 6:35:32 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** NOTES 9/18/2013 6:47:42 AM, aperez1, Action Type : Call from Dealer

SA MIKE @ the HONDA SUPERSTORE OF LISLE states that there is an open RO for this issue and it was opened on 8/30. SA states that the notes indicate that the customer claims that the passenger side airbags went off for no reason while driving. SA states that the customer is in a rental and is working with SA JOEL FORMENTINI. SA states that he is not in the office yet and the notes indicate that the DPSM is involved. SA states that the notes from 9/5 state that they found code 4-11, and the technical staff told them that the system is operating as designed and met the threshold

Case History

Case ID : N012013-09-1701384

Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAGS DEPLO

for deployment. SA states that the notes also say that the customers insurance company is involved and they were going to send someone out to inspect the vehicle. SA states that the notes also indicate that the customers insurance company told them that this vehicle was involved in a passenger side accident a year and a half ago, call ended.

*** CASE MODIFY 9/18/2013 6:47:46 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 6:48:02 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 6:48:42 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:13:18 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:14:11 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:16:55 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:21:52 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** NOTES 9/18/2013 8:30:47 AM, aperez1, Action Type : Field Service

ACS called the DPSM who states that he is at this dealer now. DPSM states that the technical staff asked him to check the vehicle for damage and he found no obvious signs of damage. DPSM states that the dealer has an electronic paint gauge and they were able to determine that the passenger side doors and fenders had been repainted in the past and the customers insurance company later admitted that it has been in an accident on that side in the past. DPSM states that when he called the technical staff back, they told him that based on the codes that were pulled by the dealer, they feel that the vehicle is operating as designed and the sensors met the deployment threshold. DPSM states that he advised the dealer to tell the customer that AHM will not participate in this repair so they referred the customer to her insurance company. DPSM states that the last he heard was that the customers insurance company was coming out to inspect the vehicle. DPSM states that he will find out if that ever happened and he will follow-up with ACS later today, call ended.

*** CASE MODIFY 9/18/2013 8:30:51 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:31:02 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:33:16 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** NOTES 9/18/2013 8:40:25 AM, aperez1, Action Type : Call from Dealer

SA JOEL states that the insurance company came out to inspect the previous work that was done a year and a half ago and they determined that the present issue is not related to that previous work. SA states that the insurance company told him that the customer will have to start a new claim for the present issue so that another adjustor can come out and inspect the vehicle again. SA states that he told the customer this on 9/13 and he does not know if she has done that yet, call ended.

*** CASE MODIFY 9/18/2013 8:40:36 AM, aperez1
into WIP 8F George Maris and Status of Solving.

Case History

Case ID : N012013-09-1701384

Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAGS DEPLO

*** CASE MODIFY 9/18/2013 8:41:49 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:42:40 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:42:54 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:44:23 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:44:31 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 8:47:31 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** NOTES 9/18/2013 8:57:12 AM, aperez1, Action Type : Call from Customer

Customer called and left a voicemail asking for a return call.

*** NOTES 9/18/2013 8:57:19 AM, aperez1, Action Type : Call to Customer

ACS called the customer at 630-512-0813. Customer states that she took the vehicle to the HONDA SUPERSTORE OF LISLE the day of or the day after this happened. Customer states that when she stopped to let her son out of the front passenger seat, when he got out he closed the door. Customer states that as soon as she started to pull away, all of the airbags on the passenger side deployed. ACS advised the customer that we have inspected her vehicle and at this time, our technical staff believes that the airbag sensors were operating properly when the airbags deployed. Customer states that she did not hit anything so she wants to know why the airbags deployed. ACS advised the customer that I would be unable to guess as to what happened. Customer states that a year and a half ago when a big piece of metal hit the side of her car, the airbags did not deploy. ACS advised the customer that her insurance company sent someone out only to inspect the previous damage so she would need to start a new claim if she would like them to inspect the current issue. ACS advised the customer that at this time, AHM will be unable to offer assistance with this repair and she should consider filing a new claim with her insurance company. Customer understood and states that she has seen many similar complaints online and when she goes to pick her vehicle up on Saturday, she will hand out flyers to Honda customers to warn them of this issue. ACS advised the customer that her concerns have been documented, call ended.

*** CASE MODIFY 9/18/2013 8:59:02 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** CASE FULFILL 9/18/2013 8:59:13 AM, aperez1

Fulfilled for [REDACTED] due 09/23/2013 12:00:00 AM.

*** COMMIT 9/18/2013 8:59:14 AM, aperez1, Action Type : N/A

Close case

*** CASE MODIFY 9/18/2013 8:59:30 AM, aperez1

into WIP 8F George Maris and Status of Solving.

*** NOTES 9/18/2013 9:00:19 AM, aperez1, Action Type : Field Service

DPSM states that the customer should be referred back to her insurance company at this time, call ended.

*** CASE MODIFY 9/18/2013 9:00:31 AM, aperez1

into WIP 8F George Maris and Status of Solving.

Case History

Case ID : N012013-09-1701384

Case Title : 8F HONDA SUPERSTORE OF LISLE - [REDACTED] - PASSENGER AIRBAGS DEPLO

*** CASE MODIFY 9/18/2013 9:00:58 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:15:07 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:05 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE FULFILL 9/18/2013 9:17:22 AM, aperez1
Fulfilled for PEGGY SULLIVAN due 09/19/2013 12:00:00 AM.

*** CASE MODIFY 9/18/2013 9:17:31 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** SUBCASE N012013-09-1701384-1 CLOSE 9/18/2013 9:17:42 AM, aperez1
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/18/2013 9:17:44 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:49 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:50 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:51 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:52 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:17:52 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:18:20 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE MODIFY 9/18/2013 9:19:27 AM, aperez1
into WIP 8F George Maris and Status of Solving.

*** CASE CLOSE 9/18/2013 9:19:29 AM, aperez1
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 02/21/2014

Case Details

Case ID : N012011-10-1100622 Division : Honda - Auto Condition : Closed Open Date : 10/11/2011 8:36:17 AM
Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/21/2011 6:18:04 AM
Case Owner : Aaron Nguyen (Team HE) Method : Phone Queue : Days Open : 10
Last Closed By : Aaron Nguyen (Team HE) Point of Origin : Customer Wipbin :
Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 404
Dealer No. :
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. :
Fax No. :
Address : [REDACTED]
City / State / Zip : ATOKA, TN [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 404
VIN Type / No. : US VIN / 1HGCP26779A [REDACTED]
Model / Year : ACCORD / 2009
Model ID / Product Line : CP2679JW / A
Miles / Hours : 45,000
In Service Date : 05/02/2009
Months In Use : 29
Engine Number : K24Z32867615
Originating Dealer No. / Name : 207321 / AUTONATION HONDA COVINGTON
Selling Dealer No. / Name : 207321 / AUTONATION HONDA COVINGTON
Trim : EX
No. Of Doors : 4
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 : 207321 / AUTONATION HONDA COVINGTON
Phone No. : 901-377-6100
Address : 1990 COVINGTON PIKE
City / State / Zip : MEMPHIS,, TN 38128
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : DPSM Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1100622-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 02/21/2014

Issue Details

Issue ID : N012011-10-1100622-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2011 6:09:04 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/21/2011 6:18:03 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
Condition Code Desc : PassenCurtainSRS7516
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

*** CASE CREATE 10/11/2011 8:36:17 AM, mterzoli

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/11/2011 8:36:43 AM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2011 8:45:55 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 10/11/2011 8:47:39 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED]

Customer advised that Saturday 10/8/2011 while the vehicle was stopped in his driveway still in "Drive" his son got out of the vehicle and slammed the front passenger door shut. Customer advised that the window was open on that door as well. Customers wife was still in the driver seat of the vehicle when this occurred. Customer advised that immediately after the door was slammed the side curtain airbags deployed. He states that there was NO CONTACT with anything that caused this to occur. The customer brought the vehicle into Dobbs Honda who has looked over the vehicle and advised that there could be a couple things that caused this. DLR stated they found a dent to that side of the vehicle towards the undercarriage where the wire harness is for the airbags. Customer advised that the DLR did state this is something that should not occur with no impact. Customer has not had any contact with his insurance company. DLR is trying to imply that this airbag deployment was the result of previous damage that with the slamming of the door set off the airbag. Customer does not agree that there is any previous damage that would have caused this and he is requesting AHM look into the situation.

ACS advised that his case will be reviewed by an RCM who will follow up with him in 1 to 2 business days.

*** CASE MODIFY 10/11/2011 8:47:40 AM, mterzoli

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2011 8:47:40 AM, mterzoli

into WIP default and Status of Solving.

*** CASE DISPATCH 10/11/2011 8:47:47 AM, mterzoli

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 10/11/2011 2:16:45 PM, ltafoya

N012011-10-1100622 to anguyen, WIP teC! ð*#p

*** CASE RULE ACTION 10/11/2011 2:16:45 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/12/2011 6:07:46 AM, anguyen

into WIP Default and Status of Solving.

*** SUBCASE N012011-10-1100622-1 CREATE 10/12/2011 6:09:04 AM, anguyen

Created in WIP Default with Due Date 10/12/2011 6:09:04 AM.

*** CASE MODIFY 10/12/2011 6:09:08 AM, anguyen

into WIP Default and Status of Solving.

*** COMMIT 10/12/2011 6:09:11 AM, anguyen, Action Type : N/A

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

Made to [REDACTED] due 10/12/2011 01:09:12 PM.
dpsm called? cc

*** CASE MODIFY 10/12/2011 6:09:25 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 10/12/2011 6:09:32 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 10/12/2011 1:04:45 PM, anguyen
into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/12/2011 1:08:46 PM, anguyen
into WIP 7A Cris and Status of Solving.

*** NOTES 10/12/2011 1:29:41 PM, anguyen, Action Type : Call to Customer
[REDACTED]

The customer stated that the passenger side curtain airbag deployed when his son slammed the front passenger door.
The car was inspected by the dlr. They found some scrap marks on the under carriage of the car and a dent on the front passenger door.
The customer stated that the car has never been in an accident. The dent on the front passenger door was caused by a grocery cart a few months ago. The SRS light was not on prior to the passenger side curtain airbag deploying.
His insurance company will cover the repair if Honda will not. He just needs to pay a \$250 deductible.
He wants Honda to cover the repair because the issue was caused by a manufacturing defect.

I advised that the car is outside of warranty. He is responsible for the repair.
I will speak to the dlr and call him back on Friday.

*** CASE MODIFY 10/12/2011 1:29:43 PM, anguyen
into WIP 7A Cris and Status of Solving.

*** CASE MODIFY COMMITMENT 10/12/2011 1:29:58 PM, anguyen
with [REDACTED] due 10/13/2011 12:09:12 PM.

*** CASE MODIFY 10/12/2011 1:30:01 PM, anguyen
into WIP 7A Cris and Status of Solving.

*** NOTES 10/13/2011 8:34:30 AM, anguyen, Action Type : Call to Dealer
I left a vm for SM Phillip requesting a call back.

*** CASE MODIFY 10/13/2011 8:34:33 AM, anguyen
into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 8:34:39 AM, anguyen
into WIP 7A Cris and Status of Solving.

*** CASE MODIFY COMMITMENT 10/13/2011 8:34:58 AM, anguyen
with [REDACTED] due 10/14/2011 12:09:12 PM.

*** CASE MODIFY 10/13/2011 8:35:01 AM, anguyen
into WIP 7A Cris and Status of Solving.

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

*** CASE MODIFY 10/13/2011 8:35:10 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 8:52:20 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/13/2011 9:05:06 AM, anguyen, Action Type : Call to Dealer

Dealer name: DOBBS HONDA ON COVINGTON PIKE

Dealer contact: SM Phillip

Date r/o opened: 10/11/2011

R/O: 369754

Mileage: 54263

Customer's complaint: front passenger side and curtain airbags deployed with no accident

Dealer's diagnosis: was not able to determine what caused the airbags to deployed.

Dealer resolution: no repairs made, returned car to customer.

Service history at dealer: some

DPSM involvement: no

Notes: baseball size dent in the front passenger door. scraps on the bottom of the car.

*** CASE MODIFY 10/13/2011 9:05:16 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** COMMIT 10/13/2011 9:05:17 AM, anguyen, Action Type :

Made to [REDACTED] due 10/16/2011 09:05:20 AM.

DCS Follow-Up

*** NOTES 10/13/2011 9:05:25 AM, anguyen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/16/2011

This customer contacted our office regarding the following issue(s):

Dealer name: DOBBS HONDA ON COVINGTON PIKE

Dealer contact: SM Phillip

Date r/o opened: 10/11/2011

R/O: 369754

Mileage: 54263

Customer's complaint: front passenger side and curtain airbags deployed with no accident

Dealer's diagnosis: was not able to determine what caused the airbags to deployed.

Dealer resolution: no repairs made, returned car to customer.

Service history at dealer: some

DPSM involvement: no

Aaron Nguyen

Automobile Customer Service

*** CASE MODIFY 10/13/2011 9:05:28 AM, anguyen

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

into WIP 7A Cris and Status of Solving.

*** CASE FULFILL 10/13/2011 9:05:31 AM, anguyen

Fulfilled for [REDACTED] due 10/16/2011 09:05:20 AM.

*** CASE MODIFY 10/13/2011 9:05:42 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 9:05:46 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 9:58:05 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 9:58:14 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/13/2011 9:59:16 AM, anguyen, Action Type : Field Service

I left a vm for the DPSM requesting a call back.

*** CASE MODIFY 10/13/2011 9:59:45 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/13/2011 9:59:53 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/14/2011 6:48:26 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/14/2011 10:41:22 AM, anguyen, Action Type : Field Service

I left a vm for the DPSM requesting a call back.

*** CASE MODIFY 10/14/2011 10:41:26 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/14/2011 1:25:19 PM, anguyen, Action Type : Call to Customer

I advised that I do not have an update for him. I will f/u with him on Tuesday. He understood.

*** CASE MODIFY 10/14/2011 1:25:26 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY COMMITMENT 10/14/2011 1:25:38 PM, anguyen

with [REDACTED] due 10/17/2011 12:09:12 PM.

*** CASE MODIFY 10/14/2011 1:25:54 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/14/2011 1:25:56 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/17/2011 8:28:28 AM, anguyen

into WIP 7A Cris and Status of Solving.

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

*** NOTES 10/17/2011 8:29:14 AM, anguyen, Action Type : Field Service

DPSM left me a vm requesting a call back.

*** CASE MODIFY 10/17/2011 8:29:18 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/17/2011 8:29:29 AM, anguyen, Action Type : Field Service

I left a vm for the DPSM requesting a call back.

*** CASE MODIFY 10/17/2011 8:29:32 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/17/2011 8:29:36 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY COMMITMENT 10/17/2011 11:44:45 AM, anguyen

with [REDACTED] due 10/18/2011 12:09:12 PM.

*** CASE MODIFY 10/17/2011 11:44:55 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/18/2011 8:16:00 AM, anguyen, Action Type : Field Service

DPSM left me a vm requesting a call back.

*** NOTES 10/18/2011 8:16:11 AM, anguyen, Action Type : Field Service

I left a vm for the DPSM requesting a call back.

*** CASE MODIFY 10/18/2011 8:16:13 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/18/2011 8:16:19 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/18/2011 1:22:09 PM, anguyen, Action Type : Note-General

RM advised that the customer will need to work with his insurance company since the dlr did not determine that the airbags deployed because of a defect in material or workmanship.

*** CASE MODIFY 10/18/2011 1:22:12 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/18/2011 1:22:15 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/18/2011 1:22:26 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/18/2011 1:24:43 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/18/2011 1:25:08 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/18/2011 1:27:39 PM, anguyen, Action Type : Call to Customer

Case History

Case ID : N012011-10-1100622

Case Title : 7A - COVINGTON PIKE - [REDACTED] - ***SIDE CURTAN AIRBAG DEPLOYED

I advised that Honda finished reviewing his case.

Due to the facts that the car is outside of warranty and the dlr did not determine that the airbags deployed because of a defect in material or workmanship, he will need to work with his insurance company.

His insurance company can subrogate the claim to Honda if they feel that the airbags deployed because of a defect in material or workmanship.

He understood and does not have anything else to discuss.

*** CASE MODIFY 10/18/2011 1:27:41 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** NOTES 10/18/2011 1:28:17 PM, anguyen, Action Type : Field Service

I informed the DPSM that ACS' management has declined to assist with the repair.

The customer will need to work with his insurance company.

*** CASE MODIFY 10/18/2011 1:28:20 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY COMMITMENT 10/18/2011 1:28:37 PM, anguyen

with [REDACTED] due 10/21/2011 05:09:12 PM.

*** CASE MODIFY 10/18/2011 1:28:40 PM, anguyen

into WIP 7A Cris and Status of Solving.

*** CASE MODIFY 10/21/2011 6:17:59 AM, anguyen

into WIP 7A Cris and Status of Solving.

*** SUBCASE N012011-10-1100622-1 CLOSE 10/21/2011 6:18:03 AM, anguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/21/2011 6:18:04 AM, anguyen

Status = Closed, Resolution Code = Instruction Given, State = Open

PE14-004

HONDA

3/28/2014

Q4

2009 ACCORD TECHLINE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3478263	CHRISV	09/12/2013	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE AIR BAG DEPLOYED	CUST CAUSED; REFER TO YOUR DPSM	
8781	DRV SIDE AIRBAG DEPLOYED		
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None	Date:
8781	DEPLOY W DOOR SLAM	Status: N/A	Mileage: 63,744
8781	LOW THRESHLD DEPLOY	Remarks / Requestor:	FE Status:
8781	LOW THRESHLD DEPLOY		
8781	RT CURTAIN A/B DPLY W/DOOR SLM		
8781	LOW THRESHLD DEPLOY		
8781	DEPLOY W/ DR SLAM		

Dealer #: 206926	TZ: EST	VIN: 1HGCP26309A	Err:
Dlr Cont: DOUG NELSON	Training %: 78	Year: 2009	Model: ACCORD
Serv Ph: (508) 778-7878	Extn:	Tran: 5AT	Trim: LX
Serv Mgr: RENE DANSEREAU		Doors: 4DR	WD:
Parts Mgr: DAVID EDGEHILL		Fact: MARYSVILLE	Country: USA
Dlr Name: HYANNIS HONDA		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
830 WEST MAIN STREET		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
HYANNIS MA 02601		Engine #: K24Z22500371	Trans #: BR902000889
Dlr Ph: (508) 778-7878	Fax #: 5087754532	Em Type: KL	
DPSM: BARRY ZOLL	Zone/Dist: 09E	RO #: 477649	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/12/2013 2:14:46PM 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 WHAT CODES

7 CK CODES, IF JUST DEPLOYMENT CODES THEN REFER
TO YOUR DPSM, CUST REFER TO INSURANCE
COMPANY

8 REFER TO DPSM

9 PEND TO TROYS

Information from Dealer

SOMEONE SHUT PASS FRONT DOOR AND SIDE AIRBAG
DEPLOYED AND THE CURTAINAIR BAG DEPLOYED!!!!!!
[MODEL: ACCORD][YEAR: 2009][PUBID: 0][SUBJECT:]
[KEYWORD: SIDE AIRBAG]

NOT SURE, CAR IS NOT HERE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3128561	CHRISR	03/14/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIR BAG DEPLOYED	DOOR SLAMMED, ADV DPSM REFER TO INS
8781	DRV SIDE AIRBAG DEPLOYED	
8781	DR SLAM, SIDE AIRBAG DEPLOYED	ResIn Source: None
8781	DEPLOY W DOOR SLAM	Status: N/A
8781	LOW THRESHLD DEPLOY	Remarks / Requestor:
8781	LOW THRESHLD DEPLOY	Date:
8781	RT CURTAIN A/B DPLY W/DOOR SLM	Mileage: 51,978
8781	LOW THRESHLD DEPLOY	FE Status:
8781	DEPLOY W/ DR SLAM	

Dealer #: 208281	TZ: CST	VIN: 1HGCP26749A
Dlr Cont: JEFFREY SANTUCCI	Training %: 98	Year: 2009
Serv Ph: (708) 720-5200	Extn:	Model: ACCORD
Serv Mgr: JEFFREY BOGYO		Tran: 5AT
Parts Mgr: DANIEL VUCINIC		Doors: 4DR
Dlr Name: PLANET HONDA		Fact: MARYSVILLE
5505 AUTO COURT		Country: USA
MATTESON IL 60443		Desc: ACCORD 4DR EX 4CYL 190.0 HP 2.4 L
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
		Engine #: K24Z32803333
		Trans #: B90A2007750
Dlr Ph: (708) 720-5200	Fax #: (708) 720-0787	Em Type: KA
DPSM: BILL(WILLIAM) WATERSTF	Zone/Dist: 08G	RO #: 162262
Previous Dealer/Contact	Date	Case Type: Technical
		W.O. #:

Tech Line Suggests

Information from Dealer

3/14/2011 2:35:27PM	CHRISR
1 ORIGINAL COMPLAINT	SPONTANIOUS RIGHT SIDE CURTAIN AND SIDE AIRBAG DEPLOYMENT
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2009][PUBID: 0][SUBJECT: CONTROL SYSTEM DTCS][KEYWORD: F4-11]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6	CUST SAID THEY SLAMMED DOOR AND BAGS BLEW
7 NO KNOWN ISSUES,	DPSM ASKED FOR A SNAP TO BE SENT
8 NO REAL INFO IN THAT OTHER THAN DEPLOY	OK
9 DO WE KNOW HOW HARD IT SLAMMED	I DONT THINK THAT HARD
10 DAMAGE	NONE, I WENT WITH A FINE TOOTHED COMB
11 CUST ACTION DEPLOYED AIRBAG, ADV DSPM REFER TO INS	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2782002	KENE	02/27/2009	CHRISV	4

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIR BAG DEPLOYED	DOOR SLAMMED CLOSED; DPSM APROVAL
8781	DRV SIDE AIRBAG DEPLOYED	
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None
8781	DEPLOY W DOOR SLAM	Status: N/A
8781	LOW THRESHLD DEPLOY	Remarks / Requestor:
8781	LOW THRESHLD DEPLOY	Date:
8781	RT CURTAIN A/B DPLY W/DOOR SLM	Mileage: 9,524
8781	LOW THRESHLD DEPLOY	FE Status:
8781	DEPLOY W/ DR SLAM	

Dealer #: 207549	TZ: CST	VIN: 1HGCP268X9A
Dlr Cont: TIM PEARSON	Training %: 97	Year: 2009
Serv Ph: (601) 957-3400	Extn:	Model: ACCORD
Serv Mgr: THOMAS CRAFT		Tran: 5AT
Parts Mgr: CHRIS JONES		Doors: 4DR
Dlr Name: PATTY PECK HONDA		Fact: MARYSVILLE
555 SUNNYBROOK ROAD		Country: USA
RIDGELAND MS 39157		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 L
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,
		Engine #: K24Z32804401
		Trans #: B90A2011265
Dlr Ph: (601) 957-3400	Fax #: 6017070221	Em Type: KA
DPSM: NICHOLAS WALKER	Zone/Dist: 03H	RO #: 102041
Previous Dealer/Contact	Date	Case Type: Technical
		W.O. #:

Tech Line Suggests

Information from Dealer

2/27/2009 7:30:35AM KENE	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THE RIGHT SIDE AIR BAGS WERE DEPLOYED WHEN RIGHT FRONT DOOR WAS CLOSED. STATES CAR WAS IN PARK WITH ENGINE RUNNING.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CONTACT INS CO	
2/27/2009 11:32:04AM GARYR	
4	TOM, NO EVIDENCE OF ANY IMPACT
5 SO THE SIDE BAG DEPLOYED WHEN CUSTOMER SHUT THE DOOR	CORRECT
6 I WILL CHK IF ANY KNOW ISSUES AND CALL YOU BACK	TOM'S CELL 601 957 3400 EXT 251
2/27/2009 11:38:50AM GARYR	
7 CB	TOM
8 E-MAIL ME THE PHOTOS CONTACT DPSM FOR CONSIDERATION	
2/27/2009 12:02:25PM CHRISV	
9	BILL DPSM, DID NOT SEE ANY SIGNS OF IMPACT ON THE UNDER SIDE OF THE CAR
10 DID THE CUST ADMIT THAT THIS HAPPEND WHEN THE DR WAS CLOSED	THATS WHAT THE S/A HAS TOLD ME. I HAVE NOT SPOKEN TO THE CUST YET
11 SLAMMING THE DR AT TIMES CAN DEPLOY THE AIRBAG IS DONE HARD ENOUGH. ITS UP TO YOU TO DECIDE IF YOU WANT TO COVER IT.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2865244	CHRISV	07/14/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIR BAG DEPLOYED	CUST SLAMMED DOOR?; TALK TO THE CUST
8781	DRV SIDE AIRBAG DEPLOYED	
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None
8781	DEPLOY W DOOR SLAM	Status: N/A
8781	LOW THRESHLD DEPLOY	Date:
8781	LOW THRESHLD DEPLOY	Mileage: 2,540
8781	RT CURTAIN A/B DPLY W/DOOR SLM	Remarks / Requestor:
8781	LOW THRESHLD DEPLOY	FE Status:
8781	DEPLOY W/ DR SLAM	

Dealer #: 208208	TZ: CST	VIN: 1HGCS128X9A	Err:
Dlr Cont: FARIEL TRESPECES	Training %: 70	Year: 2009	Model: ACCORD
Serv Ph: (972) 437-4145	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: TOBY CLARK		Doors: 2DR	WD:
Parts Mgr: STEVEN KREMPP		Fact: MARYSVILLE	Country: USA
Dlr Name: LUTE RILEY HONDA 1331 N. CENTRAL EXPWY. RICHARDSON TX 75080		Desc: ACCORD 2DR EX-L 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
		Engine #: K24Z32839343	Trans #: B90A2100466
Dlr Ph: (972) 437-4145	Fax #: 9724379769	Em Type: KA	
DPSM: OLEN CURL	Zone/Dist: 03A	RO #: 757437	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/14/2009 9:18:16AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ASK THE CUST IF SOMEONE CLOSED THE DR HARD.
REFER TO YOUR DPSM

Information from Dealer

C/S SIDE AND CURTAIN AIRBAGS DEPLOYED AFTER TURNING OFF ENGINE... ---DRIVER'S SIDE , CURTAIN, AND THE SEATBELT TENSIONER ARE DEPLOYED.. NO APPARARENT DAMAGED FOUND ON THE DRIVER;S SIDE AND UDER SIDE/CHASIS OF THE VEHICLE..

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3141862	HANKS	04/20/2011	HANKS	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	DRV AB DEPLOYED, F1-11&E2-11	DOOR SLAMMED, ADV DSPM REFER TO INS	
8781	LOW THRESHLD DEPLOY		
	ResIn Source:	None	Date:
	Status:	N/A	Mileage: 27,003
	Remarks / Requestor:		FE Status:

Dealer #: 206952	TZ: CST	VIN: 1HGCP36819A	Err:
Dir Cont: CHAD MOODY	Training %: 77	Year: 2009	Model: ACCORD V6
Serv Ph: (314) 894-1330	Extn:	Tran: 5AT	Trim: EXL-V6
Serv Mgr: TODD HANSEN		Doors: 4DR	WD:
Parts Mgr: MIKE EMERSON		Fact: MARYSVILLE	Country: USA
Dir Name: MUNGENAST ST. LOUIS HONDA 5939 S. LINDBERG BLVD. SAINT LOUIS MO 63123		Desc: ACCORD 4DR EXL-V6 6CYL 271.0 HP 3.5 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
		Engine #: J35Z22041404	Trans #: B97A2058493
Dir Ph: (314) 894-1330	Fax #: 3146491381	Em Type: KA	
DPSM: JOHN LENON	Zone/Dist: 08K	RO #: 416804	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/20/2011 12:56:36PM 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 DID YOU CHECK UNDER SIDE OF VEHICLE
- 7 WHAT WENT OFF.
- 8 CUST ACTION DEPLOYED AIRBAG, ADV DSPM REFER TO INS

Information from Dealer

CUSTOMER STATES DOOR WAS SLAMMED AND THE SIDE IMPACT AIR BAGS DEPLOYED
 [MODEL: ACCORD][YEAR: 2009][PUBID: 0][SUBJECT:]
 [KEYWORD: AIR BAG]
 Y
 N
 N
 YES, NO DAMAGE, JUST A SMALL SCRATCH IN DOOR.
 SIDE CURTAIN , PASS SEAT SIDE BAG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2889284	TERRYP	08/28/2009	TERRYP	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIR BAG DEPLOYED	CUST SLAMMED DOOR;HAVE DPSM EVALUATE
8781	DRV SIDE AIRBAG DEPLOYED	
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None
8781	DEPLOY W DOOR SLAM	Status: N/A
8781	LOW THRESHLD DEPLOY	Date:
8781	LOW THRESHLD DEPLOY	Mileage: 2,500
8781	RT CURTAIN A/B DPLY W/DOOR SLM	Remarks / Requestor:
8781	LOW THRESHLD DEPLOY	FE Status:
8781	DEPLOY W/ DR SLAM	

Dealer #: 207307	TZ: EST	VIN: 1HGCP26349A	Err:
Dir Cont: BRAD STEGEMANN	Training %: 0	Year: 2009	Model: ACCORD
Serv Ph: (734) 761-3200	Extn:	Tran: 5AT	Trim: LX
Serv Mgr:		Doors: 4DR	WD:
Parts Mgr:		Fact: MARYSVILLE	Country: USA
Dir Name: HOWARD COOPER HONDA		Desc: ACCORD 4DR LX 4CYL 177.0 HP 2.4 L	
2575 SOUTH STATE ST.		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
ANN ARBOR MI 48104		Engine #: K24Z22031104	Trans #: B90A2103976
Dir Ph: (734) 761-3200	Fax #: 7347619464	Em Type: KA	
DPSM: JEFF GRAPENGATER	Zone/Dist: 04A	RO #: 23950	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/28/2009 12:34:02PM TERRYP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 LOOK FOR SIGNS OF ACCIDENT DAMAGE,HAVE YOUR DPSM EVALUATE.

Information from Dealer

CUSTOMER STATES WHEN A DOOR WAS SLAMMED THAT THE PASSENGER SIDE AIR BAG/PILLAR DEPLOYED
NO
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3255372	RUDYG	02/13/2012	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 8781	SIDE AIR BAG DEPLOYED	DOOR SLAMMED?; REFER TO DPSM	
8781	DRV SIDE AIRBAG DEPLOYED		
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None	Date:
8781	DEPLOY W DOOR SLAM	Status: N/A	Mileage: 60,977
8781	LOW THRESHLD DEPLOY	Remarks / Requestor:	FE Status:
8781	LOW THRESHLD DEPLOY		
8781	RT CURTAIN A/B DPLY W/DOOR SLM		
8781	LOW THRESHLD DEPLOY		
8781	DEPLOY W/ DR SLAM		

Dealer #: 208247	TZ: CST	VIN: 1HGCP26869A	Err:
Dlr Cont: JORGE PORTALUPP	Training %: 79	Year: 2009	Model: ACCORD
Serv Ph: (832) 601-4030	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: MACY ROBERTS		Doors: 4DR	WD:
Parts Mgr: SAL SERNA		Fact: MARYSVILLE	Country: USA
Dlr Name: Honda of Spring 17350 NORTH FREEWAY HOUSTON TX 77090		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US/	
		Engine #: K24Z32841964	Trans #: B90A2108800
Dlr Ph: (832) 601-4030	Fax #: (281) 443-1932	Em Type: KA	
DPSM: VERNON SAGE	Zone/Dist: 03C	RO #: 554661	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/13/2012 11:35:47AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 REFER TO DPSM TO SEE WHO PAYS FOR IT. NOT REALLY A DEFECT IF DOOR BRUTALLY SLAMMED

Information from Dealer

CURTAIN AIRBAG DEPLOYED WHEN CLOSING RT.DOOR
 [MODEL: ACCORD][YEAR: 2009][PUBID: 0][SUBJECT:]
 [KEYWORD: SRS]
 THIS IS ACCORDING TO CUST
 NO
 NO
 CUST ADMITS THEY SLAMMED THE DOOR REALLY HARD
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3000659	DAVIDK	04/28/2010	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	SIDE AIR BAG DEPLOYED	DEPLOY?; REPAIR PER S/M. DPSM FOR WHO PAYS
8781	DRV SIDE AIRBAG DEPLOYED	
8781	DR SLAM,SIDE AIRBAG DEPLOYED	ResIn Source: None
8781	DEPLOY W DOOR SLAM	Date:
8781	LOW THRESHLD DEPLOY	Status: N/A
8781	LOW THRESHLD DEPLOY	Mileage: 32,188
8781	RT CURTAIN A/B DPLY W/DOOR SLM	Remarks / Requestor:
8781	LOW THRESHLD DEPLOY	FE Status:
8781	DEPLOY W/ DR SLAM	

Dealer #: 206685	TZ: CST	VIN: 1HGCP26889A	Err:
Dir Cont: DARYL OLIVER	Training %: 27	Year: 2009	Model: ACCORD
Serv Ph: (318) 212-1200	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JUSTIN JOHNSON		Doors: 4DR	WD:
Parts Mgr: BOBBY ROTHENBERGER		Fact: MARYSVILLE	Country: USA
Dir Name: HOLMES HONDA 1331 E BERTKOUNS SHREVEPORT LA 71105		Desc: ACCORD 4DR EX-L 4CYL 190.0 HP 2.4 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LEATHER,US,	
		Engine #: K24Z32854820	Trans #: B90A2136876
Dir Ph: (318) 212-1200	Fax #: 3182121398	Em Type: KA	
DPSM: AMY CLAWSON	Zone/Dist: 03F	RO #: 534971	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/28/2010 3:16:44PM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4

5 ALL I CAN REC IS TO REPAIR THE CAR PER SERVICE MANUAL REPLACEMENT AFT DEPLOYMENT. AS FOR WHO WILL PAY. REFER TO SERVICE MANGER AND DPSM.

Information from Dealer

HELLO I HAVE A CUSTOMER THAT HAS BROUGHT THERE VEHICLE IN WITH THE COMPLAINT THAT THEY SLAMMED THE PASSENGER DOOR AND THE PASSENGER SIDE,SIDE CURTAIN JUST DEPLOYED. I INSPECTED THE VEHICLE AND THE ONLY DAMAGE THAT I HAVE SEEN IS RIM SCUFFING TO BOTH RIGHT WHEELS. THANKS DARYL

[MODEL: ACCORD][YEAR: 2009][PUBID:][SUBJECT: SRS]
[KEYWORD:]
CODE F4-11.