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

PE14-032

HNDA

12-19-2014

Q4

CONSUMER COMPLAINTS

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	M012012-09-0501650	Division :	Motorcycle	Condition :	Closed	Open Date :	9/5/2012 3:46:23 PM
Case Originator :	Sean Glover	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/26/2012 3:57:35 PM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	21
		Point of Origin :	Customer	Wipbin :			

Case Title : 01D - [redacted] - CBR250R - INTERMITTENT STALLING CONIDTION No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted]
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : ( ) -
Address : [redacted]
City / State / Zip : FEDERAL WAY, WA [redacted]
E Mail :
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 101452 / HINSHAW'S MOTORCYCLE STORE
Phone No. : 253-939-7164
Address : 1611 W VALLEY HWY SO
City / State / Zip : AUBURN, WA 98001
Svc District / Sls District : 01D / 1F
Warranty Labor Rate / Date : $116.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4113B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 900
In Service Date : 05/24/2011
Months In Use : 16
Engine Number : [redacted]
Originating Dealer No. / Name : 104418 / LYNNWOOD CYCLE BARN
Selling Dealer No. / Name : 105481 / SMOKEY POINT CYCLE BARN, INC.
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 5/24/2011 / 5/23/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted] - PRODU	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : M012012-09-0501650-1
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/11/2012 8:43:34 AM
Close Date : 9/26/2012 3:57:35 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Medium
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012012-09-0501650 Case Title : 01D - [redacted] - CBR250R - INTERMITTENT STALLING

*** CASE CREATE 9/5/2012 3:46:23 PM, sglover

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

*** CASE MODIFY 9/5/2012 3:46:24 PM, sglover

into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2012 4:01:33 PM, sglover

into WIP default and Status of Solving.

*** NOTES 9/5/2012 4:59:42 PM, sglover, Action Type : Call from Customer

Customer states he is experiencing a intermittent stalling condition and would like to know if we can provide him assistance. Customer states when he is riding the motorcycle at any speed in any gear it will all of the sudden begin losing RPM and he adds throttle and the motorcycle stalls. Customer states he is the 2nd owner and just recently bought the motorcycle. Customer states the motorcycle is completely stock and does not have any accessories. Customer states the problem is totally intermittent and he can not determine a pattern to the issue. Customer states the motorcycle makes him feel unsafe because he never knows when it is going to stall. Customer states he is going to go to Hinshaw Motorcycle Store(101452) over the weekend. We advised the customer we will dispatch the issue to a case manager so they can follow along with an inspection process and ensure every avenue is pursued in the diagnosis of the motorcycle. We advised the customer because the warranty on his motorcycle is expired we can not guarantee any assistance can be provided but if he would like assistance looked into then this is the process that must be gone through. We advised the customer the case manager will be calling him no later then the end of the day on 9/11/12 to see if the motorcycle has been brought to the dealer. Customer understood and thanked. Ended call.

*** NOTES 9/5/2012 5:00:10 PM, sglover, Action Type : Contention

Customer contends he is experiencing a intermittent stalling condition and would like to know if we can provide him assistance.

*** CASE MODIFY 9/5/2012 5:00:12 PM, sglover

into WIP To Be Dispatched and Status of Solving.

*** NOTES 9/6/2012 7:55:14 AM, sglover, Action Type : VOC

"I am experiencing a intermittent stalling condition and would like to know if we can provide me assistance because I just bought this bike used and the fact it is stalling out intermittently while I am riding it makes me nervous to ride it."

*** CASE MODIFY 9/6/2012 7:55:19 AM, sglover

into WIP To Be Dispatched and Status of Solving.

*** CASE DISPATCH 9/6/2012 7:55:26 AM, sglover

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 9/6/2012 8:18:30 AM, msonntag

from Queue MC Motorcycle to WIP To be dispatched .

*** CASE DISPATCH 9/6/2012 8:27:31 AM, msonntag

from WIP Default to Queue MC Tor PBallard.

*** CASE ACCEPT 9/6/2012 9:06:15 AM, pballard

from Queue MC Tor PBallard to WIP DISPATCHED CASES.

*** NOTES 9/10/2012 1:59:30 PM, pballard, Action Type : Call to Dealer

Dealer is not open on Monday.

*** NOTES 9/10/2012 2:01:03 PM, pballard, Action Type : Call to Customer

Attempted to call the customer. Left a msg for call back.

Case History

Case ID : M012012-09-0501650 Case Title : 01D - [redacted] - CBR250R - INTERMITTENT STALLING

*** SUBCASE M012012-09-0501650-1 CREATE 9/11/2012 8:43:34 AM, pballard

Created in WIP Default with Due Date 9/11/2012 8:43:34 AM.

*** CASE MODIFY 9/11/2012 8:44:23 AM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 9/11/2012 10:41:07 AM, pballard, Action Type : Call from Customer

Received a voice mail msg from the customer saying the bike is not at the dealer as of yet, because he did not have time to take it. He says that he will not take the bike in until next week when his wife gets back in town. He says the unit stalls intermittantly and has about a 1,000 miles on the machine and it is only a year old. Customer asked that agent call him at 206 919 6074. He says his phone reception is poor.

*** NOTES 9/11/2012 10:44:12 AM, pballard, Action Type : Call to Customer

Attempted to call the customer back to let him know that she did receive his voice mail message. Also in the msg told him to please call when the bike has reached the dealership. Agent will leave the case open at this time.

*** NOTES 9/12/2012 11:06:36 AM, pballard, Action Type : Call from Customer

LATE NOTE ENTRY - Received a call from the customer on 9/11/12 saying that he would probably be taking the bike to the dealer in the evening on 9/11/12.

*** NOTES 9/12/2012 11:16:50 AM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with Jim - sm. The bike was not at the shop.

*** NOTES 9/12/2012 1:45:15 PM, pballard, Action Type : Call from Customer

Received a call from the customer saying that he just got the bike into the dealership. He stated on his way there, the machine stopped on him. Agent thanked him for the information and call was released.

*** NOTES 9/12/2012 1:47:12 PM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with Craig in service. HE says the customer just dropped the bike off. He says the bike does not sound good. He says he did not get much information from the customer as to what it is doing. Agent filled him in based on what customer had said to agent. Agent advised they need to give techline a call since customer is experiencing stalling. Call was released.

*** NOTES 9/12/2012 1:52:36 PM, pballard, Action Type : Call to Customer

Agent phoned the customer back to ask who did the first service? He said first owner should have done that. He stated he did change the oil though. Agent asked did he hear a knocking in the engine? He stated he did. Agent thanked him for the information and stated she would call him back if she had more information. Call released.

*** NOTES 9/12/2012 2:00:58 PM, pballard, Action Type : Note-General

passed case on to team lead for follow up with tech line

*** NOTES 9/14/2012 10:42:54 AM, pballard, Action Type : Note-Technical

Agent read tech line notes.

*** CASE MODIFY 9/18/2012 2:29:46 PM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 9/20/2012 10:28:18 AM, pballard, Action Type : Note-General

Per tech line notes ok to close.
** NOTES 09/17/2012 14:26:13 gcapley Action Type: Call from Dealer
Reviewed case with Tony MA37, and Norm MH12.

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250R - INTERMITTENT STALLING

Case will be closed as this issue is not due to a defect or issue with the product, it is a result of the customer using an aftermarket oil filter and installing that after market oil filter backwards.
Closing Case.
Sent notification E-mail to Norm MH12, Andy MA20, Tony MA37, Randy MT03, and Pat M65.

*** NOTES 9/20/2012 10:35:27 AM, pballard, Action Type : Note-General

closing case.

*** CASE MODIFY 9/26/2012 3:51:23 PM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** NOTES 9/26/2012 3:56:08 PM, pballard, Action Type : Note-General

nothing more to discuss with the customer. closing case.

*** CASE MODIFY 9/26/2012 3:57:34 PM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** SUBCASE M012012-09-0501650-1 CLOSE 9/26/2012 3:57:35 PM, pballard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/26/2012 3:57:35 PM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/18/2012 1:54:31 PM
Case Originator :	Sean Glover	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/23/2012 2:18:59 PM
Case Owner :	Michelle Padilla	Method :	Phone	Queue :		Days Open :	5
		Point of Origin :	Customer	Wipbin :			

Case Title : 03A - [redacted] - CBR250R - INTERMITTENT STALLING AT 35 TO No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name :	105369 / BEST HONDA CYCLE CENTER
Phone No. :	603-889-0161
Address :	579 AMHERST ST
City / State / Zip :	NASHUA, NH 03063
Svc District / Sls District :	03A / 4A
Warranty Labor Rate / Date :	$82.50 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	[redacted]
In Service Date :	07/05/2012
Months In Use :	3
Engine Number :	[redacted]
Originating Dealer No. / Name :	105369 / BEST HONDA CYCLE CENTER
Selling Dealer No. / Name :	105369 / BEST HONDA CYCLE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	7/5/2012 / 7/4/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted] -	Subcase Close	Complaint	Product	Operation	111109	INTAKE OR EXHAUST VALVE

Issue Details

Issue ID : M012012-10-1801509-1
Issue Originator : Michelle Padilla
Issue Owner : Michelle Padilla
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/19/2012 2:12:30 PM
Close Date : 10/23/2012 2:18:59 PM

Coding Info :

Labor Code / Desc : 111109 / INTAKE OR EXHAUST VALVE GUIDE (ONE)

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern, Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - INTERMITTENT STALLING AT

*** CASE CREATE 10/18/2012 1:54:31 PM, sglover

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

*** CASE MODIFY 10/18/2012 2:08:15 PM, sglover

into WIP To Be Dispatched and Status of Solving.

*** NOTES 10/18/2012 2:35:53 PM, sglover, Action Type : Call from Customer

Customer states his motorcycle is experiencing an intermittent stalling issue between 35 and 45 mph when decelerating using both brakes and then applies throttle it stalls. Customer states on 10/8/12 was riding in traffic on side streets and he disengaged the clutch and used both brakes to slow down and when he applied the throttle the motorcycle stalled. Customer states he pulled over to the side of the road and looked over the motorcycle and could not find anything wrong. Customer states he started the motorcycle pulled out on the main street and it stalled. Customer states he did not ride the motorcycle on 10/9/12 and when he was going home from work on 10/10/12 going up the same hill the motorcycle stalled under the same conditions again. Customer states he rode to work on 10/11/12 and it stalled 3 times. Customer states after the motorcycle stalled twice on 10/12/12 he decided to go to the dealer on 10/13/12. Customer states he brought the motorcycle to Best Honda Cycle(105369) and they have had it since. Customer states the dealer is telling him in order to fix his issue the motorcycle needs to have the 600 mile service performed and he will need to pay for it because it 44 miles over the 600 mile mark. We advised the customer we can not say at this point whether he will need to pay for anything or not. We advised the customer our warranty provides coverage for defects in parts, materials, or workmanship from the factory. We advised the customer if there is no defect found the inspection and repair fees fall back to the customer. We advised the customer maintenance items are not considered to be defects. We advised the customer the best thing we can do is dispatch the issue to a case manager so we can gather more information on the issue. We advised the customer the case manager will give him a return phone call within 1-2 business days. Customer states he has a license test on 10/26/12 because he only has his permit and if he misses that test he will not be able to take it for the rest of the year due to the winter weather. We advised the customer we will look into his issue and call him back. Customer understood and thanked. Ended call.

*** NOTES 10/18/2012 2:36:36 PM, sglover, Action Type : Contention

Customer contends his motorcycle is experiencing an intermittent stalling issue between 35 and 45 mph when decelerating using both brakes and then he applies throttle it stalls.

*** NOTES 10/18/2012 2:37:38 PM, sglover, Action Type : VOC

"My motorcycle is experiencing an intermittent stalling issue between 35 and 45 mph when decelerating using both brakes and then I applies throttle it stalls, and my dealer is trying to tell me the issue can be resolved by having my bike serviced and I have to pay for the issue even though my bike is still under warranty."

*** CASE MODIFY 10/18/2012 2:37:45 PM, sglover

into WIP To Be Dispatched and Status of Solving.

*** CASE DISPATCH 10/18/2012 2:37:53 PM, sglover

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 10/18/2012 3:19:15 PM, msonntag

from Queue MC Motorcycle to WIP To be dispatched .

*** CASE DISPATCH 10/18/2012 3:54:09 PM, msonntag

from WIP Default to Queue MC Tor MPadill.

*** CASE ACCEPT 10/19/2012 7:05:54 AM, mpadill

from Queue MC Tor MPadill to WIP Default.

*** NOTES 10/19/2012 9:25:42 AM, mpadill, Action Type : Call to Dealer

Spoke with Chris, service advisor. He informed the customer has been working with Mark, service advisor. Brandon, technician has been speaking with DSeM

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - INTERMITTENT STALLING AT

Jeremy MB47. It was advised the customer will need to authorize a 600 mile, first service. They would like to perform a valve adjustment on the motorcycle. Mark is waiting for [redacted] to return his call with authorization to do the first service.

*** NOTES 10/19/2012 9:26:06 AM, mpadill, Action Type : Note-General

Reviewed with Randy MT03. Randy advised case manager to provide him with a copy of the case to further review.

*** NOTES 10/19/2012 2:07:18 PM, mpadill, Action Type : Call to Customer

Advised [redacted] we are looking into this further. Once we have updated information we will follow up with him. [redacted] advised he has his motorcycle license test at the end of next week and he really needs the motorcycle back by then. Informed [redacted] we cannot promise or guarantee at this time, however we will see what happens next week. He understood.

*** NOTES 10/19/2012 2:10:58 PM, mpadill, Action Type : Field FYI

Advised DSeM Jeremy MB47 the customer contacted customer relations. He stated the technician mentioned it to him. Asked if the dealer has verified the customers concern? He stated the technician did verify the stalling concern while the customer was riding it.

*** SUBCASE M012012-10-1801509-1 CREATE 10/19/2012 2:12:30 PM, mpadill

Created in WIP Default with Due Date 10/19/2012 2:12:30 PM.

*** CASE MODIFY 10/19/2012 2:20:42 PM, mpadill

into WIP Default and Status of Solving.

*** NOTES 10/23/2012 1:44:27 PM, mpadill, Action Type : Field FYI

Received a voice mail from DSeM Jeremy MB47. He advised they found 3 of the 4 valves were tight. AHM has authorized to cover the valve adjustment, however Mr. Boudreault will be responsible for the first service.

*** NOTES 10/23/2012 1:45:45 PM, mpadill, Action Type : Call for Case Mgr

Received a voice mail from Mr. Boudreault seeking a return call.

*** NOTES 10/23/2012 1:47:55 PM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Advised we have received updated information from our DSeM who inspected the motorcycle today. Left contact information.

*** CASE MODIFY 10/23/2012 1:48:05 PM, mpadill

into WIP 03A - Jeremy and Status of Solving.

*** NOTES 10/23/2012 2:17:30 PM, mpadill, Action Type : Call for Case Mgr

Received a return call from Mr. Boudreault. Informed him our DSeM was at the dealer today and inspected the motorcycle. AHM has authorized the dealer to cover the valve adjustment, however he will be responsible for the first service minus the valve adjustment. [redacted] advised he is going to notify the dealer that he would like to hold off on the service until his season comes to an end in a couple of weeks. That way he can have the service done then put it directly into storage for the winter. [redacted] advised he will be following up with the dealer so they do not perform first service at this time. [redacted] understand the recommended first service is at 600 miles on the motorcycle.

*** CASE MODIFY 10/23/2012 2:18:57 PM, mpadill

into WIP To Be Closed and Status of Solving.

*** CASE MODIFY 10/23/2012 2:18:58 PM, mpadill

into WIP To Be Closed and Status of Solving.

*** SUBCASE M012012-10-1801509-1 CLOSE 10/23/2012 2:18:59 PM, mpadill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/23/2012 2:18:59 PM, mpadill

Case History

Case ID : M012012-10-1801509 Case Title : 03A - [redacted] - CBR250R - INTERMITTENT STALLING AT

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/25/2013 3:43:56 PM
Case Originator :	Carlos Molina	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/12/2013 1:04:16 PM
Case Owner :	Randy Cruz	Method :	Phone	Queue :		Days Open :	48
		Point of Origin :	Customer	Wipbin :			

Case Title : 01B - [redacted] - CBR250R - MOTORCYCLE STALLS AT HIGHWAY SP No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 106067 / KEN AND JOE'S
Phone No. : 661-259-8460
Address : 26081 BOUQUET CANYON RD.
City / State / Zip : SAUGUS, CA 91350
Svc District / Sls District : 01B / 1B
Warranty Labor Rate / Date : $95.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
102844	PALMDALE HONDA		

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4110B5 [redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 4,125
In Service Date : 06/23/2011
Months In Use : 28
Engine Number : [redacted]
Originating Dealer No. / Name : 105980 / PRO-CALIBER MOTOR SPORTS
Selling Dealer No. / Name : 105980 / PRO-CALIBER MOTOR SPORTS
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 6/23/2011 / 6/22/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012013-10-2501714-1 / [redacted] - PRO	Subcase Close	Complaint	Product	Operation	111106	CYLINDER HEAD

Issue Details

Issue ID : [redacted]
Issue Originator : Carlos Molina
Issue Owner : Carlos Molina
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/25/2013 4:51:36 PM
Close Date : 10/28/2013 12:29:46

Coding Info :

Labor Code / Desc : 111106 / CYLINDER HEAD

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to Dealer, Repaired/Warranty
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012013-10-2501714 Case Title : 01B - [redacted] CBR250R - MOTORCYCLE STALLS AT

*** CASE CREATE 10/25/2013 3:43:56 PM, cmolina
Contact = [redacted], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/25/2013 3:44:27 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:44:37 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:44:45 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:44:56 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:44:59 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:46:33 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 3:52:44 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 4:13:24 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2013 4:34:11 PM, cmolina
into WIP default and Status of Solving.

*** SUBCASE M012013-10-2501714-1 CREATE 10/25/2013 4:51:36 PM, cmolina
Created in WIP Default with Due Date 10/25/2013 4:51:36 PM.

*** CASE MODIFY 10/25/2013 4:51:49 PM, cmolina
into WIP default and Status of Solving.

*** NOTES 10/25/2013 4:53:25 PM, cmolina, Action Type : Contention
motorcycle stalls at 65 mph when he downshifts to lower his speed or to exit a off ramp.

*** NOTES 10/25/2013 4:57:32 PM, cmolina, Action Type : VOC
I keep having a stalling issue with motorcycle CBR, but it doesn't happen all the time. I'll be riding on the freeway doing about 65 mph and when I down shift to a lower speed it will stall, which I feel is a safety issue since I'm on the highway.

*** CASE MODIFY 10/25/2013 4:57:36 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2013 11:38:49 AM, cmolina
into WIP default and Status of Solving.

*** NOTES 10/28/2013 12:29:01 PM, cmolina, Action Type : Call from Customer
Customer called in to advised that he has been having a issue with his motorcycle stalling when he is riding on the hwy going about 65 mph or so. Customer stated that it doesn't do it all the time but seems to be noticing that it stalls more with out warning. Customer stated that its happened to him four times so far. Customer stated that he feels it s a safety concern. Customer stated that he will be riding and then when he tries to downshift to a lower gear when

Case History

Case ID : M012013-10-2501714 Case Title : 01B - [redacted] - CBR250R - MOTORCYCLE STALLS AT

he is slowing down, the motorcycle will stall. Customer stated that he has to pull over on the emergency lane and turn the motorcycle off and then restart it for it to work correctly. Customer stated that he is the second owner and the motorcycle is bone stock. Customer stated that he has been doing research on his concern and has read that his motorcycle model year is known for this issue. There are repairs being done regarding having the ECM replaced and that has corrected the stalling issue. Customer stated that he no longer has a warranty but wants to know if replacing the ECM will fix his issue. We advised the customer he should not replace any parts until he knows what the issue is. We advised that the ECM is a expensive part and that may not be the issue. We advised the customer that he may want to have his motorcycle inspected by a authorized dealer for further assistance. Customer wanted to know if Honda has heard of his concern regarding his motorcycle stalling and if there is a repair remedy for it because he does feel it s a safety issue. We advised the customer we spoke the supervisor Randy (MT03) regarding his concern and we would like to take a further look into his concern regarding his motorcycle stalling at highway speeds with out notice. We asked the customer if he would be able to bring his motorcycle to a Honda dealer. Customer stated that yes but it may be until next Friday. We advised the customer that he can call our motorcycle customer support dept back and we can have a case manager look into his concern further. Customer understood and thanked.

*** CASE MODIFY 10/28/2013 12:29:36 PM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2013 12:29:42 PM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2013 12:29:44 PM, cmolina

into WIP default and Status of Solving.

*** SUBCASE M012013-10-2501714-1 CLOSE 10/28/2013 12:29:46 PM, cmolina

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/28/2013 12:29:46 PM, cmolina

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

*** CASE REOPEN 10/30/2013 3:18:54 PM, taiken

with Condition of Open and Status of Solving.

*** CASE MODIFY 10/30/2013 3:24:29 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2013 3:34:53 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2013 3:35:53 PM, taiken

into WIP default and Status of Solving.

*** NOTES 10/30/2013 3:51:29 PM, taiken, Action Type : Call from Customer

Customer called back and his case was reopened. He said he just delivered his motorcycle to dealer 102844, Palmdale Honda for his stalling concern. Analyst thanked him for calling back and told him agent will dispatch his case to a case manager who will speak with his dealer and follow-up with the customer. Customer stated he understood.

*** NOTES 10/30/2013 3:52:02 PM, taiken, Action Type : Note-General

Analyst dispatched the case to a case manager, for further review and follow-up with the dealer and the customer.

*** CASE DISPATCH 10/30/2013 3:52:25 PM, taiken

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 10/30/2013 4:55:37 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

Case History

Case ID : M012013-10-2501714 Case Title : 01B - [redacted] - CBR250R - MOTORCYCLE STALLS AT

*** CASE DISPATCH 10/31/2013 7:49:06 AM, rcruz
from WIP Default to Queue MC Tor PBallard.

*** NOTES 10/31/2013 8:08:58 AM, rcruz, Action Type : Note-General
sent "FYI" email to QIC specialist, Byron, and Mgmt(Steve, Cyndi, Brad), to advise them of case received.

*** CASE ACCEPT 10/31/2013 8:09:12 AM, rcruz
from Queue MC Tor PBallard to WIP Default.

*** COMMIT 10/31/2013 11:16:28 AM, rcruz, Action Type : N/A
Made to [redacted] due 11/05/2013 11:16:30 AM.
call customer

*** NOTES 11/4/2013 3:50:20 PM, cmolina, Action Type : Call from Customer
Customer wanted to speak with his case manager regarding the status of case. We advised the customer that his case manager is not available, but can advised a call back in one business days.

*** NOTES 11/6/2013 7:46:50 AM, rcruz, Action Type : Note-General
late entry from 11/1/13
Tech line(Tony MA37) & DSM Dave(MX14), have both suggested the customer consider taking unit to different dealer, due to Palmdale's service ability. Palmdale currently only has one technician, which could delay inspection/repair of unit. DSM will contact DP of Palmdale to further discuss the situation.

*** NOTES 11/6/2013 7:57:41 AM, rcruz, Action Type : Note-General
late entry from 11/5/13
received e-mail from DSM Dave MX14, informing us he spoke with the Dealer Principle for Palmdale Honda and was advised the unit is no longer at the dealer, and the customer intends on taking to Ken & Joe's Honda.

*** NOTES 11/6/2013 8:03:41 AM, rcruz, Action Type : Call from Customer
late entry from 11/5/13
Spoke with customer for follow up and asked if he's had a chance to get his motorcycle to Ken & Joe's Honda. Customer said he's doesn't know what we're talking about and said it's still at Palmdale. We informed customer our Honda Rep had a discussion with the Mgmt at Honda Palmdale and it was suggested the motorcycle be moved to a different dealer because they currently have the resources to inspection/repair his motorcycle. Customer said he's fine with moving be but won't be able to until later this week, and asked if he's going to have a bill. We informed customer we will contact the dealer to ask about bill, and advised we will call him back once new information is gained. Customer thanked us for the call.

*** NOTES 11/6/2013 8:06:47 AM, rcruz, Action Type : Call to Dealer
late entry from 11/5/13
Spoke with Michael in service at Palmdale, shared details of our talk with the customer, informed him the customer is fine with moving his motorcycle but wanted to know if he was gonig to be bill. Michael said he shouldn't,
considering they've not be able to work on it. We thanked Michael and informed him we will have the customer call him to work out the details on picking up his motorcycle.

*** NOTES 11/6/2013 8:09:45 AM, rcruz, Action Type : Call to Customer
late entry from 11/5/13
Called customer, informed him we talked with Michael at Palmdale about any fees his may be charged and advised that he indicate there should not be any charges. We suggested the customer speak with Michael directly. Customer agreed to touch base with Michael, and confirmed he will not be able to pick the motorcycle up until Friday. We thanked customer for the information and advised we will touch base Friday.

*** CASE MODIFY 11/11/2013 10:43:43 AM, rcruz

Case History

Case ID : M012013-10-2501714 Case Title : 01B - [redacted] - CBR250R - MOTORCYCLE STALLS AT

into WIP Default and Status of Solving.

*** NOTES 11/13/2013 3:25:14 PM, rcruz, Action Type : Call from Customer

Customer called for update to case, and said he last talked with the dealer Saturday. We shared some of the detail listed in the tech case, and informed customer the dealer has been given additional inspections to preform. We informed customer, once new information is gained, we will touch base with him as soon as new information is gained. Customer thanked us for the assistance.

*** NOTES 12/11/2013 4:04:07 PM, rcruz, Action Type : Call to Dealer

Spoke with Kent in service at Ken & Joes, and asked if the customer's called back since picking up bike. Kent informed us it's been about 4-5 weeks, and they've not heard from him. We thanked Kent for the information.

*** NOTES 12/12/2013 1:02:31 PM, rcruz, Action Type : Call to Customer

Called customer to ask how his motorcycle has been operating since being repaired? Customer said he's put about 200 miles on the bike and it's ran great with no problems. We thanked customer his patience while the motorcycle was being repaired, suggested he call should any additional concerns or questions arise, and informed him his case will be documented and closed.

*** CASE MODIFY 12/12/2013 1:04:14 PM, rcruz

into WIP Default and Status of Solving.

*** CASE CLOSE 12/12/2013 1:04:16 PM, rcruz

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	M012012-04-2000991	Division :	Motorcycle	Condition :	Closed	Open Date :	4/20/2012 12:48:33 PM
Case Originator :	Kelly O'Neil	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/16/2012 2:03:29 PM
Case Owner :	Corey Griffin	Method :	Phone	Queue :		Days Open :	26
		Point of Origin :	Customer	Wipbin :			

Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING CONCERNS No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 101686 / HAYDEN HONDA
Phone No. : 260-347-0060
Address : 619 WESTGATE AVE
City / State / Zip : KENDALLVILLE, IN 46755
Svc District / Sls District : 03B / 4I
Warranty Labor Rate / Date : $75.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4114B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 2,900
In Service Date : 04/30/2011
Months In Use : 12
Engine Number : [redacted]
Originating Dealer No. / Name : 101686 / HAYDEN HONDA
Selling Dealer No. / Name : 101686 / HAYDEN HONDA
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 4/30/2011 / 4/29/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-04-2000991-1 / [redacted] - PRODU	Subcase Close	Complaint	Product	Operation	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Michelle Padilla
Issue Owner : Corey Griffin
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/23/2012 3:40:46 PM
Close Date : 5/16/2012 2:03:29 PM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012012-04-2000991 Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING

*** CASE CREATE 4/20/2012 12:48:33 PM, koneil

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

*** CASE MODIFY 4/20/2012 12:48:44 PM, koneil

into WIP open cases and Status of Solving.

*** CASE MODIFY 4/20/2012 1:02:11 PM, koneil

into WIP open cases and Status of Solving.

*** NOTES 4/20/2012 2:05:00 PM, koneil, Action Type : Call from Customer

Customer called and stated that over the past year this motorcycle has had an intermittent stalling concern and the dealer has not been able to find the problem. They have just told her husband to just keep riding it. She stated that it has happened 7-8 times all together. She stated that the only thing they have found in common with each stall is that it happens when he s coming to a stop. She stated that he has been riding motorcycles for over 40 years so it s not like he s new to this. She stated that they took it back to the dealer again yesterday and the girl in service, she can't remember her name, told her that they can't do anything and Honda isn't going to do anything if it doesn't have any stored codes. She stated that this girl is always so rude to her that they try not to ever deal with her. The customer stated that when she was told this yesterday she was upset so she went to talk to the owner of the dealer who told her that they can't do anything about this. He said that Honda doesn't have any goodwill anymore but that he could sell her an extended warranty at a good price. She stated that she is very upset with the treatment she has gotten from the dealer and the fact that they can't fix the motorcycle. She stated that this is a safety concern and she doesn't want to see her husband get hurt. She did say that when it stalls out it will start right back up with no problem. Motorcycle Customer Support apologized for the concerns and advised that we would document them for her. Motorcycle Customer Support asked if the dealer has test rode the motorcycle at all to try and duplicate the concerns and she stated that she isn't sure what if anything they have done to try and find the problem. Motorcycle Customer Support advised that a case manager can follow up with the dealer to try and get more information on this and the case manager will call her back in 2-3 business days. We advised that sometimes intermittent concerns can be very hard to duplicate and diagnosis but the concerns are documented with in Honda.

We will wait until she has picked up the motorcycle to file a complaint about the poor treatment she has gotten from the dealer. Customer understands and thanked.

*** NOTES 4/20/2012 2:05:31 PM, koneil, Action Type : Contention

Intermittent stalling concerns and dealer service complaint.

*** NOTES 4/20/2012 2:06:45 PM, koneil, Action Type : VOC

"The motorcycle will stall out for no reason sometimes when my husband is coming to a stop. The dealer said that they can't do anything about this unless it has a stored code but they would sell me an extended warranty at a good price. This is a safety concern and I don't want to see my husband get hurt."

*** CASE DISPATCH 4/20/2012 2:06:53 PM, koneil

from WIP open cases to Queue MC Motorcycle.

*** CASE ACCEPT 4/20/2012 2:46:26 PM, pballard

from Queue MC Motorcycle to WIP DISPATCHED CASES.

*** CASE DISPATCH 4/20/2012 2:46:36 PM, pballard

from WIP CASES DURING PHONE TIME to Queue MC Motorcycle.

*** CASE ACCEPT 4/20/2012 3:33:30 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 4/23/2012 7:29:35 AM, rcruz

from WIP Def In Box to Queue MC Tor mpadill.

*** CASE ACCEPT 4/23/2012 10:15:45 AM, mpadill

Case History

Case ID : M012012-04-2000991 Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING

from Queue MC Tor mpadill to WIP Default.

*** COMMIT 4/23/2012 3:40:12 PM, mpadill, Action Type : N/A

Made to [redacted] due 04/25/2012 03:40:13 PM.

02B - Call dealer regarding complaint.

*** CASE MODIFY 4/23/2012 3:40:34 PM, mpadill

into WIP Default and Status of Solving.

*** SUBCASE M012012-04-2000991-1 CREATE 4/23/2012 3:40:46 PM, mpadill

Created in WIP Default with Due Date 4/23/2012 3:40:46 PM.

*** CASE MODIFY 4/23/2012 3:40:52 PM, mpadill

into WIP Default and Status of Solving.

*** NOTES 4/26/2012 7:40:18 AM, mpadill, Action Type : Call to Dealer

Spoke with Ralph, service manager. He advised [redacted] has only had the motorcycle into the dealer a couple of times for this concern. Each time they have not been able to duplicate the customers concern. It has been test ridden for at least 50 miles without any concerns. The motorcycle has been at the dealer since 4/19 and the technician still has not been able to duplicate any concerns.

*** CASE MODIFY 4/26/2012 7:48:05 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY 4/26/2012 7:48:09 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE FULFILL 4/26/2012 7:49:57 AM, mpadill

Fulfilled for [redacted] due 04/25/2012 03:40:13 PM.

*** COMMIT 4/26/2012 7:49:58 AM, mpadill, Action Type : N/A

Made to [redacted] due 05/01/2012 07:49:59 AM.

03B - Call dealer. T/L case?

*** NOTES 4/26/2012 7:50:47 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 4/26/2012 7:50:49 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY 4/26/2012 7:50:55 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY 4/26/2012 3:09:42 PM, mpadill

into WIP 03B - Phil and Status of Solving.

*** NOTES 5/2/2012 7:28:47 AM, mpadill, Action Type : Call to Dealer

Spoke with Callie, in service. She advised [redacted] picked up the motorcycle. They were unable to duplicate the concern while it was at the dealer.

*** CASE MODIFY 5/2/2012 7:32:47 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** NOTES 5/2/2012 9:56:37 AM, mpadill, Action Type : Note-General

Case History

Case ID : [redacted] Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING

Received an update from QIC Byron MB35. He contacted dealer 101686, Hayden Honda regarding [redacted] motorcycle. Byron would like [redacted] to take the motorcycle back into the dealer. The dealer has been given further direction.

*** NOTES 5/2/2012 10:00:19 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer. Advised Mr. & [redacted] we would like for them to take the motorcycle back into dealer 101686, Hayden Honda. Advised our techline has given the dealer further direction and things to inspect. Once the dealer has had a chance to further inspect they will follow up with techline with their findings. Left contact information for customer and asked that he follow up with us.

*** CASE MODIFY 5/2/2012 10:02:49 AM, mpadill

into WIP To Be Closed and Status of Solving.

*** CASE FULFILL 5/2/2012 10:02:52 AM, mpadill

Fulfilled for [redacted] due 05/01/2012 07:49:59 AM.

*** COMMIT 5/2/2012 10:02:57 AM, mpadill, Action Type : N/A

Made to [redacted] due 05/04/2012 10:02:58 AM.

03B - Call customer in PM, verify repairs resolved symptoms

*** CASE MODIFY 5/2/2012 10:03:16 AM, mpadill

into WIP To Be Closed and Status of Solving.

*** NOTES 5/2/2012 2:37:02 PM, mpadill, Action Type : Call for Case Mgr

[redacted] returned call to case manager. She advised the motorcycle is back at the dealer as of now. Advised we would follow up with the dealer on next business day to find out what their schedule looks like. Once an update becomes available we will contact her back. She thanked.

*** CASE MODIFY COMMITMENT 5/2/2012 2:38:12 PM, mpadill

with [redacted] due 05/03/2012 10:02:58 AM.

*** CASE MODIFY 5/2/2012 2:38:15 PM, mpadill

into WIP 03B - Phil and Status of Solving.

*** NOTES 5/3/2012 8:22:01 AM, mpadill, Action Type : Call to Dealer

Spoke with Callie, in service. She advised the technician is working on the inspections techline advised them to do. They will follow up with techline once they have additional information and their findings.

*** CASE MODIFY COMMITMENT 5/3/2012 8:22:09 AM, mpadill

with [redacted] due 05/04/2012 10:02:58 AM.

*** CASE MODIFY 5/3/2012 8:22:11 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY COMMITMENT 5/4/2012 8:19:06 AM, mpadill

with [redacted] due 05/08/2012 10:02:58 AM.

*** CASE MODIFY 5/4/2012 8:19:08 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY 5/4/2012 8:19:19 AM, mpadill

into WIP 03B - Phil and Status of Solving.

*** NOTES 5/4/2012 8:19:57 AM, mpadill, Action Type : Note-General

Dealer 101686 has not contacted QIC Byron MB35 back with their findings.

Case History

Case ID : [redacted] Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING

*** CASE MODIFY 5/4/2012 8:20:00 AM, mpadill
into WIP 03B - Phil and Status of Solving.

*** NOTES 5/8/2012 7:16:41 AM, mpadill, Action Type : Call to Dealer
Spoke with Ralph, service manager. He advised they did not have the correct valve shim so they ended up having to place it on order. Once that arrives they will inspect the valve clearance. All of the other inspections have been completed but they want to complete the valve clearance before following up with techline. Advised we would follow up with him towards the end of the week to see how things are going. He agreed.

*** CASE MODIFY 5/8/2012 7:16:45 AM, mpadill
into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY COMMITMENT 5/8/2012 7:17:05 AM, mpadill
with [redacted] due 05/11/2012 10:02:58 AM.

*** CASE MODIFY 5/8/2012 7:17:07 AM, mpadill
into WIP 03B - Phil and Status of Solving.

*** CASE ASSIGN 5/8/2012 3:16:09 PM, mpadill
[redacted] to cgriff, WIP

*** CASE RULE ACTION 5/8/2012 3:16:09 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [redacted] -1 ASSIGN 5/8/2012 4:00:23 PM, mpadill
[redacted] -1 to cgriff, WIP

*** SUBCASE [redacted] -1 RULE ACTION 5/8/2012 4:00:23 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 5/11/2012 2:08:30 PM, cgriff, Action Type : Call to Dealer
Spoke with Ralph, service manager. Ralph in formed us that the valve shim they had on order arrived and has been installed, DSeM had inspected the unit, and the unit is nearly all back together. Ralph stated that they were never able to duplicate the customer s contentions, and they had put about 50-60 miles on unit trying to duplicate complaint. Ralph stated that they plan to test ride the unit once it is all back together and then contact customer for pick up. We advised dealer to follow up with tech line for any possible alternative directions. Dealer stated that they would follow up with tech line. We informed the dealer that we will contact them back middle of the following business week to verify status of inspections/repairs.

*** CASE MODIFY COMMITMENT 5/11/2012 2:08:58 PM, cgriff
with [redacted] due 05/16/2012 10:02:58 AM.

*** CASE MODIFY 5/11/2012 2:09:25 PM, cgriff
into WIP 03B - PHIL and Status of Solving.

*** CASE MODIFY 5/11/2012 2:09:30 PM, cgriff
into WIP 03B - PHIL and Status of Solving.

*** NOTES 5/16/2012 7:58:25 AM, cgriff, Action Type : Call to Dealer
Spoke with service manager, Ralph. Ralph stated that the unit was picked up yesterday by the customer and they have not heard back from him. Ralph stated that they had replaced a valve shim, and had inspected the alternator grounds to verify a good ground connection. Informed Ralph we will follow up with the customer to verify he is not experiencing any symptoms anymore.

*** NOTES 5/16/2012 8:02:10 AM, cgriff, Action Type : Call to Customer

Case History

Case ID : [redacted] Case Title : 03B - [redacted] - CBR250R - INTERMITTENT STALLING

Called customer to verify that the unit was picked up from the dealership and to verify that repairs have resolved the issues that she was experiencing in the past. We left a voice mail message for the customer requesting a return phone call. We left our contact information in the voice mail message.

*** CASE MODIFY COMMITMENT 5/16/2012 8:03:01 AM, cgriff

with [redacted] due 05/17/2012 10:02:58 AM.

*** CASE MODIFY 5/16/2012 8:03:08 AM, cgriff

into WIP 03B - PHIL and Status of Solving.

*** NOTES 5/16/2012 2:01:56 PM, cgriff, Action Type : Call from Customer

Received voice mail message from Joann requesting a return phone call.

*** NOTES 5/16/2012 2:02:12 PM, cgriff, Action Type : Call to Customer

Called customer back about this issue and spoke with [redacted] [redacted] husband and the owner of the motorcycle who is the rider of the unit. [redacted] stated that he picked up the motorcycle from the dealership yesterday, and has ridden it about 50-60 miles. Customer stated that he is not experiencing any symptoms that he had in the past which had prompted him to bring the motorcycle to the Honda dealership. We thanked the customer for the information and advised him to contact us back in the future should he have any questions or concerns. Customer thanked for the follow up phone call and making sure he was a satisfied customer. Call was ended.

*** CASE MODIFY 5/16/2012 2:03:13 PM, cgriff

into WIP 03B - PHIL and Status of Solving.

*** CASE FULFILL 5/16/2012 2:03:20 PM, cgriff

Fulfilled for [redacted] due 05/17/2012 10:02:58 AM.

*** CASE MODIFY 5/16/2012 2:03:27 PM, cgriff

into WIP 03B - PHIL and Status of Solving.

*** CASE MODIFY 5/16/2012 2:03:29 PM, cgriff

into WIP 03B - PHIL and Status of Solving.

*** SUBCASE M012012-04-2000991-1 CLOSE 5/16/2012 2:03:29 PM, cgriff

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/16/2012 2:03:29 PM, cgriff

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/25/2012 10:27:44 AM
Case Originator :	Brian Brugh	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/28/2012 9:29:19 AM
Case Owner :	Michelle Padilla	Method :	Phone	Queue :		Days Open :	34
		Point of Origin :	Customer	Wipbin :			

Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED BACKWARDS / No. of Attachments : 0

Site / Contact Info :

Site Name :	[redacted]
Dealer No. :	
Site Phone No. :	[redacted]0
Contact Name :	[redacted]
Day Phone No. :	[redacted]
Evening Phone No. :	[redacted]
Cell / Pager No. :	
Fax No. :	
Address :	[redacted]
City / State / Zip :	DOVER, NH [redacted]
E Mail :	
Svc District / Sls District :	/

Current Dealer Info :

Current Dealer No. / Name :	105135 / NAULT'S WINDHAM HONDA
Phone No. :	603-898-4466
Address :	60 RANGE ROAD
City / State / Zip :	WINDHAM, NH 03087
Svc District / Sls District :	03A / 4A
Warranty Labor Rate / Date :	$85.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	800
In Service Date :	07/25/2011
Months In Use :	12
Engine Number :	[redacted]
Originating Dealer No. / Name :	105135 / NAULT'S WINDHAM HONDA
Selling Dealer No. / Name :	105135 / NAULT'S WINDHAM HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	7/25/2011 / 7/24/2012
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted] -	Subcase Close	Complaint	Product	Operation	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Corey Griffin
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/26/2012 7:42:28 AM
Close Date : 8/8/2012 11:17:01 AM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012012-07-2500766 Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

*** CASE CREATE 7/25/2012 10:27:44 AM, bbrugh
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/25/2012 10:28:25 AM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2012 10:38:36 AM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2012 10:38:38 AM, bbrugh
into WIP default and Status of Solving.

*** NOTES 7/25/2012 3:38:36 PM, bbrugh, Action Type : Call from Customer
Customer could not provide email address.

Customer states that his 2011 CBR250R has been randomly stalling. Customer states it stalls while up shifting, downshifting or sitting still at a traffic light. Customer states that the motorcycle has a very rough idle and he can audibly hear the fuel pump cutting out. We advised the customer that we are not technically trained to diagnose issues. Customer states that he had done the oil change at 500 miles himself. Customer states the motorcycle is at the dealership and they have contacted tech line (case # [redacted]). Customer states that the dealership is having troubles diagnosing the issue. Customer stated he wants to install an aftermarket fuel system. We advised against replacing anything with other than stock Honda parts. We advised the customer that we will be dispatching his issue to a case manager. We advised customer that the case manager will respond to him within 1-2 business days. Customer understood and thanked us for the help. We thanked him for the call and ended the conversation.

*** NOTES 7/25/2012 3:40:19 PM, bbrugh, Action Type : Contention
Customer contends that his 2011 CBR250R has been randomly stalling.

*** CASE MODIFY 7/25/2012 3:40:21 PM, bbrugh
into WIP default and Status of Solving.

*** NOTES 7/25/2012 4:01:29 PM, bbrugh, Action Type : VOC
My CBR250R has been stalling and the dealership is having a hard time fixing it. Can you provide the dealer any help?

*** CASE MODIFY 7/25/2012 4:01:37 PM, bbrugh
into WIP default and Status of Solving.

*** CASE DISPATCH 7/25/2012 4:01:45 PM, bbrugh
from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 7/25/2012 4:06:41 PM, msonntag
from Queue MC Motorcycle to WIP To be dispatched .

*** CASE DISPATCH 7/25/2012 4:11:21 PM, msonntag
from WIP Default to Queue MC Tor CGriff.

*** CASE ACCEPT 7/26/2012 7:33:05 AM, cgriff
from Queue MC Tor CGriff to WIP 03A - JEREMY.

*** SUBCASE M012012-07-2500766-1 CREATE 7/26/2012 7:42:28 AM, cgriff
Created in WIP Default with Due Date 7/26/2012 7:42:28 AM.

*** COMMIT 7/26/2012 7:43:05 AM, cgriff, Action Type : N/A

Case History

Case ID : M012012-07-2500766 Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

Made to [redacted] due 07/27/2012 07:43:06 AM.

3A - if customer hasn't called back - close case

*** CASE MODIFY 7/26/2012 7:43:33 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 7/27/2012 8:34:08 AM, cgriff, Action Type : Field Service

Called DSeM and left a voice mail message requesting a call back.

*** NOTES 7/27/2012 8:51:22 AM, cgriff, Action Type : Call to Dealer

Spoke with Paul, service manager at Nault s Windham Honda #105135. Paul stated that they inspected this motorcycle and verified that the engine oil filter was installed backwards by the customer s ([redacted] boyfriend [redacted] causing the engine troubles. Paul stated that this motorcycle has about 830 miles on it at this time, and [redacted] had stated that he had performed the oil filter replacement at about 500 miles. Paul stated that this engine will likely require an engine rebuild to resolve the issues with it since they could hear a knock sound from the bottom end of the engine when they had test ridden it when it first came in, likely caused because the last 300+ miles the engine has been starving for lubrication. Paul stated that their DSeM Jeremy MB47 inspected the motorcycle yesterday 7/26/2012 and stated that there is not a manufacturing defect with the motorcycle, but Honda will pay for parts for the repair in order to assist the customer. Paul stated that they called and informed [redacted] of their finding the oil filter installed backwards on the engine, but he would not accept his mistake, and had stated that he did not install the oil filter backwards.

*** CASE MODIFY 7/27/2012 8:51:24 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 7/27/2012 9:36:00 AM, cgriff, Action Type : Field Service

Received voice mail from DSeM Jeremy MB47. Jeremy stated that he inspected this customer's motorcycle and the oil filter was installed backwards by the customer's boyfriend who performed an oil change around 500 miles of use. Jeremy stated that he asked the dealership for a parts estimate, but he has not received the estimate yet, however he advised dealer that Honda will pay for parts that are in need of replacement. Jeremy stated that the dealership stated that they would assist the customer with the cost of labor for the repairs.

*** NOTES 7/27/2012 9:40:04 AM, cgriff, Action Type : Call to Customer

called customer and left a voice mail message including our contact information and direct extension. We requested a return phone call.

*** CASE MODIFY COMMITMENT 7/27/2012 9:40:29 AM, cgriff

with [redacted] due 07/31/2012 07:43:06 AM.

*** CASE MODIFY 7/27/2012 9:40:34 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 7/27/2012 9:56:52 AM, cgriff, Action Type : Field Service

Spoke with DSeM Jeremy MB47. Jeremy reiterated the voice mail he left earlier in the day, and advised that he asked the dealership to only charge the customer flat rate for repairs, and not to mark up the labor charges. Jeremy stated that the dealership had no problem with assisting the customer with the cost of labor in this fashion. Jeremy provided the phone number for the owner/rider of the motorcycle [redacted].

*** NOTES 7/27/2012 10:21:22 AM, cgriff, Action Type : Call from Customer

Customer s boyfriend [redacted] called back about this issue. We informed the customer that the Honda dealership identified that the oil filter was installed backwards when he performed the oil change and that the engine now has a knock coming from the bottom end of the engine. We informed the customer that the Honda DSeM inspected and verified this information. We informed the customer that the DSeM approved for Honda to pay for parts related to repairs of the engine to assist the customer, although there is not any responsibility on Honda s part at this time since the damage caused to the engine was not caused by a defect originating from Honda. Customer begins yelling at analyst stating that the dealership did not even perform a leak down or compression test on the engine, and he will not authorize repair without knowing exactly how much repairs will cost and what all will need replacement. We informed the customer that the dealership can give him

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

an estimate, however they will not be able to identify all parts in need of replacement until they have disassembled the engine. Customer stated that he is going to pick up the motorcycle and take it to a different Honda dealership for inspection and will take it from there. We informed the customer that we can t make any guarantees that Honda will still offer any assistance for repairs if this occurs and recommended having his servicing dealership complete repairs. Customer keeps yelling and now asks for a supervisor. We informed the customer that he is merely hurting the chances of Honda offering assistance to his girlfriend/owner for the cost of repair and Honda may deny any assistance. Customer ended call.

*** NOTES 7/27/2012 10:22:23 AM, cgriff, Action Type : Note-General

Reviewed case with Randy MT03. Randy advised that further communications to the customers for this issue should be done to the actual unit owner and operator Emily, not with the boyfriend [redacted]

*** NOTES 7/27/2012 10:24:02 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** CASE MODIFY 7/27/2012 10:24:06 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 7/31/2012 9:41:17 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** NOTES 7/31/2012 9:52:27 AM, cgriff, Action Type : Call to Dealer

Spoke with Paul, service manager at Nault s Windham Honda #105135. Paul stated that the customer [redacted] and her boyfriend, [redacted] came into their dealership on 7/26/2012 and picked up the motorcycle. Paul stated that they informed the customer of what they found with the oil filter installed backwards and explained that this is the cause of the problems she was experiencing. Paul stated that they informed the customer of the DSeM s offer for Honda to pay for parts related to repairs, and that their dealership was willing to work with her on the cost of labor to help keep the cost of repairs down. Paul stated that the customer informed them that she does not have the money to pay for any repairs, and they took possession of the motorcycle back from their dealership that day and they have not heard back from her since. We thanked Paul for the information, call was ended.

*** NOTES 7/31/2012 9:55:30 AM, cgriff, Action Type : Field Service

Called DSeM Jeremy MB47 and left a voice mail message requesting a return phone call.

*** CASE MODIFY 7/31/2012 9:55:34 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 8/1/2012 7:16:50 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** NOTES 8/2/2012 7:51:01 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** CASE MODIFY 8/2/2012 7:51:21 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 8/2/2012 8:08:59 AM, cgriff, Action Type : Note-General

Submitted unable to reach letter to Matt MT98 for review.

*** CASE MODIFY 8/2/2012 8:09:11 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** CASE MODIFY 8/2/2012 12:43:10 PM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 8/2/2012 1:35:30 PM, cgriff, Action Type : Call from Customer

Case History

Case ID : M012012-07-2500766 Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

Customer called and left case manager a voice mail during lunch break, and she requested a return phone call. She stated that her cell phone was broken and to leave her another message so she would know that we called back and then she would call us back again.

*** NOTES 8/2/2012 1:36:24 PM, cgriff, Action Type : Call to Customer

Called customer back and left her a voice mail message including our contact information and direct extension. We requested a return phone call. We suggested leaving another telephone number that we may reach her back at in the event that she is unable to speak with us.

*** CASE MODIFY 8/2/2012 1:36:28 PM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** NOTES 8/3/2012 9:15:59 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** NOTES 8/6/2012 7:29:45 AM, cgriff, Action Type : Call to Customer

Called customer [redacted] and left a voice mail message with our contact information and direct extension. We requested a return phone call.

*** NOTES 8/6/2012 7:32:18 AM, cgriff, Action Type : Note-General

Letter approved by Matt MT98 and Randy MT03. Sending letter:

August 6, 2012

[redacted]
Dover, NH [redacted]

Dear Ms. [redacted]

This letter is in response to your recent correspondence to American Honda. We have attempted to reach you multiple times at [redacted] without success.

If you have any other questions or concerns that the dealership is unable to assist you with, please give our customer support department a call at (866) 784-1870. Our office hours are 8:30 A.M. - 4:30 P.M. (PT), Monday through Friday.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Corey MX10
Motorcycle Customer Support
Ext. 16582

*** CASE MODIFY COMMITMENT 8/6/2012 7:36:57 AM, cgriff

with [redacted] due 08/10/2012 07:43:06 AM.

*** NOTES 8/8/2012 10:43:38 AM, cgriff, Action Type : Field Service

Spoke with DSeM Jeremy MB47. We informed Jeremy that this customer and her boyfriend have removed the motorcycle from the Honda dealership since the offer for parts assistance was put into place because the owner s boyfriend [redacted] contended that the dealership s inspection of the motorcycle was inconclusive since

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

there was not leak down and compression test taken. We informed Jeremy that we have been having a hard time getting in touch with the owner, [redacted] about this issue, however we just received a voice mail from [redacted] asking for a return call. Jeremy stated that Honda will leave the offer on table for two weeks from today if the motorcycle is taken back to the dealership to have repairs completed, otherwise Honda will not make this offer to assist with the cost of parts.

*** NOTES 8/8/2012 10:44:26 AM, cgriff, Action Type : Call from Customer

Owner, [redacted] called back and requested a return phone call at [redacted] as she will be available for the next few hours.

*** NOTES 8/8/2012 11:08:41 AM, cgriff, Action Type : Call to Customer

Spoke with the owner, [redacted], regarding this issue. We explained to [redacted] that the failure we see on her motorcycle is not a defect originating from Honda. We informed that the damage done to her motorcycle is caused by faulty workmanship when her boyfriend installed the oil filter backwards. We informed [redacted] that, in an effort to satisfy the customer, Honda is offering to cover the cost of parts needed for repair to her motorcycle, and the dealership has indicated that they are willing to work with her on the cost of labor. We informed the customer that this offer will be taken off of the table on 8/22/2012 if the motorcycle is not taken back to the dealership to have the repairs completed, and as long as the motorcycle hasn t been tampered with or manipulated, then Honda will honor the offer that was made. We informed the customer that we will be closing the case out at this time since she does not know if she will take the motorcycle back to the dealership. We informed the customer that she can contact us back if she chooses to take the motorcycle back to the dealership for repair, and we can follow the repairs, providing her updates on the status of the repair if she would like that. Customer thanked for the follow up to her and to make her aware of the offer that Honda has put on the table. Customer stated that she will contact Honda back if she chooses to have the motorcycle repaired at the dealer. Customer thanked and call was ended.

*** NOTES 8/8/2012 11:16:24 AM, cgriff, Action Type : Call to Dealer

Spoke with Paul, service manager at Nault s Windham Honda #105135. We informed Paul that we have gotten in touch with [redacted] and informed her of the offer which Honda put on the table for her. We informed that we put a deadline on this offer of 8/22/2012, in which if the motorcycle is not at their dealership by this date, the offer is off of the table. We informed Paul that this customer may be contacting their dealership to work out details of payment for repair, and repair estimates. Paul thanked for the follow up and stated that he will be more than glad to work through this issue with the customer if she initiates conversations with them again. We provided Paul with our contact information and direct extension and requested a return call if he has any questions regarding this issue.

*** CASE MODIFY 8/8/2012 11:16:44 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** CASE MODIFY 8/8/2012 11:16:56 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** CASE MODIFY 8/8/2012 11:16:58 AM, cgriff

into WIP 03A - JEREMY and Status of Solving.

*** SUBCASE M012012-07-2500766-1 CLOSE 8/8/2012 11:17:01 AM, cgriff

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/8/2012 11:17:01 AM, cgriff

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

*** CASE REOPEN 8/28/2012 9:24:16 AM, mpadill

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/28/2012 9:25:04 AM, mpadill

into WIP Default and Status of Solving.

*** NOTES 8/28/2012 9:29:12 AM, mpadill, Action Type : Field FYI

Received a call from DSeM Jeremy MB47. He asked case manager to update notes in case. Ms. Zoulias and Mr. Deane have decided to accept AHM's goodwill

Case History

Case ID : M012012-07-2500766 Case Title : 03A - [redacted] - CBR250R - OIL FILTER INSTALLED

offer to pay for parts, and they will be responsible for labor. The damage to the engine is due to [redacted] installing the oil filter backwards. Jeremy will be working with dealer 105135, Nault's Windham Honda on the claim as well as the parts needed to complete the repair. No further follow up with customer or dealer is needed at this time from customer relations.

*** CASE MODIFY 8/28/2012 9:29:17 AM, mpadill

into WIP Default and Status of Solving.

*** CASE MODIFY 8/28/2012 9:29:19 AM, mpadill

into WIP Default and Status of Solving.

*** CASE CLOSE 8/28/2012 9:29:19 AM, mpadill

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/26/2011 4:05:44 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/1/2011 11:02:43 AM
Case Owner :	Kelly O'Neil	Method :	Phone	Queue :		Days Open :	6
		Point of Origin :	Customer	Wipbin :			

Case Title : 01E - [redacted] - CBR250R - ENGINE STALLING AND OIL LEAK No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name :	105301 / HAWKEYE MOTORWORKS
Phone No. :	563-391-9009
Address :	7805 N. DIVISION ST
City / State / Zip :	DAVENPORT, IA 52806
Svc District / Sls District :	01E / 2C
Warranty Labor Rate / Date :	$76.00 /
Agent Name :	CALVIN Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	960
In Service Date :	07/27/2011
Months In Use :	1
Engine Number :	[redacted]
Originating Dealer No. / Name :	105301 / HAWKEYE MOTORWORKS
Selling Dealer No. / Name :	105301 / HAWKEYE MOTORWORKS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	7/27/2011 / 7/26/2012
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start/End Date	7/27/2012 / 7/27/2016
HPP/VSC Cancellation Date :	8/16/2011
Extended Warranty Start / End Date :	/
Extended Warranty Cancellation Date	

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted]	[redacted] Subcase Close	[redacted] Complaint	[redacted] Product	[redacted] Operation	[redacted] 110	[redacted] Lower Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Kelly O'Neil
Issue Owner : Kelly O'Neil
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/29/2011 10:52:08 AM
Close Date : 9/1/2011 11:02:43 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Leak/oil,gas 05K
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [redacted]
Issue Originator : Kelly O'Neil
Issue Owner : Kelly O'Neil
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/29/2011 10:52:42 AM
Close Date : 9/1/2011 11:02:42 AM

Coding Info :

Labor Code / Desc : 110 / Lower Engine

Condition Code Desc : Leak/oil,gas 05K
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012011-08-2601612 Case Title : 01E - [redacted] - CBR250R - ENGINE STALLING AND OIL LEAK

*** CASE CREATE 8/26/2011 4:05:44 PM, tpiercy
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 8/26/2011 4:17:16 PM, tpiercy
into WIP default and Status of Solving.

*** NOTES 8/26/2011 4:32:31 PM, tpiercy, Action Type : VOC
Since I've bought the bike new it's stalled on me and now has oil leaks and I need to speak with someone about this.

*** NOTES 8/26/2011 4:32:32 PM, tpiercy, Action Type : Contention
engine stalling and oil leaks.

*** NOTES 8/26/2011 4:32:32 PM, tpiercy, Action Type : Call from Customer
Customer complained of issues with motorcycle engine stalling and oil leaks. Customer stated motorcycle engine stalled while crossing intersection then wouldn't restart. Customer called roadside service and took motorcycle to dealer who found a ground issue with motorcycle. Dealer then found issue with clutch cover leaking and leak from oil pump. Customer stated he is waiting for dealer to get part in to repair which won't be completed until next week. This is the customer's first motorcycle and is disappointed in his experience so far. Customer stated he could have bought the other 250cc sport but decided on Honda because of reputation of reliability and was hoping to upgrade to 600cc Honda next year but is unsure now. We informed customer we will have case manager follow up with dealer to see if there is any assistance we can provide through completion of repair then contact him for follow up. We informed customer he should hear from case manager by end of next week. End of call.

*** CASE MODIFY 8/26/2011 4:34:20 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2011 4:34:26 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2011 4:35:14 PM, tpiercy
into WIP default and Status of Solving.

*** CASE DISPATCH 8/26/2011 4:35:22 PM, tpiercy
from WIP default to Queue MC Motorcycle.

*** CASE RULE ACTION 8/27/2011 3:35:22 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 8/28/2011 3:35:22 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 8/29/2011 8:56:17 AM, rcruz
from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE MODIFY 8/29/2011 8:57:04 AM, rcruz
into WIP Tor Dispatch Cases and Status of Solving.

*** NOTES 8/29/2011 8:57:18 AM, rcruz, Action Type : Note-General
see tech line case

*** CASE DISPATCH 8/29/2011 8:57:26 AM, rcruz
from WIP Def In Box to Queue MC Tor koneil.

*** CASE ACCEPT 8/29/2011 10:12:11 AM, koneil

Case History

Case ID : [redacted] Case Title : 01E - [redacted] - CBR250R - ENGINE STALLING AND OIL LEAK

from Queue MC Tor koneil to WIP open cases.

*** NOTES 8/29/2011 10:51:22 AM, koneil, Action Type : Call to Dealer

Dealer is closed on Mondays.

*** COMMIT 8/29/2011 10:51:25 AM, koneil, Action Type : N/A

Made to [redacted] due 08/30/2011 10:51:26 AM.

Call dealer/customer. 105301

*** SUBCASE M012011-08-2601612-1 CREATE 8/29/2011 10:52:08 AM, koneil

Created in WIP Default with Due Date 8/29/2011 10:52:08 AM.

*** SUBCASE M012011-08-2601612-2 CREATE 8/29/2011 10:52:42 AM, koneil

Created in WIP Default with Due Date 8/29/2011 10:52:42 AM.

*** NOTES 8/30/2011 11:30:00 AM, koneil, Action Type : Call to Dealer

Talked to Joel the service manager at dealer 105301 Hawkeye Motorworld who stated that they found a few seals that needed to be replaced. The last one should be in today and if not then for sure in the morning. He stated that once they have that the motorcycle will be done. Motorcycle Customer Support thanked him for the information and advised that we will follow up on 9/1/11 just to make sure everything goes well.

*** CASE MODIFY COMMITMENT 8/30/2011 3:25:44 PM, koneil

with [redacted] due 09/01/2011 10:51:26 AM.

*** NOTES 8/30/2011 3:26:32 PM, koneil, Action Type : Call to Customer

Left message for customer seeking a return call.

*** NOTES 9/1/2011 11:01:13 AM, koneil, Action Type : Call to Dealer

Talked to Joel the service manager who stated that they just got done with the repairs on this motorcycle and would be calling the customer soon. Motorcycle Customer Support advised that we need to follow up with the customer anyway and we would be happy to let him know. Joel thanked us for that.

*** NOTES 9/1/2011 11:02:13 AM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer and advised that the dealer is done with the repairs on his motorcycle and he can pick it up at any time. Customer understands and thanked. We advised that if he has any other questions or concerns to call Honda again. Closing case.

*** CASE MODIFY 9/1/2011 11:02:41 AM, koneil

into WIP open cases and Status of Solving.

*** SUBCASE M012011-08-2601612-2 CLOSE 9/1/2011 11:02:42 AM, koneil

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE M012011-08-2601612-1 CLOSE 9/1/2011 11:02:43 AM, koneil

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2011 11:02:43 AM, koneil

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/21/2012 1:15:19 PM
Case Originator :	Randy Cruz	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/18/2012 10:30:53 AM
Case Owner :	Randy Cruz	Method :	Phone	Queue :		Days Open :	28
		Point of Origin :	Customer	Wipbin :			

Case Title : [redacted] - CBR250R - STALLING COMPLAINT

No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted]
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [redacted]
City / State / Zip : NEWPORT BEACH, CA [redacted]
E Mail : [redacted]
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC411XB5 [redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 2,000
In Service Date : 07/22/2011
Months In Use : 10
Engine Number : [redacted]
Originating Dealer No. / Name : 104016 / MOUNTAIN MOTORSPORTS
Selling Dealer No. / Name : 104016 / MOUNTAIN MOTORSPORTS
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 7/22/2011 / 7/21/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-05-2102734-1 / [redacted] - PR	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Randy Cruz
Issue Owner : Randy Cruz
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/21/2012 1:21:54 PM
Close Date : 6/18/2012 10:30:53 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] CBR250R - STALLING COMPLAINT

*** CASE CREATE 5/21/2012 1:15:19 PM, rcruz

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

*** CASE MODIFY 5/21/2012 1:21:11 PM, rcruz

into WIP Def In Box and Status of Solving.

*** SUBCASE M012012-05-2102734-1 CREATE 5/21/2012 1:21:54 PM, rcruz

Created in WIP Default with Due Date 5/21/2012 1:21:54 PM.

*** NOTES 5/21/2012 1:26:49 PM, rcruz, Action Type : Contention

STALLING COMPLAINT

*** NOTES 5/21/2012 1:39:49 PM, rcruz, Action Type : VOC

My motorcycle stalls, under the same circumstances documented on many CBR250R forums, and I was wondering if Honda has fix.

*** NOTES 5/21/2012 3:43:44 PM, rcruz, Action Type : Call from Customer

Customer called to discuss stalling concerns he's experiencing with his 2011 CBR250R. Customer also said C he found other CBR250R owners on Internet forums with same complaint, and wanted to know if Honda has fix. We informed customer we are not aware of any issues related to his CBR250R, and for asked details of the stalling concern. Customer said it happens when the motorcycle is cold and/or warmed up...

Cold start: After a warm up for a 1-2 mins, it will stall while in gear, as the clutch is in pulled in to shift, but won't start back up unless given throttle.
Hot start: During long rides of 20-30 miles, the motorcycle will stall the same way it does when cold, but will start right back up.

We asked customer if he's had the motorcycle inspected by a Honda dealer, if not, does plan to? Customer said he talked with Champion Honda 104384 in Costa Mesa about it but not inspected because they didn't know what he was talking about. We advised customer his motorcycle will first need to be inspected by an authorized Honda dealer. At the completion of the inspection, if assistance is still need, we advised the customer to call back and we will have a Case Manager assigned to his case. Customer thanked Honda and agreed to call back once the motorcycle is taken to a Honda dealer.

*** NOTES 6/4/2012 2:40:24 PM, rcruz, Action Type : Call to Customer

Called customer and left voice mail for call back.

*** NOTES 6/18/2012 10:29:15 AM, rcruz, Action Type : Note-General

closing case, pending return call from customer.

*** CASE MODIFY 6/18/2012 10:30:51 AM, rcruz

into WIP Def In Box and Status of Solving.

*** SUBCASE M012012-05-2102734-1 CLOSE 6/18/2012 10:30:53 AM, rcruz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/18/2012 10:30:53 AM, rcruz

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/20/2012 1:00:43 PM
Case Originator :	Pat Ballard	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/6/2012 2:13:27 PM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	47
		Point of Origin :	Customer	Wipbin :			

Case Title : 03C[redacted] - CBR250R - STALLING WHEN SLOWING DOWN No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 100079 / PITTSBURGH CYCLE CENTER
Phone No. : 412-431-5872
Address : 1216 ENSIGN AVE
City / State / Zip : PITTSBURGH, PA 15226
Svc District / Sls District : 03C / 4E
Warranty Labor Rate / Date : $80.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4115B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 5,700
In Service Date : 08/26/2011
Months In Use : 13
Engine Number : [redacted]
Originating Dealer No. / Name : 100079 / PITTSBURGH CYCLE CENTER
Selling Dealer No. / Name : 100079 / PITTSBURGH CYCLE CENTER
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 8/26/2011 / 8/25/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-09-2000986-1 / [redacted] - PROD	Subcase Close	Complaint	Product	Operation	111150K	ROCKER ARM, SUB ROCKER

Issue Details

Issue ID : [redacted]
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/4/2012 11:39:46 AM
Close Date : 11/6/2012 2:13:27 PM

Coding Info :

Labor Code / Desc : 111150K / ROCKER ARM, SUB ROCKER ARM,

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Medium
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 03C[redacted] - CBR250R - STALLING WHEN SLOWING DOWN

*** CASE CREATE 9/20/2012 1:00:43 PM, pballard

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

*** CASE MODIFY 9/20/2012 1:01:01 PM, pballard

into WIP CASES DURING PHONE TIME and Status of Solving.

*** CASE MODIFY 9/20/2012 1:01:30 PM, pballard

into WIP CASES DURING PHONE TIME and Status of Solving.

*** NOTES 9/21/2012 4:54:42 PM, pballard, Action Type : Contention

Stalling when slowing down.

*** NOTES 9/21/2012 4:58:07 PM, pballard, Action Type : Call from Customer

LATE NOTE ENTRY - Received a call from the customer saying that when she slows down and coming to a stop, her bike will stall out on her. This has been happening ever since the first service on the bike, and it seems to be getting worse. Customer says that it sounds like she has hit the kill switch on the bike. Customer says that she took the bike in on Aug 13 to the dealer and it is still there. Customer says this is not the first time the bike has been to the dealer. It went last Oct, April of this year for the same thing. The dealer did a valve adjustment, but still the same thing.

Agent stated her call would be documented and forwarded on to case manager for a follow up. Call was released.

*** NOTES 9/25/2012 3:41:46 PM, pballard, Action Type : Call to Dealer

Phoned the dealer regarding customer. Spoke with Joe - asst sm. He says the bike has been there for a while. They were waiting on cooler temps so they might duplicate the customer's issue of stalling when cold. Agent says she sees where the last contact was with the model specialist Byron back in August. Agent says that has been a while and there needs to be some communication with technical support or model specialist. Agent stated that she will have the MS call him tomorrow. Joe said they are closed tomorrow. Agent said Thursday. Joe said ok. Call was released.

*** NOTES 9/25/2012 3:42:19 PM, pballard, Action Type : Note-General

Agent phoned MS Byron and left a msg for him to call dealer regarding the issue.

*** NOTES 9/26/2012 4:04:01 PM, pballard, Action Type : Note-General

Received a call from model specialist Byron saying he will call the dealer tomorrow.

*** NOTES 9/27/2012 2:31:16 PM, pballard, Action Type : Note-Technical

Received email from model specialist Byron. He says in notes that he has spoken with the dealer and told them to order parts
Bolt 90032-kyj-900
cylinder 12010-kyj-900
washer 90410-gcc-000
flange nut 94050-10000
stud bolt 92900-08022-3e
gasket kit A 06111-kyj-900
retainer 17577-kss-b31

*** NOTES 9/27/2012 2:42:30 PM, pballard, Action Type : Note-General

NOTE - agent checked to see if parts were on back order. All parts are available.

*** NOTES 9/27/2012 2:53:56 PM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with Joe in service. Agent asked had he ordered the parts? He stated he has put the order through for the parts and also called the customer. Agent thanked him and call was released.

Case History

Case ID : [redacted] Case Title : 03C[redacted]- CBR250R - STALLING WHEN SLOWING DOWN

*** NOTES 9/27/2012 2:55:28 PM, pballard, Action Type : Call to Customer
Phoned the customer and informed him that parts have been ordered. She stated she was aware, because dealer had called her. Call was released.

*** NOTES 10/4/2012 11:38:14 AM, pballard, Action Type : Note-General
According to tech line notes, parts were ordered on 10/2

*** SUBCASE M012012-09-2000986-1 CREATE 10/4/2012 11:39:46 AM, pballard
Created in WIP Default with Due Date 10/4/2012 11:39:46 AM.

*** CASE MODIFY 10/4/2012 11:40:54 AM, pballard
into WIP CASES DURING PHONE TIME and Status of Solving.

*** CASE MODIFY 10/5/2012 2:07:06 PM, pballard
into WIP CASES DURING PHONE TIME and Status of Solving.

*** NOTES 10/18/2012 9:57:21 AM, pballard, Action Type : Call to Dealer
Agent attempted to call service dept, but John - sm was with customers and could not come to the phone. Agent stated she will call back.

*** CASE RULE ACTION 10/18/2012 12:00:43 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 11/2/2012 9:45:25 AM, pballard, Action Type : Call to Dealer
Agent phoned dealer and spoke with John -s m. He stated the bike has been fixed and customer has the bike. When the customer left, she was happy and even posted on the Internet how great the bike was. Agetn thanked him for the information and call was released.

*** NOTES 11/2/2012 9:45:56 AM, pballard, Action Type : Call to Customer
Attempted to call customer and follow up on how things are with the bike since she got it back. Agent left a msg for call back.

*** NOTES 11/6/2012 2:12:29 PM, pballard, Action Type : Call to Customer
Customer is happy with the bike and the repair.

*** NOTES 11/6/2012 2:13:20 PM, pballard, Action Type : VOC
na

*** CASE MODIFY 11/6/2012 2:13:26 PM, pballard
into WIP CASES TO CLOSE and Status of Solving.

*** SUBCASE M012012-09-2000986-1 CLOSE 11/6/2012 2:13:27 PM, pballard
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/6/2012 2:13:27 PM, pballard
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/28/2011 9:43:51 AM
Case Originator :	Matt Sonntag	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/18/2011 10:51:51
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	20
		Point of Origin :	Customer	Wipbin :			

Case Title : 01D - [redacted] CBR250R - STUCK THROTTLE/MOTOR SHUTS No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 104418 / LYNNWOOD CYCLE BARN
Phone No. : 425-774-3538
Address : 5615 188TH ST SW
City / State / Zip : LYNNWOOD, WA 98037
Svc District / Sls District : 01D / 1F
Warranty Labor Rate / Date : $94.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4117B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 54
In Service Date : 08/13/2011
Months In Use : 1
Engine Number : [redacted]
Originating Dealer No. / Name : 104377 / EVERETT POWERSPORTS, INC.
Selling Dealer No. / Name : 104377 / EVERETT POWERSPORTS, INC.
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 8/13/2011 / 8/12/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012011-09-2800711-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	811	Cables

Issue Details

Issue ID : [redacted]
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/18/2011 10:45:39
Close Date : 10/18/2011 10:51:51

Coding Info :

Labor Code / Desc : 811 / Cables

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament Medium
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250R - STUCK THROTTLE/MOTOR

*** CASE CREATE 9/28/2011 9:43:51 AM, msonntag
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/28/2011 9:43:55 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/28/2011 9:44:08 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/28/2011 9:48:16 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/28/2011 9:48:41 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/28/2011 9:50:40 AM, msonntag
into WIP Default and Status of Solving.

*** NOTES 9/28/2011 10:01:31 AM, msonntag, Action Type : Call from Customer
The customer stated this vehicle was purchased for his wife. He stated his wife is a new rider and has recently received her motorcycle license. He stated since they've purchased it, every time she rides it the vehicle will stall. He stated there's been times when she's in the middle of traffic and the motorcycle would stall and almost cause an incident. He stated he rode it himself and found it would stall as well. He stated it also would get a stuck throttle now and then. He stated he dropped off the vehicle to dealer 104418, Lynwood Cycle Barn, this morning (9/28/11) for inspection and diagnosis. He's seeking assistance from AHM to assist in diagnosis and repair.

We advised we will have a case manager get involved. We advised the case manager will use all of their resources to assist the dealer however there's no guarantees at this point. We verified his contact information and advised he'll receive a phone call within 1 to 2 business days. He thanked. We wished him a good day.

The motorcycle should be at dealer 104418.

*** CASE MODIFY 9/28/2011 10:01:40 AM, msonntag
into WIP Default and Status of Solving.

*** NOTES 9/28/2011 10:01:56 AM, msonntag, Action Type : Contention
Motor shuts off/stuck throttle.

*** NOTES 9/28/2011 10:02:39 AM, msonntag, Action Type : VOC
With my wife being a new rider, I've become very concerned the motorcycle is stalling on her. She's now afraid to ride it.

*** CASE MODIFY 9/28/2011 10:02:41 AM, msonntag
into WIP Default and Status of Solving.

*** CASE DISPATCH 9/28/2011 10:02:45 AM, msonntag
from WIP Default to Queue MC Motorcycle.

*** CASE ACCEPT 9/28/2011 12:39:03 PM, rcruz
from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 9/28/2011 3:00:49 PM, rcruz
from WIP Def In Box to Queue MC Tor pballard.

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250R - STUCK THROTTLE/MOTOR

*** CASE ACCEPT 9/29/2011 8:27:11 AM, pballard

from Queue MC Tor pballard to WIP DISPATCHED CASES.

*** NOTES 9/30/2011 1:32:46 PM, pballard, Action Type : Call from Customer

Received a call from customer saying the dealer has called him to pick up his bike and he does not want to. He feels that the situation has not been addressed and there is something wrong with the bike. Customer says that his wife is a beginning rider and the throttle stuck open on her as she was on her way to the store. Customer said that he decided to ride the bike and at 50 mph the throttle stuck open on him. He took the unit to the dealer and the dealer says that he could not duplicate the issue. At one point the dealer told me they knew what was wrong with it, but honda says there is nothing wrong and to give the bike back to me. I do not want the bike. My wife is a new rider and if she was on the bike going 50 mph and the throttle sticks, she would not be able to handle that situation. Agent apologized and stated she will check this out and follow up when I get somemore information.

*** NOTES 9/30/2011 1:33:30 PM, pballard, Action Type : Note-General

Agent called and email model specialist regarding case awaiting call or email back.

*** NOTES 9/30/2011 1:37:14 PM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with John in service. He stated he was the one talking with the customer. He stated they checked the bike out. They could not get the bike to stall or the throttle to stick. They rode the bike 40 minutes and nothing. Agent explained how the customer felt about the bike. John said well they can keep the bike a few days and ride it to make sure.

*** NOTES 10/4/2011 10:13:43 AM, pballard, Action Type : Note-General

Agent spoke with model specialist Byron regarding case. He stated he will talk with the dealer and will call agent back on the matter.

*** NOTES 10/4/2011 10:32:37 AM, pballard, Action Type : Call to Customer

Phoned the customer to inform him that HOnda is still looking into his concerns. Agent will call him back when there is more information. Customer went on to say the unit stalled on him 4 times in a row and he has lost total confidence in the unit and it does not matter what the dealer says, customer wants a definate answer as to what is wrong with the bike. Customer says there are plenty of people on line with stalling issues. Agent stated she has documented his concerns. Call was released.

*** NOTES 10/4/2011 1:00:51 PM, taiken, Action Type : Call from Customer

Customer called, seeking to speak with Pat. Transferred call to Pat's voice mail. Agent E-mailed analyst.

*** NOTES 10/5/2011 1:45:12 PM, koneil, Action Type : Call from Customer

Customer called seeking to talk to Pat MT65.
Transferred to Pat.

*** NOTES 10/5/2011 3:53:18 PM, pballard, Action Type : Call from Customer

Received a call from the customer asking what was going on with his bike. Agent explained that she is waiting for the dealer and model specialist to talk today. Once that happens agent can better tell. Customer says so are they riding the bike or what? Agent stated they are to ride the bike and check it out to make sure it is ok. Also they are attempting to duplicate your concerns of a sticking throttle and stalling engine. Customer asked has Honda had any problems with stalling. Agent there are no problems that she is aware of. Customer says there are people who have had problems on the Internet and dealers all of the country. Agent stated she has not heard of that and besides agent is only talking about his bike. Agent stated she will be talking with the dealer today and will call him for sure tomorrow Oct 6.

*** NOTES 10/5/2011 4:03:00 PM, pballard, Action Type : Note-Technical

Spoke with Byron - model specialist. He stated he spoke with the dealer a few moments ago. The service manager and tech rode the bike trying to get the unit to stall and the throttle to stick, but the dealer was not able to duplicate the issues the customer was having. Agent thanked him and call was released.

*** NOTES 10/6/2011 3:12:13 PM, pballard, Action Type : Note-General

received more information from QIC regarding case. Dealer is asking that Honda call customer and update him on bike.

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250R - STUCK THROTTLE/MOTOR

*** NOTES 10/6/2011 4:57:03 PM, pballard, Action Type : Call to Customer

Agent phoned customer and informed him that dealer has not found anything wrong with the machine. Customer says that is not the story he is getting from the dealer. He stated he spoke with Jeremy and was told Honda is asking for all of these pictures and wants them to do all of these tests, because this is a known issue and they want to make sure the bike is ok. Customer says I did not buy the bike for all of this. What a way to restore owner confidence customer says. Agent stated she will call the dealer and will follow up.

*** NOTES 10/12/2011 10:15:59 AM, pballard, Action Type : Note-General

Spoke with QIC Byron and after research with the dealer, there is nothing wrong with the customer's bike.

*** NOTES 10/12/2011 10:16:32 AM, pballard, Action Type : Call to Dealer

Attempted to call the dealer several times, but the line rings busy.

*** NOTES 10/12/2011 11:38:32 AM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with Michelle in service. She states that customer picked up the bike on Saturday Oct 8, 2011. Customer picked up the bike after the service dept was closed, and he picked up through sales depart. Customer did sign off on the RO and that he understood there were no problems with the bike. Agent thanked Michelle for information. Call was released.

**Agent will speak with team lead on the matter.

*** NOTES 10/13/2011 10:40:57 AM, pballard, Action Type : Note-General

Spoke with team lead Randy regarding the issue. He advises agent call to follow up with customer to see how the bike is performing.

*** NOTES 10/13/2011 10:53:23 AM, pballard, Action Type : Call to Customer

Attempted to call the customer. Left a msg for call back. In msg asked how the bike was performing.

*** NOTES 10/18/2011 10:44:27 AM, pballard, Action Type : Call to Customer

Phoned customer. Agent asked how did the bike perform now since he picked it up from the dealer? Customer said that he has only ridden it on the way back from the dealer. He says the bike seems to be much smoother and handles alot better. He is not sure if that is because of the valve adjustment or what but the bike seems to be much better. Agent stated do not hesitate to call if there are any questions. Customer said thank you and call was released. Case will be closed.

*** SUBCASE M012011-09-2800711-1 CREATE 10/18/2011 10:45:39 AM, pballard

Created in WIP Default with Due Date 10/18/2011 10:45:39 AM.

*** CASE MODIFY 10/18/2011 10:51:29 AM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** CASE MODIFY 10/18/2011 10:51:44 AM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** CASE MODIFY 10/18/2011 10:51:50 AM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** SUBCASE M012011-09-2800711-1 CLOSE 10/18/2011 10:51:51 AM, pballard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/18/2011 10:51:51 AM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	3/26/2012 12:32:20 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/26/2012 1:50:28 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			

Case Title : [redacted] - CBR250R - ENGINE STALLS WHILE SHIFTING — 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 :	[redacted]
City / State / Zip :	TULSA, OK [redacted]
E Mail :	[redacted]
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4118B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	600
In Service Date :	01/07/2012
Months In Use :	2
Engine Number :	MC41E2014734
Originating Dealer No. / Name :	105915 / SHAWNEE HONDA MOTORSPORTS
Selling Dealer No. / Name :	104017 / HONDA OF TULSA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	1/7/2012 / 1/6/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-03-2602020-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Tye Piercy
Issue Owner : Tye Piercy
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/26/2012 1:50:20 PM
Close Date : 3/26/2012 1:50:28 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - CBR250R - ENGINE STALLS WHILE SHIFTING

*** CASE CREATE 3/26/2012 12:32:20 PM, tpiercy

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

*** CASE MODIFY 3/26/2012 12:32:34 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2012 12:33:50 PM, tpiercy

into WIP default and Status of Solving.

*** NOTES 3/26/2012 1:48:54 PM, tpiercy, Action Type : VOC

The engine stalls when I shift from 2nd to 1st sometimes and I wanted to see what I should do about this.

*** NOTES 3/26/2012 1:48:55 PM, tpiercy, Action Type : Contention

engine stalls while downshifting from 2nd to 1st

*** NOTES 3/26/2012 1:48:55 PM, tpiercy, Action Type : Call from Customer

Customer complained motorcycle engine stalls while downshifting from 2nd to 1st. Customer stated issue occurs every other day since new. Customer stated he took motorcycle to selling dealer who informed him they could not duplicate issue. We asked if customer had 1st service performed. Customer stated he had not. We advised customer to have first service performed since motorcycle is at 600 miles. We informed customer 1st service includes valve inspection and adjustment if needed which may remedy issue. We informed customer we can not guarantee this will remedy issue but to call us back after first service if issue remains. Customer stated he would. End of call.

*** CASE MODIFY 3/26/2012 1:49:12 PM, tpiercy

into WIP default and Status of Solving.

*** SUBCASE M012012-03-2602020-1 CREATE 3/26/2012 1:50:20 PM, tpiercy

Created in WIP Default with Due Date 3/26/2012 1:50:20 PM.

*** CASE MODIFY 3/26/2012 1:50:26 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2012 1:50:28 PM, tpiercy

into WIP default and Status of Solving.

*** SUBCASE M012012-03-2602020-1 CLOSE 3/26/2012 1:50:28 PM, tpiercy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/26/2012 1:50:28 PM, tpiercy

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/26/2011 2:52:40 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/31/2011 3:59:31 PM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	35
		Point of Origin :	Customer	Wipbin :			

Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS INTERMITTENTLY No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105002 / MISSION MOTORCYCLES
Phone No. : 650-992-1234
Address : 6232 MISSION ST.
City / State / Zip : DALY CITY, CA 94014
Svc District / Sls District : 01C / 1C
Warranty Labor Rate / Date : $100.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4119B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 330
In Service Date : 09/03/2011
Months In Use : 0
Engine Number : [redacted]
Originating Dealer No. / Name : 105002 / MISSION MOTORCYCLES
Selling Dealer No. / Name : 105002 / MISSION MOTORCYCLES
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 9/3/2011 / 9/2/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012011-09-2603671-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/3/2011 3:41:14 PM
Close Date : 10/31/2011 3:59:30 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Operates as Designed
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** CASE CREATE 9/26/2011 2:52:40 PM, tpiercy
Contact = [redacted] Priority = N/A, Status = Solving.

*** NOTES 9/26/2011 2:53:16 PM, tpiercy, Action Type : Note-General
Customer disconnected before obtaining all information. We couldn't reconnect. End of call.

*** NOTES 9/26/2011 2:53:31 PM, tpiercy, Action Type : Note-General
No miles

*** CASE MODIFY 9/26/2011 2:54:29 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 2:54:57 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 2:55:23 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 2:57:30 PM, tpiercy
into WIP default and Status of Solving.

*** NOTES 9/26/2011 3:02:56 PM, tpiercy, Action Type : VOC
The engine keeps stalling mainly when I shift and I wanted to see if you have heard of this before.

*** NOTES 9/26/2011 3:02:56 PM, tpiercy, Action Type : Contention
motorcycle engine stalling.

*** NOTES 9/26/2011 3:03:13 PM, tpiercy, Action Type : Call from Customer
We reconnected with customer who informed us he is experiencing issue of motorcycle engine stalling. Customer stated this issue seems to occur when he is slow shifting motorcycle and he allows RPMs to drop all the way down. Customer stated motorcycle will restart with no issue. Customer stated he has not had Honda dealer inspect yet. We asked customer to call us when motorcycle is back to dealer so case manager can follow up with dealer to help with issue. Customer stated he should be able to get motorcycle to dealer tomorrow and will call to let us know. End of call.

*** CASE MODIFY 9/26/2011 3:03:15 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 3:03:36 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 3:03:47 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/26/2011 3:19:15 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 9/27/2011 9:35:37 AM, tpiercy
into WIP default and Status of Solving.

*** CASE DISPATCH 9/27/2011 9:35:49 AM, tpiercy
from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 9/27/2011 10:38:39 AM, rcruz
from Queue MC Motorcycle to WIP Tor Dispatch Cases.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** CASE DISPATCH 9/27/2011 10:39:18 AM, rcruz
from WIP Def In Box to Queue MC Tor pballard.

*** CASE ACCEPT 9/27/2011 11:32:08 AM, pballard
from Queue MC Tor pballard to WIP DISPATCHED CASES.

*** NOTES 10/3/2011 3:39:39 PM, pballard, Action Type : Call to Customer
Agent phoned customer introducing self. Left a msg for call back.

*** NOTES 10/3/2011 3:40:34 PM, pballard, Action Type : Call to Dealer
Dealer is not open on monday.

*** SUBCASE M012011-09-2603671-1 CREATE 10/3/2011 3:41:14 PM, pballard
Created in WIP Default with Due Date 10/3/2011 3:41:14 PM.

*** CASE MODIFY 10/3/2011 3:42:39 PM, pballard
into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 10/3/2011 3:52:28 PM, pballard, Action Type : Call to Customer
Customer called but did not dial through to ext. But in the transfer customer hung up.
Agent phoned him back and left another message.

*** NOTES 10/5/2011 11:13:33 AM, pballard, Action Type : Call to Dealer
Phoned the dealer spoke with the service manager. He stated the customer brought the unit in on Oct 1 for engine stalling concerns. Service manager stated that he could not duplicate the concern. He says the customer is a fairly new rider (6months to a year). He noticed the customer pulled in the clutch and grabbed the throttle, but would not let clutch out so the bike would seem to stall. He told him not to do that. Also he rode the bike when it was cold did not give it time to warm up. So he told customer that if the bike stalls when warm to bring back in. He has not heard from the customer. Agent thanked him. Call was released.

*** NOTES 10/5/2011 11:19:45 AM, pballard, Action Type : Call to Customer
Agent phoned the customer again and left a msg. IN msg explained agent was aware there was nothing wrong with the bike. Asked how the unit was performing since being at the dealership. Asked for a call back.

*** CASE MODIFY 10/5/2011 11:19:59 AM, pballard
into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 10/10/2011 2:39:30 PM, pballard, Action Type : Call to Customer
Agent phoned the customer and left a msg for call back.

*** NOTES 10/12/2011 10:19:28 AM, pballard, Action Type : Call from Customer
Received a call from the customer. Customer says that he is still having an issue with the bike. He says that he will soon be going in for his 600 mile service and at that time he will speak with the dealer again regarding the issue.

*** NOTES 10/19/2011 10:25:56 AM, pballard, Action Type : Call to Customer
Attempted to call the customer. LEft a voice mail msg.

*** NOTES 10/19/2011 10:42:42 AM, pballard, Action Type : Call from Customer
Received a call back from the customer saying he dropped off the bike yesterday for the 600 mile service and also to look into the issue of the engine stalling. Agent stated she will give the dealer a call.

*** NOTES 10/19/2011 11:15:24 AM, pballard, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : 01C - [redacted] CBR250R - ENGINE STALLS

Phoned the dealer and spoke with service writer - Gulo (goo-lo). He stated they had finished the 600 miles service and all was ok with the bike. He stated he rode the bike and has not experienced what the customer says he is experiencing. He states the customer blips the throttle and holds in the clutchwhich may be causing this. He feels that it is customer induced. He states the bike is ready for pick up and they will go over some techniques of riding with the customer. Agent thanked him and call was released.

*** CASE RULE ACTION 10/24/2011 1:52:40 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/31/2011 3:58:53 PM, pballard, Action Type : Call to Customer

Phoned the customer to see how the unit was performing. He stated that after the 600 mile service, everything seem great. Agent thanked him and call was released. Case closed.

*** CASE MODIFY 10/31/2011 3:59:30 PM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** SUBCASE M012011-09-2603671-1 CLOSE 10/31/2011 3:59:30 PM, pballard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/31/2011 3:59:31 PM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID : [redacted]
Case Originator : Todd Aiken
Case Owner : [redacted]
Case Title : 02H [redacted] - CBR250R - ENGINE STALL

Division : Motorcycle
Sub Division : Customer Relations
Method : Phone
Point of Origin : Customer

Condition : Closed
Status : Closed
Queue :
Wipbin :

Open Date : 12/8/2011 10:29:47 AM
Close Date : 2/3/2012 3:52:06 PM
Days Open : 57
No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105470 / ROSS MOTORSPORTS, INC.
Phone No. : 936-634-6711
Address : 1003 N TIMBERLAND DR
City / State / Zip : LUFKIN, TX 75901
Svc District / Sls District : 02H / 2H
Warranty Labor Rate / Date : $79.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
105947	MOTION CYCLESPORTS OF		

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4111B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 2,100
In Service Date : 09/14/2011
Months In Use : 3
Engine Number : [redacted]
Originating Dealer No. / Name : 105470 / ROSS MOTORSPORTS, INC.
Selling Dealer No. / Name : 105470 / ROSS MOTORSPORTS, INC.
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 9/14/2011 / 9/13/2012
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012011-12-0800924-1 / [redacted] - PR	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

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

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 12/8/2011 11:07:14 AM
Close Date : 2/3/2012 3:52:06 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to Dealer
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02H [redacted] - CBR250R - ENGINE STALL

*** CASE CREATE 12/8/2011 10:29:47 AM, taiken
Contact = [redacted] Priority = N/A, Status = Solving.
*** CASE MODIFY 12/8/2011 10:30:01 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:30:09 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:30:13 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:30:37 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:37:10 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:37:16 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:37:24 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:37:29 AM, taiken
into WIP default and Status of Solving.
*** NOTES 12/8/2011 10:38:36 AM, taiken, Action Type : Contention
Customer is complaining his motorcycle stalls when he pulls in the clutch, and he is seeking information about his issue.
*** CASE MODIFY 12/8/2011 10:38:38 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:41:20 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:41:53 AM, taiken
into WIP default and Status of Solving.
*** CASE MODIFY 12/8/2011 10:46:17 AM, taiken
into WIP default and Status of Solving.
*** NOTES 12/8/2011 11:04:25 AM, taiken, Action Type : Call from Customer
Customer said his motorcycle stalls when he pulls in the clutch as he is slowing, and he is seeking information about his issue. He said unit will sometimes stall when he is slowing the bike down and pulls in the clutch. He said this happened to him 30, 35, or 40 times since he s owned the motorcycle. Customer stated he read about other customers with similar issue on web blogs for CBR250R, and believes this may be a common issue with this motorcycle. He stated there are videos of other customers having this issue on the web blog. He said he is calling to find out more about his issue and to know what he should do to have it resolved. He confirmed he had first service performed when unit was at 600-miles. Customer was unable to provide an e-mail address.

Agent thanked him for calling and advised there are no recalls or product updates on his motorcycle. Agent said we don't know the cause of his issue, or the other customers he read about, but encouraged him to bring his motorcycle to a Honda dealer to be inspected, if he believes there is something wrong with his

Case History

Case ID : [redacted] Case Title : 02H [redacted] - CBR250R - ENGINE STALL

unit. Agent said the dealer has technical resources available to them, if they find something, but are unable to diagnose it.

We said we are documenting his concerns and advised him that a dealer needs to verify a defect, before they can provide warranty assistance for repairs. The customer thanked Motorcycle Customer Support for our assistance and said he will contact a dealer about his concerns. Agent thanked the customer for contacting Customer Support, and wished him a good day.

*** NOTES 12/8/2011 11:06:46 AM, taiken, Action Type : VOC

My motorcycle tries to stall when I am slowing down and I pull the clutch in. I know there are other people with same issue, since I read about them on the CBR250R web site, and I want to know what is causing this.

*** SUBCASE M012011-12-0800924-1 CREATE 12/8/2011 11:07:14 AM, taiken

Created in WIP Default with Due Date 12/8/2011 11:07:14 AM.

*** CASE MODIFY 12/8/2011 11:30:53 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2011 11:37:14 AM, taiken

into WIP default and Status of Solving.

*** NOTES 12/8/2011 11:38:44 AM, taiken, Action Type : Call from Customer

Agent received a call from [redacted], customer s mother. She asked to speak with analyst s supervisor about the issue her son is having. Agent advised we spoke with her son this morning and directed him to a dealer to have his motorcycle inspected. She said she didn't want to speak with analyst, only to a supervisor. Customer asked for agent s employee number and we provided this to her (ME47). Agent offered to have her case dispatched if her son brings the motorcycle to a dealer, but she wants to know what will happen when dealer is unable to find her son s issue, just like the other people at www.cbr250r.com <http://www.cbr250r.com>. Agent advised we are unable to answer hypothetical questions. She said she found this information on a Honda web site and we should be able to tell her what is going on with her son s bike. Customer said if something happens to her son s bike, she will own Honda after pursuing a lawsuit. She said she has already contacted the motor vehicle Division about her issue. Agent explained the web site her son is viewing is from www motorcycle.com, and this is not a Honda web site. Agent said we will dispatch her case to a supervisor who will contact her by the end of business tomorrow. Customer then asked for same day callback, since she will not be available after today, until Tuesday. Agent said we cannot promise a same-day return call, but we will place this request for her. Customer then said she called earlier and spoke with Steve (MT56, call not yet documented), and did not like the information she received from him. Customer thanked her for calling back and she thanked analyst.

*** NOTES 12/8/2011 11:39:35 AM, taiken, Action Type : Note-General

Analyst reviewed case with Steve (MT56), who advised analyst to dispatch case to a case manager.

*** CASE MODIFY 12/8/2011 11:39:38 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2011 11:39:46 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2011 11:40:13 AM, taiken

into WIP default and Status of Solving.

*** CASE DISPATCH 12/8/2011 11:40:23 AM, taiken

from WIP default to Queue MC Motorcycle.

*** CASE YANKED 12/8/2011 2:10:42 PM, taiken

Yanked by taiken into WIPbin default.

Case History

Case ID : [redacted] Case Title : 02H [redacted] - CBR250R - ENGINE STALL

*** CASE MODIFY 12/8/2011 2:11:00 PM, taiken
into WIP default and Status of Solving.

*** CASE DISPATCH 12/8/2011 2:11:22 PM, taiken
from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 12/8/2011 2:51:49 PM, sdyer
from Queue MC Motorcycle to WIP Dispatch cases.

*** CASE DISPATCH 12/8/2011 2:52:01 PM, sdyer
from WIP Steve's cases to Queue MC Tor cmartin1.

*** CASE ACCEPT 12/8/2011 3:36:22 PM, cmartin1
from Queue MC Tor cmartin1 to WIP Cases.

*** NOTES 12/12/2011 2:50:07 PM, sdyer, Action Type : Call from Customer
late entry

Spoke with customer just before she phoned and spoke with Todd. She was very upset and did not seem to understand that the bike would need to go to a Honda dealer for inspection and possible repairs. She ended the call

*** NOTES 12/12/2011 4:12:51 PM, cmartin1, Action Type : Call to Customer
Spoke to the customer's mother and asked if the motorcycle was taken to a Honda dealer. The customer stated they have not and stated her sons motorcycle has stalled twice when pulling in the clutch lever and coming to stop. She stated the dealer advised her they are unable to duplicate her concern, stated she is very upset Honda will not provide assistance and mentioned she has filed a complaint with National Highway Traffic Safety Administration. We advised the customer we recently received a call from her son regarding his complaint.

We advised her AHM would like to the opportunity to have our technical support involved and assist the dealer with her complaint. The customer stated there are many complaints on line and she has advised them to file a complaint with the National Highway Traffic Safety Administration regarding their stalling complaint. She stated she feels Honda does not want to resolve her concern and is worried about her son using the motorcycle.

We apologized for her concern and advised her we would like to further look into her concern, however, the motorcycle will need to be dropped off at her Honda dealer. The customer started using explicit words towards analyst and raising her voice asking what will happen once the motorcycle is at the dealer. She stated she is very busy, has not had time to take the motorcycle and once she takes it to the dealer, she will call analyst back. The customer then ended the call.

Analyst called customer back and advised her we would like to follow up with her to resolve her concern. We advised her we will follow up with the dealer at the end of the week. The customer thanked and ended the call.

*** NOTES 12/12/2011 4:13:49 PM, cmartin1, Action Type : Note-General
Sent a message and a copy of the case to Randy (MT03) and Bob (MB46) advising them of the customer's complaint.

*** NOTES 12/14/2011 2:30:14 PM, cmartin1, Action Type : Call to Customer
Spoke with the customer and asked about the dealer she is working with. She stated it is Ross Motorsports (105470) and has not been able to take the motorcycle to the dealer. We asked her if the motorcycle has been taken to the dealer in past for regarding their stalling concern, she stated it has not actually been to the dealer since it was purchased and then stated she was very busy waiting for an important phone call and ended the call.

*** CASE MODIFY 12/14/2011 3:37:55 PM, cmartin1
into WIP Cases and Status of Solving.

Case History

Case ID : [redacted] Case Title : 02H [redacted] - CBR250R - ENGINE STALL

*** COMMIT 12/14/2011 3:38:04 PM, cmartin1, Action Type : N/A

2H Call Customer / Dealer 105470

*** NOTES 12/15/2011 1:44:29 PM, cmartin1, Action Type : Call from Customer

The customer called and stated his motorcycle stalled the first time he was riding home from the dealer. He stated the issue has only happened twice and after reading online forums, he is worried Honda will not provide assistance and the dealer will charge him a diagnosis. We advised the customer to give us the opportunity to look into his concern. We advised him if he would like, we can call the dealer and have them perform the initially inspection without having him be responsible for it. We advised him we would need to know the dealer and when the motorcycle would be taken to the dealer and then obtain authorization to waive the initial diagnosis fee. The customer stated he was not sure if Honda would find anything wrong with his motorcycle.

We advised the customer the dealer would inspect and diagnose his concern per our request. We advised him we will make sure the dealer fully inspects the unit and verifies it functions properly before it is released to him. We asked when will the motorcycle be at the dealer and the customer stated possibly next week. He stated he no longer will be taking the unit to Ross Motorsports (105470) and instead would take it to Motion Cyclesports (105947). We advised him to give us a call before taking it to the dealer in case he would like Honda to speak to the dealer about the initial diagnosis fee. The customer understood, and stated he will call analyst back once the motorcycle is at the dealer.

*** NOTES 12/15/2011 1:46:31 PM, cmartin1, Action Type : Call from Customer

Also advised the customer to not use the unit if he feels it is not safe to ride. Advised him to have the unit trailer or towed to the dealer. The customer stated he would not be using the unit until it is at the dealer for the inspection.

*** NOTES 12/19/2011 3:30:10 PM, cmartin1, Action Type : Call to Customer

Left the customer a voice mail requesting a call back. Provided name, phone number and extension.

*** CASE MODIFY 12/20/2011 10:25:31 AM, cmartin1

into WIP Waiting to Close and Status of Solving.

*** NOTES 12/20/2011 10:33:58 AM, cmartin1, Action Type : Call to Dealer

Spoke to Tommy in service (105947) and asked him if the customer has dropped off the motorcycle. Provided him the customer name, the VIN, and he stated the motorcycle has not been to his service department.

*** NOTES 12/20/2011 10:43:39 AM, cmartin1, Action Type : Call to Dealer

Spoke to Kelly in service at Ross Motorsports (105470) and asked if the customer has been back to the dealer for any maintenance or complaints on the unit. Kelly stated he has spoken with the customer, however, the customer has not brought the motorcycle back in for any maintenance or stalling concern. He stated he is aware of the customer's complaint and has been unsuccessful in having the customer bring the unit into the dealer.

*** NOTES 12/21/2011 4:02:12 PM, cmartin1, Action Type : Call to Customer

Spoke to [redacted] the customer's mother, and asked her if the unit was taken to a Honda dealer. She stated it has not been taken to an authorized Honda dealer. She stated she would like to apologized for her son's behavior. She stated her son has some brain damage and at times can "lose it." She stated her son has been in the hospital for the past few days. She stated her son cut his arm thinking about the whole situation with his motorcycle. She then stated her son will be taking the unit to a dealer and we asked which dealer. She then mentioned her son is on heavy medication, should be okay to speak too, and had analyst speak with her son.

Her son stated he would be taking the unit to a K-Motorsports and stated it is not an authorized Honda dealer. He stated he will be installing an after market exhaust (Hot Bodies) and will have the technician there diagnose his concern. He stated he was not going to take the unit to a Honda dealer at this time and would call analyst back with the outcome of the diagnosis, from the NON Honda dealer. He mentioned he has been in a couple incidents in the past and hit his head badly in the incident and needed medical attention. He stated it was in the past with other motorcycles and it was due to going very fast. He stated he had a Suzuki GSX-R that was sold because one day he was going at 160 mph, realized the speed, and stated he sold the motorcycle because he did

Case History

Case ID : [redacted] Case Title : 02H [redacted] - CBR250R - ENGINE STALL

not want to have another incident.

We asked the customer if the motorcycle has been serviced. He stated he has performed the oil change using synthetic oil, has changed the air filter change, however, has not adjusted or checked the valves. We informed him the valve inspection, according to the owners manual, needs to be performed at 600 miles and then again at 16,000 miles. The customer stated he is aware of that, and stated he doesn't believe it needs to be performed. We advised him we recommend following the maintenance schedule in the owners manual to make sure his motorcycle functions properly. He stated he did not want to take the motorcycle to an authorized Honda dealer and would take it to have the exhaust replaced.

We asked if he is still experiencing the stalling issue. He stated the motorcycle now has about 2,873 miles and the last time it stalled was about a week ago. We advised him in his initial call to Motorcycle Customer Support we have documentation in our database he had about 2,100 miles and asked him how many times has he experienced the stalling issue on his motorcycle since it was purchased. He stated the issue has happened about 20-30 times. We advised him we would like for him to take his motorcycle to the dealer to inspected and diagnosed by an authorized Honda technician. We advised him if he is having any safety issues with the motorcycle, we recommend not using the motorcycle. The customer stated he will take his motorcycle to the NON Honda dealer and may then, take it to a Honda dealer depending on the outcome of the NON Honda dealer diagnosis. We informed him we will be closed for the from 12-23-11 and will re open on 1-3-12. We advised him we will follow up with him next year. The customer stated he will call analyst with the outcome of the diagnosis from the NON Honda dealer. He thanked for the follow up, we reminded him to take the motorcycle to a Honda dealer instead, he stated he will not at this time, and ended the call.

*** NOTES 1/5/2012 9:49:42 AM, cmartin1, Action Type : Call to Customer

Spoke to [redacted] and asked if her son has taken the unit to an authorized Honda dealer to be inspected. She stated the unit has not been to an authorized Honda dealer and also stated her son did not take the unit to the NON Honda dealer to have the after market parts installed. She stated "He's not going to install that stuff. I don't know if I mentioned it but he's mentally not all there. The only reason I let him use the motorcycle is because I know he's used one before and this one is smaller. Otherwise I wouldn't have him on one. He's 35 but acts like a child sometimes."

She stated the unit stalled last week, however, her son is now using high octane fuel. She stated they read on the internet using higher octane may resolve the stalling complaint. She stated the unit has not stalled this week and stated they will go through 3 high octane fuel tanks to test and verify whether or not the unit stalls with high octane fuel. We informed the customer the owners manual suggest using 86 or higher octane. Informed her we would like for the unit to be taken to an authorized Honda dealer as soon as possible. She stated they will wait a few weeks, go through 3 high octane fuel tanks and see if the unit stalls. She stated if the unit stalls they will take it to a Honda dealer and she will call analyst back. She thanked for the follow up and ended the call.

*** CASE MODIFY COMMITMENT 1/5/2012 9:49:53 AM, cmartin1

with [redacted] due 01/17/2012 12:00:00 AM.

*** CASE RULE ACTION 1/5/2012 10:29:48 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/13/2012 11:05:33 AM, cmartin1, Action Type : Call to Customer

Spoke to [redacted] and asked for status on the unit. She stated they have used the higher octane on the unit, however, the unit has stalled with higher octane. She stated she will be taking the motorcycle to Ross Motorsports (105470) next week. She stated the weather in her area has been bad they have not been using the unit. We advised her we will follow up with her next week and advised to call analyst once the motorcycle has been dropped off. She stated she would, thanked for the follow up and ended the call.

*** CASE MODIFY COMMITMENT 1/13/2012 11:05:46 AM, cmartin1

with [redacted] due 01/19/2012 12:00:00 AM.

*** NOTES 1/23/2012 3:20:09 PM, cmartin1, Action Type : Call to Customer

Case History

Case ID : [redacted] Case Title : 02H [redacted] CBR250R - ENGINE STALL

Spoke to the customer, advised her it was analyst with Motorcycle Customer Support and she stated she would call analyst back. We quickly asked if the unit was at the dealer, she stated it was not and ended the call.

*** CASE MODIFY COMMITMENT 1/23/2012 3:20:22 PM, cmartin1

with [redacted] due 01/27/2012 12:00:00 AM.

*** NOTES 1/27/2012 2:32:39 PM, cmartin1, Action Type : Call to Dealer

Spoke to Shad (105470) in service and asked if the unit has been dropped off for service. He stated the motorcycle has not been to the dealer for service. He stated the last time it was at their dealer was when they performed the pre delivery inspection.

*** NOTES 1/30/2012 10:27:47 AM, cmartin1, Action Type : Call to Customer

Called customer and phone would continue to ring with out an answering machine. Unable to leave a voice mail requesting a call back with a status on the unit.

*** CASE MODIFY COMMITMENT 1/30/2012 10:27:57 AM, cmartin1

with [redacted] due 02/03/2012 12:00:00 AM.

*** NOTES 2/3/2012 3:49:24 PM, cmartin1, Action Type : Call to Customer

Spoke with the customer and asked if the unit has been taken to a Honda dealer. The customer stated he took the unit to have the rear tire replaced and has asked Honda dealers about the stalling. He stated the only time it happened was when coming to a slow stop. He stated it has not happened and he now has 4,200 miles on the motorcycle. He stated he will not be taking it to a Honda dealer at this time. We advised him to take his motorcycle to a Honda dealer if he has any future concerns with the performance of the motorcycle. The customer thanked for the follow up and ended the call.

*** CASE MODIFY 2/3/2012 3:52:04 PM, cmartin1

into WIP Waiting to Close and Status of Solving.

*** CASE CLOSE 2/3/2012 3:52:06 PM, cmartin1

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

*** SUBCASE M012011-12-0800924-1 CLOSE 2/3/2012 3:52:06 PM, cmartin1

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/30/2011 8:35:49 AM
Case Originator :	Matt Sonntag	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/30/2012 1:03:05 PM
Case Owner :	Todd Aiken	Method :	Phone	Queue :		Days Open :	122
		Point of Origin :	Customer	Wipbin :			

Case Title : 03A - [redacted] CBR250R - MOTOR SHUTS OFF ALMOST EVERY TIME No. of Attachments : 2

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105027 / LIBBY'S MOTOWORLD
Phone No. : 203-772-1112
Address : 60 PRINTERS LN
City / State / Zip : NEW HAVEN, CT 06519
Svc District / Sls District : 03A / 4B
Warranty Labor Rate / Date : $95.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4117B5[redacted]
Model / Year : CBR250R / 2011
Model ID / Product Line : MC411B / M
Miles / Hours : 382
In Service Date : 08/23/2011
Months In Use : 1
Engine Number : [redacted]
Originating Dealer No. / Name : 105027 / LIBBY'S MOTOWORLD
Selling Dealer No. / Name : 105027 / LIBBY'S MOTOWORLD
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 8/23/2011 / 8/22/2012
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date 8/23/2012 / 8/23/2016
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted] - PROD	Subcase Close	Complaint	Product	Operation	610100	BATTERY

Issue Details

Issue ID : [redacted]
Issue Originator : Michelle Padilla
Issue Owner : Michelle Padilla
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/4/2011 9:15:29 AM
Close Date : 10/14/2011 2:40:16 PM

Coding Info :

Labor Code / Desc : 610100 / BATTERY

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 03A - [redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

*** CASE CREATE 9/30/2011 8:35:49 AM, msonntag
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/30/2011 8:35:51 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:35:59 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:21 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:28 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:29 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:37 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:38 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:41 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:37:44 AM, msonntag
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2011 8:41:06 AM, msonntag
into WIP Default and Status of Solving.

*** NOTES 9/30/2011 9:02:19 AM, msonntag, Action Type : Call from Customer
The customer stated almost every time he rides the vehicle, the motor will shut off at any speed/any gear. He stated it's happened at least 15 times and he feels it's dangerous. We advised we understand his position and inquired if he's had a Honda dealer inspect it. He stated he hasn't taken it to a Honda dealer. We recommend he take his vehicle to any Honda dealer for inspection as soon as possible. He stated he's going to take it to dealer 105027, Libby's Motoworld, on Monday, 10/3/11, for an inspection.

We advised if he's taking his vehicle to the dealer by Monday, we are going to get a case manager involved to look into this issue. We verified his contact information and advised he'll receive a call within 1 to 2 business days. We advised since he's not dropping it off until Monday, the case manager will most likely not call him back until Tuesday. We advised the goal of the case manager is to provide resolution however there are no guarantees at this point. He thanked for the assistance. We wished him a good day.

*** CASE MODIFY 9/30/2011 9:02:31 AM, msonntag
into WIP Default and Status of Solving.

*** NOTES 9/30/2011 9:02:50 AM, msonntag, Action Type : Contention
Almost every time he rides the vehicle, the motor will shut off at any speed/any gear.

*** NOTES 9/30/2011 9:03:40 AM, msonntag, Action Type : VOC

Case History

Case ID : [redacted] Case Title : 03A - WELSH, JOSEPH - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

Almost every time I ride the bike, the motor will shut off at any speed/any gear. It's happened at least 15 times and I feel it's dangerous.

*** CASE MODIFY 9/30/2011 9:03:42 AM, msonntag
into WIP Default and Status of Solving.

*** CASE DISPATCH 9/30/2011 9:03:45 AM, msonntag
from WIP Default to Queue MC Motorcycle.

*** CASE ACCEPT 9/30/2011 11:00:39 AM, rcruz
from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 9/30/2011 1:06:39 PM, rcruz
from WIP Def In Box to Queue MC Tor mpadill.

*** CASE ACCEPT 9/30/2011 1:47:09 PM, mpadill
from Queue MC Tor mpadill to WIP Default.

*** COMMIT 9/30/2011 1:48:02 PM, mpadill, Action Type : N/A
Made to [redacted] due 10/04/2011 01:48:03 PM.
Call dealer/customer. 105027

*** CASE MODIFY 9/30/2011 1:48:25 PM, mpadill
into WIP Default and Status of Solving.

*** NOTES 10/4/2011 8:48:41 AM, mpadill, Action Type : Call to Dealer
Spoke with Joe, service manager. He advised they have completed the first service on the motorcycle. The technician found that the valves were tight and had to adjust them. His technician was able to do a short test ride today and was unable to duplicate the shutting off concern. Since it will be raining for the rest of the day they have been forced to wait until tomorrow to do a longer test ride on the motorcycle. He advised case manager to give him a call in the afternoon on the next business day to receive an update.

*** NOTES 10/4/2011 8:56:43 AM, mpadill, Action Type : Call to Customer
Informed [redacted] of our conversation with Joe, service manager. Advised him we will be calling the dealer on the next business day to gather additional information. We will contact him back once we have received updated information.

*** CASE MODIFY 10/4/2011 8:56:46 AM, mpadill
into WIP Call Dealer and Status of Solving.

*** CASE FULFILL 10/4/2011 9:14:43 AM, mpadill
Fulfilled for [redacted] due 10/04/2011 01:48:03 PM.

*** COMMIT 10/4/2011 9:14:44 AM, mpadill, Action Type : N/A
Made to [redacted] due 10/05/2011 09:14:46 AM.
Call dealer in PM. 105027

*** CASE MODIFY 10/4/2011 9:15:03 AM, mpadill
into WIP Call Dealer and Status of Solving.

*** SUBCASE M012011-09-3000448-1 CREATE 10/4/2011 9:15:29 AM, mpadill
Created in WIP Default with Due Date 10/4/2011 9:15:29 AM.

*** CASE MODIFY 10/4/2011 9:15:37 AM, mpadill
into WIP Call Dealer and Status of Solving.

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

*** NOTES 10/5/2011 2:32:13 PM, mpadill, Action Type : Call to Dealer

Spoke with Joe, service manager. He advised they were able to test ride the motorcycle without any concerns. He is going to give [redacted] a call tomorrow and ask that he pick up the motorcycle. We agreed the customer needs to ride the motorcycle himself to confirm there is no concerns. Advised case manager will follow up with the customer on Friday to see if he has picked up the motorcycle and if he was able to put miles on the motorcycle.

*** CASE FULFILL 10/5/2011 2:34:52 PM, mpadill

Fulfilled for [redacted] due 10/05/2011 09:14:46 AM.

*** COMMIT 10/5/2011 2:34:54 PM, mpadill, Action Type : N/A

Made to [redacted] due 10/07/2011 02:34:55 PM.

Follow up with customer.

*** CASE MODIFY 10/5/2011 2:35:08 PM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/7/2011 9:16:54 AM, mpadill, Action Type : Call to Customer

Spoke with [redacted] He advised he picked up the motorcycle yesterday and it has shut off on him twice this morning. He contacted Joe, service manager and advised he will be bringing the motorcycle back into the dealer. He stated he is going to be leaving it there until it is fixed, otherwise he does not wish to take the motorcycle back.

*** CASE FULFILL 10/7/2011 9:17:04 AM, mpadill

Fulfilled for [redacted] due 10/07/2011 02:34:55 PM.

*** NOTES 10/7/2011 9:21:51 AM, mpadill, Action Type : Field FYI

Reviewed with DSeM Jeremy MB47. He suggested Joe, service manager contact techline once the motorcycle is back at the dealer. He will follow up with the Joe on Monday to further discuss. Thanked Jeremy.

*** NOTES 10/7/2011 9:22:47 AM, mpadill, Action Type : Call to Dealer

Spoke with Joe, service manager. Informed him of our conversation with DSeM Jeremy MB47. Advised Jeremy would be following up on Monday to further discuss. Joe understood and thanked.

*** COMMIT 10/10/2011 9:26:18 AM, mpadill, Action Type : N/A

Made to [redacted] due 10/11/2011 09:26:19 AM.

Call dealer. 105027

*** CASE MODIFY 10/10/2011 9:26:35 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/11/2011 7:29:22 AM, mpadill, Action Type : Call to Dealer

Spoke with Joe, service manager. He advised he has been test riding the motorcycle numerous times and in many different scenario's but still has not been able to duplicate the customers concern. He stated [redacted] advised him that when the motorcycle is cold he rides it about 100 yards and when he pulls in the clutch, lets off the throttle, and then down shifts to come to a complete stop the motorcycle will stall. They are not sure what [redacted] doing but they have yet to duplicate the concern. Joe is going to continue to test ride the motorcycle today to see if they are able to duplicate the concern, otherwise [redacted] can pick up the motorcycle.

*** NOTES 10/11/2011 7:38:41 AM, mpadill, Action Type : Field FYI

Received a call from DSeM Jeremy MB47. He advised he was able to speak with Joe, service manager. Jeremy advised Joe of a couple of things to inspect before letting [redacted] pick up the motorcycle. Joe will be calling Jeremy back with his findings. If anything, [redacted] would need to be able to show the dealer what the motorcycle is doing since they are unable to duplicate his concern during their test rides. Jeremy will contact case manager back once he receives

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

updated information from Joe.

*** CASE MODIFY 10/11/2011 7:41:14 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** CASE FULFILL 10/11/2011 7:41:23 AM, mpadill

Fulfilled for JOSEPH WELSH due 10/11/2011 09:26:19 AM.

*** CASE MODIFY 10/11/2011 7:41:26 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/12/2011 2:17:00 PM, mpadill, Action Type : Field FYI

Received a voice mail from DSeM Jeremy MB21. He advised that Joe, service manager inspected the battery as well as the starter sylinoid and everything was fine. Jeremy suggested that we ask [redacted] to go to the dealer and try to duplicate the concern while at the dealer. Joe and his technician are unable to duplicate [redacted] concern. Jeremy asked "when it dies does the FI light come on?"

*** NOTES 10/13/2011 9:02:31 AM, mpadill, Action Type : Call to Dealer

Spoke with Joe, service manager. He advised they have not contacted the customer. Advised we would follow up with the customer today. He thanked.

*** NOTES 10/13/2011 9:03:18 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 10/13/2011 9:03:28 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** CASE MODIFY 10/13/2011 1:53:43 PM, mpadill

into WIP To Be Closed and Status of Solving.

*** NOTES 10/14/2011 2:39:31 PM, mpadill, Action Type : Call to Customer

Late note entry from 10/13/2011:

He understood the dealer is not able to duplicate the concern, however he feels it is in fact a concern. He advised case manager he will go into the dealer and test ride the motorcycle to hopefully duplicate his concern. He thanked for the follow up call.

*** CASE MODIFY 10/14/2011 2:40:15 PM, mpadill

into WIP To Be Closed and Status of Solving.

*** CASE CLOSE 10/14/2011 2:40:16 PM, mpadill

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

*** SUBCASE M012011-09-3000448-1 CLOSE 10/14/2011 2:40:16 PM, mpadill

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 10/21/2011 2:37:45 PM, mpadill

with Condition of Open and Status of Solving.

*** NOTES 10/21/2011 2:38:11 PM, mpadill, Action Type : Call for Case Mgr

Received a voice mail from Mr. Welsh seeking a return call.

*** NOTES 10/21/2011 2:38:37 PM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 10/21/2011 2:38:40 PM, mpadill

Case History

Case ID : [redacted] Case Title : 03A - [redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

into WIP Default and Status of Solving.

*** COMMIT 10/21/2011 2:39:04 PM, mpadill, Action Type : N/A

Made to [redacted] due 10/24/2011 02:39:05 PM.

Call Joe, service manager.

*** CASE MODIFY 10/21/2011 2:39:17 PM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/24/2011 9:30:26 AM, mpadill, Action Type : Field FYI

Received a call from DSeM Jeremy MB47. He advised he will be at dealer 105027, Libby's Motoworld on Thursday 10/27 to meet with the customer. [redacted] was able to duplicate the concern in front of the dealership, so now he is heading to the dealer to further inspect and to speak with [redacted] He will provide us with an update after his visit to the dealer.

*** CASE FULFILL 10/24/2011 9:31:07 AM, mpadill

Fulfilled for [redacted] due 10/24/2011 02:39:05 PM.

*** COMMIT 10/24/2011 9:31:09 AM, mpadill, Action Type : N/A

Made to [redacted] due 10/28/2011 09:31:10 AM.

Update from DSeM?

*** CASE MODIFY 10/24/2011 9:31:22 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/25/2011 1:55:12 PM, mpadill, Action Type : Call for Case Mgr

[redacted] advised case manager he is going to "try and make time of Thursday" to meet with the Honda rep. He feels that we do not belive him since we keep having him duplicate the concern infront of different people. Advised [redacted] that no one at AHM have stated we did not believe him, however in order for us to address this concern the DSeM would like to be at the dealer to see what is happening when the motorcycle shuts off on him. He is the only one that can get the motorcycle to shut off. He asked if Honda would extend the HPP extended warranty he purchased since the motorcycle continues to be down. Advised him we would re review that information once the motorcycle has been repaired, but at this time our main concern is addressing the concerns with the motorcycle. There are no promises or guarantee's. He understood.

*** CASE MODIFY 10/25/2011 1:55:18 PM, mpadill

into WIP Call Dealer and Status of Solving.

*** CASE RULE ACTION 10/28/2011 7:35:49 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/28/2011 7:51:41 AM, mpadill, Action Type : Field FYI

Received a voice mail from DSeM Jeremy MB47. He advised he was at dealer 105027, Libby's Motoworld on Thursday 10/27 and met with [redacted] The weather was not the best so they were not able to spend a lot of time test riding the motorcycle. Mr. Welsh was not able to duplicate the concern but the dealer did see the customer duplicate the concern on his prior visit. He advised Mr. Welsh that he would be back at the dealer next week to spend more time inspecting the motorcycle. The customer is understanding at this point.

*** NOTES 10/28/2011 7:52:03 AM, mpadill, Action Type : Field FYI

Left voice mail for DSeM Jeremy MB47 seeking a return call.

*** CASE MODIFY 10/28/2011 7:52:06 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** CASE FULFILL 10/28/2011 7:52:10 AM, mpadill

Case History

Case ID : M012011-09-3000448 Case Title : 03A - [redacted] CBR250R - MOTOR SHUTS OFF ALMOST EVERY

Fulfilled for [redacted] due 10/28/2011 09:31:10 AM.

*** CASE MODIFY 10/28/2011 7:52:13 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 10/28/2011 9:41:55 AM, mpadill, Action Type : Field FYI

Received a return call from DSeM Jeremy MB47. He advised he was able to show the customer that the HDS test results were all within specification. Jeremy asked [redacted] if he could give him an opportunity to further investigate his concern, and within a week or two weeks he would be back at Libby's Motoworld to further inspect. DSeM Jeremy is going to stay in contact with [redacted] per the customers request. Will wait to receive update from DSeM in about a week or two weeks.

*** COMMIT 10/28/2011 9:42:02 AM, mpadill, Action Type : N/A

Made to [redacted] due 11/11/2011 09:42:03 AM.

Update from DSeM?

*** CASE MODIFY 10/28/2011 9:42:21 AM, mpadill

into WIP Call Dealer and Status of Solving.

*** NOTES 11/8/2011 2:42:37 PM, mpadill, Action Type : Field FYI

Received a voice mail from DSeM Jeremy MB47. He advised he was at dealer 105027, Libby's Motoworld all day today inspecting [redacted] motorcycle again. He was not able to duplicate the customers concern, so he asked [redacted] to come into the dealer to see if he was able to duplicate. Mr. Welsh was not able to duplicate the concern either. At this time the customer has taken home the motorcycle. He is understanding and okay at this time.

*** CASE MODIFY 11/8/2011 2:42:58 PM, mpadill

into WIP Call Dealer and Status of Solving.

*** CASE CLOSE 11/8/2011 2:42:58 PM, mpadill

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

*** CASE REOPEN 12/1/2011 1:58:03 PM, mpadill

with Condition of Open and Status of Solving.

*** NOTES 12/1/2011 2:00:19 PM, mpadill, Action Type : Field FYI

Received an update from DSeM Jeremy MB61. He advised case manager he advised [redacted] to continue to ride the motorcycle and on the next service interval AHM will cover the oil change. [redacted] was not happy with Honda's decision. He told Jeremy he was going to contact the BBB and NHTSA. Advised Jeremy we would update the notes.

*** CASE MODIFY 12/1/2011 2:00:23 PM, mpadill

into WIP Default and Status of Solving.

*** CASE CLOSE 12/1/2011 2:00:23 PM, mpadill

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

*** CASE REOPEN 1/30/2012 11:17:51 AM, taiken

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/30/2012 11:20:51 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2012 11:25:58 AM, taiken

into WIP default and Status of Solving.

Case History

Case ID : M012011-09-3000448 Case Title : 03A[redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

*** CASE MODIFY 1/30/2012 11:30:14 AM, taiken

into WIP default and Status of Solving.

*** NOTES 1/30/2012 1:00:10 PM, taiken, Action Type : Call from Customer

Customer called back, case was reopened. He said he is calling to complaining about American Honda and the fact that Honda hasn't resolved his shutting-off issue. He stated he said unit was inspected by Jeremy (MB47), DSeM, and customer spoke with DSeM and to Byron (MB35), QIC-Model Specialist about his issue before.

Customer said he expected to receive a call from someone at Honda by now about his issue. He complained about having to make a video of this issue with his motorcycle and with other owners of same model, because his Honda dealer could not duplicate his issue. He said this is something Honda didn't have an answer for and said he feels frustrated that he has had to wait for e resolution while having this issue. He said unit continues to shut off when he pulls in the clutch during slowing. Customer said he believes his issue is related to safety.

Agent thanked him for calling and asked if he has brought his motorcycle to a dealer. He said he hasn't and that his dealer told him they will charge him if they can't find anything wrong with his motorcycle. He said he asked them to give him a new motorcycle or a refund. Analyst thanked him for calling back and apologized for the reasons that prompted his call to American Honda. Analyst advised the case notes indicate DSeM was unable to duplicate his issue when he inspected customer s unit, and agent doesn't see any promise of a follow-up call to the customer. We said we will document his concern and advised dealers are independently owned and operated and if they are unable to verify any warranty-related issue, they may charge him a fee to inspect his motorcycle. Agent said if dealer can verify a defect than Honda usually pays for the inspections fee. Customer thanked analyst for this information and said he will call back, if unit is brought back to the dealer. We thanked him for calling and wished him a good day.

*** CASE MODIFY 1/30/2012 1:00:30 PM, taiken

into WIP default and Status of Solving.

*** NOTES 1/30/2012 1:02:57 PM, taiken, Action Type : Note-General

Survey suppressed.

*** CASE MODIFY 1/30/2012 1:03:02 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2012 1:03:04 PM, taiken

into WIP default and Status of Solving.

*** CASE CLOSE 1/30/2012 1:03:05 PM, taiken

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

*** CASE ADD ATTACHMENT 3/2/2012 8:57:03 AM, bjohnson

Added attachment M012011-09-3000448-customer letter.rtf with path X:\CRMS\MC Division\Customer Relations\2011 Cases\M012011-09-3000448-customer letter rtf.

*** CASE ADD ATTACHMENT 3/2/2012 8:57:07 AM, bjohnson

Added attachment M012011-09-3000448-payoff amount.TIF with path X:\CRMS\MC Division\Customer Relations\2011 Cases\M012011-09-3000448-payoff amount.TIF.

Case Attachments

Case ID : M012011-09-3000448

Case Title : 03A - [redacted] - CBR250R - MOTOR SHUTS OFF ALMOST EVERY

Case ID / Subcase ID	Attachment Title	Attachment Path
M012011-09-3000448	M012011-09-3000448-customer letter.rtf	X:\CRMS\MC Division\Customer Relations\2011
M012011-09-3000448	M012011-09-3000448-payoff amount.TIF	X:\CRMS\MC Division\Customer Relations\2011

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/24/2012 2:02:20 PM
Case Originator :	Todd Aiken	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/7/2012 1:53:41 PM
Case Owner :	Michelle Padilla	Method :	Phone	Queue :		Days Open :	13
		Point of Origin :	Customer	Wipbin :			

Case Title : 02C - [redacted] - CBR250R - HAS LOW IDLE AND SHUTS OFF — No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Phone No. :	423-855-5055
Address :	4915 HIGHWAY 58 N
City / State / Zip :	CHATTANOOGA, TN 37416
Svc District / Sls District :	02C / 3G
Warranty Labor Rate / Date :	$80.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / [redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	301
In Service Date :	02/29/2012
Months In Use :	2
Engine Number :	MC41E2200217
Originating Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Selling Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	2/29/2012 / 2/27/2013
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start/End Date	2/28/2013 / 2/28/2017
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	/
Extended Warranty Cancellation Date	

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-04-2401324-1 / [redacted] PRO	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Michelle Padilla
Issue Owner : Michelle Padilla
Issue Title : [redacted] PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/26/2012 10:13:45 AM
Close Date : 5/7/2012 1:53:41 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Medium
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02C - [redacted] - CBR250R - HAS LOW IDLE AND SHUTS OFF

*** CASE CREATE 4/24/2012 2:02:20 PM, taiken

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

*** CASE MODIFY 4/24/2012 2:10:09 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2012 2:10:20 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2012 2:13:03 PM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/2012 2:13:54 PM, taiken

into WIP default and Status of Solving.

*** NOTES 4/24/2012 2:14:18 PM, taiken, Action Type : Contention

Customer is complaining his motorcycle has low-idle and shut off during stops.

*** NOTES 4/24/2012 2:26:13 PM, taiken, Action Type : Call from Customer

Customer stated his motorcycle has low-idle and shut off during stops. he stated the engine will try to stall when he is in Neutral, or when he has engine in first gear at a stop-sign or signal. He said he reproduced this issue for dealer 105632, Honda of Chattanooga for an inspection. Customer said the dealer told him they were asked to adjust the valves and this was done, but issue remains. See Tech line case # M022012-04-2400219 for more information.

Customer said dealer said something about having a Honda rep visit their facility to inspect his motorcycle. He said dealer has had unit since Friday and they are already making repairs. He said he has read about other people on the Internet with same issue, and one of them was working with his dealer. Customer said this other person wasn't satisfied with the manner his issue was resolved. He asked if this is a common issue and what Honda will do about his issue, if the dealer s repairs are unable to resolve his issue. He said he wants to know if Honda will be replacing his motorcycle.

Analyst explained we cannot answer his hypothetical questions, and explained we are speaking about his motorcycle and not someone else s. Analyst advised there are no recalls on his motorcycle and analyst doesn't recognize his issue as a common issue. Agent told customer that his dealer was working with Tech line. Analyst offered to have someone contact his dealer about his concerns and customer was receptive.

Customer Support advised customer the case will be sent to a case specialist for further handling / review. Customer will receive a call within the next 2-3 business days, Thursday being the first of those two days. Customer was in agreement with analyst and thanked us.

*** CASE MODIFY 4/24/2012 2:26:17 PM, taiken

into WIP default and Status of Solving.

*** NOTES 4/24/2012 2:28:33 PM, taiken, Action Type : VOC

My motorcycle tries to stall and it has low idle, so when I read over the Internet about other people having same issue, this made me want to know what Honda is doing about this problem.

*** CASE MODIFY 4/24/2012 2:28:52 PM, taiken

into WIP default and Status of Solving.

*** NOTES 4/24/2012 2:29:09 PM, taiken, Action Type : Note-General

Analyst is dispatching the case to a case manager, for further review/follow-up with the customer and the dealer.

*** CASE MODIFY 4/24/2012 2:29:32 PM, taiken

Case History

Case ID : [redacted] Case Title : 02C - [redacted] - CBR250R - HAS LOW IDLE AND SHUTS OFF

into WIP default and Status of Solving.

*** CASE DISPATCH 4/24/2012 2:29:40 PM, taiken

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 4/24/2012 3:18:39 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 4/24/2012 3:19:11 PM, rcruz

from WIP Def In Box to Queue MC Tor mpadill.

*** CASE ACCEPT 4/25/2012 1:14:47 PM, mpadill

from Queue MC Tor mpadill to WIP Default.

*** COMMIT 4/25/2012 2:26:16 PM, mpadill, Action Type : N/A

Made to JOHN LORD III due 04/26/2012 02:26:17 PM.

02C - Call dealer/customer.

*** CASE MODIFY 4/25/2012 2:26:27 PM, mpadill

into WIP Default and Status of Solving.

*** NOTES 4/26/2012 8:09:30 AM, mpadill, Action Type : Call to Dealer

Spoke with Bill, service manager. DSeM Chris MA94 was at the dealer when [redacted] contacted them regarding this concern. Chris advised Bill to check the valve clearance. [redacted] was able to get the motorcycle to fail when he brought the motorcycle into the dealer. They inspected the valves and found they were within specification, so they contacted techline. Techline advised the dealer to check the regulator grounds, as well as the spark plug cap. Asked if they reported those findings back to techline? He advised they have not but they will give them a call before the end of business day today.

*** CASE MODIFY 4/26/2012 8:09:44 AM, mpadill

into WIP 02C - Chris and Status of Solving.

*** SUBCASE M012012-04-2401324-1 CREATE 4/26/2012 10:13:45 AM, mpadill

Created in WIP Default with Due Date 4/26/2012 10:13:45 AM.

*** CASE MODIFY 4/26/2012 10:13:59 AM, mpadill

into WIP 02C - Chris and Status of Solving.

*** CASE MODIFY 4/26/2012 1:58:33 PM, mpadill

into WIP 02C - Chris and Status of Solving.

*** NOTES 4/26/2012 2:00:17 PM, mpadill, Action Type : Call to Customer

Informed [redacted] of our conversation with Bill, service manager. Advised our techline is reviewing further and will be contacting the dealer before the end of the next business day. Advised we would contact him back once we have updated information.

*** CASE FULFILL 4/26/2012 2:00:26 PM, mpadill

Fulfilled for [redacted] due 04/26/2012 02:26:17 PM.

*** COMMIT 4/26/2012 2:00:28 PM, mpadill, Action Type : N/A

Made to [redacted] due 04/27/2012 02:00:29 PM.

02C - Call dealer.

*** CASE MODIFY 4/26/2012 2:00:38 PM, mpadill

into WIP 02C - Chris and Status of Solving.

Case History

Case ID : [redacted] Case Title : 02C - [redacted] - CBR250R - HAS LOW IDLE AND SHUTS OFF

*** NOTES 4/27/2012 2:22:52 PM, mpadill, Action Type : Note-General

Reviewed techline case [redacted]. Techline advised the dealer to continue to test ride the unit. They may need to contact the customer and verify what kind of riding condition will cause the stalling issue. If they can not duplicate the issue they may need to give the customer the bike back.

*** CASE MODIFY COMMITMENT 4/27/2012 2:23:14 PM, mpadill

with [redacted] due 04/30/2012 02:00:29 PM.

*** CASE MODIFY 4/27/2012 2:23:16 PM, mpadill

into WIP 02C - Chris and Status of Solving.

*** CASE MODIFY COMMITMENT 4/30/2012 1:41:59 PM, mpadill

with [redacted] due 05/01/2012 02:00:29 PM.

*** CASE MODIFY 4/30/2012 1:42:10 PM, mpadill

into WIP 02C - Chris and Status of Solving.

*** NOTES 5/1/2012 7:58:01 AM, mpadill, Action Type : Call to Dealer

Spoke with Bill, service manager. He advised [redacted] picked up the motorcycle on Friday and was advised to ride the motorcycle. He is going to continue to ride the motorcycle and report back to the dealer either way. As of today, they still have not heard from Mr. Lord.

*** CASE MODIFY 5/1/2012 7:58:25 AM, mpadill

into WIP 02C - Chris and Status of Solving.

*** NOTES 5/1/2012 10:33:49 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE FULFILL 5/1/2012 10:33:53 AM, mpadill

Fulfilled for [redacted] due 05/01/2012 02:00:29 PM.

*** CASE MODIFY 5/1/2012 10:33:59 AM, mpadill

into WIP 02C - Chris and Status of Solving.

*** NOTES 5/2/2012 11:16:04 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 5/2/2012 11:16:06 AM, mpadill

into WIP To Be Closed and Status of Solving.

*** NOTES 5/4/2012 8:40:17 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 5/4/2012 8:40:19 AM, mpadill

into WIP To Be Closed and Status of Solving.

*** NOTES 5/7/2012 10:45:33 AM, mpadill, Action Type : Note-General

Submitted draft letter for approval.

*** CASE MODIFY 5/7/2012 10:45:35 AM, mpadill

into WIP To Be Closed and Status of Solving.

*** NOTES 5/7/2012 1:53:20 PM, mpadill, Action Type : Letter/Fax

Reviewed by Randy MT03 and Matt MT98. Okay to send:

Case History

Case ID : [redacted] Case Title : 02C - [redacted] - CBR250R - HAS LOW IDLE AND SHUTS OFF

May 7, 2012

[redacted]
Charleston, TN [redacted]

Dear [redacted]

This letter is in response to your recent contact to American Honda regarding your 2012 CBR250R. We have tried to reach you at [redacted] on several occasions without success. Please accept our sincere apologies.

We were able to speak with Bill, Service Manager at Honda Of Chattanooga. He advised you picked up your motorcycle on Friday, April 30th to continue riding.

If you have any further questions or concerns that your dealer is unable to assist you with, please feel free to call us at your earliest convenience at (866) 784-1870. Our office hours are 8:30 A.M. - 4:30 P.M. (PT), Monday through Friday.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Michelle (ME49)
Motorcycle Customer Support
Ext. 12359

*** CASE MODIFY 5/7/2012 1:53:29 PM, mpadill
into WIP To Be Closed and Status of Solving.

*** CASE MODIFY 5/7/2012 1:53:40 PM, mpadill
into WIP To Be Closed and Status of Solving.

*** SUBCASE M012012-04-2401324-1 CLOSE 5/7/2012 1:53:41 PM, mpadill
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/7/2012 1:53:41 PM, mpadill
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/6/2012 9:45:41 AM
Case Originator :	Carlos Molina	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/6/2012 12:12:35 PM
Case Owner :	Carlos Molina	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			

Case Title : [redacted] - CBR250RA - STALLS WHEN HE LETS THE CLUTCH OUT No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted] 4507
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. : [redacted]
Cell / Pager No. :
Fax No. :
Address : [redacted]
City / State / Zip : OSWEGO, IL [redacted]
E Mail : [redacted]
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : MELLISSA HODGETTS 919
VIN Type / No. : US VIN / MLHMC411XC5[redacted]
Model / Year : CBR250RA / 2012
Model ID / Product Line : MC411C / M
Miles / Hours :
In Service Date : 05/26/2012
Months In Use : 2
Engine Number : [redacted]
Originating Dealer No. / Name : 104997 / DUPAGE HONDA-YAMAHA
Selling Dealer No. / Name : 102888 / FOX VALLEY CYCLES
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 5/26/2012 / 5/25/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-07-0600662-1 / [redacted] - PRODUC	Subcase Close	Complaint	Product	Operation	212	Clutch

Issue Details

Issue ID : [redacted]
Issue Originator : Carlos Molina
Issue Owner : Carlos Molina
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/6/2012 9:50:27 AM
Close Date : 7/6/2012 12:12:35 PM

Coding Info :

Labor Code / Desc : 212 / Clutch

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - CBR250RA - STALLS WHEN HE LETS THE CLUTCH OUT

*** CASE CREATE 7/6/2012 9:45:41 AM, cmolina

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

*** CASE MODIFY 7/6/2012 9:48:46 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 7/6/2012 9:49:04 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 7/6/2012 9:49:32 AM, cmolina

into WIP default and Status of Solving.

*** SUBCASE M012012-07-0600662-1 CREATE 7/6/2012 9:50:27 AM, cmolina

Created in WIP Default with Due Date 7/6/2012 9:50:27 AM.

*** CASE MODIFY 7/6/2012 9:50:38 AM, cmolina

into WIP default and Status of Solving.

*** NOTES 7/6/2012 12:09:41 PM, cmolina, Action Type : Call from Customer

Customer stated that has a 2012 CBR250RA. Customer stated he is having a issue when he lets go of the clutch in first gear the engine stalls. Customer stated that he also notices that the idle rpm s will be at 1000 or 1100 and in the service manual it states that it should be at 1400 with 100 plus or minus. Customer stated that he wanted to know if the idle can be adjusted or if there is a issue with his CBR250RA. We advised the customer that its difficult to advised what s causing the stalling issue. We advised the customer that if he is letting the clutch out to fast the engine will stall so he may want to let the clutch out slowly. We advised the customer that if the rpm s are to low, he may want to consider having his CBR250RA inspected by a authorize Honda dealer since he is still covered under the factory warranty. Customer understood, thanked and ended call.

*** NOTES 7/6/2012 12:10:00 PM, cmolina, Action Type : Contention

ustomer stated that has a 2012 CBR250RA. Customer stated he is having a issue when he lets go of the clutch in first gear the engine stalls. Customer stated that he also notices that the idle rpm s will be at 1000 or 1100 and in the service manual it states that it should be at 1400 with 100 plus or minus.

*** NOTES 7/6/2012 12:12:21 PM, cmolina, Action Type : VOC

"I've been having a issue when I let go of the clutch in first gear the engine stalls. I also notice that the idle rpm s will be at 1000 or 1100 and in the service manual it states that it should be at 1400 with 100 plus or minus. Is that something I should have inspected."

*** CASE MODIFY 7/6/2012 12:12:29 PM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 7/6/2012 12:12:33 PM, cmolina

into WIP default and Status of Solving.

*** SUBCASE M012012-07-0600662-1 CLOSE 7/6/2012 12:12:35 PM, cmolina

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/6/2012 12:12:35 PM, cmolina

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

*** CASE MODIFY 7/6/2012 12:12:35 PM, cmolina

into WIP default and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/16/2013 2:02:24 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/16/2013 2:14:02 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			

Case Title : HIM, ARTHUR - CBR250R - ENGINE STALLED AFTER ENGINE OIL CHANGE No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted]
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : ( ) -
Address : [redacted]
City / State / Zip : OVIEDO, FL [redacted]
E Mail : [redacted]
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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4104C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 5,000
In Service Date : 01/19/2013
Months In Use : 9
Engine Number : [redacted]
Originating Dealer No. / Name : 105613 / CHAMPIONS HONDA
Selling Dealer No. / Name : 105613 / CHAMPIONS HONDA
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 1/19/2013 / 1/18/2014
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012013-10-1601380-1 / [redacted] - PRODUC	Subcase Close	Complaint	Product	Modification		

Issue Details

Issue ID : [redacted]
Issue Originator : Tye Piercy
Issue Owner : Tye Piercy
Issue Title : ARTHUR HIM - PRODUCT - MODIFICATION

Disposition Complaint
Type 1 : Product
Type 2 : Modification

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/16/2013 2:13:50 PM
Close Date : 10/16/2013 2:14:02 PM

Coding Info :

Labor Code / Desc : /

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to 3rdParty
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - CBR250R - ENGINE STALLED AFTER ENGINE OIL

*** CASE CREATE 10/16/2013 2:02:24 PM, tpiercy

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

*** CASE MODIFY 10/16/2013 2:03:21 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 10/16/2013 2:03:29 PM, tpiercy

into WIP default and Status of Solving.

*** NOTES 10/16/2013 2:12:45 PM, tpiercy, Action Type : VOC

I accidentally installed this K&N engine oil filter backwards and now there is engine damage and I don't know what to do.

*** NOTES 10/16/2013 2:12:45 PM, tpiercy, Action Type : Call from Customer

Customer complained of engine damage due to K&N engine oil filter installed backwards. Customer stated he changed oil himself and installed K&N engine oil filter accidentally backwards. Customer stated engine ran for 20 minutes then shut off and wouldn't restart. Csutomer took motorcycle to dealer who informed filter was installed backwards and there is engine damage. Customer stated there are no instructions nor indicators on filter saying which way to install filter. Customer asked what to do. We advised customer to call and make claim with K&N.

*** NOTES 10/16/2013 2:12:45 PM, tpiercy, Action Type : Contention

engine damage due to K&N engine oil filter installed backwards

*** SUBCASE M012013-10-1601380-1 CREATE 10/16/2013 2:13:50 PM, tpiercy

Created in WIP Default with Due Date 10/16/2013 2:13:50 PM.

*** CASE MODIFY 10/16/2013 2:14:00 PM, tpiercy

into WIP default and Status of Solving.

*** SUBCASE M012013-10-1601380-1 CLOSE 10/16/2013 2:14:02 PM, tpiercy

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/16/2013 2:14:02 PM, tpiercy

into WIP default and Status of Solving.

*** CASE CLOSE 10/16/2013 2:14:02 PM, tpiercy

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/11/2013 4:27:00 PM
Case Originator :	Carlos Molina	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/27/2013 12:48:04 PM
Case Owner :	Kelly O'Neil	Method :	Phone	Queue :		Days Open :	16
		Point of Origin :	Customer	Wipbin :			

Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN THROTTLE No. of Attachments : 0

Site / Contact Info :

Site Name :	[redacted] 4410
Dealer No. :	
Site Phone No. :	[redacted]
Contact Name :	
Day Phone No. :	
Evening Phone No. :	[redacted]
Cell / Pager No. :	
Fax No. :	
Address :	[redacted]
City / State / Zip :	SAN DIEGO, CA [redacted]
E Mail :	
Svc District / Sls District :	/

Current Dealer Info :

Current Dealer No. / Name :	103534 / FUN BIKE CENTER
Phone No. :	858-278-6635
Address :	5755 KEARNY VILLA RD
City / State / Zip :	SAN DIEGO, CA 92123
Svc District / Sls District :	01A / 1A
Warranty Labor Rate / Date :	$85.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted] 4410
VIN Type / No. :	US VIN / MLHMC4101C5 [redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	2,908
In Service Date :	10/25/2012
Months In Use :	4
Engine Number :	[redacted]
Originating Dealer No. / Name :	103534 / FUN BIKE CENTER
Selling Dealer No. / Name :	103534 / FUN BIKE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	10/25/2012 / 10/24/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012013-02-1102573-1 / [redacted] -	Subcase Close	Information	Dealer Location	No Code		
M012013-02-1102573-2 / [redacted] -	Subcase Close	Complaint	Product	Operation	310120	FUEL PUMP

Issue Details

Issue ID : [redacted]
Issue Originator : Carlos Molina
Issue Owner : Carlos Molina
Issue Title : MURROUGH MURPHY - DEALER LOCATION - NO CODE

Disposition Information
Type 1 : Dealer Location
Type 2 : No Code

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/13/2013 10:28:28 AM
Close Date : 2/13/2013 10:28:44 AM

Coding Info :

Labor Code / Desc : /

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [redacted]
Issue Originator : Kelly O'Neil
Issue Owner : Kelly O'Neil
Issue Title : MURROUGH MURPHY - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/20/2013 1:54:30 PM
Close Date : 2/20/2013 1:54:39 PM

Coding Info :

Labor Code / Desc : 310120 / FUEL PUMP

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN

*** CASE CREATE 2/11/2013 4:27:00 PM, cmolina

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

*** NOTES 2/12/2013 8:12:36 AM, cmolina, Action Type : Note-General

Customer did not provide e-mail address or mileage.

*** CASE MODIFY 2/12/2013 8:13:07 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/12/2013 8:14:07 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/12/2013 8:14:26 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/12/2013 8:17:45 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/12/2013 8:35:18 AM, cmolina

into WIP default and Status of Solving.

*** NOTES 2/12/2013 8:37:05 AM, cmolina, Action Type : Contention

Dealer has not received a specialty tool from Honda

*** NOTES 2/12/2013 8:38:31 AM, cmolina, Action Type : VOC

I wanted to know if there was a another dealer that had this special tool to check my CBR. This is my only means of transportation and I need my bike.

*** CASE MODIFY 2/12/2013 8:44:24 AM, cmolina

into WIP default and Status of Solving.

*** NOTES 2/12/2013 8:55:14 AM, cmolina, Action Type : Call from Customer

Customer stated that he has a 2012 CBR250R. Customer stated that he took his CBR to FUN BIKE CENTER #103534 due to his CBR stalling when he gave it throttle. Customer stated that the dealer advised him that in order to check the fuel pump they need a fuel gauge adapter which they ordered from Honda. Customer stated that his CBR has been at the dealer for a few days now and the dealer has advised him that they placed the order for the gauge and are waiting for Honda. Customer stated that his CBR is his only means of transportation and is borrowing a friends car. Customer wanted to know what is the hold up with the part the dealer needs and is there a way to speed up the process. We advised the customer that will have to research his concern further and advised a call back by the end of the business day. Customer thanked.

*** CASE MODIFY 2/12/2013 8:55:17 AM, cmolina

into WIP default and Status of Solving.

*** NOTES 2/12/2013 9:14:49 AM, cmolina, Action Type : Note-General

Called Gerrad (MAA5) and asked if the fuel pressure gauge adapter was a specialty tool and Gerrad advised no, that all Honda dealers are required to have this fuel gauge adapter tool. Gerrad advised that will check if the dealer 103534 has placed a order for the adapter and will advised once he gets that information

*** CASE MODIFY 2/12/2013 9:14:54 AM, cmolina

into WIP default and Status of Solving.

*** NOTES 2/12/2013 12:23:10 PM, cmolina, Action Type : Note-General

Did get a call back from Gerrad (MAA5) advising that dealer 103534 did order the fuel pressure gauge adapter on the 2/8/13 and order was sent out on that very day. Dealer should be receiving the part this week.

Case History

Case ID : [redacted] Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN

*** CASE MODIFY 2/12/2013 12:23:26 PM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2013 10:26:29 AM, cmolina
into WIP default and Status of Solving.

*** NOTES 2/13/2013 10:28:07 AM, cmolina, Action Type : Call to Customer
Called customer and advised the customer that the fuel gauge adapter was ordered by the dealer on the 8th and the dealer should be receiving the part this week. We advised the customer that he may want to follow up with the dealer and check if they have received the adapter. Customer understood and thanked.

*** CASE MODIFY 2/13/2013 10:28:10 AM, cmolina
into WIP default and Status of Solving.

*** SUBCASE M012013-02-1102573-1 CREATE 2/13/2013 10:28:28 AM, cmolina
Created in WIP Default with Due Date 2/13/2013 10:28:28 AM.

*** CASE MODIFY 2/13/2013 10:28:40 AM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2013 10:28:42 AM, cmolina
into WIP default and Status of Solving.

*** SUBCASE M012013-02-1102573-1 CLOSE 2/13/2013 10:28:44 AM, cmolina
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/13/2013 10:28:45 AM, cmolina
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/13/2013 10:29:02 AM, cmolina
with Condition of Open and Status of Solving.

*** CASE MODIFY 2/13/2013 10:29:04 AM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2013 10:29:11 AM, cmolina
into WIP default and Status of Solving.

*** CASE MODIFY 2/13/2013 10:29:13 AM, cmolina
into WIP default and Status of Solving.

*** CASE CLOSE 2/13/2013 10:29:13 AM, cmolina
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/18/2013 12:43:16 PM, koneil
with Condition of Open and Status of Solving.

*** CASE MODIFY 2/18/2013 12:46:16 PM, koneil
into WIP open cases and Status of Solving.

*** NOTES 2/18/2013 12:51:59 PM, koneil, Action Type : Call from Customer
Customer called and stated that his motorcycle has been at dealer 103534 Fun Bike Center for 2 weeks now and they are telling him that his motorcycle needs a new fuel pump but that Honda will not authorize it. The customer stated that he doesn't understand why Honda will not let the dealer replace the fuel pump if that is what is needed. Motorcycle Customer Support advised that we see that the dealer has been working with our tech line (see case [redacted])

Case History

Case ID : [redacted] Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN

on his, they last called today. Motorcycle Customer Support advised that the dealer was advised that if they feel it's a fuel pump they can replace it however if that doesn't fix the problem warranty will not cover it, that is why our tech line asked the dealer just a few hours ago to do a few tests in order to confirm that it is the fuel pump that is bad. The customer stated that he doesn't understand why he is getting different information from the dealer and Honda. Motorcycle Customer Support apologized for the concerns and advised that we can follow up with the dealer to get more information and once we know more we'll call him back. We will do our best to call him back today however if we can't get a hold of the dealer today we will call him back on 2/19/13. Customer understands and thanked us for any help we can offer on this.

*** CASE MODIFY 2/18/2013 12:52:58 PM, koneil

into WIP open cases and Status of Solving.

*** CASE MODIFY 2/18/2013 12:53:06 PM, koneil

into WIP open cases and Status of Solving.

*** NOTES 2/18/2013 2:19:47 PM, koneil, Action Type : Call to Dealer

Talked to Ronnie in service at dealer 103534 Fun Bike Center, Brad the Service Manager is not in today. We advised him of the customers phone call and Ronnie stated that the tech called the tech line today but for some reason didn't feel that they needed to replace the fuel pump but couldn't tell them what else needed to be done. Motorcycle Customer Support asked him if when they called the tech line they had all the needed information to the questions asked and he stated that they did. He stated that while riding the motorcycle the fuel pressure drops to between 38-38 PSI. Motorcycle Customer Support asked what it dropped to when turned off and he said it dropped to about 35 PSI in a few minutes, we asked how many minutes but he couldn't say for sure. He stated that he was going to have Brad call the tech line back tomorrow when he comes in. Motorcycle Customer Support thanked and stated that this may be best.

*** COMMIT 2/18/2013 2:24:31 PM, koneil, Action Type : N/A

Made to [redacted] due 02/19/2013 02:24:32 PM.
(A) Call dealer/customer. 103534

*** NOTES 2/19/2013 11:07:52 AM, koneil, Action Type : Call to Dealer

Talked to Brad the Service Manager at dealer 103534 Fun Bike Center who stated that the tech working on this motorcycle is a very good tech. They strongly feel that the fuel pump is bad and needs to be replaced but the tech line doesn't want to authorize it. Motorcycle Customer Support advised that if they feel the fuel pump is the problem they don't need Honda to authorize the repair, however if the fuel pump doesn't repair the problem then warranty will not pay for it. Motorcycle Customer Support asked if the tech did all the tests that tech line asked them to do yesterday and he stated that he did. Motorcycle Customer Support advised that they need to call the tech line back with that information so that the tech line can further help them. Brad stated that they will do that today. Motorcycle Customer Support thanked.

*** NOTES 2/19/2013 11:08:40 AM, koneil, Action Type : Call to Customer

Left message for customer and advised of the above information. We advised that we'll follow up with him again once we know more.

*** CASE MODIFY COMMITMENT 2/19/2013 11:59:14 AM, koneil

with [redacted] due 02/20/2013 02:24:32 PM.

*** NOTES 2/20/2013 10:40:48 AM, koneil, Action Type : Note-Technical

Per the tech line case [redacted]
The dealer replaced the fuel pump and it seems to be working just fine now. They have put about 35 miles of test riding on it.

*** NOTES 2/20/2013 1:49:28 PM, koneil, Action Type : Call to Dealer

Talked to Brad the Service Manager at dealer 103534 Fun Bike Center who stated that the motorcycle is ready for pick up and the customer has been called. He stated that the fuel pump did fix it. Motorcycle Customer Support thanked him for all the help.

*** NOTES 2/20/2013 1:53:18 PM, koneil, Action Type : Call to Customer

Talked to the customer who stated that he talked to the dealer yesterday and was told that they were going to take a fuel pump off a new motorcycle to install

Case History

Case ID : [redacted] Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN

it in his and see if it works but he hasn't heard back. Motorcycle Customer Support advised that per Brad the Service Manager at dealer 103534 Fun Bike Center they did do this, his motorcycle is repaired and ready for pick up. The customer thanked us for the return call, said he would pick it up and call Honda back if he had any other problems, he then ended the call. Closing case.

*** SUBCASE M012013-02-1102573-2 CREATE 2/20/2013 1:54:30 PM, koneil

Created in WIP Default with Due Date 2/20/2013 1:54:30 PM.

*** CASE MODIFY 2/20/2013 1:54:38 PM, koneil

into WIP open cases and Status of Solving.

*** SUBCASE M012013-02-1102573-2 CLOSE 2/20/2013 1:54:39 PM, koneil

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/20/2013 1:54:39 PM, koneil

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

*** CASE REOPEN 2/22/2013 3:16:40 PM, cmolina

with Condition of Open and Status of Solving.

*** CASE MODIFY 2/22/2013 3:16:42 PM, cmolina

into WIP default and Status of Solving.

*** NOTES 2/22/2013 3:46:04 PM, cmolina, Action Type : Call from Customer

Customer stated that he is calling back because his 2012 CBR250R is still at dealer 103534. Customer stated that he went to pick it up and about 100 yards from the dealer his CBR started to putter and would not rev higher than 6 to 7500 rpm. Customer stated that he took it back to the dealer and the dealer test road his CBR and were able to duplicate his concern. Customer stated that he just had the fuel pump replaced on his CBR and that has not resolved his issue. Customer stated that the dealer has called Honda s tech dept and have not heard back. Customer stated that he is frustrated and wants to know whats going on with his CBR. We advised the customer that we apologize for the inconvenience, but will have his case manager call him back within one business days. Customer understood and thanked.

*** CASE MODIFY 2/22/2013 3:46:14 PM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/22/2013 3:52:01 PM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 2/22/2013 4:05:07 PM, cmolina

into WIP default and Status of Solving.

*** CASE ASSIGN 2/22/2013 4:05:35 PM, cmolina

M012013-02-1102573 to koneil, WIP

*** CASE RULE ACTION 2/22/2013 4:05:36 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/25/2013 7:02:39 AM, koneil, Action Type : Call from Customer

DSeM

*** COMMIT 2/25/2013 7:18:01 AM, koneil, Action Type : N/A

Made to MURROUGH MURPHY due 02/25/2013 07:19:02 AM.

(A) Call customer. 103534

Case History

Case ID : [redacted] Case Title : 01A - [redacted] - CBR250R - STALLS WHEN GIVEN

*** NOTES 2/25/2013 11:11:01 AM, koneil, Action Type : Call to Dealer

Talked to DA in service at dealer 103534 Fun Bike Center as Brad the Service Manager is not in today. DA stated that they found a loose wire for the fuel injector, once they crimped that tighter they had 4 tech's at the dealer test ride the motorcycle with no problems so the customer picked it up on Friday 2/22/13. Motorcycle Customer Support thanked him for the information.
Also see the updated information in the tech line case from 2/22/13.

*** NOTES 2/25/2013 11:11:16 AM, koneil, Action Type : Call to Customer

Left message for customer seeking a return call.

*** CASE MODIFY COMMITMENT 2/25/2013 11:11:27 AM, koneil

with MURROUGH MURPHY due 02/27/2013 07:19:02 AM.

*** NOTES 2/27/2013 12:46:04 PM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer and asked how his motorcycle is running since he picked it up. The customer stated that everything is great, it's running the way it should be. He thanked us for the help and follow up. Closing case.

*** CASE MODIFY 2/27/2013 12:48:03 PM, koneil

into WIP open cases and Status of Solving.

*** CASE CLOSE 2/27/2013 12:48:04 PM, koneil

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/7/2013 8:41:05 AM
Case Originator :	Todd Aiken	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/12/2013 3:10:43 PM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	36
		Point of Origin :	Customer	Wipbin :			

Case Title : 02E - [redacted] - CBR250R - SHUTS OFF, DEALER WORKMANSHIP C No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted] 909
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [redacted]
City / State / Zip : RUSSELLVILLE, AR [redacted]
E Mail : [redacted]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 105276 / HONDA OF RUSSELLVILLE
Phone No. : 479-968-2233
Address : 220 LAKE FRONT DRIVE
City / State / Zip : RUSSELLVILLE, AR 72802
Svc District / Sls District : 02E / 2I
Warranty Labor Rate / Date : $75.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4102C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 4,200
In Service Date : 04/02/2012
Months In Use : 9
Engine Number : [redacted]
Originating Dealer No. / Name : 105276 / HONDA OF RUSSELLVILLE
Selling Dealer No. / Name : 105276 / HONDA OF RUSSELLVILLE
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 4/2/2012 / 4/1/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012013-01-0700565-1 / [redacted] - PRO	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/7/2013 2:33:00 PM
Close Date : 2/12/2013 3:10:42 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02E - [redacted] CBR250R - SHUTS OFF, DEALER

*** CASE CREATE 1/7/2013 8:41:05 AM, taiken

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

*** CASE MODIFY 1/7/2013 8:51:11 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/7/2013 8:51:33 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/7/2013 8:51:36 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/7/2013 8:52:07 AM, taiken

into WIP default and Status of Solving.

*** NOTES 1/7/2013 8:54:16 AM, taiken, Action Type : Contention

Customer is complaining his engine shuts off after downshifting, and he is complaining about a dealer s workmanship when his motorcycle was owned by a previous owner.

*** CASE MODIFY 1/7/2013 8:57:00 AM, taiken

into WIP default and Status of Solving.

*** CASE MODIFY 1/7/2013 9:36:33 AM, taiken

into WIP default and Status of Solving.

*** NOTES 1/7/2013 9:59:43 AM, taiken, Action Type : Call from Customer

Customer said he wants to issue a complaint against dealer 105276, Honda of Russellville. He said he is second owner, and purchased the motorcycle with 1873 miles on it. Customer stated the engine shut off after he downshifted. He stated unit started back up, but then shut off again after riding two more miles. Customer said he brought the motorcycle to dealer 105276, Honda of Russellville for this issue, and they inspected it for him. He said dealer told him they believe the engine is damaged from the oil filter being installed backwards, and that this was causing his shutting-off issue. Customer stated he doesn't understand why they are saying the engine is damaged, since there were no abnormal noises coming from the engine and engine operation was normal, other than the shutting-off issue. He said the dealer hasn't torn apart his engine and this is causing him to be skeptical that there is anything wrong with the engine related to the oil filter. He said unit is at the dealer, but he hasn't inspected any of the dealer s findings.

Customer said he purchased the motorcycle 3-4 months ago, when there were only 1800 miles on the engine. He said the previous owner s name was [redacted] and that he learned from him that the oil was changed by dealer 105276-Russellville, when there were 500-600 miles on the engine. He said the previous owner was unable to give him a receipt for the oil change, but when he questioned the dealer about this, they told him that their technicians wouldn't install an oil filter backwards. Customer said the dealer did not disclose if they had previously worked on this motorcycle. Customer said he also owns another CBR250R that he recently changed the oil on and doesn't understand how anyone could install the filter backwards, since the oil filter has a warning against installing it improperly. Customer said he is skeptical of what the dealer is telling him, because he has a friend who used to work for the dealer, and the friend told him the dealer had received complaints about their workmanship. He said he just wants to have the motorcycle repaired under warranty, or have the dealer replace it for him.

Analyst thanked customer for calling and advised him agent is unsure why engine is shutting-off, or who is responsible-if the filter was improperly installed. Customer was advised the warranty protects him against proven defective parts and defects in factory workmanship. We told him that Honda dealers are independently owned and operated and as such, they are responsible for their workmanship. Analyst advised customer we are dispatching his case to a case manager, who can speak with the dealer and look into his concerns about engine damage and his shutting-off issue. We told him the case manager will be following up with him in one to two business days. Customer stated he understood and thanked analyst. We thanked customer for calling and wished him a god day.

Case History

Case ID : M012013-01-0700565 Case Title : 02E - [redacted] - CBR250R - SHUTS OFF, DEALER

*** CASE MODIFY 1/7/2013 9:59:44 AM, taiken

into WIP default and Status of Solving.

*** NOTES 1/7/2013 10:03:41 AM, taiken, Action Type : VOC

I don't why the engine shuts off after I downshift, but I am concerned that my dealer may be responsible for the engine damage they say it has, and I want Honda to look into this problem. I am skeptical that something weird is going on with them, because I haven't changed the oil on this motorcycle and this dealer did the first service for the original owner.

*** CASE MODIFY 1/7/2013 10:03:43 AM, taiken

into WIP default and Status of Solving.

*** NOTES 1/7/2013 10:04:18 AM, taiken, Action Type : Note-General

Analyst is dispatching the case to a case manager, for further review and follow-up with the dealer and the customer.

*** CASE MODIFY 1/7/2013 10:04:21 AM, taiken

into WIP default and Status of Solving.

*** CASE DISPATCH 1/7/2013 10:04:33 AM, taiken

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 1/7/2013 10:13:05 AM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 1/7/2013 10:29:11 AM, rcruz

from WIP Def In Box to Queue MC Tor PBallard.

*** CASE ACCEPT 1/7/2013 1:27:48 PM, pballard

from Queue MC Tor PBallard to WIP DISPATCHED CASES.

*** SUBCASE M012013-01-0700565-1 CREATE 1/7/2013 2:33:00 PM, pballard

Created in WIP Default with Due Date 1/7/2013 2:33:00 PM.

*** CASE MODIFY 1/7/2013 2:53:10 PM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 1/8/2013 10:57:13 AM, pballard, Action Type : Call to Dealer

Phoned dealer and spoke with Terry - sm regarding the customer and the bike. He stated the bike was there. The customer has not given them authorization to look at the machine. Terry stated it is clear the oil filter has been put on backwards. Terry said that he did speak with the customer and he wishes that he recorded what the customer said, but the customer said he changed the oil about a month ago. Terry stated the only time they have seen the bike was when the first owner brought the machine in at 541 miles for its first oil change. He stated they changed the oil and did a full service on the machine, and the machine has not come in to their shop since then until now. The bike now has 4447 miles on it. Agent asked if he had the first RO on the bike? He stated he did. Agent informed him she would give the customer a call. call was released.

*** NOTES 1/8/2013 11:08:30 AM, pballard, Action Type : Call to Customer

Agent phoned the customer. Agent asked what is going on with his bike? Customer says the bike shut off on him. He took the bike to the dealer and told them the problem. He said they called him back and told him there may be possible engine damage and said the oil filter was on backwards. Customer says he does not know how they could say that if they have not really looked at it.

Agent asked had he changed the oil at all? Customer said no. Agent said since you are the 2nd owner, how many miles were on the bike when customer purchased it? Customer said about 1,800 miles. Agent stated now there is about 4,447 on the bike correct? He said yes. Agent stated if the oil filter was

Case History

Case ID : [redacted] Case Title : 02E - [redacted] CBR250R - SHUTS OFF, DEALER

on backwards, there is no way customer would have gotten thousands of miles on the bike. The oil flow would have been restricted causing engine damage. Customer said well he called Honda because he thought it might be a warranty concern. Agent stated in order to find that out, the customer must have the dealer look at the bike to determine that, and customer has not done that. If there is a defect the warranty would take care of the repair. If there is no defect the customer would have to pay for the repair. Customer then said, well the dealer was the last one to service the machine, and it could be a workmanship issue. Agent stated the dealer changed the oil when there was 541 miles on the machine. If the oil filter was on backwards, there would be no way in the world the bike would have been able to get thousands of miles on the machine. If it is workmanship, that would be an issue for customer and dealer to discuss. Honda does not warranty work only parts.

Customer said well, I will call the dealer and have them look at the bike. Call was released.

*** CASE MODIFY 1/8/2013 12:29:43 PM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 1/11/2013 10:32:21 AM, pballard, Action Type : Call to Dealer

Attempted to call dealer. SM was on lunch break. Agent stated she will call back later.

*** NOTES 1/15/2013 2:37:48 PM, pballard, Action Type : Call to Dealer

Attempted to call the dealer and the phone just rang no one picked up.

*** NOTES 1/16/2013 3:37:22 PM, pballard, Action Type : Call to Customer

Phoned the dealer and spoke with Terry -s m. He stated the bike is there and customer has given the permission to disassemble. The filter was put on backwards. so the customer has now told them to put it back together, because he does not have the money to pay for the repair. they have told customer they can put it back together, but it may not run. they have also told customer that if he does not have the money to pay for the repair, they can store it at no charge until he can get it repaired. Agent said she can speak with DSM to see if that is something he would be willing to give good will on. Terry stated DSM will offer a three way payment, and he is not sure if the owner willing to do that. Call was released.

*** NOTES 1/16/2013 4:55:42 PM, pballard, Action Type : Field Service

Agent phoned DSM regarding good will for the customer. DSM says if the dealer is willing to do a three way split it would be better. He asked agent to speak with dealer again.

*** NOTES 1/22/2013 3:05:21 PM, pballard, Action Type : Call to Dealer

Phoned dealer and spoke with Terry. Agent explained that DSM may think about three way split if dealer is willing to contribute. Terry stated he had talked to owner and they were not going to do a three way split with the customer. He stated the customer has ordered parts and is proceeding with the repair. Agent thanked him and call was released.

*** NOTES 1/31/2013 10:08:00 AM, pballard, Action Type : Field Service

Phoned DSM regarding the notes in tech line case and also that dealer is not willing to do a three way split. DSM says that since this is not a defect and the dealer is not willing to split the repair, there is nothing Honda would be able to do in the way of good will assistance. Agent thanked him and call was released.

Customer is aware of this decision made by Honda*

*** CASE RULE ACTION 2/4/2013 8:41:05 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 2/12/2013 3:10:42 PM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** SUBCASE M012013-01-0700565-1 CLOSE 2/12/2013 3:10:42 PM, pballard

Case History

Case ID : [redacted] Case Title : 02E - [redacted] - CBR250R - SHUTS OFF, DEALER

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/12/2013 3:10:43 PM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	3/17/2014 12:50:41 PM
Case Originator :	Kelly O'Neil	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/30/2014 10:53:10 AM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	44
		Point of Origin :	Customer	Wipbin :			

Case Title : 02E[redacted] - CBR250R - STALLED/REAR WHEEL LOCKED WHILE No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted] 307
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address : [redacted]
City / State / Zip : WICHITA, KS [redacted]
E Mail : [redacted]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 105101 / MID AMERICA POWERSPORTS
Phone No. : 316-945-8221
Address : 333 N. WEST ST.
City / State / Zip : WICHITA, KS 67203
Svc District / Sls District : 02E / 2F
Warranty Labor Rate / Date : $84.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : TORY SWEET P.O.
VIN Type / No. : US VIN / MLHMC4105C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 52
In Service Date : 08/09/2012
Months In Use : 19
Engine Number : MC41E2203451
Originating Dealer No. / Name : 105915 / SHAWNEE HONDA MOTORSPORTS
Selling Dealer No. / Name : 105915 / SHAWNEE HONDA MOTORSPORTS
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 8/9/2012 / 8/8/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012014-03-1702319-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Kelly O'Neil
Issue Owner : Kelly O'Neil
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/17/2014 1:35:07 PM
Close Date : 3/17/2014 1:35:18 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern, Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02E[redacted] - CBR250R - STALLED/REAR WHEEL LOCKED

*** CASE CREATE 3/17/2014 12:50:41 PM, koneil

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

*** CASE MODIFY 3/17/2014 12:58:16 PM, koneil

into WIP Open cases and Status of Solving.

*** NOTES 3/17/2014 12:58:38 PM, koneil, Action Type : Contention

Stalled, rear wheel locked while riding and will not restart now.

*** NOTES 3/17/2014 1:33:22 PM, koneil, Action Type : Call from Customer

The customer stated that he just purchased this motorcycle from a family who purchased it for a 16 year old however he got ill and wasn't able to ride the motorcycle and that s why it was sold. It only had 41 miles on it when he got it and now it has 52 miles. He stated that he was riding it when he heard a noise in the front end, it sounded like a loose cowl or something but then the rear tire locked up and the engine stalled out. He stated that he was able to get to the side of the road but it wouldn't restart, he drained the battery trying. He stated that he got it home, put the battery on the charger over night but it s still not starting. He stated that he checked the chain before he went on his ride but when he got it home the chain was very loose. He stated that the sprockets looks good. We asked if he sees any oil leaks, he stated that he doesn't and the oil is full. The customer asked if the motorcycle still has warranty, we advised that it does not. He asked if he can still buy warranty and we advised that he can no longer purchase HPP however most dealers sell after market warranties so he can talk to a dealer about that. We would recommend taking the motorcycle into his local Honda dealer for diagnosis, he stated that he plans to do that however they are all closed today. We advised that his call would be documented here with in Honda, if he has any further questions after it s been to the dealer he is welcome to call Honda again. Closing case.

*** NOTES 3/17/2014 1:34:30 PM, koneil, Action Type : VOC

"I just purchased this bike used with only 41 miles on it and on my first ride the rear wheel locked up, the engine stalled and now it will not restart. I wanted to know if it still has warranty or not?"

*** SUBCASE M012014-03-1702319-1 CREATE 3/17/2014 1:35:07 PM, koneil

Created in WIP Default with Due Date 3/17/2014 1:35:07 PM.

*** CASE MODIFY 3/17/2014 1:35:17 PM, koneil

into WIP Open cases and Status of Solving.

*** CASE CLOSE 3/17/2014 1:35:18 PM, koneil

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

*** SUBCASE M012014-03-1702319-1 CLOSE 3/17/2014 1:35:18 PM, koneil

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 4/22/2014 11:09:30 AM, cmolina

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/22/2014 11:09:43 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2014 11:10:10 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2014 11:10:18 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2014 11:17:28 AM, cmolina

into WIP default and Status of Solving.

Case History

Case ID : [redacted] Case Title : 02E[redacted] - CBR250R - STALLED/REAR WHEEL LOCKED

*** CASE MODIFY 4/22/2014 11:23:15 AM, cmolina

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2014 12:30:14 PM, cmolina

into WIP default and Status of Solving.

*** NOTES 4/22/2014 1:09:59 PM, cmolina, Action Type : Call from Customer

Customer called back explaining that his motorcycle has been at Mid America Powersports # 105101 for the past month due to engine noise. Customer stated that he took his motorcycle to the dealer in early March. Customer stated that he has been working with the service manager Kyle at dealer 105101. Customer stated that in his conversations with Kyle he has seems to have no idea what caused the engine noise and why the engine never started again. Customer was told by Kyle that the piston and heads was replaced, but wasn't told why. Kyle has been telling him that he has been speaking with Honda s techline dept, but has not received any direction and is still waiting for Honda s techline dept to instruct him further. Customer was also told that the repair may not be covered under warranty. We advised the customer that we see that he no longer is covered under warranty and that he has no extended warranty either. We explained to the customer that maybe Kyle was seeking goodwill assistance for him because he no longer has any warranty coverage. Customer stated that he is not sure but that s what he was assuming. We asked the customer if he has any modifications and he advised that the motorcycle came with a slip on exhaust. Customer stated that the motorcycle only has 50 miles and is seeking assistance from Honda regarding the repair of his motorcycle and to also find out why his engine was making noise and why the top end was replaced. We advised the customer that at this point there are no guarantee s for assistance or that the repair will be covered under goodwill, but will forward concern to a case manager for further research. We advised customer that will get a call back from case manger in 1 to 2 business days to discuss concern further. Customer understood and thanked. We wished customer a good day.

*** CASE MODIFY 4/22/2014 1:10:07 PM, cmolina

into WIP default and Status of Solving.

*** CASE DISPATCH 4/22/2014 1:10:19 PM, cmolina

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 4/22/2014 2:07:12 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** NOTES 4/22/2014 2:22:49 PM, rcruz, Action Type : Note-General

sent QIC(Byron MB35) email, requesting advisement on how to proceed with case.

*** CASE DISPATCH 4/22/2014 2:23:00 PM, rcruz

from WIP Default to Queue MC Tor PBallard.

*** CASE ACCEPT 4/22/2014 3:19:41 PM, pballard

from Queue MC Tor PBallard to WIP DISPATCHED CASES.

*** NOTES 4/23/2014 4:25:23 PM, pballard, Action Type : Field Service

Agent phoned the DSM regarding the case. DSM says he has spoken with the service manager of the dealership regarding case. The service manager says that customer never mentioned anything to him about sseeking any assistance from Honda. The service manager says the customer purchased the machine from someone and it was already seized. DSM says customer may be trying to see who will pay for the repairs. The machine is out of warranty. The service manager can not even tell what caused the machine to seize up. Based on information gathered, Honda will not be assisting in any repairs.

*** NOTES 4/30/2014 10:52:50 AM, pballard, Action Type : Call to Dealer

Phoned the dealer and spoke with Kyle - sm. Agent informed him the reason for the call. Kyle stated the customer came in just a few moments and picked up the bike. The customer paid for the repair and seemed happy. Agent thanked him for the information. Call released.

closing case. No further contact with customer is needed.

Case History

Case ID : [redacted] Case Title : 02E[redacted] - CBR250R - STALLED/REAR WHEEL LOCKED

*** CASE MODIFY 4/30/2014 10:53:09 AM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** CASE CLOSE 4/30/2014 10:53:10 AM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	12/4/2012 2:33:30 PM
Case Originator :	Todd Aiken	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/5/2013 7:17:20 AM
Case Owner :	Sean Glover	Method :	Dealer Referred	Queue :		Days Open :	63
		Point of Origin :	Customer	Wipbin :			

Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF FROM A No. of Attachments : 1

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name :	104489 / LANCASTER HONDA
Phone No. :	717-898-0100
Address :	2350 DAIRY RD
City / State / Zip :	LANCASTER, PA 17601
Svc District / Sls District :	03C / 4E
Warranty Labor Rate / Date :	$79.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5 [redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	3,000
In Service Date :	06/07/2012
Months In Use :	6
Engine Number :	MC41E2203584
Originating Dealer No. / Name :	104489 / LANCASTER HONDA
Selling Dealer No. / Name :	104489 / LANCASTER HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	6/7/2012 / 6/6/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-12-0402257-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Randy Cruz
Issue Owner : Randy Cruz
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 12/7/2012 8:11:55 AM
Close Date : 2/5/2013 7:17:20 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : M012012-12-0402257 Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

*** CASE CREATE 12/4/2012 2:33:30 PM, taiken
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 12/4/2012 2:35:17 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 2:36:50 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 2:44:40 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 2:44:47 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 2:45:01 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 2:45:42 PM, taiken
into WIP default and Status of Solving.

*** NOTES 12/4/2012 3:27:34 PM, taiken, Action Type : Contention
Customer is complaining his motorcycle stalls when he tries to accelerate from a stop, and he is requesting assistance to resolve his issue.

*** CASE MODIFY 12/4/2012 3:27:36 PM, taiken
into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2012 3:42:14 PM, taiken
into WIP default and Status of Solving.

*** NOTES 12/4/2012 3:49:17 PM, taiken, Action Type : Call from Customer
Customer said his motorcycle "puffs out" or stalls when he tries to accelerate from a stop, and he is requesting assistance to resolve his issue. He said he s had issue since unit was new and he told his dealer about this issue before.

Customer said unit will "puff out" when he leaves from a stop light. He said this happens after the clutch is released. He said he had first service performed, but it did not resolve his issue. Customer said he had a Yoshimura full-exhaust installed and a Bizazz fuel calibration part too. He said he returned the motorcycle to dealer 104489, Lancaster Honda, and they rode his unit for forty miles, but dealer couldn't duplicate his issue. He said dealer wanted to give the motorcycle back to him, but when he asked what he is supposed to do if issue comes back the dealer said they will have to charge him to inspect his motorcycle. Customer said he doesn't understand why the dealer would have to change him, since the motorcycle is still under warranty. Customer said he didn't know what to do and spoke with his salesperson. He said he doesn't want to have to pay for repairs and believes there is something wrong with his motorcycle. He said his salesman referred him to speak with American Honda about his concerns.

Analyst thanked him for calling Customer Support and told him analyst is documenting his concerns. We said agent doesn't know what is causing his issue. Analyst told him all Honda dealers have access to technical assistance, but if his dealer s been unable to duplicate his problem, this complicates his issue. Agent asked him to HOLD.

*** NOTES 12/4/2012 3:51:20 PM, taiken, Action Type : Note-General
Analyst spoke with Joey (MCY1), in Tech line, who said agent should dispatch the case so Tech line can document and review customer s issue with the dealer if necessary.

Case History

Case ID : [redacted] Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

*** NOTES 12/4/2012 3:52:16 PM, taiken, Action Type : Call from Customer

Continued: We brought the customer off of hold, and told him agent will dispatch his case to a case manager for further review with the dealer. Customer will receive a call within the next 1-2 business days, tomorrow being the first of those two days. Customer was in agreement with analyst and thanked us.

*** NOTES 12/4/2012 3:55:11 PM, taiken, Action Type : VOC

My bike tries to stall when I accelerate from a dead stop or I leave intersections and I don't know what is causing this to happen. I installed an exhaust and, if anything, the motorcycle runs a little better with the exhaust than it did before. I want to get this resolved so I am not "rear-ended" at a stop light.

*** NOTES 12/4/2012 3:55:33 PM, taiken, Action Type : Note-General

Analyst is dispatching the case to a case manager, for further review and follow-up with the customer and the dealer.

*** CASE MODIFY 12/4/2012 3:55:45 PM, taiken

into WIP default and Status of Solving.

*** CASE DISPATCH 12/4/2012 3:55:54 PM, taiken

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 12/4/2012 3:56:41 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 12/4/2012 3:57:00 PM, rcruz

from WIP Def In Box to Queue MC Tor MPadill.

*** CASE ACCEPT 12/4/2012 4:00:11 PM, mpadill

from Queue MC Tor MPadill to WIP Default.

*** NOTES 12/5/2012 8:06:06 AM, mpadill, Action Type : Call to Dealer

Spoke with Jim, service manager. He advised the motorcycle has been at the dealer since November 21, 2012. They have test ridden the motorcycle at least 40-50 miles and have not been able to duplicate Mr. Coleman's concern. Mainly it has been in city riding and in city traffic.

*** NOTES 12/5/2012 2:59:34 PM, mpadill, Action Type : Call to Customer

Informed [redacted] we would be looking into this further and once we have any additional information we will contact him back. He thanked.

*** CASE ASSIGN 12/5/2012 3:01:31 PM, mpadill

[redacted] to rcruz, WIP employee2user = ?

*** CASE RULE ACTION 12/5/2012 3:01:32 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 12/6/2012 3:58:37 PM, rcruz, Action Type : Note-General

reviewed case(via email) with Byron, QIC model specialist, and he suggested we ask customer the following:
How many times has this happened to him?
What RPM is the engine when he engages the clutch?
How fast is he going when it stalls?
Can he immediately re-start the engine? If not, what does he do to get going again?
Does the speedometer display behave strangely, just before it stalls?
Does it matter if the engine is hot or cold?
When it stalls, is he taking off quickly?

*** SUBCASE M012012-12-0402257-1 CREATE 12/7/2012 8:11:55 AM, rcruz

Case History

Case ID : [redacted] Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

Created in WIP Default with Due Date 12/7/2012 8:11:55 AM.

*** NOTES 12/7/2012 9:09:20 AM, rcruz, Action Type : Call to Customer

late entry from 12/6/12
Spoke with customer to gather some additional information about what he's experiencing when his motorcycle stalls.

How many times has this happened to him? Every time he rides
What RPM is the engine when he engages the clutch? Doesn't know exactly when but remember it's always in the lower RPM range(above 2000).
How fast is he going when it stalls? between 10-20 mph
Can he immediately re-start the engine? If not, what does he do to get going again? Yes, it starts right back up.
Does the speedometer display behave strangely, just before it stalls? No, it just stalls.
Does it matter if the engine is hot or cold? Yes, happens when engine is warmed up.
When it stalls, is he taking off quickly? Yes, he said he usually gives it close to full throttle during every take off. He said he uses all of the bike's 250cc's.

Few other things: He said this happens more so when outside temps are between 80-90 degrees.
He's been riding for some time, and has owned 3 other bikes.
The bike has a Yoshimura pipe and Bazaaz power commander(customer installed), which were not installed until after the engine was broken-in(after 1000 miles).
He also wanted to clarify the stalling was happening prior to mods being made.
Other than the stalling, he said the bike runs great.

We thanked customer for the information and informed him we will touch base next week, after we've review case. Customer thanked Honda for the call.

*** NOTES 12/7/2012 10:50:55 AM, rcruz, Action Type : Call to Dealer

Spoke with Service Manager, Jim at Lancaster Honda and asked for a copy of the RO, and informed him of our talk with the customer yesterday. Jim said the bike originally came in over the summer for stalling but they were unable to duplicate the issue then. Jim said they've inspected the valves twice, tested ridden a few times and have yet to duplicate the issue, don't have a problem keeping for an extended period of time, so they can ride it on days that weather permits. We thanked Jim for the information.

*** CASE ADD ATTACHMENT 12/7/2012 1:00:19 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-12-0402257_1.pdf

*** CASE RULE ACTION 1/1/2013 2:33:30 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE DISPATCH 1/29/2013 2:18:44 PM, rcruz

from WIP Def In Box to Queue MC Tor MPadill.

*** CASE ACCEPT 1/29/2013 2:19:24 PM, mpadill

from Queue MC Tor MPadill to WIP Default.

*** COMMIT 1/29/2013 2:49:17 PM, mpadill, Action Type : N/A

Made to WALKER COLEMAN due 01/30/2013 02:49:18 PM.
03C - Call dealer for update.

*** CASE MODIFY 1/29/2013 2:49:34 PM, mpadill

into WIP Default and Status of Solving.

Case History

Case ID : [redacted] Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

*** CASE MODIFY COMMITMENT 1/30/2013 2:38:46 PM, mpadill
with [redacted] due 01/31/2013 02:49:18 PM.

*** CASE MODIFY 1/30/2013 2:38:51 PM, mpadill
into WIP 03C - Todd and Status of Solving.

*** NOTES 1/31/2013 8:20:31 AM, mpadill, Action Type : Call to Dealer
Notes entered by Sean MX15.

Placed call to dealer and spoke with Jim S/M. Jim informed us the motorcycle is no longer at their dealer because they were not able to duplicate the issue and the customer came to pick up the motorcycle a couple of weeks ago. Jim states it has been too cold to ride the motorcycle. Jim informed us the DSeM Todd MB21 rode the motorcycle for about an hour and was not able to duplicate the issue. Jim states he informed the customer his issue has been documented and his motorcycle is still within the warranty period so if the issue should occur again he needs to bring the motorcycle back to the dealer and provide them with detailed information surrounding how the issue occurred so they are best equipped to duplicate it. Jim states the customer was happy with the explanation. We thanked Jim for his time. Ended call.

*** NOTES 1/31/2013 8:33:54 AM, mpadill, Action Type : Note-General
Reviewed case with Randy MT03. Per our conversation Randy MT03 requested we contact DSeM Todd MB21 and get dates he test rode the motorcycle.

*** NOTES 1/31/2013 8:35:05 AM, mpadill, Action Type : Field Service
Spoke to DSeM Todd MB21 and requested the dates of his test ride. MB21 informed us he would forward the information as soon as he could. Ended call.

*** CASE MODIFY 1/31/2013 8:35:16 AM, mpadill
into WIP 03C - Todd and Status of Solving.

*** CASE MODIFY 1/31/2013 8:35:23 AM, mpadill
into WIP 03C - Todd and Status of Solving.

*** CASE ASSIGN 1/31/2013 9:04:42 AM, mpadill
M012012-12-0402257 to sglover, WIP

*** CASE RULE ACTION 1/31/2013 9:04:43 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/31/2013 9:36:32 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE FULFILL 1/31/2013 9:36:40 AM, sglover
Fulfilled for [redacted] due 01/31/2013 02:49:18 PM.

*** COMMIT 1/31/2013 9:36:42 AM, sglover, Action Type : N/A
Made to [redacted] due 02/01/2013 09:36:44 AM.
DSeM update- sent requested Doc's? 03C 104489

*** CASE MODIFY 1/31/2013 9:37:41 AM, sglover
into WIP 03C Todd and Status of Solving.

*** NOTES 2/1/2013 8:20:29 AM, sglover, Action Type : Note-General
Left message for DSeM Todd MB21 seeking return call about dates of his test ride.

*** CASE MODIFY 2/1/2013 8:20:33 AM, sglover

Case History

Case ID : [redacted] Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

into WIP 03C Todd and Status of Solving.

*** CASE MODIFY COMMITMENT 2/1/2013 8:53:03 AM, sglover
with [redacted] due 02/04/2013 09:36:44 AM.

*** CASE MODIFY 2/1/2013 8:53:11 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/1/2013 10:25:38 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/1/2013 11:30:13 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/4/2013 9:34:37 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY COMMITMENT 2/4/2013 3:47:18 PM, sglover
with WALKER COLEMAN due 02/05/2013 09:36:44 AM.

*** NOTES 2/5/2013 7:15:41 AM, sglover, Action Type : Field Service
Email received from DSeM Todd MB21 regarding test ride date of motorcycle. Motorcycle was test ridden on 12/14/12.

*** CASE FULFILL 2/5/2013 7:16:18 AM, sglover
Fulfilled for [redacted] due 02/05/2013 09:36:44 AM.

*** NOTES 2/5/2013 7:17:02 AM, sglover, Action Type : Note-General
Case reviewed with Randy MT03. Advised to close case pending further contact from customer.

*** CASE MODIFY 2/5/2013 7:17:06 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/5/2013 7:17:12 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/5/2013 7:17:17 AM, sglover
into WIP 03C Todd and Status of Solving.

*** CASE MODIFY 2/5/2013 7:17:20 AM, sglover
into WIP 03C Todd and Status of Solving.

*** SUBCASE M012012-12-0402257-1 CLOSE 2/5/2013 7:17:20 AM, sglover
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/5/2013 7:17:20 AM, sglover
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Attachments

Case ID : [redacted]

Case Title : 03C - [redacted] - CBR250R - STALLS WHEN TAKING OFF

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-12-0402257_1.pdf

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/27/2012 2:48:26 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/28/2012 7:21:45 AM
Case Owner :	Michelle Padilla	Method :	Phone	Queue :		Days Open :	32
		Point of Origin :	Customer	Wipbin :			

Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN — No. of Attachments : 0

Site / Contact Info :

Site Name :	[redacted]
Dealer No. :	
Site Phone No. :	[redacted]
Contact Name :	
Day Phone No. :	
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	688 RUSSELL
City / State / Zip :	NEWARK, OH 43055
E Mail :	
Svc District / Sls District :	/

Current Dealer Info :

Current Dealer No. / Name :	105788 / JOHN HINDERER HONDA POWER STO
Phone No. :	740-522-5751
Address :	1555 HEBRON ROAD
City / State / Zip :	HEATH, OH 43056
Svc District / Sls District :	03D / 4F
Warranty Labor Rate / Date :	$89.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4109C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	25
In Service Date :	06/03/2012
Months In Use :	1
Engine Number :	[redacted]
Originating Dealer No. / Name :	105788 / JOHN HINDERER HONDA POWER ST
Selling Dealer No. / Name :	105788 / JOHN HINDERER HONDA POWER ST
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	6/3/2012 / 6/2/2013
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start/End Date	6/3/2013 / 6/3/2017
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	/
Extended Warranty Cancellation Date	

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-07-2701479-1 / [redacted] - PR	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Tye Piercy
Issue Owner : Michelle Padilla
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/27/2012 2:58:54 PM
Close Date : 8/28/2012 7:21:45 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern, Assist - Miscel.
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN

*** CASE CREATE 7/27/2012 2:48:26 PM, tpiercy
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 7/27/2012 2:51:43 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2012 2:52:26 PM, tpiercy
into WIP default and Status of Solving.

*** NOTES 7/27/2012 2:57:31 PM, tpiercy, Action Type : VOC
The engine on this bike stalls or hesitates like it's shorting out and I don't think it's safe to ride so I took it to the dealer and they have been looking at it for over a month.

*** NOTES 7/27/2012 2:57:32 PM, tpiercy, Action Type : Contention
motorcycle engine stalls intermitently

*** NOTES 7/27/2012 2:57:32 PM, tpiercy, Action Type : Call from Customer
Customer complained motorcycle engine stalls intermitently. Customer stated while motorcycle is warming up and while riding motorcycle will intermitently studder like it's going to stall then either will stall or come back on by itself. Customer stated selling dealer has been diagnosing motorcycle for over a month and customer wants motorcycle back. We informed customer we see communication between dealer and Honda trying to diagnose issue. Customer asked for loaner motorcycle. We informed customer that would be offered through dealer and we are not sure if they will. We informed customer we would have case manager look into issue then call her back by end of day Tuesday next week.

*** CASE MODIFY 7/27/2012 2:57:37 PM, tpiercy
into WIP default and Status of Solving.

*** SUBCASE M012012-07-2701479-1 CREATE 7/27/2012 2:58:54 PM, tpiercy
Created in WIP Default with Due Date 7/27/2012 2:58:54 PM.

*** CASE MODIFY 7/27/2012 2:59:45 PM, tpiercy
into WIP default and Status of Solving.

*** CASE DISPATCH 7/27/2012 2:59:52 PM, tpiercy
from WIP default to Queue MC Motorcycle.

*** CASE RULE ACTION 7/28/2012 1:59:52 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 7/29/2012 1:59:52 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 7/30/2012 7:30:09 AM, rcruz
from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 7/30/2012 7:39:11 AM, rcruz
from WIP Def In Box to Queue MC Tor CGriff.

*** CASE ACCEPT 7/30/2012 9:57:08 AM, cgriff
from Queue MC Tor CGriff to WIP 03D - JARROD.

*** COMMIT 7/30/2012 9:58:33 AM, cgriff, Action Type : N/A
Made to [redacted] due 07/31/2012 09:58:34 AM.

Case History

Case ID : [redacted] Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN

03D - Call dealer/customer.

*** SUBCASE M012012-07-2701479-1 YANKED 7/30/2012 9:59:27 AM, cgriff

Yanked by cgriff into WIPbin default.

*** CASE MODIFY 7/30/2012 9:59:38 AM, cgriff

into WIP 03D - JARROD and Status of Solving.

*** NOTES 7/31/2012 1:59:35 PM, cgriff, Action Type : Call to Dealer

Spoke with John, service manager at John Hinderer Honda #105788. John stated that they are waiting for a call back from Honda tech line/model specialist with instructions on what to do next with this motorcycle. We informed John that we will follow up with tech line/model specialist to inform that their dealership is waiting on Honda s directions.

*** NOTES 7/31/2012 2:34:38 PM, cgriff, Action Type : Call to Customer

Called customer and informed her that we have been in contact with her Honda dealership regarding the issues she has experienced with this motorcycle. We informed the customer that the dealership is currently working with Honda's technical assistance line to assist them with inspection and diagnosis of her motorcycle. We informed the customer that the motorcycle is still in the inspection phase and Honda has not yet made any diagnosis determining what the problem is. We informed the customer that we will follow up with her as soon as we have any new information. Customer asks if there is any way that Honda can provide her with a loaner motorcycle while her motorcycle is at the dealership so she doesn't miss the entire riding season without being able to ride a motorcycle at all. We informed the customer that this will need to be something that she must request of her Honda dealership as this is not something that the warranty provides coverage for. We informed the customer that some Honda dealerships have loaner motorcycles that a customer can utilize while their bike is in for service, and some dealerships do not offer this service. Customer understood, thanked and ended call.

*** CASE MODIFY COMMITMENT 7/31/2012 2:35:06 PM, cgriff

with J[redacted] due 08/02/2012 09:58:34 AM.

*** CASE MODIFY 7/31/2012 2:35:16 PM, cgriff

into WIP 03D - JARROD and Status of Solving.

*** NOTES 8/2/2012 7:43:51 AM, cgriff, Action Type : Call to Dealer

Spoke with Sean, service tech at John Hinderer Honda #105788. Informed Sean that techline/model specialist is awaiting information regarding any possible cuts/tears in the spark plug cap before we can go any further with this case. We advised Sean to contact techline/model specialist to provide this information.

*** CASE MODIFY 8/2/2012 7:45:55 AM, cgriff

into WIP 03D - JARROD and Status of Solving.

*** CASE MODIFY COMMITMENT 8/3/2012 10:29:19 AM, cgriff

with JAYNA CHRISLEY due 08/08/2012 09:58:34 AM.

*** CASE MODIFY 8/3/2012 10:29:24 AM, cgriff

into WIP 03D - JARROD and Status of Solving.

*** NOTES 8/3/2012 10:30:28 AM, cgriff, Action Type : Note-General

Checked case: dealership is still in the process of diagnosis and is currently working with Honda tech line for direction/assistance.

*** CASE MODIFY 8/3/2012 10:30:32 AM, cgriff

into WIP 03D - JARROD and Status of Solving.

*** NOTES 8/9/2012 10:37:33 AM, cgriff, Action Type : Call to Dealer

Called dealer and service department was unavailable. We left a voice mail message on their message machine including our contact information, direct extension, and reason for the call (update on inspection/repair). We requested a return phone call.

Case History

Case ID : [redacted] Case Title : 03D - CHRISLEY, JAYNE - CBR250R - ENGINE STALLING CONCERN

*** NOTES 8/10/2012 7:53:21 AM, cgriff, Action Type : Call to Dealer

Spoke with John, service manager at John Hinderer Honda #105788. John stated that they have completed all the techline suggested inspections with no change to the stalling issue. John stated that techline had directed them to order a replacement cylinder head for this motorcycle, and they will be putting a replacement cylinder head on CBO today.

*** NOTES 8/10/2012 7:55:11 AM, cgriff, Action Type : Call to Customer

Called customer and left a voice mail message including our contact information and direct extension. We requested a return phone call.

*** CASE MODIFY COMMITMENT 8/10/2012 7:55:57 AM, cgriff

with [redacted] due 08/13/2012 09:58:34 AM.

*** CASE ASSIGN 8/10/2012 3:44:02 PM, cgriff

M012012-07-2701479 to mpadill, WIP

*** CASE RULE ACTION 8/10/2012 3:44:03 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE M012012-07-2701479-1 ASSIGN 8/10/2012 3:46:21 PM, cgriff

[redacted]1 to mpadill, WIP

*** SUBCASE M012012-07-2701479-1 RULE ACTION 8/10/2012 3:46:21 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/13/2012 8:46:30 AM, mpadill

into WIP Default and Status of Solving.

*** NOTES 8/13/2012 9:51:30 AM, mpadill, Action Type : Part Avail Lookup

P071 PC1021-1 GENERAL PARTS INQUIRY 08/13/12
** INVENTORY **
PART NO: 12010-KYJ-900 DESC: CYLINDER HEAD ASSY.
PRODUCT: M CRSS SHIP: CPC: MOD: ORIGIN DATE: 10/10
INTRCHG: 0 DLR NET: 69.10 FWD SS: TECH MEMO:
SOURCE: 5 SUGG RETL: 125.64 BWD SS: MEMO EXP:
1ST ETA: 11/26/P128 100%: 11/26 TTL QTY: 16 CRITICAL BO FLAG: 2
REFERRAL CD:

STK	TAG	AVAIL	SA/RIP			MTD	PRIME	
PC	CD	NT PC	O/H	DLR	B/O	INSP	I/T	O/O DEMD BIN LOC
10	R	0	3	0	0	0	0	
40	Z	0	0	0	0	0	2	FR. CAMP
41	D	0	0	0	7	4	0	WC HUB
50	Z	0	0	0	0	0	0	
60	Z	0	0	0	0	0	0	MTLAUREL
65	Z	0	0	0	0	0	0	
70	Z	0	0	0	0	0	0	
80	R	0	0	0	1	0	0	
88	Z	0	0	0	0	0	0	MCC HUB
90	Z	0	0	0	0	0	0	
TOTAL		0	3	0	8	4	3	

Case History

Case ID : [redacted] Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN

TRX: PART NO: SHIPMENTS BY PC:
PF3=FWD SS;PF4=BWD SS;PF8=NEXT PC MORE PC

*** NOTES 8/13/2012 2:12:22 PM, mpadill, Action Type : Call to Dealer

Spoke with Ryan, parts manager. He advised the order went in today for [redacted] cylinder. Informed Ryan we review our parts system on the next business day, and follow up with CBO if needed to see if there is something that can be expedited.

*** CASE MODIFY 8/13/2012 2:12:26 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE MODIFY COMMITMENT 8/13/2012 2:13:01 PM, mpadill

with [redacted] due 08/14/2012 09:58:34 AM.

*** CASE MODIFY 8/13/2012 2:13:08 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/14/2012 1:59:31 PM, mpadill, Action Type : Part Avail Lookup

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 08/14/12
PART NO: 12010-KYJ-900 DESC: CYLINDER HEAD ASSY
FRWD SUPRSD PN: BKWD SUPRSD PN:
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
105788 U0010814 1 0 1 90081446201 CBO 08/14 69.10 0.0

PC1038-2 CBO INQUIRY 08/14/12

PROD TYP: M
PART NO: 12010-KYJ-900 DESCR: CYLINDER HEAD ASSY.
CNTL NO : 67163 VNDR CD: PPCC: MZ TECH#: ASSN PC: 90
DLR NO : 105788 NAME : JOHN HINDERER HONDA POWER STORE
ORD REF : U0010814 RQST QTY: 1 ACPT QTY: 1 SHIP QTY: 0
CUSTOMER: [redacted] MDL YR/NAME: 00 / RSN: 01
ANALYST : RYAN DEPT CD: J VIN#: MLHMC4109C5[redacted]
ACTION : P/C ALLOC RQST DATE: 08/14/12
STATUS : ACT CANC BY: INVC NO: PC MAINT : 08/14/12
PO NO : ACTN DATE: 08/14/12
SHIP NO : AHM ETA: 08/22/12 RLSE DATE:
DLR PHONE: 740-522-5751 SHIP DATE:
COMMENTS:(PP02) 080812 4 ORDERED BY AIR, ETA IS 120512
PART NEEDED TO FINISH WARRANTY REPAIR ON BIKE

*** NOTES 8/14/2012 2:06:55 PM, mpadill, Action Type : Note-General

Forwarded backordered part information to CBO seeking an update on the ETA.

*** CASE MODIFY 8/14/2012 2:35:21 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE MODIFY COMMITMENT 8/14/2012 3:46:13 PM, mpadill

Case History

Case ID : [redacted] Case Title : 03D - CHRISLEY, JAYNE - CBR250R - ENGINE STALLING CONCERN

with JAYNA CHRISLEY due 08/15/2012 09:58:34 AM.

*** CASE MODIFY 8/14/2012 3:46:16 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/15/2012 10:50:28 AM, mpadill, Action Type : Call to Dealer

Spoke with John, service manager. Advised we are currently working with our CBO department to locate the cylinder head assembly needed to complete this repair. Advised once we receive updated information on an ETA we will contact him back with that information. He asked if Honda would be willing to offer this customer some sort of goodwill? The reason he is asking is because this is [redacted] first motorcycle, it's been at the dealer for over a month, and she has made a payment on something she can't even ride. [redacted] is starting to question her purchase and Honda in general. Advised him that we would be willing to re review that request once the repairs have been completed, however there are no promises or guarantee's. He understood.

*** NOTES 8/15/2012 10:58:09 AM, mpadill, Action Type : Call to Customer

Left voice mail for customer. Advised customer AHM is currently working with our CBO department to locate a new cylinder head assembly that is currently on backorder. Advised once we receive updated information we will contact her back. Left contact information for customer if she has any questions or concerns.

*** CASE MODIFY 8/15/2012 10:58:12 AM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE FULFILL 8/15/2012 10:58:16 AM, mpadill

Fulfilled for [redacted] due 08/15/2012 09:58:34 AM.

*** COMMIT 8/15/2012 10:58:17 AM, mpadill, Action Type : N/A

Made to [redacted] due 08/17/2012 10:58:17 AM.

03D - Review with Byron

*** CASE MODIFY 8/15/2012 10:58:32 AM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE MODIFY COMMITMENT 8/17/2012 2:18:30 PM, mpadill

with [redacted] due 08/20/2012 10:58:17 AM.

*** CASE MODIFY 8/17/2012 2:18:40 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/20/2012 10:58:03 AM, mpadill, Action Type : Note-General

Received an update from Kelly MD04 with CBO. Part 12010-KYJ-900, cylinder head assembly was shipped to dealer 105788, John Hinderer Honda on Friday, August 17th. It was delivered to the dealer today, August 20th.

*** NOTES 8/20/2012 10:59:06 AM, mpadill, Action Type : Note-General

Advised Byron MB35 in QIC the part shipped on Friday, 8/17 and the dealer received it today, 8/20. Advised John, service manager is off on Monday's. Byron stated he is going to contact the dealer to provide additional information.

*** CASE MODIFY COMMITMENT 8/20/2012 11:06:57 AM, mpadill

with [redacted] due 08/21/2012 10:58:17 AM.

*** CASE MODIFY 8/20/2012 11:07:06 AM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/21/2012 9:05:15 AM, mpadill, Action Type : Call to Dealer

Spoke with John, service manager. He advised the cylinder head assembly was checking into their parts department. They have everything needed to complete the

Case History

Case ID : [redacted] Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN

repair except for the beam-type torque wrench. Advised we would need to review the torque wrench status with QIC.

*** NOTES 8/21/2012 2:23:54 PM, mpadill, Action Type : Note-General

Spoke with Dale, in special tools regarding the beam-type torque wrench. He advised the torque wrench had to be special ordered and should arrive to him early next week. Once he receives the torque wrench he will contact QIC, Byron MB35.

*** CASE MODIFY COMMITMENT 8/21/2012 2:35:48 PM, mpadill

with [redacted] due 08/22/2012 10:58:17 AM.

*** CASE MODIFY 8/21/2012 2:35:51 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE MODIFY 8/22/2012 1:53:12 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/22/2012 2:53:33 PM, mpadill, Action Type : Note-General

Received an update from QIC, Byron MB35. He advised he is overnighting dealer 105788, John Hinderer Honda a dial-type torque wrench as well as a base gasket needed to completed repairs for [redacted] motorcycle. The dealer has been given further direction and advised to contact them back with their findings.

*** CASE MODIFY 8/22/2012 2:53:48 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** CASE FULFILL 8/22/2012 2:53:55 PM, mpadill

Fulfilled for [redacted] due 08/22/2012 10:58:17 AM.

*** CASE MODIFY 8/22/2012 2:53:58 PM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/23/2012 10:20:15 AM, mpadill, Action Type : Note-General

Byron MB35 in WIC advised case manager dealer 105788 confirmed they received the torque wrench and gasket that send overnight. The technician will start working on Ms. Chrisley's motorcycle today.

*** NOTES 8/23/2012 10:23:03 AM, mpadill, Action Type : Field FYI

Received a call from DSeM Jerrod MD91. He advised case manager he was able to meet and speak with Ms. Chrisley during dealer visit on Wednesday, August 22nd. The customer has been updated on the status of the repairs.

*** CASE MODIFY 8/23/2012 10:23:10 AM, mpadill

into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/24/2012 11:09:57 AM, mpadill, Action Type : Note-General

Received the following update from Byron MB35.

Sean, technician at dealer 105788 completed the repairs on [redacted] motorcycle last night. They started the engine and allowed it to run for 10 minutes without any stalling concerns. It was then test ridden for 10 miles, and stopped many times to let the engine sit and idle for a few minutes. The motorcycle again did not stall. [redacted] will be picking up the motorcycle.

*** NOTES 8/24/2012 11:13:21 AM, mpadill, Action Type : Call to Dealer

Spoke with John, service manager. He advised they delivered [redacted] motorcycle to her today. Asked if she was going to have a chance to ride the motorcycle over the weekend? He was no sure. Informed him we would follow up with the customer to find out when she may have a chance to put some miles on the motorcycle.

Case History

Case ID : [redacted] Case Title : 03D - [redacted] - CBR250R - ENGINE STALLING CONCERN

*** CASE MODIFY 8/24/2012 11:13:40 AM, mpadill
into WIP 03D - Jerrod and Status of Solving.

*** NOTES 8/24/2012 11:15:24 AM, mpadill, Action Type : Call to Customer
Left voice mail for customer seeking a return call. Left contact information.

*** CASE MODIFY 8/24/2012 11:15:55 AM, mpadill
into WIP 03D - Jerrod and Status of Solving.

*** CASE MODIFY 8/24/2012 11:15:58 AM, mpadill
into WIP 03D - Jerrod and Status of Solving.

*** CASE RULE ACTION 8/24/2012 1:48:26 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 8/28/2012 7:21:17 AM, mpadill, Action Type : Call to Customer
Ms. Chrisley advised case manager the motorcycle is running great. She thanked Honda for all of the assistance.

*** CASE MODIFY 8/28/2012 7:21:43 AM, mpadill
into WIP To Be Closed and Status of Solving.

*** CASE MODIFY 8/28/2012 7:21:45 AM, mpadill
into WIP To Be Closed and Status of Solving.

*** SUBCASE M012012-07-2701479-1 CLOSE 8/28/2012 7:21:45 AM, mpadill
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/28/2012 7:21:45 AM, mpadill
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/19/2012 12:26:44 PM
Case Originator :	Brian Brugh	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/3/2012 2:38:38 PM
Case Owner :	Randy Cruz	Method :	Phone	Queue :		Days Open :	167
		Point of Origin :	Customer	Wipbin :			

Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING STALLI No. of Attachments : 3

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105063 / CEDAR CREEK MOTORSPORTS
Phone No. : 262-377-5700
Address : 7518 STATE HIGHWAY 60
City / State / Zip : CEDARBURG, WI 53012
Svc District / Sls District : 03G / 2D
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]
VIN Type / No. : US VIN / MLHMC4103C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 800
In Service Date : 03/26/2012
Months In Use : 3
Engine Number : [redacted]
Originating Dealer No. / Name : 105063 / CEDAR CREEK MOTORSPORTS
Selling Dealer No. / Name : 105063 / CEDAR CREEK MOTORSPORTS
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 3/26/2012 / 3/25/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-06-1901270-1 / [redacted] - P	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

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

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/19/2012 1:32:15 PM
Close Date : 6/19/2012 2:06:09 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Forward to HNA Law, Documented Concern
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

*** CASE CREATE 6/19/2012 12:26:44 PM, bbrugh
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/19/2012 12:27:15 PM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2012 12:27:24 PM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2012 12:27:36 PM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2012 1:30:11 PM, bbrugh
into WIP default and Status of Solving.

*** SUBCASE M012012-06-1901270-1 CREATE 6/19/2012 1:32:15 PM, bbrugh
Created in WIP Default with Due Date 6/19/2012 1:32:15 PM.

*** CASE MODIFY 6/19/2012 1:32:28 PM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2012 1:32:41 PM, bbrugh
into WIP default and Status of Solving.

*** NOTES 6/19/2012 2:04:59 PM, bbrugh, Action Type : Call from Customer
Customer states that his 2012 CBR250R is having a recurring issue and is stalling. Customer states that he had brought the vehicle down to Cedar Creek Motorsports (dealer#105063) in May of 2012. He states that his motorcycle would shut off while at idle at a traffic light. Dealer# 105063 contacted tech line and has a current case open (M022012-05-0701327). The dealer could not resolve issue as of 05/17/2012. Customer states that he currently has the bike and would like to have it inspected again. We advised customer that he will need to bring the vehicle down to the nearest authorized Honda dealer for inspection. We mentioned that we rely on our dealers to be our eyes and ears for diagnosis and that the dealerships have a wealth of resources available to troubleshoot any issues. Customer stated that he would be bringing unit down to dealer#105063 today 06/19/2012 or 06/20/2012. We advised customer that we will be documenting his concerns. We told customer that if he feels that they have not resolved his concern that he can call back and we would have a case manager get involved to help with the resolution. Customer understood and thanked.

*** NOTES 6/19/2012 2:05:17 PM, bbrugh, Action Type : Contention
Customer contends that his 2012 CBR250R is having a recurring issue and is stalling.

*** NOTES 6/19/2012 2:06:01 PM, bbrugh, Action Type : VOC
I am having this stalling issue with my 2012 CBR250R, I don't think my new bike should be doing this. What can I do?

*** CASE MODIFY 6/19/2012 2:06:07 PM, bbrugh
into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2012 2:06:08 PM, bbrugh
into WIP default and Status of Solving.

*** CASE CLOSE 6/19/2012 2:06:09 PM, bbrugh
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE M012012-06-1901270-1 CLOSE 6/19/2012 2:06:09 PM, bbrugh
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

*** CASE REOPEN 8/27/2012 11:09:21 AM, cmayeda

with Condition of Open and Status of Solving.

*** CASE ADD ATTACHMENT 8/28/2012 7:45:19 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_1.pdf

*** NOTES 8/28/2012 10:52:02 AM, cmayeda, Action Type : Note-General

8/23/12: Motor Vehicle Lemon Law Notice received via Certified Mail from customer. The State of Wisconsin recommends that "we recommend you sent this notice to the manufacturer by certified mail. Keep a copy for your records."

Customer requesting for a refund calculated in accordance with the Lemon Law, plus collateral costs.

*** CASE MODIFY 8/28/2012 10:55:20 AM, cmayeda

into WIP Cases and Status of Solving.

*** CASE ASSIGN 8/28/2012 6:55:18 PM, cmayeda

M012012-06-1901270 to zcope, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 8/28/2012 6:55:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/30/2012 2:07:07 PM, zcope, Action Type : Note-General

Per Byron MB35 in QIC, he contacted dealer and was advised that all parts are there except the cylinder head

*** NOTES 8/30/2012 2:08:58 PM, zcope, Action Type : E-mail

Sent e-mail to Kelly with CBO regarding the cylinder head 12010-KYJ-900 and any available ETA information.
CICS shows the part drop shipped on 8/29. Awaiting response from Kelly.

*** CASE MODIFY 8/30/2012 2:12:17 PM, zcope

into WIP BBB/AG and Status of Solving.

*** NOTES 8/30/2012 2:37:46 PM, zcope, Action Type : Call to Customer

Spoke with customer and apologized for all of his frustration with his motorcycle thus far. We explained to him that Honda has worked extensively to find a solution to his concern and we are now aware of what was causing it. We advised the customer that parts are arriving at his dealer as we speak and repairs to his motorcycle are a top priority. Customer explained his concerns and why he sent a letter to the lemon law attorney. Customer states he does not want the motorcycle at this point. We explained to the customer that we are going to make sure his motorcycle is repaired and he is riding it again as soon as possible. We advised the customer that we will stay in touch with him until repairs are completed.

*** NOTES 9/5/2012 11:00:50 AM, tpiercy, Action Type : Call from Customer

Customer called and asked to speak to supervisor. Customer stated motorcycle has been in and out of dealership service all riding season since he purchased in March and has barely had an opportunity to ride motorcycle. Customer stated he is making payments and paying insurance for a motorcycle he can not use and is tired of doing this. Customer stated he chose Honda for the known reliability but now will never buy a Honda again and will suggest nobody else does neither. Customer stated it is not right he has paid for motorcycle and done everything on his end he should and Honda is not doing anything for him. Customer wants to speak to someone at Honda who can provide him some compensation. Customer did not have specific compensation in mind. We spoke to Zach who was in meeting who asked customer be placed in his voicemail and a return call to customer will be made today. We informed customer and place to Zach voicemail. End of call.

*** NOTES 9/5/2012 2:42:15 PM, zcope, Action Type : Call to Customer

Spoke with customer and advised him our Tech staff has been in contact with his dealer and provided specific steps to resolve this problem. We advised we should have more information by tomorrow and advised we will contact him back then. Customer is requesting some sort of goodwill for his loss of time. We explained

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

our first priority is getting the motorcycle repaired. We asked what it is that he is requesting and what will make him happy. Customer states he will think about it and let us know tomorrow.

*** NOTES 9/6/2012 4:07:52 PM, zcope, Action Type : Call to Customer

Spoke with customer and advised him the dealer test rode the motorcycle 15-20 miles yesterday and also started the motorcycle 50-60 times and it has not stalled once. Advised customer we are close to resolution and will provide him an update tomorrow. Customer requested that we provide him with a maintenance plan as a goodwill gesture for his troubles. Advised customer we will review his request and speak with him tomorrow.

*** NOTES 9/14/2012 4:49:17 PM, zcope, Action Type : Call to Customer

Left customer a voice mail requesting a call back.

*** CASE MODIFY 9/20/2012 9:20:23 AM, zcope

into WIP BBB/AG and Status of Solving.

*** NOTES 9/25/2012 2:37:31 PM, zcope, Action Type : Note-General

Per QIC, unit has been repaired and delivered to customer. As of today the dealer has not heard back from the customer.

*** NOTES 9/27/2012 10:25:58 AM, zcope, Action Type : Note-General

***Correction
QIC was given incorrect information from the dealer. The unit is repaired however, the customer is refusing to pick it up.

*** NOTES 9/27/2012 10:26:18 AM, zcope, Action Type : Call to Customer

Left customer a voice mail requesting a call back.

*** NOTES 9/27/2012 10:32:30 AM, zcope, Action Type : Field Service

Spoke with DSeM Steve MB64 and advised him on progress of case. Explained that we will be offering the customer a service maintenance program through the dealer as goodwill and will be negotiating with the dealer to set it up. DSeM states he agrees with the direction and will authorize the goodwill once inputted by the dealer.

*** NOTES 10/5/2012 9:29:52 AM, zcope, Action Type : Note-General

Per QIC, unit was repaired with second head and correct torque. Customer picked up motorcycle and the unit stalled again during start up. Customer brought unit back to dealer for diag. Currently QIC is working with dealer for resolution.

*** NOTES 10/29/2012 2:53:36 PM, zcope, Action Type : Note-General

Case was reviewed for possible buy back and approved.

*** NOTES 10/29/2012 2:56:18 PM, zcope, Action Type : Call to Customer

Left voice mail for customer requesting a call back.

*** NOTES 11/1/2012 8:04:07 AM, zcope, Action Type : Call from Customer

Customer returned our call. We advised that we would like to offer him a full refund for the price of his motorcycle. We asked that he please send us a copy of his sales documents. Customer agreed.

*** NOTES 11/2/2012 4:31:59 PM, zcope, Action Type : Call to Customer

Left voice mail and advised customer we received his sales receipt, currently under review - attached to case.

*** NOTES 11/5/2012 2:18:51 PM, rcruz, Action Type : Call to Dealer

Spoke with Mike, Sales Manager Cedar Creek Motors, and requested copies of customer's sales receipts. We provided fax number and asked that it's sent to the attention Zach.

*** NOTES 11/7/2012 7:56:26 AM, zcope, Action Type : Note-General

Received new sales receipt from dealer, attached to case and provided to Brad for review. Receipt approved and buy back in process.

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

*** CASE ADD ATTACHMENT 11/7/2012 8:00:26 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_2.PDF

*** NOTES 11/26/2012 2:21:53 PM, cmayeda, Action Type : Note-General

TT QIC regarding the buyback process. They had spoken to John from Educatior's Credit Union (customer's financial institution) in Wisconsin on Wednesday, November 21st. John should be sending QIC the information on the customer's loan. Upon receipt of this information, our intention is to send a check to the Educator's Credit Union. Educator's Credit Union in turn will reimburse the customer for the payments that he has already made.

I left a message on the customer's day phone number asking for a call back regarding his motorcycle.

*** NOTES 11/27/2012 4:21:19 PM, rcruz, Action Type : Call to Customer

Contacted customer's lawyer, Larry Towers @ 414/803-2929, and a left voice mail requesting call back.

*** NOTES 11/27/2012 4:50:51 PM, rcruz, Action Type : Call from Customer

Talked with lawyer, Larry Towers, regarding case. Mr. Towers advised that American Honda has failed to complete the buy back process in the 30 days provided by Wisconsin lemon law. He said his client was never given a date of when the buy back would be completed, nor was he given the amount he would be refunded. We informed Mr. Towers the customer was advised the final details of the buyback would not be available until all necessary financial information has been received and processed. Mr. Towers advised, because the 30 days has expired, his client can now request double the damages, plus his attorney's fees. We advised Mr. Towers our offer was a "good will" offer to the customer, and informed we will continue was the buy back, provided the customer agrees to the current offer. Mr. Towers advised he review the offer with the customer and call us to tomorrow with an updated. Mr. Towers said it's in Honda's best interest because, in his 25 years of lemon law experience, the manufactures ends up paying much more then they intended. Mr. Towers advised he will be back in contact with us tomorrow, after client has made a decision.

*** NOTES 11/27/2012 4:56:05 PM, rcruz, Action Type : Note-General

timeline
Per our earlier conversation, here are my notes on the CBR250R buyback and the timeline of our attempt to get in touch with the customer's financing company.

****

Buyback Unit: 201 CBR250
VIN: MLHMC410[redacted]

Customer: [redacted]les

Dealer: Ce ar Creek Motorspo
7518 State Highway 60
Cedarburg, WI 53012
Contact: Brian - Service @ 262-377-5700

Finance Co: Educator s Credit Union (W
Website: https://www.ecu.com/inside/locations/contact

****

11/08/12: Unit is at the dealership (Dlr 105063 - Cedar Creek Motorsports).
Cust is [redacted] and the unit is financed through Educator's Credit Union. (per Byron)

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

11/15/12: - Contacted Educator's Credit Union (WI) from the toll free# indicated on the website that Byron provided (800-236-5898), but they could not locate the customer's name in their system. (Per Sharon from Educator's Credit Union-WI)
There are (2) locations of Educator's Credit Union (separate company in WI and TX), and was asked to contact the office in Texas.
- Contacted Educator's Credit Union (TX) at 254-776-7900, and found the customer's name but does not match the address, and VIN# not in their system. Was suggested to contact the customer to verify which location they are financing with. (per Shelley from Educator's Credit Union-TX)
- Byron left a message with the customer to obtain additional information.
- Customer's lawyer leaves a message with Byron informing that any question to the customer has to go through the lawyer.
- Informed Steve(howe) & CR-Randy that a lawyer is involved, so advice us how to proceed.
- Received copy of Customer's Lemon Law Form from CR-Randy that had customer's Loan account number.
- Confirmed with HNA that it is OK to contact the customer's financial institution to verify customer account and discuss payoff and if we have problem with customer's account, CR should be preparing an official request in writing to proceed with the buyback with the help of HNA.

11/16/12: Contacted Educator's Credit Union (WI), and confirmed customer, [redacted] is financed through this location (per Sharon). Sharon will have to verify the steps with John (mgr), and he will provide the pay-off balance and help us buy the unit, but John is out of the office. Explained to Sharon the whole background of AH's intention to buyback the unit ASAP to avoid customer inconvenience.

11/19/12: No call from Educator's Credit Union (John)

11/20/12: Left a voice message with Sharon at Educator's Credit Union. (Direct line to Sharon: 262-884-2217)

11/21/12: Left a voice message with Sharon at Educator's Credit Union.
- Received call from John at Educator's Credit Union.
- John will mail an official form that explains the breakdown of how much we owe for the buyback (customer's pay-off balance, how much cust has already paid, etc.) He will also email the same info so we have an understanding of the estimate, along with instructions on where to send the check. (1300 90th St., Sturtevant, WI 53177, Attn: John)
Informed John that we will provide them a check as soon as we receive the amount in writing.
John will have to verify with the customer on the title/lien and believes the customer holds the title because WI is now a state without title as of July 2012, and the customer has purchased the unit prior to that change.
John will verify with customer and also inform him that AH is in contact with the credit union to proceed with the payoff of customer's loan.
- For any questions, we can contact John directly at 262-884-6610

11/26/12: Still waiting for the formal letter/email in writing of the buyback amount

11/27/12: Still waiting for the formal letter/email in writing of the buyback amount

Hiromi Taya

Case History

Case ID : [redacted] Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

American Honda Motor Co., Inc.
M/C Service Technical

*** NOTES 11/27/2012 5:09:43 PM, rcruz, Action Type : Note-General

reviewed case with HNA, Brad Safon for advisement. Brad advised he will Lemon Law in Wisconsin and follow up with us tomorrow.

*** CASE YANKED 11/27/2012 5:10:23 PM, rcruz

Yanked by rcruz into WIPbin Def In Box.

*** NOTES 11/30/2012 12:02:01 PM, rcruz, Action Type : Call to Customer

Called customer and left a voice mail requesting a return call. We advised customer we have not be able to continue with buyback because we've not received the requested from his lien holder.

*** NOTES 12/3/2012 9:42:04 AM, rcruz, Action Type : Note-General

late entry from 11/30/12
received 3 faxes(see attachments) from customer's lawyer, Mr Towers. HNA(Brad Safon) was forwarded all the information received.... Per HNA, close case(s) and send all case information to HNA(Karen).

*** CASE ADD ATTACHMENT 12/3/2012 10:15:20 AM, crmsuser

Added attatchment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_3.zip

*** CASE MODIFY 12/3/2012 2:38:37 PM, rcruz

into WIP Def In Box and Status of Solving.

*** CASE CLOSE 12/3/2012 2:38:38 PM, rcruz

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

Case Attachments

Case ID : [redacted]

Case Title : 03G - [redacted] - CBR250R - LEMON LAW/REOCCURRING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_1.pdf
	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_2.PDF
	ScanDoc 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-06-1901270_3.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/24/2012 8:12:03 AM
Case Originator :	Kelly O'Neil	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/7/2012 7:55:17 AM
Case Owner :	Zachary Cope	Method :	Mail	Queue :		Days Open :	106
		Point of Origin :	Customer	Wipbin :			

Case Title : 03B[redacted]- CBR250R - BBB/ENGINE STALLS WHILE RIDING No. of Attachments : 2

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 102662 / HONDA/SUZUKI OF WARREN
Phone No. : 586-751-1200
Address : 30788 RYAN RD
City / State / Zip : WARREN, MI 48092
Svc District / Sls District : 03B / 4G
Warranty Labor Rate / Date : $99.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4103C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 610
In Service Date : 05/11/2012
Months In Use : 2
Engine Number : MC41E2205718
Originating Dealer No. / Name : 102662 / HONDA/SUZUKI OF WARREN
Selling Dealer No. / Name : 102662 / HONDA/SUZUKI OF WARREN
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 5/11/2012 / 5/10/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-07-2400384-1 / [redacted]- PRODU	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Zachary Cope
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/25/2012 7:28:32 AM
Close Date : 11/7/2012 7:55:16 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Repaired/Warranty
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 03B[redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

*** CASE CREATE 7/24/2012 8:12:03 AM, koneil

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

*** CASE MODIFY 7/24/2012 8:12:08 AM, koneil

into WIP open cases and Status of Solving.

*** CASE MODIFY 7/24/2012 8:14:32 AM, koneil

into WIP open cases and Status of Solving.

*** NOTES 7/24/2012 8:14:51 AM, koneil, Action Type : Letter/Fax

This past May I purchased a 2012 CBR250r.loved the bike right from the start. I haven't been involved in sport-riding for about 8 years. When I started doing some research in ApriL I came across the CBR250r, I had read all of the reviews and watched any reviews J could find. Reading about the gas mileage, higher positioned handle bars and just how it was a good starter bike . .I decided that this was the bike for me, to get back into sport-riding again. Up until the first 450 miles. I loved it..everything the reviews had stated were true. I was astounded by the gas mileage, having two larger sport bikes before this. I was blown away by my average of 67 miles to a gallon. And notice I said up until 450 miles ... it now has 610 miles and there are some problems ....

First off. it started stalling on start-up, it would start then stall out. After I hit the starter the second time, it would keep running. So I figured, maybe it's just a cold engine, not a big deal. Well, here in Michigan . .it' s been in the 90s for the last couple of weeks, how does a bike, sitting in my driveway in hot-muggy temperatures get a cold engine when it was just ridden? Needless to say, even on hot-muggy days, it still stalls out on the first push of the starter, every time I go to start it. This isn't such a big deal, as it will start up again and stay running the second time around. But seeing as how it's new and never did this until I got more miles put on it; makes me worried.

Secondly and the biggest problem and potentially dangerous problem, is stalling while riding. It just started doing this this past weekend. I was riding, pulled in the clutch to downshift and .. stall. I had to pull over on the shoulder of the road I was riding on and hit the starter for about five minutes before it would fire up again. That was the first time. The second time was the next day .. and again, pulled in the clutch and it stalled. This time however was in rush hour traffic and I came extremely close to getting rear-ended by the car behind me. That was the last time I rode this bike.

I have since then begun to check around online and found the .. cbr250 netlforums. what I found on there. were about 23 different people who have been experiencing this stalling issue. Every single one of them who took it into their dealer to have it looked at, could not get it fixed. Their dealers/mechanics said the issue couldn't be replicated(probably due to the fact that it doesn't happen all the time)and had no idea why this was happening. Needless to say, I will be getting rid of this bike.

I have always had a Honda in my garage, my first was a 1986 F ourtrax 200sx, then a 1995 Fourtrax 300ex, a 1994 CBR600F2, a 1996 CBR900rr and a 1992 CR250. Also had a 2004 Civic. But I am truly sorry to say to those at Honda Motorcycles, I have lost my interest in owning a Honda motorcycle again. After reading the 20 something engine related issues on the forum, not too mention the people who are also having issues, but not as dangerous as mine, but still issues nonetheless . .I don't want to put anymore miles on this bike nor do I want to spend another dollar on a Honda machine.

Now I know that there can always be "bad batches" of motorcycles produced, but I simply can't afford to buy another 250r or continually take it in to the dealer to try and fix my current one. Especially when not a single one has been diagnosed/fixed. What's the point? I was interested in the new NC700X that just came out, but even if! wanted to stay aboard a Honda, I wouldn't be able to afford another bike until next year possibly two years from now. So what do I do? Try and sell mine and hopefully get close to what I paid tor it? WelL maybe. But that certainly won't buy any other motorcycle in Honda's lineup. The most I could get for it would hopefully be $3800-4000 dollars. So I might get back a little less than what I paid, but I won't have a bike and can't ride again until next year or more realistically 2014. And there goes my interest in sport-riding.

So in the end. sorry things didn't work out between us, but I can't ride something that might stall and cause an accident or worse. I might still buy a Honda, but it's doubtful after this experience if this is the path new motorcycles are going down.

*** CASE ADD ATTACHMENT 7/24/2012 8:15:20 AM, crmsuser

Case History

Case ID : [redacted] Case Title : 03B[redacted] CBR250R - BBB/ENGINE STALLS WHILE RIDING

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-07-2400384_1.pdf

*** NOTES 7/24/2012 8:15:27 AM, koneil, Action Type : Contention

Engine stalls while riding.

*** NOTES 7/24/2012 8:15:44 AM, koneil, Action Type : VOC

"So in the end. sorry things didn't work out between us, but I can't ride something that might stall and cause an accident or worse. I might still buy a Honda, but it's doubtful after this experience if this is the path new motorcycles are going down."

*** CASE ASSIGN 7/24/2012 8:16:05 AM, koneil

M012012-07-2400384 to cgriff, WIP ·0

*** CASE RULE ACTION 7/24/2012 8:16:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ADD ATTACHMENT 7/24/2012 8:30:18 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-07-2400384_2.pdf

*** SUBCASE M012012-07-2400384-1 CREATE 7/25/2012 7:28:32 AM, cgriff

Created in WIP Default with Due Date 7/25/2012 7:28:32 AM.

*** CASE MODIFY 7/25/2012 7:28:41 AM, cgriff

into WIP default and Status of Solving.

*** COMMIT 7/25/2012 7:29:37 AM, cgriff, Action Type : N/A

Made to [redacted] due 07/26/2012 07:29:38 AM.

Update from Zach?

*** CASE MODIFY 7/25/2012 7:29:54 AM, cgriff

into WIP default and Status of Solving.

*** NOTES 7/26/2012 3:03:47 PM, cgriff, Action Type : Call to Customer

Called customer and spoke with his wife, she stated that [redacted] was not at home at the moment. We provided her with our contact information and direct extension and requested a return phone call.

*** CASE MODIFY COMMITMENT 7/26/2012 3:04:15 PM, cgriff

with ROBERT HALL due 07/30/2012 07:29:38 AM.

*** CASE MODIFY 7/26/2012 3:04:20 PM, cgriff

into WIP Letters and Status of Solving.

*** CASE MODIFY 7/27/2012 12:48:21 PM, cgriff

into WIP Letters and Status of Solving.

*** CASE MODIFY 7/27/2012 12:48:37 PM, cgriff

into WIP Letters and Status of Solving.

*** NOTES 7/27/2012 1:02:56 PM, cgriff, Action Type : Call from Customer

Customer called back about this issue. Customer reiterated his above complaint with the motorcycle stalling. We asked if he had ever taken the motorcycle into a Honda dealership for inspections. Customer stated he never had a Honda dealership inspect the motorcycle because he called a dealership and they told them of what he was experiencing with the motorcycle, and the dealership told him that they don t know what is wrong with it or how to fix the issue. We apologized for the information provided to him by the dealership and informed him that the dealership does have the correct avenues to follow to gain technical assistance to

Case History

Case ID : M012012-07-2400384 Case Title : 03B [redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

diagnose the cause of the problem if they need some help with inspection/repair. We informed the customer that we would like the opportunity to inspect his motorcycle to verify his complaint and to resolve any issues with the motorcycle. We informed the customer for us to do this, he would need to take the motorcycle into a Honda dealership and authorize inspections. We informed the customer that the warranty on the motorcycle will pay for repairs to anything verified as defective in materials or factory workmanship by the Honda dealership. We informed the customer that if no defects are verified then the cost of inspection/repair would be his responsibility. Customer understood, and stated that he will take the motorcycle back to his selling dealership sometime next week, and will follow up with case manager once the motorcycle is at the dealership.

We asked if the customer has performed the 600 mile service, or has performed any service work on the motorcycle at this time. Customer stated that he has not performed any services to the motorcycle at this time. We informed the customer that we will follow up with the dealership and direct them to contact Honda tech line for support with the inspections after they have verified his complaint. Customer thanked for the assistance, and ended call.

*** CASE MODIFY 7/27/2012 1:03:52 PM, cgriff

into WIP Letters and Status of Solving.

*** NOTES 7/31/2012 7:32:33 AM, cgriff, Action Type : Call to Customer

Called customer and left a voice mail message including contact information and direct extension. We informed that we would like to know if he has taken the motorcycle into a Honda dealership for inspection. We requested a return phone call.

*** CASE MODIFY COMMITMENT 7/31/2012 7:33:05 AM, cgriff

with [redacted] due 08/02/2012 07:29:38 AM.

*** CASE MODIFY 7/31/2012 7:33:11 AM, cgriff

into WIP Letters and Status of Solving.

*** NOTES 7/31/2012 2:16:17 PM, cgriff, Action Type : Call from Customer

Customer called back about this issue. Will be taking motorcycle to Honda of Warren #102662 tomorrow morning, 8/1/2012 to have it inspected. We thanked the customer for the information, and informed him we will follow up with the Honda dealership and request that they contact Honda tech line for assistance while inspecting this motorcycle. Customer thanked for the support. We informed the customer that we will follow up with him as soon as we have any new information for him. Customer thanked and ended call.

*** CASE MODIFY 7/31/2012 2:17:01 PM, cgriff

into WIP Letters and Status of Solving.

*** CASE MODIFY 7/31/2012 2:20:07 PM, cgriff

into WIP Letters and Status of Solving.

*** NOTES 7/31/2012 2:26:08 PM, cgriff, Action Type : Call from Dealer

Spoke with Andy, service manager at Honda of Warren #102662. We informed Andy of this customer s complaints - stalling while riding. We informed Andy that this customer advised us that he will be bringing this motorcycle into their dealership tomorrow for inspections. We requested that their dealership contact Honda tech line on this VIN once the motorcycle has been brought into their dealership for inspection direction. We informed that we will follow up with their dealership once we see the tech line case has been created.

*** CASE MODIFY 7/31/2012 2:26:12 PM, cgriff

into WIP Letters and Status of Solving.

*** CASE MODIFY 7/31/2012 2:26:35 PM, cgriff

into WIP Letters and Status of Solving.

*** NOTES 8/2/2012 3:02:11 PM, cgriff, Action Type : Call to Dealer

Spoke with Jeff, service manager/tech at Honda of Warren #102662. Jeff stated that they spoke with tech line and obtained direction for inspections on

Case History

Case ID : [redacted] Case Title : 03B [redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

this motorcycle. We thanked the dealer for their call to tech line. Jeff stated that they contacted the customer and got his authorization to perform the 600 mile service. Jeff stated that he has this motorcycle on the lift, but they have not began inspections at this time. Jeff stated that he will likely finish the recommended inspections and 600 mile service tomorrow, and he will follow up with tech line at that time. Jeff suggested following up with their dealership on 8/6/2012 for a status update.

*** NOTES 8/2/2012 3:23:11 PM, cgriff, Action Type : Call to Customer

Called customer and left a voice mail message including contact information and direct extension. We requested a return phone call.

*** CASE MODIFY COMMITMENT 8/2/2012 3:24:28 PM, cgriff

with [redacted] due 08/06/2012 07:29:38 AM.

*** NOTES 8/6/2012 10:01:09 AM, cgriff, Action Type : Call to Dealer

Spoke with Jeff, service manager/tech at Honda of Warren #102662. Jeff stated that their dealership performed the 600 mile service on this motorcycle. Jeff stated that they were never able to duplicate this customer s engine stalling complaint. The valve clearances were all within specifications, there were no tears in the spark plug cap. Jeff stated that there was some paint in the threads on the mounting bolts for the regulator/rectifier, which they cleaned off and re-torqued the bolts, they still could not get the motorcycle s engine to stall. Jeff stated that the customer picked up the motorcycle from their dealership on 8/4/2012, and they see on the web site the customer has been posting on that he is still experiencing the same problem with the motorcycle, but the customer has not contacted them back regarding these issues. Jeff states that his theory causing this issue is the customer s manually closing the throttle while riding and coming to a stop, instead of letting the throttle close/snap shut on its own. Jeff stated that he is going to contact the customer and ask him to bring the motorcycle back in for a test ride so he can put this theory to the test - if the customer permits.

We asked Jeff to follow up with Honda tech line on this VIN if the customer brings the motorcycle back into their dealership, and provide tech line with the information requested during their last contact.

*** NOTES 8/6/2012 2:26:12 PM, cgriff, Action Type : Call to Dealer

Spoke with Jeff, service manager/tech at Honda of Warren #102662. Jeff stated that he was able to get a hold of the customer earlier today, and he asked the customer to bring the motorcycle back into them for a test ride on it. Jeff stated that the customer will be bringing the motorcycle back in, but they are not sure when. We advised Jeff to please call Honda tech line with the details of the previous inspection (valve clearances, spark plug cap tear, etc) and find whether or not they have any further directions for inspection.

*** NOTES 8/6/2012 2:27:52 PM, cgriff, Action Type : Call to Customer

Called customer and left a voice mail message including contact information and direct extension. We requested a return phone call.

*** CASE MODIFY COMMITMENT 8/6/2012 2:28:35 PM, cgriff

with [redacted] due 08/08/2012 07:29:38 AM.

*** CASE MODIFY 8/6/2012 2:28:40 PM, cgriff

into WIP Letters and Status of Solving.

*** CASE ASSIGN 8/10/2012 3:44:56 PM, cgriff

[redacted] to mpadill, WIP

*** CASE RULE ACTION 8/10/2012 3:44:57 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE M012012-07-2400384-1 ASSIGN 8/10/2012 3:46:26 PM, cgriff

[redacted] to mpadill, WIP D

*** SUBCASE M012012-07-2400384-1 RULE ACTION 8/10/2012 3:46:26 PM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : [redacted] Case Title : 03B [redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

*** CASE MODIFY 8/13/2012 8:34:41 AM, mpadill
into WIP Default and Status of Solving.

*** NOTES 8/13/2012 2:14:44 PM, mpadill, Action Type : Note-General
Corey MX10 advised case manager this case was currently being reviewed by Zach ME51.

*** CASE MODIFY COMMITMENT 8/13/2012 2:15:02 PM, mpadill
with [redacted] due 08/15/2012 07:29:38 AM.

*** CASE MODIFY 8/13/2012 2:15:05 PM, mpadill
into WIP 03B - Phil and Status of Solving.

*** CASE MODIFY 8/14/2012 7:40:36 AM, mpadill
into WIP 03B - Phil and Status of Solving.

*** CASE YANKED 8/14/2012 2:02:32 PM, zcope
Yanked by zcope into WIPbin Sub-Cases.

*** NOTES 8/14/2012 2:08:50 PM, zcope, Action Type : Call to Customer
Left customer a voice mail requesting a call back.

*** NOTES 8/14/2012 2:10:27 PM, zcope, Action Type : Letter/Fax
Received the following BBB Complaint:

Complaint ID: 98711547
Complaint Classification:
Complaint Description - Posted 8/13/2012 8:31:07 AM
I have been having the stalling on start-up and stalling while riding issue on my 2012 CBR250R since around 550 miles. Spoke with a customer service rep named: Corey, he advised to take it in to the dealer, I did on 08/01/2012, two days later the mechanic called and said he had checked the recommendations out by Honda Tech(possibly a valve issue)but said the valves were fine and he couldn't replicate the stalling issue. The mechanic called me the following Monday and said he wanted to try a theory he had and asked if I could bring it in, I did, he took it down the road, but was unsuccessful again. Since then it has stalled every time on start-up and stalled while riding once. I have tried to reach the customer service rep again(Corey)but he hasn't returned my calls. I have video proof of the stalling on start-up, which is getting worse now, to the point of having to push the starter multiple times before it will fire up and stay running. The mechanic is never going to be able to replicate these issues unless the bike sits for more than a few hours and won't be able to replicate the stalling while riding unless he goes longer than a mile. I want to stay aboard a Honda, but this whole stalling issue has put a sour taste in mouth for Honda motorcycles. Again, how is this supposed to be fixed, when the mechanic tells me that Honda DOES NOT even have a fix/solution for this?

*** CASE YANKED 8/20/2012 4:08:58 PM, cmayeda
Yanked by cmayeda into WIPbin Cases.

*** NOTES 8/20/2012 4:10:05 PM, cmayeda, Action Type : Note-General
Initial response to BBB completed:

We appreciate the opportunity to look into [redacted] concern. We are currently investigating his concern and will send an update at the conclusion of our investigation. Thank you. American Honda Motor Co., Inc. MA97

*** CASE MODIFY 8/20/2012 5:09:23 PM, cmayeda
into WIP Cases and Status of Solving.

Case History

Case ID : [redacted] Case Title : 03B[redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

*** CASE RULE ACTION 8/21/2012 7:12:03 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/21/2012 1:56:06 PM, rcruz, Action Type : Call from Customer

Customer called for update to case, and said he was told he'd receive a call once the parts have shipped. We advised customer, per Michelle ME49, the parts in question are currently in transit and should be arriving in the next 10 days. We informed customer he will receive a call once parts arrive at the dealer. Customer thanked Honda for the information and assistance.

*** CASE ASSIGN 8/28/2012 6:53:21 PM, cmayeda

M012012-07-2400384 to zcope, WIP

*** CASE RULE ACTION 8/28/2012 6:53:22 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/28/2012 7:00:53 PM, cmayeda, Action Type : Note-General

Consumer's Rebuttal
Consumer's Rebuttal - Posted 08/22/2012
As Honda has stated above, this matter is being investigated. Last week, Tuesday the 14th, a rep called me and asked if I wanted to bring it back to the dealership, they(Honda)wanted to order some parts from overseas and send them to my dealer. As of right now, I am awaiting a call from the Honda reps, to tell me that the parts ordered have arrived at my dealer and then I will take my bike in and see if these new parts/items resolve the stalling issue. However, if these parts/items do not work/the stalling still persists, I will be expecting a refund or at least a different model. I'm sure Honda could help in some way to put me on a NC700X model. At least that model would be the next closes to the one I currently have/own.

*** NOTES 9/10/2012 1:01:54 PM, zcope, Action Type : Call to Customer

Spoke with customer and just let him know we are still working with the dealer to resolve his concern. We advised that we are making progress and will continue to stay in contact with him until the motorcycle is repaired and back in his hands.

*** NOTES 9/14/2012 4:49:52 PM, zcope, Action Type : Call to Customer

Left customer a voice mail requesting a call back.

*** NOTES 9/17/2012 2:45:02 PM, zcope, Action Type : Call from Customer

Received voice mail from customer stating that he has had enough of waiting, that he wants to be traded out of this motorcycle. He explained that he has been patient enough and tired of being a guinea pig for Honda. Customer requested a call back.

*** NOTES 9/17/2012 2:45:25 PM, zcope, Action Type : Call to Customer

Called customer and left a voice mail requesting a call back.

*** NOTES 9/18/2012 1:20:48 PM, zcope, Action Type : Call from Customer

Customer returned our call. We apologized that it has taken so long to come to a resolution and advised him that we are still working on repairing the motorcycle. Customer ended the call.

*** CASE MODIFY 9/20/2012 9:20:00 AM, zcope

into WIP BBB/AG and Status of Solving.

*** SUBCASE M012012-07-2400384-1 YANKED 9/20/2012 10:16:43 AM, zcope

Yanked by zcope into WIPbin Sub-Cases.

*** NOTES 9/25/2012 2:36:33 PM, zcope, Action Type : Note-General

Per Techline case, unit is repaired and has not stalled since (cylinder head replaced yesterday).

*** NOTES 10/5/2012 9:32:58 AM, zcope, Action Type : Note-General

Case History

Case ID : [redacted] Case Title : 03B[redacted] - CBR250R - BBB/ENGINE STALLS WHILE RIDING

Per Techline/QIC unit received a second head with correct torque spec. The customer went to pick unit up and it stalled again. Customer did not notify the dealer at that time but rode the motorcycle home. QIC is currently working with the dealer to come to a resolution.

*** NOTES 10/18/2012 1:14:20 PM, zcope, Action Type : Note-General

Per QIC, the dealer could not duplicate the customers stalling concerns. The customer picked up and is riding the motorcycle.

*** NOTES 10/18/2012 1:14:51 PM, zcope, Action Type : Note-General

Case under review for possible buy back.

*** NOTES 10/29/2012 2:52:59 PM, zcope, Action Type : Note-General

Per QIC, unit is operating as designed and current customer is riding it.

*** CASE MODIFY 11/7/2012 7:55:13 AM, zcope

into WIP BBB/AG and Status of Solving.

*** SUBCASE M012012-07-2400384-1 CLOSE 11/7/2012 7:55:16 AM, zcope

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/7/2012 7:55:17 AM, zcope

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

Case Attachments

Case ID : [redacted]

Case Title : 03B[redacted]- CBR250R - BBB/ENGINE STALLS WHILE RIDING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-07-2400384_1.pdf
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012012-07-2400384_2.pdf

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/18/2014

Case Details

Case ID : [redacted]
Case Originator : Cody Blank
Case Owner : Cody Blank

Division : Motorcycle
Sub Division : Customer Relations
Method : Phone
Point of Origin : Customer

Condition : Open
Status : Solving
Queue :
Wipbin : hold

Open Date : 11/21/2014 1:38:26 PM
Close Date :
Days Open : 27

Case Title : 01C[redacted] - CBR250R - INCIDENT/STALLING
No. of Attachments : 1

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105314 / BERKELEY HONDA YAMAHA
Phone No. : 510-525-5525
Address : 735 GILMAN ST
City / State / Zip : BERKELEY, CA 94710
Svc District / Sls District : 01C / 1C
Warranty Labor Rate / Date : $90.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4105C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 12,100
In Service Date : 06/29/2012
Months In Use : 29
Engine Number : MC41E2208087
Originating Dealer No. / Name : 105990 / MONTEREY PENINSULA SPORTS CT
Selling Dealer No. / Name : 105990 / MONTEREY PENINSULA SPORTS CTR
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 6/29/2012 / 6/28/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012014-11-2101837-1 / [redacted] - PRODUC	Solving	Complaint	Product	Operation	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Cody Blank
Issue Owner : Cody Blank
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Open
Status : Solving
Queue :

Wipbin : subcasses
Open Date : 11/21/2014 1:46:22 PM
Close Date :

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament Cold
Resolutions :
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths or Injuries Reported Flag On / By : 11/26/2014 / cblank
Method : Verbal only
Date Method Updated / By : 11/26/2014 / cblank
Incident Location : UNKNOWN
Incident Date :
# of Deaths : 0
# of Persons with Serious Injuries : 0
# of Persons with Non - Serious Injuries : 1

Component Category 1 : 11 - Electrical System
Component Category 2 : NA - Please Specify
Component Category 3 : NA - Please Specify
Component Category 4 : NA - Please Specify
Component Category 5 : NA - Please Specify

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - INCIDENT/STALLING

*** CASE CREATE 11/21/2014 1:38:26 PM, cblank

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

*** CASE MODIFY 11/21/2014 1:38:46 PM, cblank

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 1:38:57 PM, cblank

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 1:39:02 PM, cblank

into WIP default and Status of Solving.

*** NOTES 11/21/2014 1:40:46 PM, cblank, Action Type : Note-General

From NHTSA complaint:

"WAS GOING AT ABOUT 30MPH IN MODERATE TRAFFIC ON MY MOTORCYCLE, AND HAD TO USE THE FRICTION ZONE ON THE CLUTCH A LOT.
OCCASIONALLY, WHEN I DISENGAGE THE CLUTCH ALL THE WAY, AND ALSO CLOSE THE THROTTLE (TO NOT GIVE THE MOTORCYCLE ANY
ADDmONAL GAS), THE ENGINE WILL CUT OFF AND DIE COMPLETEY. USUALLY, WITH CLUTCH DISENGAGED AND GAS OFF, IT WOULD IDLE AT
1500RPM AND THE MOTORCYCLE WOULD CONTINUE TO ROLL. HOWEVER, THE ENGINE DIED (ORPM, TWISTING THROTTLE DOESN'T DO
ANYTHING), AND IT WOULD NOT START UP QUICKLY ENOUGH. SINCE I STOPPED GOING GOING FORWARD BECAUSE THE ENGINE WOULD NOT
START, I WAS REAR ENDED BY A CAR, BUT IT WAS NOT TOO SERIOUS OF AN INJURY. MY HONDA CBR250R HAS DONE THIS A LOT OF TIMES,
THOUGH USUALLY I WOULD BE ABLE TO START THE ENGINE QUICKLY ENOUGH BY PRESSING THE START SWITCH AGAIN. HOWEVER, IT IS
DEFECTIVE SINCE THE ENGINE DIES RANDOMLY IF I DISENGAGE THE CLUTCH AND ALLOW THE ENGINE TO IDLE."

*** CASE MODIFY 11/21/2014 1:40:55 PM, cblank

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 1:41:02 PM, cblank

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 1:41:10 PM, cblank

into WIP default and Status of Solving.

*** NOTES 11/21/2014 1:43:37 PM, cblank, Action Type : Call to Customer

We left a voicemail for the customer regarding his NHTSA complaint. We requested a call back at our extension.

*** NOTES 11/21/2014 1:44:13 PM, cblank, Action Type : Contention

NHTSA complaint, stalling CBR250R.

*** NOTES 11/21/2014 1:44:58 PM, cblank, Action Type : VOC

My CBR250R keeps stalling and it caused me to be rear-ended while riding.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - INCIDENT/STALLING

*** SUBCASE M012014-11-2101837-1 CREATE 11/21/2014 1:46:22 PM, cblank
Created in WIP Default with Due Date 11/21/2014 1:46:22 PM.

*** CASE MODIFY 11/21/2014 1:46:27 PM, cblank
into WIP default and Status of Solving.

*** COMMIT 11/21/2014 1:46:38 PM, cblank, Action Type : N/A
CBR250R NHTSA

*** CASE MODIFY 11/21/2014 1:47:12 PM, cblank
into WIP default and Status of Solving.

*** CASE MODIFY 11/25/2014 9:17:47 AM, cblank
into WIP hold and Status of Solving.

*** CASE MODIFY 11/25/2014 9:17:59 AM, cblank
into WIP hold and Status of Solving.

*** CASE MODIFY 11/25/2014 9:18:08 AM, cblank
into WIP hold and Status of Solving.

*** CASE ADD ATTACHMENT 11/25/2014 9:30:24 AM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012014-11-2101837_1.doc

*** NOTES 11/25/2014 9:36:09 AM, cblank, Action Type : Call to Customer
We called the customer and spoke with him regarding his incident. We began with the questions from QIC:

What, if any, injuries did you suffer when you were rear-ended by the car? None.

What damage was done to the bike by the incident? Scratched up on side from contact with the ground. Just bumped by care so there was no damage made to the back of the motorcycle..

Was his dealer contacted after he was rear-ended by the car? No.

Why didn't he contact AH about the incident? Customer said a lot of people know about it on the forums but it seems like no one was doing anything about it to report it. Customer felt NHTSA was the best group to report this issue to.

Any service history (specifically if he had the first service done with valve clearances checked). Customer bought the CBR used in late 2012 or early 2013. Customer believes previous owner did valve check and was on top of oil changes. He has since performed oil changes but no valve checks were performed.

Has it stalled again since the incident? Customer said since he understands how to replicate this stalling issue, he has not experienced the issue unexpectedly. Customer said that while riding at around 6,000-8,000 RPM that if he closes the throttle and pulls in the clutch, the unit will stall.

How many miles does the bike have now? Customer said the unit had 4,000 whe he bought it in late 2012 or early 2013. The motorcycle had about 8,000 when the incident happened in late 2013 or early 2014. Now the motorcycle has about 12,100 miles. Customer said the exhaust is stock.

*** NOTES 11/25/2014 9:39:50 AM, cblank, Action Type : Call to Customer
Call contined:

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - INCIDENT/STALLING

We apologized to the customer for his situation and informed him American Honda is interested in looking into his concerns. We informed the customer we can see that Berkley Honda is only a few miles away from his zipcode. Customer informed us he would be happy to bring the motorcycle in to have an inspection and can contact us back at our extension once he has delivered the CBR. We reminded the customer with the upcoming holiday on Thursday that we will be out of the office from Thursday and will return on Monday. Customer understood and will try to get the unit into Berkley Honda as soon as possible. We explained the motorcycle may have to stay for a week or more depending on the findings. Customer understood. Customer thanked for the call.

*** CASE MODIFY 11/25/2014 9:40:58 AM, cblank

into WIP hold and Status of Solving.

*** NOTES 11/25/2014 10:07:01 AM, rcruz, Action Type : Note-General

copy of CR contact walked to QIC and given to Brad MB34.

*** SUBCASE M012014-11-2101837-1 INJURIES/DEATH CHANGES 11/26/2014 10:03:08 AM, cblank

Initial setting of Injuries/Death method to Verbal only

*** SUBCASE M012014-11-2101837-1 MODIFY 11/26/2014 10:03:15 AM, cblank

into WIP subcasses and Status of Solving.

*** SUBCASE M012014-11-2101837-1 INJURIES/DEATH CHANGES 11/26/2014 10:03:15 AM, cblank

Changed Injuries/Death Reported from No to Yes

*** CASE MODIFY 11/26/2014 10:04:15 AM, cblank

into WIP dispatched and Status of Solving.

*** NOTES 12/2/2014 2:17:27 PM, cblank, Action Type : Call to Customer

We followed up with the customer and found that the customer will likely be able to have his CBR inspected sometime next week. We informed the customer we will follow up with him next week. Customer thanked.

*** CASE MODIFY 12/2/2014 2:17:35 PM, cblank

into WIP dispatched and Status of Solving.

*** NOTES 12/9/2014 8:44:15 AM, cblank, Action Type : Call to Customer

We left a voicemail for the customer requesting a time he is considering getting his unit inspected. We left our call back number with extension.

*** NOTES 12/10/2014 3:11:08 PM, cblank, Action Type : Call to Dealer

We spoke with Carl, SM. Carl said the customer has come by twice, once in November 2013 and once in November 2014, both times for an oil change. We informed Carl the customer may come by soon, at which point Tech Line will proactively call the service department for direction on a stalling issue the customer has. Carl understood and ifnormed us he will call tech line when the unit comes in either way.

*** NOTES 12/11/2014 2:12:51 PM, cblank, Action Type : Call to Customer

We spoke with the customer regarding his plan to bring his CBR250R in. Customer explained he is considering bringing the unit in this weekend. We informed the customer to call us as soon as he is sure so we can notify our technical staff of his visit. Customer understood.

*** CASE MODIFY 12/11/2014 2:13:09 PM, cblank

into WIP hold and Status of Solving.

*** NOTES 12/16/2014 7:28:44 AM, cblank, Action Type : Call to Customer

Late note entry from 12/15

We spoke with the customer and found out he is leaving for vacation at the end of the week. Customer will not return until January 24th, so the customer

Case History

Case ID : [redacted] Case Title : 01C - [redacted] CBR250R - INCIDENT/STALLING

felt he shoudl handle this after his vacation so as not to inconvenience the dealership with the extended stay of his motorcycle. We informed the customer we will contact his dealership when they open tomorrow and make sure this arrangement can be handled. Customer informed us he will bring the unit in this week if that is the case.

*** NOTES 12/16/2014 7:30:45 AM, cblank, Action Type : Field Service

We spoke with Don MA68 regarding the situation. Don said dealer 105314 is highly qualified to look into this customer's concern. Don mentioned there are previous contacts with this dealership and similar CBR250R issues with other customers. Don also mentioned that the dealership may be inconvenienced with the amount of time the unit is in the service department but they will likely accommodate it.

*** NOTES 12/16/2014 9:12:19 AM, cblank, Action Type : Call to Dealer

We spoke with Carl SM. Carl said a month's stay is an inconvenience, but he is still able to handle the customer's concern. Carl said that he will be glad to look into the concerns.

*** NOTES 12/16/2014 9:16:07 AM, cblank, Action Type : Call to Customer

We left a detailed voicemail for the customer and requested he call us back. We informed the customer that Berkley Honda is able to accommodate his motorcycle while he is on vacation so we requested he bring the motorcycle in before he leaves at the end of the week.

*** CASE MODIFY 12/16/2014 9:16:15 AM, cblank

into WIP hold and Status of Solving.

*** NOTES 12/17/2014 10:53:19 AM, cblank, Action Type : Call from Customer

Customer left us a voicemail informing us he has arranged to have the motorcycle at Berkley Honda on Friday, 12/19. Customer said he will notify us once the motorcycle has arrived.

*** CASE MODIFY 12/17/2014 10:53:36 AM, cblank

into WIP hold and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 01C - [redacted] - CBR250R - INCIDENT/STALLING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012014-11-2101837_1.doc

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/20/2013 1:48:53 PM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/7/2013 8:07:06 AM
Case Owner :	Randy Cruz	Method :	Phone	Queue :		Days Open :	168
		Point of Origin :	Customer	Wipbin :			

Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105412 / BIG VALLEY HONDA
Phone No. : 775-322-4311
Address : 2225 MARKET STREET
City / State / Zip : RENO, NV 89502
Svc District / Sls District : 01C / 1D
Warranty Labor Rate / Date : $78.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4100C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 2,000
In Service Date : 06/02/2012
Months In Use : 8
Engine Number : MC41E2[redacted]
Originating Dealer No. / Name : 105412 / BIG VALLEY HONDA
Selling Dealer No. / Name : 105412 / BIG VALLEY HONDA
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 6/2/2012 / 6/1/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / [redacted] - PRO	Subcase Close	Complaint	Product	Operation	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Pat Ballard
Issue Owner : Pat Ballard
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/20/2013 3:26:41 PM
Close Date : 3/25/2013 9:34:26 AM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament Hot
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** CASE CREATE 2/20/2013 1:48:53 PM, tpiercy

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

*** NOTES 2/20/2013 2:07:08 PM, tpiercy, Action Type : VOC

The engine keeps stalling even when under power and if Honda can't fix this soon I'm getting an attorney becasue I've been waiting 2 months already and nobody acts like they know how to fix it.

*** NOTES 2/20/2013 2:07:08 PM, tpiercy, Action Type : Contention

engine continuously stalls even under power

*** NOTES 2/20/2013 2:07:08 PM, tpiercy, Action Type : Call from Customer

Customer complained engine continuously stalls even under power. Customer asked for case number to provide to his attorney so get lemon law case started. We informed customer we can see notes showing communication between dealer and Honda technical staff trying to diagnose issue. We asked customer if he had called us before about issue. Customer stated he has been waiting 2 months for dealer and Honda to resove issue but haven't which is why he is hiring an attorney. We asked customer if he had hired attorney yet. Customer stated he had not. We informed customer either he can give us an opportunity to look into issue for him or if he decided to hire attorney we could not assist. We asked customer to allow us to look into issue to see what could be done first since we have not had opportunity to. Customer agreed to wait for legal assistance until Honda looked into issue. We asked customer to describe issue with motorcycle. Customer stated engine began stuttering above 3500 rpm around November. Customer stated he noticed issue began happening at night. Customer stated FI light flickers when engine is stutttering. Customer stated around the beginning of December engine stalled around a corner. Customer stated he pulled motorcycle over to stop and engine restarted. Customer stated around mid December engine stalled when on freeway but bump started when customer let clutch out while in gear. Customer stated stalling issue continued so he took motorcycle to selling dealer December 12 and motorcycle engine stalled 6 times on way to dealer. Customer stated dealer duplicated issue and has been working with Honda for 2 months with no resolution. Customer stated he is frustrated due to down time of motorcycle and that he is paying insurance on motorcycle he can't use. Customer stated nobody has even offered him free oil changes or anything for his loss. Customer asked if we could offer him a new motorcycle. We informed customer we are not sure what will be offered at this time. We informed customer case manager would look into issue then call him back within 2 business days which is by end of day Friday. End of call.

*** NOTES 2/20/2013 2:07:09 PM, tpiercy, Action Type : Note-General

No email

*** CASE MODIFY 2/20/2013 2:07:13 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2013 2:07:37 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2013 2:10:36 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2013 2:25:11 PM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2013 2:25:19 PM, tpiercy

into WIP default and Status of Solving.

*** CASE DISPATCH 2/20/2013 2:25:26 PM, tpiercy

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 2/20/2013 3:00:19 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** CASE DISPATCH 2/20/2013 3:11:21 PM, rcruz
from WIP Def In Box to Queue MC Tor PBallard.

*** CASE ACCEPT 2/20/2013 3:26:23 PM, pballard
from Queue MC Tor PBallard to WIP DISPATCHED CASES.

*** SUBCASE M012013-02-2001578-1 CREATE 2/20/2013 3:26:41 PM, pballard
Created in WIP Default with Due Date 2/20/2013 3:26:41 PM.

*** CASE MODIFY 2/20/2013 3:28:05 PM, pballard
into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 2/22/2013 3:38:08 PM, pballard, Action Type : Note-General
Management is looking into case.

*** NOTES 2/22/2013 3:55:54 PM, pballard, Action Type : Call to Customer
Phoned customer to introduced self. Explained to custmoer agent is aware of his case and at this time has forwarded case on to management team. Explained Honda is looking into the issue and when agent has more information will call him. Customer said great. Agent asked had he retained an attorney? He said no. He stated he has not and will depending on the outcome. Agent stated she will get back with him when she has information. call released.

*** NOTES 2/25/2013 3:02:57 PM, pballard, Action Type : Note-General
received tech line email see updated tech line notes.

*** NOTES 2/26/2013 2:00:57 PM, pballard, Action Type : Call from Customer
received a call from customer asking for status information on the case. Agent did ask when it was brought in to the dealer what did it come in for? Customer said it came in for not only the speedo issue but running rough. Agent stated she will need to speak with management and will need to get back with him.

*** NOTES 2/26/2013 2:32:52 PM, rcruz, Action Type : Call to Dealer
Spoke with Ryan at Big Valley Honda 105412, in regards to techline's question about reinstalling the original ECM, and that affect of the speedo inaccuracy(see tech line case). Ryan informed us nothing changed. Ryan said his tech is re-inspecting the bike, so that they can fax over the RO and inspection results to tech line for further review. We thanked Ryan for the information, informed of the customer's call to our office and asked that he call the dealer to give him a status update. Ryan agreed to update the customer.

*** NOTES 2/26/2013 5:50:44 PM, rcruz, Action Type : Note-General
Spoke with Byron in QIC, and shared information from my talk with Ryan at Big Valley Honda(see previous notes). Byron will wait until the dealer sends in the additional inspection information.

*** CASE MODIFY 2/28/2013 8:15:03 AM, pballard
into WIP DISPATCHED CASES and Status of Solving.

*** CASE MODIFY 2/28/2013 8:15:10 AM, pballard
into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 3/1/2013 10:21:24 AM, pballard, Action Type : Call from Customer
Received a voice mail msg from customer asking about the status of his case. He says he has been patient and is seeking a resolution. If not, he may have to get an attorney in the matter.

*** NOTES 3/1/2013 10:22:35 AM, pballard, Action Type : Call to Customer
Attempted to call the customer. Agent left a vm msg that someone will call him today, but it may not be with a decision but with information, but someone will call.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** NOTES 3/1/2013 10:23:14 AM, pballard, Action Type : Note-General

Emailed Team Lead MT03 (Randy) informing him of the call from the customer.

*** CASE MODIFY 3/1/2013 10:23:19 AM, pballard

into WIP DISPATCHED CASES and Status of Solving.

*** NOTES 3/5/2013 2:40:38 PM, pballard, Action Type : Note-General

Team Lead spoke with agent and stated he had been in contact with QIC and they are close to a possible resolution. Asked agent to call customer.

*** NOTES 3/5/2013 2:59:15 PM, pballard, Action Type : Call from Customer

Received a call from customer before agent could call customer. Agent explained conversation with team lead. Customer was not that happy and says it is the same old same old line thanks for nothing.

*** NOTES 3/5/2013 3:11:10 PM, rcruz, Action Type : Call to Customer

Called customer and left voice mail for call back.

*** NOTES 3/5/2013 4:02:43 PM, rcruz, Action Type : Call from Customer

Spoke with customer, in an effort to offer the assurance his concerns are being addressed accordingly, and shared some of the information provided by out tech staff(see tech line notes). We informed customer, we will touch base with him tomorrow after learning more about the outcome of the additional inspections we suggested be performed. Customer thanked us for the update and asked what solved the stalling issue. We informed customer, according to our notes(techline), was replacement of the ECM.

*** NOTES 3/11/2013 9:31:37 AM, rcruz, Action Type : Call to Customer

late entry from 3/8/13

Spoke with customer and provided some information listed in tech line case(replacement of battery cable), and advised we will follow up once new information is gained. Customer asked when is Honda going to considers replacing the motorcycle, considering he's been without his motorcycle for a long time. We apologized for the continued concern, and informed customer will review that specific question with mgmt.

*** NOTES 3/11/2013 11:38:57 AM, rcruz, Action Type : Note-General

reviewed case with mgmt(Brad, Steve, Cyndi) and QIC(Byron). field srvc(Steve) will request the DSM(Don MA68) visit dealer.

*** CASE ASSIGN 3/13/2013 2:45:36 PM, pballard

M012013-02-2001578 to rcruz, WIP

*** NOTES 3/13/2013 4:01:13 PM, rcruz, Action Type : Note-General

called District Service Manager Don, left voice mail requesting call back.

*** NOTES 3/13/2013 4:03:34 PM, rcruz, Action Type : Field Service

Spoke with DSM Don MA68, who informed us he's verified and re-checked the dealer's work and confirmed the speedo issue is still present. DSM is currently in contact and working with Byron in QIC.

*** NOTES 3/13/2013 4:08:23 PM, rcruz, Action Type : Note-General

discussed latest case information with mgmt(Steve H)... Brad in QIC was advised of the latest information, and he will make contact with DSM Don, to review latest inspection results.

*** NOTES 3/13/2013 4:16:37 PM, rcruz, Action Type : Call to Customer

Called customer and shared some information about our Honda Rep's(DSM) visit to the dealer today. We informed customer that mgmt. is aware of his request for a replacement bike, but asked that we allow the Rep. to complete his visit. Customer agreed to wait but said, Honda needs to consider if a lawyer is involved, Honda will have to pay for a new bike, his lawyer's fees, which will be more than what the motorcycle is worth. We thanked customer for his patience and informed him we will follow up with him tomorrow.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** NOTES 3/15/2013 12:10:16 PM, rcruz, Action Type : Note-General

discussed case with Regional Service Manager, Andy MA20. We were informed the motorcycle has been repaired, dealer will test ride extensively and confirm repair is complete.

*** NOTES 3/15/2013 12:14:29 PM, rcruz, Action Type : Call to Customer

Returned customer's call, and left a voice mail for call back.

*** NOTES 3/15/2013 12:25:04 PM, rcruz, Action Type : Call to Customer

Returned customer's call and informed him the motorcycle has been fixed and will be test ridden extensively to confirm repair. Customer said he no longer wants the motorcycle and is requesting a refund. We informed customer will review his request with Mgmt. Customer said, it would be a benefit for Honda to refund the money because if he gets a lawyer, then Honda would be made to not only pay for the bike but all the lawyer fees too, which would be much more than the motorcycle is worth. We apologized for not meeting his expectations, and informed him we will touch base after speaking with mgmt. Customer thanked us for the call and assistance.

*** NOTES 3/15/2013 12:27:33 PM, rcruz, Action Type : VOC

I've been very understanding but 90 days is too long for my motorcycle to not have repaired, I no longer trust the motorcycle and want a full refund.

*** NOTES 3/15/2013 3:31:37 PM, rcruz, Action Type : Note-General

discussed case with Regional Service Manager, Andy and made him aware of the customer's request(full refund of purchase). Andy advised that the motorcycle has been repairs, AHM's warranty responsibility/obligation has been fulfilled. Andy suggested we consider offering the customer, as a goodwill gesture, HPP coverage.

*** NOTES 3/15/2013 3:57:54 PM, rcruz, Action Type : Call to Customer

Spoke with customer, informed him his motorcycle has been repaired and explained that it was a "ground" issue at the Regulator/Rectifier. We also shared that his request for a refund was declined, based on the warranty coverage provided with the purchase of his motorcycle. We offered, as a good will gesture, HPP coverage. Customer said, "That's the best Honda can do?". Customer said, he's going to consult a lawyer because he no longer trusts the motorcycle. Customer informed us he has until June 2nd to file. We informed customer our District Service Rep. test rode the unit, in a attempt offer the assurance the motorcycle is operating as designed, and explained we are very confident the concern has been addressed. Customer thanked us for the assistance and agreed to inform us of what ever decision he makes. We informed customer his motorcycle is read to be picked up..... closing case, pending further contact from customer.

*** CASE MODIFY 3/25/2013 9:34:24 AM, rcruz

into WIP Def In Box and Status of Solving.

*** SUBCASE M012013-02-2001578-1 CLOSE 3/25/2013 9:34:26 AM, rcruz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/25/2013 9:34:26 AM, rcruz

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

*** CASE REOPEN 4/1/2013 1:09:44 PM, rcruz

with Condition of Open and Status of Solving.

*** NOTES 4/2/2013 3:20:03 PM, rcruz, Action Type : Note-General

received a voice mail from Monday, April 1st, asking if Honda would reconsider proving the Honda extended warranty because he is going to keep the motorcycle.

*** NOTES 4/2/2013 3:21:06 PM, rcruz, Action Type : Call to Customer

late entry from 4/1/13

Returned customer's call and left a voice mail, requesting a return call.

*** NOTES 4/2/2013 3:39:03 PM, rcruz, Action Type : Call from Customer

Case History

Case ID : [redacted] Case Title : 01C - [redacted] CBR250R - ENGINE STALLS

Spoke with customer and he asked if Honda would reconsider providing him a 2 yr. extended warranty, because he's decided he likes the CBR250R and is going to keep it. We asked how the motorcycle is running? Customer said he's had limited time on it but that it's running fine. We informed customer we will review his request with Mgmt., and advised him we will follow up with him once a decision is made. Customer thanked Honda for the help.

*** NOTES 4/5/2013 8:58:40 AM, rcruz, Action Type : Note-General

reviewed customer's 2yr. HPP request with mgmt(Steve). Steve autho'd goodwill of 2 yr HPP.

*** NOTES 4/5/2013 8:59:25 AM, rcruz, Action Type : Call to Customer

late entry from 4/5/13
Called customer and left voice mail for call back.

*** NOTES 4/9/2013 3:59:47 PM, rcruz, Action Type : Note-General

internal note: Byron(QIC) contacted CR, with the request that we ask the customer to take his motorcycle to Big Valley Honda for inspection of engine mounts.

*** NOTES 4/9/2013 4:18:03 PM, rcruz, Action Type : Call from Customer

Spoke with customer for follow up to case and informed him that we(Honda) agreed to provide him with a 2 yr Honda Protection Plan, as a show of good will. Customer thanked Honda for providing the warranty, and said the motorcycle has been running fine. We asked customer if he would be able to stop by the dealer to fill out the HPP paperwork, along with the motorcycle, so the tech can verify the engine motor mounts are secure. Customer said he may be able to make there tomorrow. We thanked customer for his patience while his motorcycle was being repaired, and informed him we will have the dealer confirm the appointment for tomorrow. Customer thanked Honda for all the assistance provided.

*** NOTES 4/15/2013 3:44:46 PM, rcruz, Action Type : Call to Customer

Called customer and left voice mail for call back.

*** NOTES 4/18/2013 1:21:41 PM, rcruz, Action Type : Call to Customer

Called customer and left voice mail for call back.

*** NOTES 5/22/2013 2:41:29 PM, rcruz, Action Type : Call from Customer

late entry 5/21/13
Customer called and left a voice mail, informing us he took his motorcycle to the dealer so they could inspect the engine mounts. The dealer found the engine mounts were loose, so they tightened and reported the findings to Honda.

*** NOTES 5/22/2013 2:41:40 PM, rcruz, Action Type : Call to Customer

Called customer and left voice mail for call back.

*** NOTES 5/24/2013 9:43:04 AM, rcruz, Action Type : Call to Customer

late entry from 5/23/13
Spoke with customer for follow up to voice mail left, and he wanted to ask if we could proceed with providing him the 2 yrs of Honda Protection Plan we offered. Customer informed us the motorcycle is currently at the dealer to have an oil leak fixed, and said he doesn't plan on picking the motorcycle up for 2 weeks because he'll be out of town until then. We informed customer we will coordinate registration of the extended warranty contract with dealer, so when the motorcycle is picked up, the contract can be signed and completed. Customer agreed and thanked Honda for all the assistance.

*** NOTES 5/31/2013 12:40:21 PM, rcruz, Action Type : Call to Dealer

Spoke with Justin, in sales dept, regarding goodwill offer of 2yrs Honda Protection Plan warranty. We informed Justin we are calling to make him aware of the offer, and asked if he would be the one to talk with about completing the registration forms? Justin said he can submit the application but would have to refer us to the dealer's book keeper, to discuss the payment end things. We thanked Justin for his assistance and informed him we will touch base next week to finalize details of the HPP registration.

*** NOTES 8/7/2013 8:06:52 AM, rcruz, Action Type : Note-General

per DSM Don MA68, HPP will be filed by dealer.... closing case.

Case History

Case ID : [redacted] Case Title : 01C - [redacted] - CBR250R - ENGINE STALLS

*** CASE MODIFY 8/7/2013 8:07:06 AM, rcruz

into WIP Default and Status of Solving.

*** CASE CLOSE 8/7/2013 8:07:06 AM, rcruz

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	M012012-10-0400768	Division :	Motorcycle	Condition :	Closed	Open Date :	10/4/2012 10:10:23 AM
Case Originator :	Tye Piercy	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/4/2012 10:16:47 AM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			

Case Title : [redacted] - CBR250R - ENGINE STALLS DOWNSHIFTING No. of Attachments : 0

Site / Contact Info :

Site Name : [redacted] 177
Dealer No. :
Site Phone No. : [redacted]
Contact Name :
Day Phone No. :
Evening Phone No. : [redacted]
Cell / Pager No. :
Fax No. :
Address : [redacted]
City / State / Zip : DOVER, PA [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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4101C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 1,400
In Service Date : 08/01/2012
Months In Use : 2
Engine Number : MC41E2[redacted]
Originating Dealer No. / Name : 101675 / VELOCITY CYCLES
Selling Dealer No. / Name : 101675 / VELOCITY CYCLES
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 8/1/2012 / 7/31/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012012-10-0400768-1 / [redacted] - PRO	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Tye Piercy
Issue Owner : Tye Piercy
Issue Title : [redacted] PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/4/2012 10:16:36 AM
Close Date : 10/4/2012 10:16:46 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc :
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - CBR250R - ENGINE STALLS DOWNSHIFTING

*** CASE CREATE 10/4/2012 10:10:23 AM, tpiercy

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

*** CASE MODIFY 10/4/2012 10:10:56 AM, tpiercy

into WIP default and Status of Solving.

*** NOTES 10/4/2012 10:15:39 AM, tpiercy, Action Type : VOC

The engine has stalled about 3 times now since I've owned it new and it always happens when I'm downshifting with the clutch pulled in and I've seen this issue online and wanted to see what Honda recommends to fix it.

*** NOTES 10/4/2012 10:15:40 AM, tpiercy, Action Type : Call from Customer

Customer complained motorcycle engine stalled 3 times since new while downshifting with clutch pulled in. Customer stated issue is online. Customer asked if Honda has a fix for issue. We informed customer we do not have a campaign regarding issue. We asked if customer had first service performed including valve inspection. Customer stated he performed first service himself. We advised customer to have Honda dealer inspect. End of call.

*** NOTES 10/4/2012 10:15:40 AM, tpiercy, Action Type : Contention

motorcycle engine stalled 3 times since new while downshifting with clutch pulled in

*** NOTES 10/4/2012 10:15:41 AM, tpiercy, Action Type : Note-General

No email

*** SUBCASE M012012-10-0400768-1 CREATE 10/4/2012 10:16:36 AM, tpiercy

Created in WIP Default with Due Date 10/4/2012 10:16:36 AM.

*** CASE MODIFY 10/4/2012 10:16:44 AM, tpiercy

into WIP default and Status of Solving.

*** SUBCASE M012012-10-0400768-1 CLOSE 10/4/2012 10:16:46 AM, tpiercy

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/4/2012 10:16:46 AM, tpiercy

into WIP default and Status of Solving.

*** CASE CLOSE 10/4/2012 10:16:47 AM, tpiercy

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/18/2013 9:29:45 AM
Case Originator :	Kelly O'Neil	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/29/2013 11:23:39 AM
Case Owner :	Sean Glover	Method :	Phone	Queue :		Days Open :	131
		Point of Origin :	Customer	Wipbin :			

Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD NOISE/STALLED/ No. of Attachments : 1

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105941 / FIRST COAST HONDA
Phone No. : 904-829-6416
Address : 1860 N. PONCE DE LEON
City / State / Zip : ST. AUGUSTINE, FL 32084
Svc District / Sls District : 02G / 3B
Warranty Labor Rate / Date : $119.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4103C5[redacted]
Model / Year : CBR250R / 2012
Model ID / Product Line : MC410C / M
Miles / Hours : 1,008
In Service Date : 11/10/2012
Months In Use : 2
Engine Number : MC41E22[redacted]
Originating Dealer No. / Name : 105941 / FIRST COAST HONDA
Selling Dealer No. / Name : 105941 / FIRST COAST HONDA
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 11/10/2012 / 11/9/2013
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
M012013-01-1800552-1 / [redacted] -	Subcase Close	Complaint	Product	Operation	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Kelly O'Neil
Issue Owner : Kelly O'Neil
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/18/2013 9:49:57 AM
Close Date : 2/6/2013 10:55:48 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Abnormal noise 02N
Campaign Code / Desc : /
Temperament Cold
Resolutions : Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD

*** CASE CREATE 1/18/2013 9:29:45 AM, koneil

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

*** CASE MODIFY 1/18/2013 9:34:56 AM, koneil

into WIP open cases and Status of Solving.

*** NOTES 1/18/2013 9:35:43 AM, koneil, Action Type : Contention

Engine made a loud noise,stalled out and wouldn't restart. Been at dealer for 6 weeks.

*** NOTES 1/18/2013 9:40:40 AM, koneil, Action Type : Call from Customer

Customer stated that while riding down the road his engine made a loud noise, the rear wheel locked up and the engine stalled out. He stated that this was about 6 weeks ago and dealer 105941 First Coast Honda picked it up for him. The customer stated that they told him the engine is blown and they are waiting to hear back from Honda if warranty is going to cover this or not. The customer stated that he doesn't know why it wouldn't be covered under warranty since it's so new and has such low mileage. Motorcycle Customer Support advised that the warranty will cover any manufacturing defect so if the dealer has found a defect that caused the damage then the repairs would be covered. Motorcycle Customer Support asked the customer who has done the maintenance on the motorcycle, the customer stated that he hasn't done any maintenance yet, he hasn't had time and it's not that old. Motorcycle Customer Support advised that he should have had the first service done at 600 miles. The customer stated that no one told him this. We asked if he has read the owners manual yet and he stated that he hasn't, he didn't think he needed to.
Motorcycle Customer Support advised that we can call the dealer to get more information on this for him. If the damage is due to lack of maintenance then warranty will not cover the repairs. Motorcycle Customer Support advised that once we have any updated information we will call him back, it may be 1-2 business days. The customer stated that if warranty isn't going to pay for this or this turns into a big deal he'll just sue the dealer.

*** NOTES 1/18/2013 9:41:52 AM, koneil, Action Type : VOC

"I was riding down the road when the engine made a loud noise, the rear wheel locked up and it stalled out. It's been at the dealer for 6 weeks and they said they are waiting to hear back from Honda on if the warranty will pay for this or not."

*** NOTES 1/18/2013 9:49:09 AM, koneil, Action Type : Call to Dealer

Talked to Dwayne the Service Manager at dealer 105941 First Coast Honda who stated that the motorcycle came in on 12/28/12 with the engine knocking. He stated that they have been backed up so they haven't really been able to look at it yet but he will have a tech on this one tomorrow. Motorcycle Customer Support thanked and stated that we'll follow up on 1/21/13 for more information.

*** COMMIT 1/18/2013 9:49:17 AM, koneil, Action Type : N/A

Made to [redacted] due 01/21/2013 09:49:18 AM.
(G) Close case. 105941

*** SUBCASE M012013-01-1800552-1 CREATE 1/18/2013 9:49:57 AM, koneil

Created in WIP Default with Due Date 1/18/2013 9:49:57 AM.

*** NOTES 1/21/2013 8:00:29 AM, koneil, Action Type : Call to Dealer

Talked to Jason in service at dealer 105941 First Coast Honda who stated that Dwayne the Service Manager is not in today and he is the person that would know the most about this motorcycle. Motorcycle Customer Support thanked and stated that we will call back on 1/22/13.

*** CASE MODIFY COMMITMENT 1/21/2013 2:46:40 PM, koneil

with ALEX LAWRENCE due 01/22/2013 09:49:18 AM.

*** NOTES 1/22/2013 11:09:46 AM, koneil, Action Type : Call to Dealer

Talked to Dwayne the Service Manager at dealer 105941 First Coast Honda who stated this motorcycle needs a full engine rebuild, the crankshaft needs to be replaced. Motorcycle Customer Support asked what caused the damage and he stated that he's not sure, he'll go out and take a look at it right now and call Motorcycle Customer Support back in a few minutes. Motorcycle Customer Support thanked.

Case History

Case ID : [redacted] Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD

*** NOTES 1/22/2013 11:26:40 AM, koneil, Action Type : Call from Dealer

Dwayne the Service Manager at dealer 105941 First Coast Honda called back and stated that the crankshaft does look ok so far however the top end needs to be replaced. He stated that it looks like oil starvation, it will need a head, camshaft and full top end. He stated that they will check the oil pump to make sure it s working correctly also. He stated that the oil was at the correct level however the oil is brand new, never been used. Motorcycle Customer Support advised that the customer told us he hasn't done any maintenance yet. Dwayne asked what they should do next, we advised that they should contact the tech line or the DSeM if they need further assistance however this may be a good time to call the customer and get his authorize for further diagnosis. He stated that he'd call the tech line today. We advised that we'll follow up in a few days to see what more they have found.

*** NOTES 1/22/2013 1:47:58 PM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer and advised of the information from the dealer. We advised that they have called the tech line and are sending in photos for review. Motorcycle Customer Support advised that we will call him back again as soon as we have any updated information. Customer understands and thanked us for the call.

*** CASE MODIFY COMMITMENT 1/22/2013 1:48:09 PM, koneil

with [redacted] due 01/24/2013 09:49:18 AM.

*** NOTES 1/24/2013 8:26:09 AM, koneil, Action Type : Call to Dealer

Dwayne the Service Manager at dealer 105941 First Coast Honda was not available, we talked to Jason and advised that our tech line hasn't gotten the photos that Dwayne said he would send in. Jason stated that he would talk to him and if they haven't been sent he'll have him do that. Motorcycle Customer Support thanked.

*** CASE MODIFY COMMITMENT 1/24/2013 8:26:17 AM, koneil

with [redacted] due 01/25/2013 09:49:18 AM.

*** NOTES 1/25/2013 8:07:43 AM, koneil, Action Type : Call to Dealer

Talked to Dwayne the Service Manager at dealer 105941 First Coast Honda who stated that he did send the photos to the tech line a few days ago but he will send them again. Motorcycle Customer Support advised that he may want to send them in more then one email so that the email isn't to large. He stated that he would do that today.

*** NOTES 1/25/2013 8:08:51 AM, koneil, Action Type : Note-Technical

Talked to Chuck MA18 in tech line who stated that he got one photo only of a seized piston. We advised that the dealer said they would send the photos again, Chuck thanked and stated that he'd keep a look out for them.

*** NOTES 1/25/2013 8:09:46 AM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer and the phone number has been disconnected.

*** CASE MODIFY COMMITMENT 1/25/2013 8:09:55 AM, koneil

with [redacted] due 01/29/2013 09:49:18 AM.

*** NOTES 1/28/2013 10:36:30 AM, koneil, Action Type : Note-Technical

Sent email to Chuck MA18 in tech line asking if the dealer has sent in the requested photos on this engine yet.

*** NOTES 1/28/2013 10:45:51 AM, koneil, Action Type : Note-Technical

Email from Chuck MA18 in tech line has one photo of the piston and stated that this is all he has gotten from the dealer on this motorcycle. Motorcycle Customer Support sent back and email asking if we can do anything to help move things along for this customer since his motorcycle has been at the dealer for a month already.

*** CASE ADD ATTACHMENT 1/28/2013 11:00:19 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M012013-01-1800552_1.JPG

Case History

Case ID : [redacted] Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD

*** NOTES 1/29/2013 8:17:28 AM, koneil, Action Type : Call to Dealer

Talked to Jeff in parts as no one picked up in the service department at dealer 105941 First Coast Honda. Motorcycle Customer Support advised him that we have been trying to get photos of this customers motorcycle sent to our tech line for review. The customers motorcycle has been at the dealer for over a month now and we can't move on until we have the photos for review. Jeff stated that he'll go over to the service department right now and talk to Dwayne and ask that he send the photos today. Motorcycle Customer Support thanked.

*** NOTES 1/29/2013 8:18:53 AM, koneil, Action Type : Note-Technical

Sent email to Chuck MA18 in tech line and advised of the information from the dealer today.

*** CASE MODIFY COMMITMENT 1/29/2013 8:19:08 AM, koneil

with [redacted] due 01/30/2013 09:49:18 AM.

*** NOTES 1/30/2013 1:59:48 PM, koneil, Action Type : Note-General

The dealer still has not sent the requested photos to the tech line.

*** CASE MODIFY COMMITMENT 1/30/2013 1:59:57 PM, koneil

with [redacted] due 02/01/2013 09:49:18 AM.

*** NOTES 1/30/2013 2:26:36 PM, koneil, Action Type : Note-Technical

Email from Chuck MA18 in tech line:
They sent some pictures, they are attaching now,, it really appears the engine was run low on oil .. cam journals have scoring. . the oil in the sight glass is pretty new looking . I am sending the case to Byron to look at.

*** NOTES 1/31/2013 10:37:58 AM, koneil, Action Type : Call to Dealer

Talked to Bob in service at dealer 105941 First Coast Honda and asked him if the oil filter on this motorcycle is installed correctly or if it's backwards. He stated that he'll have to go check and call us back. Motorcycle Customer Support thanked.

*** NOTES 1/31/2013 2:03:00 PM, koneil, Action Type : Call to Dealer

Motorcycle Customer Support called dealer 105941 First Coast Honda and talked to Larry in sales, no one was picking up in service. Motorcycle Customer Support advised of the information we need on this motorcycle, he stated that he'll talk to the service department and have someone call us back.

*** NOTES 1/31/2013 2:49:00 PM, koneil, Action Type : Call from Dealer

Dwayne the Service Manager at dealer 105941 First Coast Honda called and left a voice mail stating that he checked the oil filter on this motorcycle and it is installed backwards.

*** NOTES 1/31/2013 2:49:56 PM, koneil, Action Type : Note-Technical

Talked to Byron MB35 in QIC and advised of the above information from the dealer. He stated that warranty isn't going to pay for this, he'll update Chuck MA18 in tech line and have him call the dealer.

*** CASE MODIFY 1/31/2013 3:00:20 PM, koneil

into WIP open cases and Status of Solving.

*** NOTES 1/31/2013 3:36:04 PM, koneil, Action Type : Field Service

Talked to DSeM Denny MC05 and advised of the information from the dealer about the oil filter being installed backwards. We advised that we have updated tech line and QIC who advised that this is not a defect and not something warranty would cover. Denny advised that this would be a customer pay repair.

INTERNAL NOTES ONLY*

If the customer takes responsibility for changing the oil and tells the truth Motorcycle Customer Support will review for good will.

*** NOTES 1/31/2013 3:36:15 PM, koneil, Action Type : Call to Customer

Case History

Case ID : [redacted] Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD

Left message for customer seeking a return call.

*** CASE MODIFY COMMITMENT 1/31/2013 3:36:31 PM, koneil

with [redacted] due 02/04/2013 09:49:18 AM.

*** NOTES 2/4/2013 7:15:29 AM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer, got no answer and was not able to leave a message.

*** CASE MODIFY COMMITMENT 2/4/2013 7:15:38 AM, koneil

with ALEX LAWRENCE due 02/06/2013 09:49:18 AM.

*** NOTES 2/5/2013 10:36:45 AM, koneil, Action Type : Call to Customer

Motorcycle Customer Support called customer, the phone was picked up and then hung up right away.

*** NOTES 2/5/2013 10:43:10 AM, koneil, Action Type : Letter/Fax

Motorcycle Customer Support sent the following email to the customer:
Dear [redacted]

Thank you for contacting our office regarding your 2012 CBR250R. We have tried to reach you at (904- 687-4118 on several occasions without success.. If you have any further questions that your dealer is unable to assist you with, feel free to contact us again.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Kelly MT74
Motorcycle Customer Support

*** CASE MODIFY 2/6/2013 10:55:47 AM, koneil

into WIP open cases and Status of Solving.

*** CASE CLOSE 2/6/2013 10:55:48 AM, koneil

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

*** SUBCASE M012013-01-1800552-1 CLOSE 2/6/2013 10:55:48 AM, koneil

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 5/28/2013 1:03:24 PM, sglover

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/28/2013 1:04:57 PM, sglover

into WIP default and Status of Solving.

*** CASE MODIFY 5/28/2013 1:52:25 PM, sglover

into WIP To Be Closed and Status of Solving.

*** CASE MODIFY 5/29/2013 11:23:37 AM, sglover

into WIP To Be Closed and Status of Solving.

*** CASE CLOSE 5/29/2013 11:23:39 AM, sglover

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

Case History

Case ID : [redacted] Case Title : 02G - [redacted] - CBR250R - ENGINE MADE LOUD

*** CASE MODIFY 5/29/2013 11:23:39 AM, sglover
into WIP To Be Closed and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 02G - [redacted] CBR250R - ENGINE MADE LOUD

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M012013-01-1800552_1.JPG

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/2/2014 10:17:34 AM
Case Originator :	Michael Hancock	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/29/2014 4:50:14 PM
Case Owner :	Pat Ballard	Method :	Phone	Queue :		Days Open :	57
		Point of Origin :	Customer	Wipbin :			

Case Title : 01D - [redacted] - CBR250RA - ENGINE STALLS OUT

No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name :	101335 / THE BROTHERS POWERSPORTS
Phone No. :	360-479-6943
Address :	5205 1ST ST
City / State / Zip :	BREMERTON, WA 98312
Svc District / Sls District :	01D / 1F
Warranty Labor Rate / Date :	$90.00 /
Agent Name :	Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114D5[redacted]
Model / Year :	CBR250RA / 2013
Model ID / Product Line :	MC411D / M
Miles / Hours :	2,800
In Service Date :	08/10/2013
Months In Use :	10
Engine Number :	MC41E2300647
Originating Dealer No. / Name :	105481 / SMOKEY POINT CYCLE BARN, INC.
Selling Dealer No. / Name :	105481 / SMOKEY POINT CYCLE BARN, INC.
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	8/10/2013 / 8/9/2014
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] - PROD	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

Issue ID : [redacted]1
Issue Originator : Michael Hancock
Issue Owner : Michael Hancock
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/2/2014 11:24:07 AM
Close Date : 6/2/2014 11:25:08 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Referred to Dealer
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250RA - ENGINE STALLS OUT

*** CASE CREATE 6/2/2014 10:17:34 AM, mhancock
Contact = [redacted] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/2/2014 10:17:56 AM, mhancock
into WIP default and Status of Solving.

*** CASE MODIFY 6/2/2014 10:18:13 AM, mhancock
into WIP default and Status of Solving.

*** CASE MODIFY 6/2/2014 10:21:01 AM, mhancock
into WIP default and Status of Solving.

*** NOTES 6/2/2014 10:21:21 AM, mhancock, Action Type : Contention
Engine stalls out.

*** CASE MODIFY 6/2/2014 10:43:47 AM, mhancock
into WIP default and Status of Solving.

*** CASE MODIFY 6/2/2014 11:13:34 AM, mhancock
into WIP default and Status of Solving.

*** NOTES 6/2/2014 11:18:00 AM, mhancock, Action Type : Call from Customer
Customer called AHM in regards to her motorcycle stalling out. Customer stated that she took her motorcycle to 105481 last month to have the motorcycle inspected. Customer stated that the dealership could not replicate her issue and the motorcycle was release back to her. Customer stated that the problem still persists. We asked when does the motorcycle stall out. She states that at idle with the clutch pulled the engine stalls as soon as she applies the throttle.
We informed the customer that we will document her concerns but for further assistance she will need to take her motorcycle back to the dealership. We informed the customer that if she requires further assistance she may call AHM back and we can contact the dealership to follow up with her concerns. Customer understood and the call ended.

*** NOTES 6/2/2014 11:23:53 AM, mhancock, Action Type : VOC
My bike keeps on stalling out and my dealership did not fix the problem when I took my bike in.

*** SUBCASE M012014-06-0200913-1 CREATE 6/2/2014 11:24:07 AM, mhancock
Created in WIP Default with Due Date 6/2/2014 11:24:07 AM.

*** CASE MODIFY 6/2/2014 11:25:06 AM, mhancock
into WIP default and Status of Solving.

*** SUBCASE M012014-06-0200913-1 CLOSE 6/2/2014 11:25:08 AM, mhancock
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/2/2014 11:25:09 AM, mhancock
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/12/2014 11:23:19 AM, mhancock
with Condition of Open and Status of Solving.

*** CASE MODIFY 6/12/2014 11:36:32 AM, mhancock
into WIP default and Status of Solving.

*** NOTES 6/12/2014 11:55:25 AM, mhancock, Action Type : Call from Customer
Customer called back stating that she dropped her motorcycle off at The Brother s powersports on 06/07/14. Customer stated that she is calling back regarding

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250RA - ENGINE STALLS OUT

her stalling issues.

*** NOTES 6/12/2014 11:56:47 AM, mhancock, Action Type : Call to Dealer

We called 101335 and spoke to Christine the service advisor. She stated that the motorcycle was dropped on 06/07/14 at her dealership. She stated that the motorcycle is scheduled to be diagnosed on 06/18/14. We thanked her for assistance and ended the call.

*** NOTES 6/12/2014 11:58:42 AM, mhancock, Action Type : Call from Customer

We got back on the phone with the customer. We informed the customer that for further assistance we will forward her case to a case manager. We informed the customer that the case manager will follow up with the dealership regarding her repairs. We informed the customer that her motorcycle is scheduled to be diagnosed on 06/18/14. We informed the customer that she will most likely receive a call back after this date. Customer understood and the call ended.

*** CASE DISPATCH 6/12/2014 11:58:59 AM, mhancock

from WIP default to Queue MC Motorcycle.

*** CASE ACCEPT 6/12/2014 2:34:01 PM, rcruz

from Queue MC Motorcycle to WIP Tor Dispatch Cases.

*** CASE DISPATCH 6/12/2014 2:34:48 PM, rcruz

from WIP Default to Queue MC Tor PBallard.

*** CASE ACCEPT 6/12/2014 3:02:39 PM, pballard

from Queue MC Tor PBallard to WIP DISPATCHED CASES.

*** NOTES 6/16/2014 3:52:52 PM, pballard, Action Type : Call to Customer

Attempted to call the customer. Left a voice mail msg introducing self. IN msg to the customer explained agent will not have any information until after 6/18/14 when the dealer inspects the machine.

*** NOTES 6/18/2014 2:55:07 PM, pballard, Action Type : Field Service

Received a call from DSM. After reviewing the case, DSM says he will call the dealer regarding the issue and will get back with agent. While documenting the case DSM calls back to say he did call the dealer and they were able to duplicate the concerns of the customer. DSM says he will need to speak with the service manger before they start disassembly. DSM says he will call agent back.

*** NOTES 6/26/2014 4:42:18 PM, pballard, Action Type : Call to Dealer

Agent spoke with Nick - sm. He stated the bike is with them. He stated the bike was previously at another Honda dealer for the same issue. He stated they have been able to duplicate the concerns customer is having with the bike. They have been in contact with tech line but are waiting for TL to get back with them. Agent asked had they spoken with DSM regarding the issue? Nick stated they have. He stated at this time it is a matter of them getting authorization from Honda to order parts since this is a warranty concern. The RO from the previous dealer says they spoke with Honda and also did warranty work, but there is nothing in the system to prove this. Agent thanked him for the information.

*** NOTES 7/1/2014 2:31:50 PM, pballard, Action Type : Call to Dealer

Phoned the dealer and Nick was not available.

*** NOTES 7/1/2014 2:37:44 PM, pballard, Action Type : Field Service

Attempted to call the DSM. Left a msg informing him about call to dlr and conversation with the customer.

*** NOTES 7/1/2014 2:42:20 PM, pballard, Action Type : Note-General

Agent attempted to call model specialist. Agent left a msg about the case and asked for involvement in the case and a call back.

*** NOTES 7/17/2014 2:38:49 PM, pballard, Action Type : Note-General

Model specialist is working with the dealer on repair of bike.

*** NOTES 7/22/2014 3:21:45 PM, pballard, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : 01D - [redacted] - CBR250RA - ENGINE STALLS OUT

Attempted to call service no answer.

*** NOTES 7/29/2014 4:49:47 PM, pballard, Action Type : Note-General

Spoke with model specialist who stated the unit has been repaired. It was the spark plug cap had a tear in it. This was something the DSM and model specialist both asked dealer to check early on.

No further contact with customer is necessary.

*** CASE MODIFY 7/29/2014 4:50:13 PM, pballard

into WIP CASES TO CLOSE and Status of Solving.

*** CASE CLOSE 7/29/2014 4:50:14 PM, pballard

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 11/21/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/16/2014 10:49:44 AM
Case Originator :	Michael Hancock	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/16/2014 11:50:58 AM
Case Owner :	Michael Hancock	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			

Case Title : 02D - [redacted] - CBR250R - ENGINE STALLS OUT AFTER HITTING A No. of Attachments : 0

Site / Contact Info :

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

Current Dealer Info :

Current Dealer No. / Name : 105655 / HONDA OF COOL SPRINGS
Phone No. : 615-376-9300
Address : 1096 WEST MCEWEN DR
City / State / Zip : FRANKLIN, TN 37067
Svc District / Sls District : 02D / 3G
Warranty Labor Rate / Date : $79.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4107D5[redacted]
Model / Year : CBR250R / 2013
Model ID / Product Line : MC410D / M
Miles / Hours : 4,300
In Service Date : 10/26/2013
Months In Use : 9
Engine Number : MC41E2305787
Originating Dealer No. / Name : 105655 / HONDA OF COOL SPRINGS
Selling Dealer No. / Name : 105655 / HONDA OF COOL SPRINGS
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
Roadside Service Coverage :
Factory Warranty Start / End Date : 10/26/2013 / 10/25/2014
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date 10/26/2014 / 10/26/2017
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] - PRO	Subcase Close	Complaint	Product	Operation	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Michael Hancock
Issue Owner : Michael Hancock
Issue Title : [redacted] - PRODUCT - OPERATION

Disposition Complaint
Type 1 : Product
Type 2 : Operation

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/16/2014 11:48:11 AM
Close Date : 7/16/2014 11:50:58 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 02D - [redacted] - CBR250R - ENGINE STALLS OUT AFTER

*** CASE CREATE 7/16/2014 10:49:44 AM, mhancock

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

*** CASE MODIFY 7/16/2014 10:49:51 AM, mhancock

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2014 10:50:26 AM, mhancock

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2014 11:14:24 AM, mhancock

into WIP default and Status of Solving.

*** NOTES 7/16/2014 11:43:25 AM, mhancock, Action Type : Call from Customer

Customer called AHM in regards to his 2013 CBR250R. Customer stated that his engine stalled out after he hit a bump going 70 mph on the freeway. Customer stated that the motorcycle would not restart afterwards. Customer stated that he took the motorcycle to 105655 Honda of Cool Springs to have the motorcycle repaired. Customer stated that the dealership repaired his motorcycle and he road for about several hundred miles. Customer stated that last Saturday July 12 2014 the motorcycle stalled out again after hitting a bump going 40 mph. Customer stated that he was able to restart the motorcycle back up and ride it to the dealership. Customer stated that he rides the motorcycle as primary motive of transportation and did not want to lose out on using the motorcycle therefore he opted not the leave the motorcycle there.

Customer stated that he wants AHM to authorize the dealership to replace his engine with a new crate engine or help get him to trade his motorcycle to another motorcycle. We informed the customer that there is a diagnoses process that the dealership has to go through to get repairs to be covered under warranty. We informed the customer that we cannot over ride this process. In addition we informed the customer that AHM does not sell entire crate engines. We informed the customer that AHM does not get involved with sales or trade in transactions therefore we cannot adhere to either one of his request. We informed the customer that for further assistance he will need to take his motorcycle back to the dealership and allow them the opportunity to diagnose his motorcycle. Customer stated that he does not want to lose the motorcycle for another month waiting for the dealership to diagnose his motorcycle. We informed the customer that at this point he is making hypothetical assumptions. We informed the customer that we cannot move forward with his repairs until he takes the motorcycle back to the dealership.

Customer asked for a loaner motorcycle. We informed the customer that AHM does not provide loaner motorcycle as part of the warranty repairs. Customer began to use profanity and derogatory comments. We advised the customer to refrain from using profanity or the call will be disconnected. The customer continued to swear and the call was disconnected.
Per supervisor Matt MT98 closing the case pending customer call back.

*** NOTES 7/16/2014 11:43:57 AM, mhancock, Action Type : Contention

Engine stalls out after hitting a bump.

*** NOTES 7/16/2014 11:48:00 AM, mhancock, Action Type : VOC

My bike keeps stalling out and Honda can't seem to find the problem. I don't want to lose the bike for another month so I want Honda to put in a new crate engine.

*** SUBCASE M012014-07-1600917-1 CREATE 7/16/2014 11:48:11 AM, mhancock

Created in WIP Default with Due Date 7/16/2014 11:48:11 AM.

*** CASE MODIFY 7/16/2014 11:50:56 AM, mhancock

into WIP default and Status of Solving.

*** SUBCASE M012014-07-1600917-1 CLOSE 7/16/2014 11:50:58 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [redacted] Case Title : 02D - [redacted] - CBR250R - ENGINE STALLS OUT AFTER

*** CASE CLOSE 7/16/2014 11:50:58 AM, mhancock

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

PE14-032

HNDA

12-19-2014

Q4

FIELD REPORTS

Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * CBR250R Stalls/Won't Restart

Report Method Visit

Reported By Field User

Last Updated Date 8/30/2011 1:18:55 PM

Attached Files

Remove

NONE

User Information

User Name Bob Wolsted

Region Region2

District 02H

Customer/Rider Information

Customer Name * In Stock

Age

Weight

Riding Experience

Passenger

Vehicle Information

VIN/HIN * MLHMC4118B5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status In-Stock

Model Year 2011

Model CBR250R

Miles/Hours *

10 ● Miles ○ Hours

Caught Fire No

Dealer Information

Dealer Number * 105059

Dealer Contact * Shaun Martin

Phone Number (999-999-9999) 281-506-1300 **Ext.**

Claim Information

Cosmetic/Sound ☐

Labor Operation * 613 Charging System

Labor Op Full Codes * 613110 VOLTAGE REGULATOR/RECTIFIER

Vehicle Condition/Usage Information New/2nd test ride

Accessories / Modifications

Failed Part No. *
1. 31600-KVK-901
2.
3.
4.

Customer Contention * DSM rode unit after sales mgr. reported an "erratic" speedometer readout - after about 3 miles unit started stumbling and finally stalled and wouldn't restart - dealer picked up from freeway

Actual Problem * After checking 20 pin connector to speedo, connectors on frame above the valve cover, engine/starter ground and swapping speedo cluster, we found the 3{green} regulator/rectifier ground wires loose - ground bolt was crossthreaded in reg./rect. frame mount tab

Technical Resolution * Clean threads in frame tab and reinstall reg./rect. grounding bolt and wires

☐ **Action Required**

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Attached Files

Report Number	[redacted]
Brief Description *	Engine Stalls When Slowing to a Stop
Report Method	Visit
Reported By	Field User
Last Updated Date	5/29/2014 9:10:46 AM

NONE

User Information

User Name	Dave Potter
Region	Region1
District	01B

Customer/Rider Information

Customer Name *	[redacted]
Age	
Weight	
Riding Experience	
Passenger	

Vehicle Information

VIN/HIN *	MLHMC4110B5[redacted]
	VIN HIN Allow Multiple VINs
Mulitple VINs	*Please note that Multiple VINs are NOT Tread reportable
Unit Status	Sold to Customer
1st Use Date (mm/dd/yyyy)*	6/23/2011
Model Year	2011
Model	

CBR250R

Miles/Hours * 4,270 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 106067

Dealer Contact * Jim, Service Manager

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound ☐

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111112 VALVE, VALVE SPRING OR SEAL (ONE)

Vehicle Condition/Usage Information

Good, commuting

Accessories / Modifications

No

Failed Part No. *

1. 14711-KYJ-900
2. 14927-KT7-013
3.
4.

Customer Contention *

Customer contends that intermittently the engine will stall when slowing to a stop from highway speeds.

Actual Problem *

Dealer was able to reproduce the condition while traveling in 6th gear at approximately 60 mph, chopping the throttle, engaging the clutch, downshifting and slowing to a stop.

Technical Resolution *

In working with techline the dealer found tight intake valves. Adjusted intake valves to specification and engine stalling condition is resolved.

☐ **Action Required**

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Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Intermittent Stalling & Hard To Start Or No Start

Report Method Visit

Reported By Field User

Last Updated Date 11/28/2011 11:24:20 AM

Attached Files

Remove

NONE

User Information

User Name Jeremy Taylor

Region Region1

District 01E

Customer/Rider Information

Customer Name * [redacted]

Age 45

Weight 125

Riding Experience 1st On Road Bike

Passenger None

Vehicle Information

VIN/HIN * MLHMC4117B5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

Model Year 2011

Model CBR250R

Miles/Hours *

1036 ● Miles ○ Hours

Caught Fire No

Dealer Information

Dealer Number * 105301

Dealer Contact * Joel Reno DP or Calvin Tech

Phone Number (999-999-9999) 563-391-9009 **Ext.**

Claim Information

Cosmetic/Sound ☐

Labor Operation * 614 Ignition System

Labor Op Full Codes * 614125 SPARK PLUG WIRE (S)

Vehicle Condition/Usage Information

Like new, in for the 1st service

Accessories / Modifications

None

Failed Part No. *

1. 30700-KY2-701
2.
3.
4.

Customer Contention *

See Techline Case M022011-08-1501864

After dealer performed initial service with valve adjustment, while idling on the bench the engine stalled out after a few seconds and would not restart. The customer didn't report any difficulty prior to the first service.

Actual Problem *

Initially it was believed to be a valve clearance or misadjustment issue. This led into extensive troubleshooting. It was eventually determined that the spark plug cap had two small cracks that were allowing spark to escape and stall the engine out. The coil tested good but then was swapped with a KG coil (including cap) which resolved the issue. The original cap was inspected and the two cracks were discovered, the cap had to be flexed to be able to see the cracks in the rubber plastic material.

Technical Resolution *

Replace spark plug cap PN 30700-KY2-701 (CAP ASSY., NOISE SUPPRESSOR)

☐ **Action Required**

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Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Unit shut off on customer

Report Method Visit

Reported By Field User

Last Updated Date 11/27/2012 10:46:00 AM

Attached Files

NONE

User Information

User Name Todd Crews

Region Region3

District 03C

Customer/Rider Information

Customer Name * [redacted]

Age 25

Weight 250

Riding Experience Intermediate

Passenger NA

Vehicle Information

VIN/HIN * MLHMC4118B[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 3/26/2012

Model Year 2011

Model

CBR250R

Miles/Hours * 255 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 105126

Dealer Contact * Mike

Phone Number (999-999-9999) 540-678-8500 **Ext.**

Claim Information

Cosmetic/Sound ☐

Labor Operation * 310 Fuel Tank/Pump

Labor Op Full Codes * 310120 FUEL PUMP

Vehicle Condition/Usage Information

New

Accessories / Modifications

None

Failed Part No. *

1. 16700-KYJ-901
2.
3.
4.

Customer Contention *

The customer stated that the unit had shut down on him while riding.
It initially restarted after @10 minutes but the the next time it occurred he had it towed to the dealer.

Actual Problem *

-The dlr. found that the unit started and ran fine when it arrived, but during the test ride the unit shut down on them and would not immedialtly restart.
-The tech felt that the fuel pump was failng (althoiugh it would operate if directly energized).
-They replaced the fuel pump and went on an @30 miunte tset ride with no problem. The customer has the unit back and reports no other issues so far.

Technical Resolution *

Replaced fuel pump.

☐ **Action Required**

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Engine stalls when decelerating to stop.

Report Method Visit

Reported By Field User

Last Updated Date 11/28/2011 11:24:20 AM

Attached Files

NONE

User Information

User Name Jerrod Rickard

Region Region3

District 03D

Customer/Rider Information

Customer Name * [redacted]

Age

Weight

Riding Experience Beginner rider.

Passenger N/A

Vehicle Information

VIN/HIN * MLHMC4113B5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 6/3/2011

Model Year 2011

Model

CBR250R

Miles/Hours * 550 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 105518

Dealer Contact * Jim

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111163G H.V.A. , SHIM OR BUCKET (EACH ADDITIONAL)

Vehicle Condition/Usage Information

Recently purchased unit in like new condition.

Accessories / Modifications

N/A.

Failed Part No. *

1. 14901-KT7-013
2.
3.
4.

Customer Contention *

Customer noted early on that unit was prone to stalling when coming to a stop.

Actual Problem *

Owner is a new rider and dealer could not duplicate at first, so they advised on proper operation and released unit. Customer continued to voice concern with unit stalling when coming to a stop. Around 300 miles, dealer inspected clutch operation, and was able to duplicate, but not regularly and only when cold. Once unit reached normal operating temperature the dealer could not duplicate. Customer returned with approximately 550 miles on unit, and dealer could readily duplicate stalling concern when pulling in the clutch and coming to a stop as engine rpm dropped.

Upon inspection, dealer found valve clearance on each intake valve at 0.004"(spec=0.006" +/- 0.001"), and each exhaust valve to be at 0.008"(spec=0.011" +/- 0.001").

Technical Resolution *

Technician adjusted valves to spec and unit operated as designed.

Action Required

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Vehicle Stalled on Highway, Rectifier Regulator

Report Method Visit

Reported By Field User

Last Updated Date 11/27/2012 10:46:00 AM

Attached Files

NONE

User Information

User Name Dave Potter

Region Region1

District 01B

Customer/Rider Information

Customer Name * [redacted]

Age

Weight

Riding Experience

Passenger

Vehicle Information

VIN/HIN * MLHMC4119B5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 7/8/2011

Model Year 2011

Model

CBR250R

Miles/Hours * 18,461 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 103905

Dealer Contact * Kyle, Service Department

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound ☐

Labor Operation * 613 Charging System

Labor Op Full Codes * 613110 VOLTAGE REGULATOR/RECTIFIER

Vehicle Condition/Usage Information

Good, commuting

Accessories / Modifications

N/A

Failed Part No. *

1. 31600-KVK-901
2.
3.
4.

Customer Contention *

Customer states: Vehicle stalled on the highway and the bat ery seemed to loose power.

Actual Problem *

Per tech notes: after 90 seconds or so the unit would go into discharge mode and would not charge after that unless the key was shut off and turned back on.

Faulty regulator rectifier.

Technical Resolution *

Replace regulator rectifier.

☐ **Action Required**

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Vehicle Stalls When Coming to a Stop

Report Method Visit

Reported By Field User

Last Updated Date 5/30/2012 2:05:43 PM

Attached Files

NONE

User Information

User Name Dave Potter

Region Region1

District 01B

Customer/Rider Information

Customer Name * [redacted]

Age

Weight

Riding Experience

Passenger

Vehicle Information

VIN/HIN * MLHMC4115B[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 9/2/2011

Model Year 2011

Model

CBR250R

Miles/Hours * 4,000 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 104921

Dealer Contact * Ozzy in Service

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound ☐

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111112A VALVE, VALVE SPRING OR SEAL (ONE) (LEFT)

Vehicle Condition/Usage Information New

Accessories / Modifications No

Failed Part No. *
1. 14721-KYJ-900
2.
3.
4.

Customer Contention * Approaching a stop and pulling in the clutch & letting off the throttle, the vehicle would stall.

Actual Problem * Dealer confirmed compression of 195 psi, inspected IACV, and found no problems with HDS. TechLine advised to inspect ground connection and valve clearance. NTF with ground connection but found exhaust valves tight at .10 mm. Specification is .27 mm +/- .03.

Technical Resolution * Dealer adjusted exhaust valves to specification and road tested vehicle for 7 miles without stalling.

☐ **Action Required**

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Attached Files

NONE

Report Number	[redacted]
Brief Description *	Engine Stalls When Approaching a Stop with Clutch
Report Method	Visit
Reported By	Field User
Last Updated Date	5/30/2012 2:05:43 PM

User Information

User Name	Dave Potter
Region	Region1
District	01B

Customer/Rider Information

Customer Name *	[redacted]
Age	
Weight	
Riding Experience	
Passenger	

Vehicle Information

VIN/HIN *	MLHMC4115B5[redacted]
	VIN HIN Allow Multiple VINs
Mulitple VINs	*Please note that Multiple VINs are NOT Tread reportable
Unit Status	Sold to Customer
1st Use Date (mm/dd/yyyy)*	9/2/2011
Model Year	2011
Model	

CBR250R

Miles/Hours * 4,000 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 104921

Dealer Contact * Ozzy, Technical Service Manager

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111112 VALVE, VALVE SPRING OR SEAL (ONE)

Vehicle Condition/Usage Information Good condition, commuting

Accessories / Modifications No

Failed Part No. *
1. 14919-KT7-013
2.
3.
4.

Customer Contention * Engine would stall while slowing to a stop with the clutch engaged (pulled in).

Actual Problem * Tight exhaust valves. Exhaust valves measured at 0.10 mm.

Technical Resolution * Technician adjusted exhaust valves to specification.

Action Required

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * STALLS WHEN SHIFTING FROM 2ND TO 1ST

Report Method Phone

Reported By Field User

Last Updated Date 8/24/2012 10:19:07 AM

Attached Files

NONE

User Information

User Name George Nachajski

Region Region2

District 02E

Customer/Rider Information

Customer Name * [redacted]

Age

Weight

Riding Experience

Passenger

Vehicle Information

VIN/HIN * MLHMC4118B[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 1/7/2012

Model Year 2011

Model

CBR250R

Miles/Hours * 677 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 105203

Dealer Contact * CHRIS

Phone Number (999-999-9999) Ext.

Claim Information

Cosmetic/Sound

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111109 INTAKE OR EXHAUST VALVE GUIDE (ONE)

Vehicle Condition/Usage Information

Accessories / Modifications

Failed Part No. *
1. INTAKE VALVE SHIM
2.
3.
4.

Customer Contention *
UNIT STALLS INTERMITTENTLY WHEN DOWNSHIFTING FROM 2ND TO 1ST.

Actual Problem *
VALVES ADJUSTED TO THE TIGHT SIDE (INTAKE MORE THAN EXHAUST) AND UNDER CERTAIN CONDITIONS WHEN ALL THE PARAMETERS LINE UP PERFECTLY THE UNIT WOULD STALL DUE TO LOAD, TEMPERATURE (ENGINE AND AMBIENT), AND LOW COMPRESSION.

Technical Resolution *
RE-ADJUST VALVES TO LOOSE END OF SPEC. CONFIRMED WITH SERVICE MANAGER THAT CUSTOMER NO LONGER HAS ISSUE.

Action Required

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Attached Files

NONE

Report Number	[redacted]
Brief Description *	Motor stalls intermittently
Report Method	Visit
Reported By	Field User
Last Updated Date	11/27/2012 10:46:00 AM

User Information

User Name	Don Buckley
Region	Region1
District	01C

Customer/Rider Information

Customer Name *	[redacted]
Age	
Weight	
Riding Experience	
Passenger	

Vehicle Information

VIN/HIN * MLHMC410XC5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status	Sold to Customer
1st Use Date (mm/dd/yyyy)*	6/5/2012
Model Year	2012
Model	

CBR250R

Miles/Hours * 206 (•) Miles ( ) Hours

Caught Fire No

Dealer Information

Dealer Number * 104437

Dealer Contact * James Scott

Phone Number (999-999-9999) 209-529-5424 **Ext.**

Claim Information

Cosmetic/Sound

Labor Operation * 313 Exhaust

Labor Op Full Codes * 313120 EXHAUST MUFFLER (ONE)

Vehicle Condition/Usage Information

Excellent shape, commutes around town.

Accessories / Modifications

Has an aftermarket slip on exhaust muffler.

Failed Part No. *

1. 18310-KYJ-305
2.
3.
4.

Customer Contention *

Unit will die on a cold start.Idle has shot up to 3,000rpm on its own.On a few occasions the unit was ridden for a little while, then parked,died on the re-start.Also died once when pulling away from a stop.

Actual Problem *

The dealer had checked the valves, they were fine.Replaced the IACV, no difference.Performed the throttle valve procedure in the manual, unit would still stall intermittently, not always at the same time. This was all with the customers aftermarket muffler installed. The throttle body was also replaced.The HDS tester was used, health check showed no problems.Dealer has been trying to send the snap shot into techline. Has not been able to do that yet. When the customer brought his original muffler back in and installed, the problem went away. Has not stalled since.

Technical Resolution *

None at this time, it was a mystery why an aftermarket slip on muffler would make this unit stall on occasion.

Action Required

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Engine stalls on cold start and running intermitte

Report Method Visit

Reported By Field User

Last Updated Date 11/27/2012 10:46:00 AM

Attached Files

Remove

NONE

User Information

User Name Steve MacMinn

Region Region3

District 03G

Customer/Rider Information

Customer Name * [redacted]

Age

Weight

Riding Experience

Passenger

Vehicle Information

VIN/HIN * MLHMC4103C5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

Model Year 2012

Model CBR250R

Miles/Hours *

1455 ● Miles ○ Hours

Caught Fire No

Dealer Information

Dealer Number * 105063

Dealer Contact * Eddie

Phone Number (999-999-9999) 262-377-5700 **Ext.**

Claim Information

Cosmetic/Sound

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111106 CYLINDER HEAD

Vehicle Condition/Usage Information

New, Good.

Accessories / Modifications

Stock.

Failed Part No. *

1. 12010-KYJ-960
2.
3.
4.

Customer Contention *

During cold starting the engine would fire up and then die. It would also stall at lights. It might happen 2-3 times over a few days or go 2 weeks with no problem.

Actual Problem *

During disassembly to replace the cylinder head the technician was removing the airbox when he found the intake manifold came off the head with the airbox even though the air box clamp screw was loose. The manifold screws were tight.
Before disassembly the engine had 195 lbs compression and 6% leakage. Breakaway torque on the head bolts was 56 - 57 ft/lbs. The technician measured the and compared the two intake manifolds on the head and found the original to be .25 mm smaller than the replacement head.

Technical Resolution *

Replace head, intake manifold and clamp. The motorcycle has run perfectly since.

Action Required

Attach Images | Save | Save As | Submit | Reset

Field Quality Report online

Home Create Report Search Reports Utilities Help Logout

VIEW MOTORCYCLE REPORT

Report Information

Report Number [redacted]

Brief Description * Top End Tick Rattle Knock Then Engine Stalled

Report Method Visit

Reported By Field User

Last Updated Date 11/27/2014 10:02:02 AM

Attached Files

Remove

NONE

User Information

User Name Jeremy Taylor

Region Region2

District 02C

Customer/Rider Information

Customer Name * [redacted]

Age 30

Weight 175

Riding Experience 10+ Years MC

Passenger Unknwon

Vehicle Information

VIN/HIN * MLHMC4108D5[redacted]

VIN HIN Allow Multiple VINs

Mulitple VINs *Please note that Multiple VINs are NOT Tread reportable

Unit Status Sold to Customer

Model Year 2013

Model CBR250R

Miles/Hours *

1389 ● Miles ○ Hours

Caught Fire No

Dealer Information

Dealer Number * 104002

Dealer Contact * Chris Roth

Phone Number (999-999-9999) 770-822-0089 **Ext.**

Claim Information

Cosmetic/Sound

Labor Operation * 111 Upper Engine

Labor Op Full Codes * 111103 PISTON, RINGS, PIN INCL. ROD BEARING (ONE)

Vehicle Condition/Usage Information

Like new

Accessories / Modifications

None

Failed Part No. *

1. 12100-KYJ-900
2. 13101-KYJ-900
3.
4.

Customer Contention *

Customer changed oil once, no history of first service. Listed owner is not the daily rider of this bike, actual daily rider is [redacted] irlfriend (name unknown). [redacted] told the dealer that she was riding in traffic, slowed down for a traffic light and heard a rattle or knocking sound and then the engine stopped and would not restart.

Actual Problem *

Piston, cylinder show signs of four corner seizure, cause is undetermined. Coolant level was correct, engine oil was slightly high when unit arrived, no evidence of lack of lubricaion, low oil, over heating or dirt ingestion. Unit is used daily as work commute bike. Possible that tollerances were tight or that unit was ridden on freeway in Atlanta before reaching operating temp which started a cold seizure then became worse with time.

Technical Resolution *

Replace piston, cylinder and piston rings. QIC to request parts for inspection.

Action Required

Attach Images | Save | Save As | Submit | Reset

PE14-032

HNDA

12-19-2014

Q4

TECHLINE

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Re - Open	Open Date :	5/17/2011 11:21:27 AM
Case Originator :	Zachary Cope	Sub Division :	Techline	Status :	Solving	Close Date :	5/26/2011 8:33:58 AM
Case Owner :	Matt Leverentz	Method :	Phone	Queue :		Days Open :	1294
		Point of Origin :	Dealer	Wipbin :	Inbox		

Case Title : 106034 - CBR250R - STALLS AT IDLE INTERMITTENTLY

No. of Attachments : 0

Site / Contact Info :

Site Name :	BROWARD MTRSPRTS FT.LAUDERDALE, LLC
Dealer No. :	106034
Site Phone No. :	954-467-0990
Contact Name :	CHRIS S/W
Day Phone No. :	954-467-0990
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1090 W. SUNRISE BLVD.
City / State / Zip :	FORT LAUDERDALE, FL 33311
E Mail :	
Svc District / Sls District :	02G / 3A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	732
In Service Date :	05/04/2011
Months In Use :	0
Engine Number :	MC41E2004608
Originating Dealer No. / Name :	106034 / BROWARD MTRSPRTS FT.LAUDERD
Selling Dealer No. / Name :	106034 / BROWARD MTRSPRTS FT.LAUDERDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted]	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]1
Issue Originator : Zachary Cope
Issue Owner : Zachary Cope
Issue Title : [redacted] - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/17/2011 11:23:38 AM
Close Date : 5/26/2011 8:33:57 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106034 - CBR250R - STALLS AT IDLE INTERMITTENTLY

*** CASE CREATE 5/17/2011 11:21:27 AM, zcope
Contact = [redacted] Priority = N/A, Status = Solving.

*** NOTES 5/17/2011 11:21:28 AM, zcope, Action Type :
Complaint:
Stalls at idle intermittently

Contention:
Dealer states that about 1 out of 8 times he rides the unit will randomly stall when idling
Dealer states customer contends this has occurred 6-7 times since new
Has this ever happened while riding? No, only at idle
Dealer states he checked spark plugs and they are completely white
When it stalls does it start right back up? Yes
Do you have to cycle the key? No
Have you guys duplicated the problem? No
When you say it happens at idle, what does that mean? At a stop sign or street light
Dealer states customer complains that it starts hesitating then completely stalls
Dealer states customer contends there is no pattern to the problem, very intermittent
Dealer states customer also complained mode and select buttons do not work on the meter
Dealer states customer contends this has been a problem since new
Dealer has not verified this concern either
Dealer states bike is on the lift now for its first service, they will complete service and take it for a test ride to see if they can verify complaints

Recommendation:
Discussed case with MB35
Advised dealer while bike is on the lift check frame ground behind reg/rec. Before just putting a wrench on it check with your fingers to see if it is loose
Advised dealer to tighten the bolt, test ride it and call back with findings

*** SUBCASE M022011-05-1700800-1 CREATE 5/17/2011 11:23:38 AM, zcope
Created in WIP Default with Due Date 5/17/2011 11:23:38 AM.

*** CASE MODIFY 5/17/2011 11:25:09 AM, zcope
into WIP Sub-Cases and Status of Solving.

*** NOTES 5/17/2011 2:03:02 PM, cburnett, Action Type : Call from Dealer
TT Tech: advises they are unable to duplicate the concern ,, have test rode unit,, runs good , no abnormal running condition..

*** NOTES 5/18/2011 9:36:41 AM, zcope, Action Type : Call to Dealer
TT Chris
Dealer states they completed service and were not able to duplicate the stall concern on test ride
Dealer states he torqued the frame ground bolt behind the reg/rec - it was torqued to spec
Did you remove the ground and inspect? No
Dealer states they confirmed that the mode and select switch on the meter assy are inoperable

Advised dealer to complete the following....
Check starter solenoid bolts for cross threading - remove clean and torque

Case History

Case ID : [redacted] Case Title : 106034 - CBR250R - STALLS AT IDLE INTERMITTENTLY

Remove frame ground behind the reg/rec - inspect for paint or other visible imperfections - install and torque
Hook up HDS and complete a health check - check for any stored or current codes
As a courtesy to customer confirm torque on shift lever bolt

Replace meter assy 37100-KYJ-305 and prepare defective part for WPI call in

Dealer states they will be calling customer to see if they can talk him into giving them so more time, if not he will have to come back to install meter so they will definitely do the requested tests at that time
Explained to dealer since this is a new model, it is a high priority to AHM - Please do the best you can to try and do the requested tests today
We will call back tomorrow for follow up

*** CASE MODIFY 5/26/2011 8:33:56 AM, zcope

into WIP Currently in review and Status of Solving.

*** SUBCASE M022011-05-1700800-1 CLOSE 5/26/2011 8:33:57 AM, zcope

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/26/2011 8:33:58 AM, zcope

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

*** CASE REOPEN 12/1/2014 10:43:54 AM, mleveren

with Condition of Open and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/19/2012 2:46:37 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	6/1/2012 8:19:14 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	43
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105653 - CBR250R - CUSTOMER CLAIMS UNIT STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	CNY POWER SPORTS
Dealer No. :	105653
Site Phone No. :	607-756-6578
Contact Name :	MICHAEL POTTER
Day Phone No. :	607-756-6578
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	3871 ROUTE 11
City / State / Zip :	CORTLAND, NY 13045
E Mail :	
Svc District / Sls District :	03F / 4C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4111B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	7,785
In Service Date :	06/18/2011
Months In Use :	10
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106002 / MAVRIX MOTORSPORTS
Selling Dealer No. / Name :	106002 / MAVRIX MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] - PR	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : [redacted] PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/19/2012 2:46:41 PM
Close Date : 4/19/2012 2:47:39 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Hesitates 09A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105653 - CBR250R - CUSTOMER CLAIMS UNIT STALLS

*** CASE CREATE 4/19/2012 2:46:37 PM, josowski

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

*** NOTES 4/19/2012 2:46:37 PM, josowski, Action Type :

Complaint: Customer claim unit stalls

Contention: Customer claim unit stalls. Customer claims it stalled at 600 miles and at 1200 miles. Customer claims unit will stall when warmed and you shut off on the gas when it first gets off high idle and between 5-15 minutes of riding. Customer claims it does this when unit has 3 bars and will never do it when it has 5 bars on the temp indicator.

Recommendation: How many times has this happened ? 3 times. Does the unit start back up ? Yes. Are there any stored codes ? No checked with HDS. Did the customer have the 600 mile service ? Yes and valve adjustment was done. Customer had 4000 mile service done and no valve adjustment. Tech wanted this documented for the customer. Advised tech will review and call back with direction

*** SUBCASE M022012-04-1901502-1 CREATE 4/19/2012 2:46:41 PM, josowski

Created in WIP Default with Due Date 4/19/2012 2:46:41 PM.

*** SUBCASE M022012-04-1901502-1 CLOSE 4/19/2012 2:47:39 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2012 2:48:41 PM, josowski

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

*** CASE REOPEN 4/19/2012 2:48:51 PM, josowski

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/19/2012 3:12:08 PM, josowski

into WIP Techline and Status of Solving.

*** CASE RULE ACTION 5/17/2012 1:46:37 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 6/1/2012 8:19:14 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 6/1/2012 8:19:14 AM, josowski

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/4/2011 7:15:43 AM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	8/17/2011 8:43:12 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	13
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105852 - CBR250R - ENGINE CUT OUT

No. of Attachments : 0

Site / Contact Info :

Site Name :	MOSITES MOTORSPORTS
Dealer No. :	105852
Site Phone No. :	724-863-0237
Contact Name :	ANDY TECH
Day Phone No. :	724-863-0237
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	12671 ROUTE 30
City / State / Zip :	N. HUNTINGDON, PA 15642
E Mail :	
Svc District / Sls District :	03C / 4E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	438
In Service Date :	05/09/2011
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105852 / MOSITES MOTORSPORTS
Selling Dealer No. / Name :	105852 / MOSITES MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] -	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : ANDY TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/4/2011 7:16:13 AM
Close Date : 8/4/2011 7:17:03 AM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105852 - CBR250R - ENGINE CUT OUT

*** CASE CREATE 8/4/2011 7:15:43 AM, cburnett

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

*** NOTES 8/4/2011 7:16:05 AM, cburnett, Action Type :

Complaint:
engine cut out

Contention:
dlr states : customer was riding unit and the engine stopped running ,, all dash lights went out. customer waited a few minuets and the unit started . customer brought unit to dealer..
dlr states: have inspected connectors, fuses and fuse holder . ignition switch .. all check good and tight,,
dlr states: have put 5 miles on the unit and unable to duplicate the issue.

Recommendation:

ma18 advised dealer (andy) will research and call dealer back with direction.

*** SUBCASE M022011-08-0400157-1 CREATE 8/4/2011 7:16:13 AM, cburnett

Created in WIP Default with Due Date 8/4/2011 7:16:13 AM.

*** SUBCASE M022011-08-0400157-1 CLOSE 8/4/2011 7:17:03 AM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/4/2011 7:17:20 AM, cburnett

into WIP incoming and Status of Solving.

*** NOTES 8/4/2011 9:33:02 AM, cburnett, Action Type : Call from Dealer

TT Andy: advised to check the regulator/rect ground wires where they are bolted to the frame tab. check the bolt for cross threading.

*** CASE MODIFY 8/4/2011 9:36:14 AM, cburnett

into WIP incoming and Status of Solving.

*** NOTES 8/5/2011 8:59:58 AM, cburnett, Action Type : Call from Dealer

TT Andy : advises the ground wires at the frame mount were loose,, the bolt was cross threaded.. dlr removed chased threads with tap ,, reinstalled ,, test rode , unit returned to customer

Andy advises he has a total of one hour in repair,, (initial inspection when customer brought unit in ,, and tech line instruction for ground wires)
611899 1.0 hour

*** CASE MODIFY 8/5/2011 9:00:09 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 8/5/2011 9:06:49 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 8/5/2011 9:06:59 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 8/5/2011 9:07:00 AM, cburnett

Case History

Case ID : [redacted] Case Title : 105852 - CBR250R - ENGINE CUT OUT

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

*** CASE REOPEN 8/11/2011 8:54:36 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 8/11/2011 9:00:57 AM, bjohnson, Action Type : Call from Dealer

Andy states there was no damage to the bolt (it was re-used) and the threads were damaged on the frame nut, but he was able to clean up the threads with the tap.
The damage to the threads were from the bolt being crossthreaded.
Dlr used cutting oil when he used the tap, then sprayed it with contact cleaner. The bolt was re-installed with dry threads.
Dlr states there was a 3 to 4mm gap between the nut and frame nut, and the bolt would have needed approx. 5 turns to fully seat it when they noticed the ground wires were loose.

*** CASE MODIFY 8/11/2011 10:43:12 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/17/2011 8:43:12 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 8/17/2011 8:43:12 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	M022012-09-1400321	Division :	Motorcycle	Condition :	Closed	Open Date :	9/14/2012 8:37:48 AM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	9/17/2012 2:33:07 PM
Case Owner :	Gerrad Capley	Method :	Phone	Queue :		Days Open :	3
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 101452 - CBR250R - UNIT LOSES POWER AND STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	HINSHAW'S MOTORCYCLE STORE
Dealer No. :	101452
Site Phone No. :	253-939-7164
Contact Name :	CRAIG TECH
Day Phone No. :	253-939-7164
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1611 W VALLEY HWY SO
City / State / Zip :	AUBURN, WA 98001
E Mail :	
Svc District / Sls District :	01D / 1F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,022
In Service Date :	05/24/2011
Months In Use :	16
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104418 / LYNNWOOD CYCLE BARN
Selling Dealer No. / Name :	105481 / SMOKEY POINT CYCLE BARN, INC.
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CRAIG TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	113180	OIL FILTER CARTRIDGE

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : CRAIG TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/17/2012 2:32:25 PM
Close Date : 9/17/2012 2:33:07 PM

Coding Info :

Labor Code / Desc : 113180 / OIL FILTER CARTRIDGE

Condition Code Desc : Low oil psi 04K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 101452 - CBR250R - UNIT LOSES POWER AND STALLS

*** CASE CREATE 9/14/2012 8:37:48 AM, gcapley
Contact = CRAIG TECH, Priority = N/A, Status = Solving.

*** NOTES 9/14/2012 8:37:49 AM, gcapley, Action Type :
Received case from CR stating customer has taken his unit to dealer for unit stalling. TL is making outbound call to dealer to assist in diagnosing the issue.

Analyst will contact dealer as soon as they are open today to get more information on the customer's bike and failure.

*** CASE MODIFY 9/14/2012 10:14:30 AM, gcapley
into WIP Default and Status of Solving.

*** NOTES 9/14/2012 10:21:01 AM, gcapley, Action Type : Call from Dealer
Called and spoke with Craig in Service:

Advised Craig that re are making this outbound call based on the complaint form the Cusotmer Support case that states that unit is stalling.
Advised dlr. we have seen the stalling issue before with the CBR250R, and this failure does not seem to follow the normal failures we have seen in the past.
Advised most failures are immediate and the motorcycle turns off quickly.
Advised dlr. that the unit they have here seems to be losing power gradually until it will not run anymore.
Have you inspected the unit yet? No.
What did the customer state the sypmtoms were.
It was right on with what you have there, he said he would ride a long for a while and then the unit would stop accelerating and begin to lose power, until eventually it would stall completely.
Have you inspected anything yet, even stuff like oil level and battery cables for tightness? No, not yet.
Dlr. advised they will inspect the unit this weekend and have more information after that.
Advised dlr to check the oil level and condition, since the customer tated he changed the oil himself, and did not know if the first service was done by the first owner.
Advised dr. to check the oil filter installation to see if it was installed backwards, and to see if it is an OEM filter.
Advised dlr. if nothing is found there, perform compression and leakdown test and see if there is a failure there.
If compression is low, or leakdown is high, and the oil level and filter are both found to be good, check valve clearance.
Advised dlr. we will follow up Monday with them for more information on their inspection.

*** NOTES 9/14/2012 10:34:06 AM, gcapley, Action Type : Call from Dealer
Escalated to T-Case status and added to T-Case tracking file.
Notified MH12, MB04, MA37, MT03, MA97, and MT65 of case escalation.

*** CASE MODIFY 9/14/2012 10:35:34 AM, gcapley
into WIP Default and Status of Solving.

*** CASE MODIFY 9/14/2012 10:36:05 AM, gcapley
into WIP Default and Status of Solving.

*** CASE MODIFY 9/14/2012 10:36:10 AM, gcapley
into WIP Default and Status of Solving.

*** CASE MODIFY 9/14/2012 10:36:21 AM, gcapley
into WIP Default and Status of Solving.

Case History

Case ID : [redacted] Case Title : T - 101452 - CBR250R - UNIT LOSES POWER AND STALLS

*** NOTES 9/17/2012 1:46:49 PM, gcapley, Action Type : Call from Dealer

TT DSM Norm MH12:

Received E-mail from Pat MT65 in Customer Support stating Norm MH12 would like to speak with us about this case.
Called Norm and advised of the case we are calling about.
Norm advised that the unit wasnot at the dealer when this case was moved to a T-Case.
Norm states that the unit came in to the dealer, and they found the unit is not well taken care of, and they found the unit has a K&N Oil Filter installed backwards causing the engine to seize.
Norm states that he spoke with the dealer this weekend and verified the unit had the oil filter installed backwards.
Norm states that the unit is 1 months in use, customer is the second owner, and admitted to the dealer that he has been performing his own oil and filter changes, and has been using after market oil filters.

*** NOTES 9/17/2012 2:26:13 PM, gcapley, Action Type : Call from Dealer

Reviewed case with Tony MA37, and Norm MH12.

Case will be closed as this issue is not due to a defect or issue with the product, it is a result of the customer using an aftermarket oil filter and installing that after market oil filter backwards.
Closing Case.
Sent notification E-mail to Norm MH12, Andy MA20, Tony MA37, Randy MT03, and Pat M65.

*** CASE MODIFY 9/17/2012 2:32:19 PM, gcapley

into WIP T-CASE and Status of Solving.

*** SUBCASE M022012-09-1400321-1 CREATE 9/17/2012 2:32:25 PM, gcapley

Created in WIP Default with Due Date 9/17/2012 2:32:25 PM.

*** CASE MODIFY 9/17/2012 2:33:07 PM, gcapley

into WIP T-CASE and Status of Solving.

*** SUBCASE M022012-09-1400321-1 CLOSE 9/17/2012 2:33:07 PM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/17/2012 2:33:07 PM, gcapley

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/26/2013 10:44:04 AM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	9/16/2013 11:13:01 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	143
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106079 - CBR250R - ERRATIC SPEEDOMETER ISSUE, INTERMITTENT STALL No. of Attachments : 0

Site / Contact Info :

Site Name :	RAMSEY-WAITE, CO.
Dealer No. :	106079
Site Phone No. :	541-726-7625
Contact Name :	CAL-LEB TECH
Day Phone No. :	541-726-7625
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	4258 FRANKLIN BLVD.
City / State / Zip :	EUGENE, OR 97403
E Mail :	
Svc District / Sls District :	01D / 1E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4110B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,790
In Service Date :	07/23/2011
Months In Use :	21
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105128 / KAWASAKI & HONDA OF MEDFORD
Selling Dealer No. / Name :	105128 / KAWASAKI & HONDA OF MEDFORD
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CALEB TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	610110	NEGATIVE BATTERY CABLE

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : CALEB TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/26/2013 10:44:07 AM
Close Date : 5/2/2013 7:21:02 AM

Coding Info :

Labor Code / Desc : 610110 / NEGATIVE BATTERY CABLE

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106079 - CBR250R - ERRATIC SPEEDOMETER ISSUE, INTERMITTENT

*** CASE CREATE 4/26/2013 10:44:04 AM, gcapley
Contact = CALEB TECH, Priority = N/A, Status = Solving.

*** NOTES 4/26/2013 10:44:04 AM, gcapley, Action Type :
Complaint:
Dlr. states that the unit is in for erratic speedometer reading and stalling.

Contention:
Dlr. states that they checked the VSS sensor and it works properly.
Dlr. states that they checked the engine ground (Negative Battery Cable) and actually removed it then chased the threads on the bolt and the hole to insure a clean connection.
Dlr. states that this cleared up the stalling issue and some of the speedometer issue.
Dlr. states it stalled on the twice before and they have since ridden it for another 8-10 miles and it has not stalled but still has intermittent speedometer issue.
Dlr. states it will show 1-2 mph on meter when revved in neutral.
Have you checked torque of engine mounting bolts? No.
Have you tried to jump the negative battery cable to another KG ground at the chassis? No.

Recommendation:
Advised dlr. to verify correct torque of engine mounting bolts, and if it is not correct, tighten to spec.
Then re-test and if issue is still there, leave the negative battery cable connected to the battery and the engine case, but run an external jumper wire from the engine ground, up to the chassis ground at the regulator rectifier and re-test.
Call back with results.

*** SUBCASE M022013-04-2600852-1 CREATE 4/26/2013 10:44:07 AM, gcapley
Created in WIP Default with Due Date 4/26/2013 10:44:07 AM.

*** CASE MODIFY 4/26/2013 10:44:30 AM, gcapley
into WIP Default and Status of Solving.

*** NOTES 5/1/2013 7:47:07 PM, bjohnson, Action Type : Call from Dealer
Caleb states the engine mount bolts were tight.
Dlr states he ran a ground wire directly from the negative battery post to where the other ground join at the reg/rect mount bolt.
Dlr states this eliminated the speedo reading in neutral.
Advised dlr OK to file an HPP claim for the work you did.

*** SUBCASE M022013-04-2600852-1 CLOSE 5/2/2013 7:21:02 AM, gcapley
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/2/2013 7:21:02 AM, gcapley
into WIP Default and Status of Solving.

*** CASE CLOSE 5/2/2013 7:21:02 AM, gcapley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/10/2013 1:24:15 PM, bjohnson
with Condition of Open and Status of Solving.

Case History

Case ID : [redacted] Case Title : 106079 - CBR250R - ERRATIC SPEEDOMETER ISSUE, INTERMITTENT

*** CASE MODIFY 9/16/2013 11:12:49 AM, bjohnson
into WIP CBR250R stalling and Status of Solving.

*** CASE CLOSE 9/16/2013 11:13:01 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 9/16/2013 11:13:01 AM, bjohnson
into WIP CBR250R stalling and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/22/2012 9:35:07 AM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	11/1/2012 12:53:59 PM
Case Owner :	Gerrad Capley	Method :	Phone	Queue :		Days Open :	10
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 105369 - CBR250R - INTERMITTENT STALLING WHEN CLUTCH PULLED I No. of Attachments : 0

Site / Contact Info :

Site Name :	BEST HONDA CYCLE CENTER
Dealer No. :	105369
Site Phone No. :	603-889-0161
Contact Name :	AL S/M
Day Phone No. :	603-889-0161
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	579 AMHERST ST
City / State / Zip :	NASHUA, NH 03063
E Mail :	
Svc District / Sls District :	03A / 4A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	643
In Service Date :	07/05/2012
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105369 / BEST HONDA CYCLE CENTER
Selling Dealer No. / Name :	105369 / BEST HONDA CYCLE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / AL S/M - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	310120	FUEL PUMP

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : AL S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/22/2012 9:35:12 AM
Close Date : 11/1/2012 12:53:59 PM

Coding Info :

Labor Code / Desc : 310120 / FUEL PUMP

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 105369 - CBR250R - INTERMITTENT STALLING WHEN CLUTCH

*** CASE CREATE 10/22/2012 9:35:07 AM, gcapley

Contact = AL S/M, Priority = N/A, Status = Solving.

*** NOTES 10/22/2012 9:35:08 AM, gcapley, Action Type :

Received case from Customer Support of customer complaining of intermittent stalling issue.

Complaint:
Advised dlr. that we are calling to get more information on the customer's complaint and the failure as well.

Contention:
Did the customer state anything to you guys about recently filling the tank, and then having this issue after that? No, he just said it started stalling intermittently with the clutch in and engaging the brakes.
Dlr. states that their DSM Jeremy MB47 will be there tomorrow to inspect the unit and stated that he would cover a valve adjustment for the customer.
Dlr. states that they were waiting for Jeremy to arrive to perform any other testing.
Has anyone there been able to duplicate the customer's complaint? No, they have rode it for about 10-15 miles a few times and nothing has failed.
Has anyone inspected the quality of the fuel (Fuel Sobriety test) or asked the customer where he got his fuel and what kind of fuel (Octane) it was? No.
Dlr. states that they were waiting for their DSM to get there to do anything further than trying to duplicate the issue.
Dlr. advised that Brandon is the one working on this case and that it would be best to speak with him about this, but motorcycle service is closed today and he is there running the auto side of the service department.

Recommendation:
Advised dlr. to inform Brandon of our call and to try and contact the customer to see what kind of fuel he used when he filled it up.
Dlr. states that they do not have a way to test for fuel sobriety.

*** SUBCASE M022012-10-2201086-1 CREATE 10/22/2012 9:35:12 AM, gcapley

Created in WIP Default with Due Date 10/22/2012 9:35:12 AM.

*** CASE MODIFY 10/22/2012 9:44:22 AM, gcapley

into WIP Default and Status of Solving.

*** NOTES 10/22/2012 9:48:46 AM, gcapley, Action Type : Call to Dealer

Called dealer and advised Dave to look at June 2012 Wrench Article about testing fuel sobriety and get the Alcohol/Gas Tester to use for the fuel test on this motorcycle.

*** NOTES 10/22/2012 1:19:31 PM, gcapley, Action Type : Call from Dealer

Added to T-Case tracking and norified DSM, RSM, and MA37 of case escalation.

*** NOTES 10/23/2012 8:38:57 AM, gcapley, Action Type : Call from Dealer

Left message on Bob's voice mail for Brandon to call back at his earliest convenience.

*** NOTES 10/23/2012 9:01:39 AM, bjohnson, Action Type : Field Service

DSM Jeremy is visiting the dlr today about this unit.
Advised DSM going by the CR notes, it SEEMS the customer only recently began having issues with stalling.
Please confirm with the customer WHEN this first started happening. If it only started happening around 10/8/12, did the customer just fill up with fuel?
We've had bad fuel cause stalling under the conditions the customer describes.
Advised DSM to first have the dlr do the valve clearance check and adjustment if needed.
If the valves are tight, this is most likely the cause of the customer's issue.

Case History

Case ID : [redacted] Case Title : T - 105369 - CBR250R - INTERMITTENT STALLING WHEN CLUTCH

BUT, if clearances are OK, bad fuel is the likely cause.
OK to cover valve clearance check (1.5hrs or so) under warranty.
DSM will report back the results.

*** NOTES 10/23/2012 1:36:29 PM, bjohnson, Action Type : Call from Dealer

DSM states 3 out of 4 valves were tight. The exhausts were .008 in and .009 in, DSM not sure which side. 185 shims were in both, and it took a 165 shim and 170 shim to get them to the correct clearances. Intake was .004 in, had a 188 shim, and needed a 180 shim for the correct clearance.
The other intake was .006 in. Tapered feeler guages used to ensure an accurate measurement.
DSM states the dlr was able to duplicate the stalling once, after about 20 minutes of riding it as the customer described.
Dlr to call DSM back if the stalling symptom is still there.
Advised DSM if it still stalls, fuel quality is definitely suspect.
DSM states the fuel tank was about 3/4 full.
The dlr called the customer while the DSM was there, but the customer did not call back, DSM was not able to find out whether fuel quality could have contributed to the stalling.
Dlr will be filing a claim for the valve clearance check. Dlr will charge customer for the oil filter and oil change, noting the customer didn't feel he should even have to pay for that portion of the first service...

*** NOTES 11/1/2012 12:41:49 PM, gcapley, Action Type : Call from Dealer

Byron MB47 approved claim # [redacted] for payment today.
Closing case.

*** CASE MODIFY 11/1/2012 12:53:59 PM, gcapley

into WIP T-CASE and Status of Solving.

*** SUBCASE M022012-10-2201086-1 CLOSE 11/1/2012 12:53:59 PM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2012 12:53:59 PM, gcapley

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/4/2012 3:05:08 PM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	3/30/2012 11:31:35 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	86
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104806 - CBR250R - STALLS WHEN COLD

No. of Attachments : 1

Site / Contact Info :

Site Name :	SOUTH SEAS HONDA YAMAHA BMW
Dealer No. :	104806
Site Phone No. :	808-836-1144
Contact Name :	ARLON WC
Day Phone No. :	808-836-1144
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3149 N NIMITZ HWY
City / State / Zip :	HONOLULU, HI 96819
E Mail :	
Svc District / Sls District :	01B / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	4,280
In Service Date :	06/15/2011
Months In Use :	7
Engine Number :	MC41E20[redacted]
Originating Dealer No. / Name :	104806 / SOUTH SEAS HONDA YAMAHA BM
Selling Dealer No. / Name :	104806 / SOUTH SEAS HONDA YAMAHA BMW
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ARLON WC - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611100	WIRE HARNESS (MAIN)

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : ARLON WC - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/4/2012 3:05:48 PM
Close Date : 1/4/2012 3:06:26 PM

Coding Info :

Labor Code / Desc : 611100 / WIRE HARNESS (MAIN)

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 104806 - CBR250R - STALLS WHEN COLD

*** CASE CREATE 1/4/2012 3:05:08 PM, gcapley
Contact = ARLON WC, Priority = N/A, Status = Solving.

*** NOTES 1/4/2012 3:05:09 PM, gcapley, Action Type :
Complaint:
Dlr. states unit stalls when cold.

Contention:
Dlr. states that this never happens when the unit is warmed up and they have verified this at least 5 times.
Dlr. states customer came in and complained unit would shut off when the clutch is pulled in at about 15 miles per hour when cold.
Dlr. states that they verified the issue only when unit was cold, and it never happened if they let it warm up for about 1 minute or more.
Did you ever try to restart the machine right after it stalled and try to recreate it? Yes, it would start back up right away and run fine.
Dlr. states the idle speed is in specification when it is warmed up.
Did you check valve clearance? No.
Did you check chassis grounds? No.

Recommendation:
Advised dlr. there have been very few of these issues, but we have found some that have tight valve clearance that causes this.
Advised dlr. they may need to get further customer authorization, but we would recommend checking valve clearance.
Advised dlr. there have also been some concerns about the regulator/rectifier mounting bolts and chassis grounds possibly having a poor connection.
Advised dlr. the issue was never specific to being cold, and it is odd that it only happens in the first minute or so of warm up.
Advised dlr. we will document this issue but advised they speak with the customer to see if he is willing to authorize an inspection and call back with findings.

*** CASE MODIFY 1/4/2012 3:05:46 PM, gcapley
into WIP Default and Status of Solving.

*** SUBCASE M022012-01-0402134-1 CREATE 1/4/2012 3:05:48 PM, gcapley
Created in WIP Default with Due Date 1/4/2012 3:05:48 PM.

*** SUBCASE M022012-01-0402134-1 CLOSE 1/4/2012 3:06:26 PM, gcapley
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/4/2012 3:06:26 PM, gcapley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/12/2012 2:06:06 PM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 1/12/2012 2:13:00 PM, bjohnson, Action Type : Call to Dealer
Arlon states he believes the bike is still there, customer's father talked about calling AH Customer Support about getting the bike fixed under warranty.
Advised dlr I'd like to get more info about the symptom, Arlon says I need to talk to the tech that worked on it and rode it (Jesse), but he's unavailable right now.
Advised dlr to have Jesse call me as soon as you can, I gave my direct line.

*** NOTES 1/12/2012 2:53:46 PM, bjohnson, Action Type : Call from Dealer
Jesse states with the engine cold and taking off right away, he can rev it to 5000-6000rpm and pull in the clutch lever. The engine will pause for a moment at idle, then cut out.
He can do this several times in a row.

Case History

Case ID : [redacted] Case Title : 104806 - CBR250R - STALLS WHEN COLD

If he's riding the bike for 1 to 2 minutes, it will not cut out under this condition.
If he let's the bike idle for 3 to 4 minutes, it will not cut out under this condition.
Dlr feels once the engine warms up a little, it will not cut out.
Unit history:
First service was done 6/30/11 with 745mi.
An accident damage estimate was written on 8/27/11, mileage was not written down.
Dlr states not all of the cosmetic damage was repaired.
Do you think the current issue is related to the accident?----------I don't know.
Jesse thinks the bike is not currently at the dlrship.
Advised dlr AHM would like you to inspect the valve clearances, and this will be paid for through warranty.
Advised dlr I need you to write down what the measurements are now, and if out of spec, write down what you set them to.
Dlr will call the customer and have them bring the bike back.
Jesse is to call me on my direct line.

*** NOTES 1/13/2012 11:33:31 AM, bjohnson, Action Type : Call to Dealer

Arlon states the bike is not at the dlrship, dlr will call the customer to have them bring it back for the valve inspection.
Dlr to call me back with the results.

*** CASE MODIFY 1/13/2012 1:06:24 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 1/27/2012 1:51:37 PM, bjohnson, Action Type : Call to Dealer

Arlon states they have contacted the customer, but he has not made an appointment yet to bring the bike back.
Advised dlr to please call customer again and get him to bring it in.

*** CASE MODIFY 1/27/2012 2:42:11 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 2/1/2012 3:05:08 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 2/2/2012 10:53:12 AM, bjohnson, Action Type : Call to Dealer

Arlon states the customer was contacted again, but no appointment has been set.
Customer knows AHM wants to have the dlr check the valve clearances under warranty.

*** CASE MODIFY 2/2/2012 10:53:24 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 2/2/2012 5:24:45 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE ADD ATTACHMENT 2/13/2012 2:30:20 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-01-0402134_1.JPG

*** NOTES 2/16/2012 4:36:32 PM, bjohnson, Action Type : Call from Dealer

Arlon states customer brought the bike in, and dlr confirmed the issue again.
Dlr checked the valve clearances and found all were tight.
Dlr provided a valve shim clearance worksheet (see attachment).
Specs are:

Case History

Case ID : [redacted] Case Title : 104806 - CBR250R - STALLS WHEN COLD

Int.: .16 +/- .03mm
Exh.: .27 +/- .03mm

Dlr measured as follows:
Left intake: .05mm
Right intake: .06mm
Left exh.: .07mm
Right exh.: .08mm

Dlr test rode the bike, and could not duplicate the cold stalling complaint again.
Advised dlr on the claim, UPMY is entered.

*** CASE MODIFY 3/30/2012 11:31:32 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:31:35 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:31:35 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Attachments

Case ID : [redacted]

Case Title : 104806 - CBR250R - STALLS WHEN COLD

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-01-0402134_1.JPG

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/31/2013 10:40:00
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	11/5/2013 2:43:51 PM
Case Owner :	Ryan Anderson	Method :	Phone	Queue :		Days Open :	5
		Point of Origin :	Dealer	Wipbin :			

Case Title : 102844 - CBR250R - STALLING WHEN DOWN SHIFTING

No. of Attachments : 0

Site / Contact Info :

Site Name :	PALMDALE HONDA
Dealer No. :	102844
Site Phone No. :	661-947-1515
Contact Name :	MICHAEL SM
Day Phone No. :	661-947-1515
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1124 E PALMDALE BLVD
City / State / Zip :	PALMDALE, CA 93550
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4110B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	4,203
In Service Date :	06/23/2011
Months In Use :	28
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105980 / PRO-CALIBER MOTOR SPORTS
Selling Dealer No. / Name :	105980 / PRO-CALIBER MOTOR SPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	6/23/2011 / 6/22/2012
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / MICHAEL SM -	Subcase Close	Complaint	Product	Technical Assistance	111112	VALVE, VALVE SPRING OR S

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : MICHAEL SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/31/2013 10:40:27
Close Date : 10/31/2013 10:41:39

Coding Info :

Labor Code / Desc : 111112 / VALVE, VALVE SPRING OR SEAL (ONE)

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 102844 - CBR250R - STALLING WHEN DOWN SHIFTING

*** CASE CREATE 10/31/2013 10:40:00 AM, randers
Contact = MICHAEL SM, Priority = N/A, Status = Solving.

*** NOTES 10/31/2013 10:40:01 AM, randers, Action Type :
Complaint:
CR Case i.D. M012013-10-2501714
Dealer states the customer is complaining of stalling only when down shifting. Customer states he has to put it in neutral to restart it.

Contention:
Dealer states they have not attempted to duplicate the concern.
Any service history records? Not here.
Does this unit have an alarm? No

Recommendation:
We highly recommend the dealer duplicate the concern before attempting to diagnose the concern. after the concern has been duplicated verify correction with another test ride.
Make sure the battery terminals are tight.
Check for loose ground wires at reg/rec.
Check for tear in spark plug cap.
Find out if customer ever did his own valve adjustment if so when and how.
If all of that is ok.
We advise dealer to get the customer authorization then check the valve clearance with the fuel tank removed.

*** SUBCASE M022013-10-3100757-1 CREATE 10/31/2013 10:40:27 AM, randers
Created in WIP Default with Due Date 10/31/2013 10:40:27 AM.

*** SUBCASE M022013-10-3100757-1 CLOSE 10/31/2013 10:41:39 AM, randers
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/31/2013 10:41:40 AM, randers
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/5/2013 11:19:58 AM, randers
with Condition of Open and Status of Solving.

*** NOTES 11/5/2013 12:30:01 PM, randers, Action Type : Call from Dealer
CR case i.d. M012013-10-2501714
TT Mike, Dealer states they have check the both grounds they are cleaned and tightened . They also tightened the battery terminals. They have test rode it several times and are unable to duplicate the concern. We will discuss this with MA37 and call dealer back.

*** NOTES 11/5/2013 2:43:29 PM, randers, Action Type : Note-General
Dealer has been informed the customer will be picking up the unit to bring it to another dealer for inspection.

*** CASE MODIFY 11/5/2013 2:43:51 PM, randers
into WIP Default and Status of Solving.

*** CASE CLOSE 11/5/2013 2:43:51 PM, randers
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	11/7/2013 10:49:56 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/27/2013 9:52:04 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	20
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106067 - CBR250R - CUSTOMER CLAIMS STALLS WHEN COMING TO A STOP No. of Attachments : 2

Site / Contact Info :

Site Name :	KEN AND JOE'S
Dealer No. :	106067
Site Phone No. :	661-259-8460
Contact Name :	JIM S/M
Day Phone No. :	661-259-8460
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	26081 BOUQUET CANYON RD.
City / State / Zip :	SAUGUS, CA 91350
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4110B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	4,270
In Service Date :	06/23/2011
Months In Use :	29
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105980 / PRO-CALIBER MOTOR SPORTS
Selling Dealer No. / Name :	105980 / PRO-CALIBER MOTOR SPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JIM S/M - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : JIM S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/7/2013 10:50:13 AM
Close Date : 11/7/2013 10:51:00 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106067 - CBR250R - CUSTOMER CLAIMS STALLS WHEN COMING TO A

*** CASE CREATE 11/7/2013 10:49:56 AM, josowski

Contact = JIM S/M, Priority = N/A, Status = Solving.

*** NOTES 11/7/2013 10:49:57 AM, josowski, Action Type :

Complaint: Customer claims stalls when coming to a stop

Contention: Customer claims stalls when coming to a stop. Customer claims on decel from6th to 5th and 5th to 4th on decel unit will stall . Tech states he has ridden the unit about 20-30 miles and if riding about 6-8K RPM's chopping the throttle and pulling in the clutch the unit stalled a couple of times . Tech states unit will shut off when it gets to about 3K RPM's . Tech states he has talked to DSM Dave MX14 and was advised to contact TL

Recommendation: Have you tested with MCS ? Not yet cannot get VCI connection. Informed tech to contact help line. Advised to do a drive recorder and send to TL Connect

*** SUBCASE M022013-11-0700966-1 CREATE 11/7/2013 10:50:13 AM, josowski

Created in WIP Default with Due Date 11/7/2013 10:50:13 AM.

*** SUBCASE M022013-11-0700966-1 CLOSE 11/7/2013 10:51:00 AM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/7/2013 10:51:12 AM, josowski

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

*** CASE REOPEN 11/7/2013 10:51:19 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 11/8/2013 2:02:18 PM, gcapley, Action Type : Call from Dealer

Dlr. states that they got a snapshot of issue occurring.
Dlr. states they were on the Freeway and periodically would let the unit coast in 6th gear with the clutch in, as this is how the customer is having it fail.
Dlr. states it you downshift normally by pulling the clutch in, and then let the clutch out in the next gear to use engine braking the issue never occurs.
it is only when they hold the clutch in and let it coast for a long period of time with the clutch in.
Dlr. states that they see the injector go to 0 on the snapshot and the TPS go to 0 degrees on the snapshot.
When the throttle goes to 0 degrees in the snapshot are you still holding the throttle on or have you let go at this point? I think I still had my hand on the throttle but everything happens so quick I am not sure.
Do you have the snapshot ready to send? Yes I can send via TLC.
Have you used Data List to see what the TPS degrees normally are while at rest? No, but I can check. Dlr. had MCS hooked up and said degrees are at 0 when throttle is at rest.
Advised dlr. to send over snapshots and we will review and contact back.

Unit is out of warranty, snapshot review is for tech assist purposes only.

*** NOTES 11/8/2013 2:15:13 PM, tconnect, Action Type : General Notes

Contact By: JIM RODRIQUEZ F Email: SERVICE@KENANDJOES.COM DPTS ID: D194156
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R03 SNAP SHOT / FREEZE DATA
Attachments: JAM0007_106067_MLHMC4110B5001126_2011_CBR250R_20131108_14832.NGD, in \\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P

Customer Complaint: CUST STATES BIKE STALLS WHILE DECELERATING FROM HIGHWAY SPEEDS.

Case History

Case ID [redacted] Case Title : 106067 - CBR250R - CUSTOMER CLAIMS STALLS WHEN COMING TO A

*** NOTES 11/8/2013 2:15:13 PM, tconnect, Action Type : General Notes

Contact By: JIM RODRIQUEZ F Email: SERVICE@KENANDJOES.COM DPTS ID: D194156
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R03 SNAP SHOT / FREEZE DATA
Attachments: JAM0007_106067_MLHMC4110B5001126_2011_CBR250R_20131108_14832.NGD, in \\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P

Customer Complaint: CUST STATES BIKE STALLS WHILE DECELERATING FROM HIGHWAY SPEEDS.

*** CASE ADD ATTACHMENT 11/8/2013 2:15:13 PM, tconnect

Added attatchment with path 8_14832_1.NGD

*** NOTES 11/12/2013 3:06:37 PM, josowski, Action Type : Call from Dealer

TT Jim
Tech states charging voltage varies 11-13V
Tech states he checked reg/rect bolts .
Tech states he found corrosion in threads and on bolt. Tech wire wheeled the bolt and frame and now charging 14V.
Advised tech to inspect spark plug cap for any damage. Check intake for any blockage at air filter
Advised tech to document the valve clearance measurement for each valve .
Informed tech TL will call back for results

*** NOTES 11/14/2013 1:03:50 PM, josowski, Action Type : Call from Dealer

TT Jim
Plug cap is good Unit has K & N filter

All shims are 185
Left intake .152mm (.16 spec)
Right intake .127 mm
Left exhaust .178 (.27 spec)
Rt exhaust .152

Customer is not original owner.

*** NOTES 11/14/2013 1:04:17 PM, josowski, Action Type : Call from Dealer

Advised tech to adjust valves and test ride and call TL with findings

*** NOTES 11/15/2013 11:56:33 AM, mleveren, Action Type : Call from Dealer

TT Jim
Dlr states
Valves have been adjusted
Dlr states this contention is duplicate able about 4 out of 100 times.
Dlr is going to test ride unit to attempt to duplicate the customers contention.
Dlr is going to get drive recordings of the unit when is operating as designed
Dlr is going to attempt to get drive recording when unit is duplicating the customers contention.

*** NOTES 11/15/2013 3:04:16 PM, josowski, Action Type : Call from Dealer

TT Jim

Case History

Case ID : [redacted] Case Title : 106067 - CBR250R - CUSTOMER CLAIMS STALLS WHEN COMING TO A

After valve adjustment tech test rode unit with MCS
Did a snapshot at idle and rode unit and did another snapshot
Tech states they have done about 30 miles and unit did not fail again
Advised tech to forward snapshots.
Tech states they have a lot of time in unit doing snapshots and valve adjustement cleaning wire harness and other checks
Tech states several hours of diagnostic and repair
Advised tech will allow 3.5 hours labor for diagnostics.+

*** NOTES 11/18/2013 5:15:46 AM, tconnect, Action Type : General Notes

Contact By: JIM RODRIQUEZ F Email: SERVICE@KENANDJOES.COM DPTS ID: D194156
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R03 SNAP SHOT / FREEZE DATA
Attachments: JAM0008_106067_MLHMC4110B5001126_2011_CBR250R_20131116_121058.NGD, in \\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P

Customer Complaint: SPOKE WITH JOEY ABOUT THIS BIKE, TOLD HIM I GOT A SNAPSHOT OF THIS BIKE GOING DOWN THE FREEWAY WITH STEADY THROTTLE AND NO FAILURE FOR A BASELINE READING AND HE REQUESTED THE SNAPSHOT

*** NOTES 11/18/2013 5:15:47 AM, tconnect, Action Type : General Notes

Contact By: JIM RODRIQUEZ F Email: SERVICE@KENANDJOES.COM DPTS ID: D194156
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R03 SNAP SHOT / FREEZE DATA
Attachments: JAM0008_106067_MLHMC4110B5001126_2011_CBR250R_20131116_121058.NGD, in \\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P

Customer Complaint: SPOKE WITH JOEY ABOUT THIS BIKE, TOLD HIM I GOT A SNAPSHOT OF THIS BIKE GOING DOWN THE FREEWAY WITH STEADY THROTTLE AND NO FAILURE FOR A BASELINE READING AND HE REQUESTED THE SNAPSHOT

*** NOTES 11/18/2013 5:15:47 AM, tconnect, Action Type : General Notes

Contact By: JIM RODRIQUEZ F Email: SERVICE@KENANDJOES.COM DPTS ID: D194156
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R03 SNAP SHOT / FREEZE DATA
Attachments: JAM0008_106067_MLHMC4110B5001126_2011_CBR250R_20131116_121058.NGD, in \\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P

Customer Complaint: SPOKE WITH JOEY ABOUT THIS BIKE, TOLD HIM I GOT A SNAPSHOT OF THIS BIKE GOING DOWN THE FREEWAY WITH STEADY THROTTLE AND NO FAILURE FOR A BASELINE READING AND HE REQUESTED THE SNAPSHOT

*** CASE ADD ATTACHMENT 11/18/2013 5:15:47 AM, tconnect

Added attatchment with path 16_121058_2.NGD

*** CASE MODIFY 11/27/2013 9:52:03 AM, josowski

into WIP waiting on dlr/cust and Status of Solving.

*** CASE CLOSE 11/27/2013 9:52:04 AM, josowski

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

Case Attachments

Case ID : [redacted]

Case Title : 106067 - CBR250R - CUSTOMER CLAIMS STALLS WHEN COMING TO A

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	TechLine Connect 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P\M022013-11-0700966_JAM0007_1
[redacted]	TechLine Connect 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\iN\P\M022013-11-0700966_JAM0008_10

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Re - Open	Open Date :	7/20/2012 1:10:05 PM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Solving	Close Date :	8/10/2012 8:22:02 AM
Case Owner :	Matt Leverentz	Method :	Phone	Queue :		Days Open :	864
		Point of Origin :	Dealer	Wipbin :	PRO		

Case Title : 102748 - CBR250R - ENGINE STALLS WHEN ENGAGING THE CLUTCH. No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA TOWN
Dealer No. :	102748
Site Phone No. :	612-722-1110
Contact Name :	BRAD S/M
Day Phone No. :	612-722-1110
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	4215 E LAKE ST
City / State / Zip :	MINNEAPOLIS, MN 55406
E Mail :	
Svc District / Sls District :	03H / 2A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,585
In Service Date :	06/02/2011
Months In Use :	13
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103018 / MOON MOTORSPORTS
Selling Dealer No. / Name :	103018 / MOON MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRAD S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : BRAD S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/20/2012 1:10:08 PM
Close Date : 7/20/2012 1:10:37 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 102748 - CBR250R - ENGINE STALLS WHEN ENGAGING THE CLUTCH.

*** CASE CREATE 7/20/2012 1:10:05 PM, cburnett

Contact = BRAD S/M, Priority = N/A, Status = Solving.

*** NOTES 7/20/2012 1:10:05 PM, cburnett, Action Type :

Complaint:
engine stalls when engaging the clutch.

Contention:
dlr states: unit was in for the 600 mile service 2 months prior.
dlr states: the valves at that time did not need adjustment.
dlr states: customer advises the engine started to stall (with clutch in) just after the 600 miles service
ma18: had dealer check the air box intake for restriction , (owners manual pouch from under the seat)
dlr advises: no restriction at the air box. owners manual pouch is secured under the seat

Recommendation:
ma18: instructed dealer to perform a cylinder leak down and verify the engine idle at 1400 +- 100 rpm, dealer will contact tech line with results

*** SUBCASE M022012-07-2001282-1 CREATE 7/20/2012 1:10:08 PM, cburnett

Created in WIP Default with Due Date 7/20/2012 1:10:08 PM.

*** SUBCASE M022012-07-2001282-1 CLOSE 7/20/2012 1:10:37 PM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/20/2012 1:10:38 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 8/10/2012 8:22:00 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 8/10/2012 8:22:02 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 8/10/2012 8:22:02 AM, cburnett

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

*** CASE REOPEN 12/1/2014 1:17:09 PM, mleveren

with Condition of Open and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/25/2011 10:25:02 AM
Case Originator :	arthur pungprakearti	Sub Division :	Techline	Status :	Closed	Close Date :	9/19/2011 2:20:54 PM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	25
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105830 - CBR250R - STALLED / WON'T START

No. of Attachments : 0

Site / Contact Info :

Site Name :	VELOCITY POWERSPORTS
Dealer No. :	105830
Site Phone No. :	843-871-5371
Contact Name :	BILLY SM
Day Phone No. :	843-871-5371
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	151 GATEWAY DR
City / State / Zip :	LADSON, SC 29456
E Mail :	
Svc District / Sls District :	02C / 3D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4110B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	692
In Service Date :	07/18/2011
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105988 / DESTINATION HONDA
Selling Dealer No. / Name :	105830 / VELOCITY POWERSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	7/18/2011 / 7/17/2012
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BILLY SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111112G	EACH ADDITIONAL VALVE ET

Issue Details

Issue ID : [redacted]
Issue Originator : arthur pungprakearti
Issue Owner : arthur pungprakearti
Issue Title : BILLY SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/25/2011 10:27:37 AM
Close Date : 8/25/2011 10:28:24 AM

Coding Info :

Labor Code / Desc : 111112G / EACH ADDITIONAL VALVE ETC

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105830 - CBR250R - STALLED / WON'T START

*** CASE CREATE 8/25/2011 10:25:02 AM, apungpra

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

*** NOTES 8/25/2011 10:25:08 AM, apungpra, Action Type :

Complaint:
stalled / won't start

Contention:
dealer states customer claims he was riding when unit just stalled and wouldn't restart, unit has no compression, leaking out exhaust valves
has the initial service been performed?--No
have you inspected valve clearance?--No

Recommendation:
advised dealer initial service needs to be performed on unit customer pay, valve adjustment / inspection is part of service, unit possibly has tight valves or bent exhaust valves from over rev, perform service and call back with findings
forwarded to Bryon MB35

*** SUBCASE M022011-08-2500678-1 CREATE 8/25/2011 10:27:37 AM, apungpra

Created in WIP Default with Due Date 8/25/2011 10:27:37 AM.

*** SUBCASE M022011-08-2500678-1 CLOSE 8/25/2011 10:28:24 AM, apungpra

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2011 10:28:25 AM, apungpra

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

*** CASE REOPEN 8/26/2011 9:49:14 AM, cburnett

with Condition of Open and Status of Solving.

*** NOTES 8/26/2011 9:56:00 AM, cburnett, Action Type : Call from Dealer

TT Billy: advises he found cam timing 4 teeth off (intake cam) tech has re timed the camshafts . no tight valves noted,,

*** CASE MODIFY 9/19/2011 2:20:51 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 9/19/2011 2:20:54 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 9/19/2011 2:20:54 PM, cburnett

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

*** NOTES 9/29/2011 1:04:45 PM, bjohnson, Action Type : Call to Dealer

Billy states customer didn't notice a backfire or even a strange noise when this happened. It just stopped running while the customer was riding it, and it wouldn't re-start. The tech says it was 3 teeth out (4 pins) on the intake cam, and if it was in the retarded direction.
The customer had authorized doing the first service, which includes checking the valve clearances, so the dlr corrected the cam timing at the same time.

*** NOTES 9/29/2011 1:08:13 PM, bjohnson, Action Type : Call to Customer

I called [redacted] at [redacted] to find out what exactly the riding conditions were at the time of the failure.
I left a VM with my call back number.

Case History

Case ID : [redacted] Case Title : 105830 - CBR250R - STALLED / WON'T START

*** NOTES 9/29/2011 1:51:09 PM, bjohnson, Action Type : Call to Customer

[redacted] states this happened at 5am, while on his commute to work. He let the engine warm up to operating temp, and then headed out.
Customer states he was riding through a neighborhood, was at 4,000rpm in 2nd gear (doesn't remember the speed) when the engine suddenly cut out.
Customer states he was able to safely pull to the side of the road. The engine would not re-start.
Customer does not remember the bike making any abnormal engine noises this particular morning, or even before this happened.
Customer states he is 22 years old, 6'2" and 170lbs.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/26/2012 7:51:55 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	5/24/2013 3:32:42 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	393
		Point of Origin :	Dealer	Wipbin :			

Case Title : 101686 - CBR250R - CUSTOMER CLAIMS UNIT SHUTS OFF WHEN COMING T No. of Attachments : 0

Site / Contact Info :

Site Name :	HAYDEN HONDA
Dealer No. :	101686
Site Phone No. :	260-347-0060
Contact Name :	CJ TECH
Day Phone No. :	260-347-0060
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	619 WESTGATE AVE
City / State / Zip :	KENDALLVILLE, IN 46755
E Mail :	
Svc District / Sls District :	03B / 4I

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	2,878
In Service Date :	04/30/2011
Months In Use :	12
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	101686 / HAYDEN HONDA
Selling Dealer No. / Name :	101686 / HAYDEN HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CJ TECH - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : CJ TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/26/2012 7:52:04 AM
Close Date : 4/26/2012 7:53:15 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 101686 - CBR250R - CUSTOMER CLAIMS UNIT SHUTS OFF WHEN

*** CASE CREATE 4/26/2012 7:51:55 AM, josowski
Contact = CJ TECH, Priority = N/A, Status = Solving.

*** NOTES 4/26/2012 7:51:57 AM, josowski, Action Type :
Complaint: Customer claims unit shuts off when coming to a stop

Contention: Customer claims unit shuts off when coming to a stop. Tech states they connected HDS had a stored code Injector # 1. Cleared code and three techs rode the unit. Unit did not stall and code did not come back. Tech states he re rode the unit several times and it stalled once on him when he may have let go of the clutch.

Recommendation: Does the unit sit for long periods of time ? Not sure. Does the fuel smell fresh ? Yes. Did the customer have his first service done ? Not at this dealership.
Advised tech to contact customer and see if the first service was completed and then call TL back for direction.

*** SUBCASE M022012-04-2600180-1 CREATE 4/26/2012 7:52:04 AM, josowski
Created in WIP Default with Due Date 4/26/2012 7:52:04 AM.

*** SUBCASE M022012-04-2600180-1 CLOSE 4/26/2012 7:53:15 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/26/2012 7:53:19 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/26/2012 7:54:30 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 4/26/2012 7:55:18 AM, josowski, Action Type : Note-General
Customer claims this has happened to him several times while riding and then coming to a stop in gear with the clutch in.

*** NOTES 4/26/2012 8:04:56 AM, cburnett, Action Type : Call from Dealer
TT CJ: advises they are unable to duplicate this issue, tech test rode unit 3 times and the engine will idle normal when coming to a stop
dlr states: the owner is a new rider, some experience,
ma18: suggested to check the owners manual pouch under the seat, make sure it has not worked its way down to the air box intake .

*** CASE MODIFY 4/30/2012 9:37:35 AM, josowski
into WIP Techline and Status of Solving.

*** CASE CLOSE 4/30/2012 9:37:35 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/2/2012 9:06:03 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 5/2/2012 9:15:30 AM, bjohnson, Action Type : Call to Dealer
CJ confirmed he was test -riding it, and as he came to a hard stop (slightly skidding the front tire), the engine stalled. He felt it was something he did.
Dlr states customer did have the first service done on 6/7/11, but the mileage was not noted. The customer had the bike about a month at that time.
Dlr states he didn't think any adjustment was necessary by looking at the RO, but he cannot be sure.
The tech that did the job has since left the dlrship.

Case History

Case ID : [redacted] Case Title : 101686 - CBR250R - CUSTOMER CLAIMS UNIT SHUTS OFF WHEN

Advised dlr AHM will cover a valve clearance check under goodwill. Record the before and after valve clearances and what size shims, before and after.
Also, check the main frame ground at the reg/rect. Push on the green wires, do they move? If so, the bolt securing the ground wires may have been crossthreaded.
Check for loose wires at the starter relay; if found, this loose bolt may be crossthreaded.
Check the spark plug cap, look for any pinholes, cuts or tears in the rubber portion. Spark voltage may be shorting to ground in the spark plug tunnel.
I gave the dlr my direct phone line. Dlr to call me back.

*** CASE MODIFY 5/2/2012 9:24:05 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 5/16/2012 11:30:22 AM, bjohnson, Action Type : Call from Dealer

Notes from 5/15/12:

Robert states intake valve measurements were: left: .004 inch. Right: .004 inch. Left shim was a 188 and the right shim was a 185.
Exhaust valve measurements were: left: .004 inch. Right: .005 inch. Left shim was 185 and the right shim was a 185.

Specifications are:
Intake: .006 +/- .001 inch
Exhaust: .011 +/- .001 inch

Dlr adjusted the intake valve clearance to: left: .007 inch. Right: .006 inch. Dlr used a 180 shim in both.
Dlr adjusted the exhaust valve clearance to: left: .011 inch. Right: .010 inch. Dlr used a 155 shim in the left side and a 158 shim in the right side.

Dlr test rode with no stalling concerns.
Advised dlr on the claim.

*** CASE MODIFY 5/17/2012 4:55:36 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 5/24/2012 6:51:55 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 6/13/2012 4:31:51 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 6/15/2012 10:05:35 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/28/2012 12:04:00 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 5/24/2013 3:32:41 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 5/24/2013 3:32:42 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/17/2012 1:45:56 PM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	8/1/2012 8:13:32 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	15
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105135 - CBR250R - STALLS WHEN DOWNSHIFTING DOWN HILL No. of Attachments : 0

Site / Contact Info :

Site Name :	NAULT'S WINDHAM HONDA
Dealer No. :	105135
Site Phone No. :	603-898-4466
Contact Name :	ERIC TECH
Day Phone No. :	603-898-4466
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	60 RANGE ROAD
City / State / Zip :	WINDHAM, NH 03087
E Mail :	
Svc District / Sls District :	03A / 4A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	830
In Service Date :	07/25/2011
Months In Use :	12
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105135 / NAULT'S WINDHAM HONDA
Selling Dealer No. / Name :	105135 / NAULT'S WINDHAM HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ERIC TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111106	CYLINDER HEAD

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : ERIC TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/17/2012 1:46:00 PM
Close Date : 7/17/2012 1:47:07 PM

Coding Info :

Labor Code / Desc : 111106 / CYLINDER HEAD

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105135 - CBR250R - STALLS WHEN DOWNSHIFTING DOWN HILL

*** CASE CREATE 7/17/2012 1:45:56 PM, gcapley

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

*** NOTES 7/17/2012 1:45:56 PM, gcapley, Action Type :

Complaint:
Dlr. states unit stalling when going downhill and pulling clutch in.

Contention:
Dlr. states there is no FI light or oil pressure light before stopping.
Dlr. states that they ahve duplicated it in 4th gear, and 3rd gear.
Dlr. states that it only happens downhill, never uphill or on flat ground.
Dlr. states that they have not checked anything yet because they have heard of stalling with this model and wanted to see if AHM knows what the failure is.
Did the cusotmer have his 600 mile service done? No

Recommendation:
Advised dlr. we have to have them perform their normal checks first.
Advised dlr. that we need them to try and find any service history they have, or that the customer has for this unit.
Advised dlr. to check bolts at reg./rec. for tightness, remove bolts and verify there is a good contact for he ground.
Advised dlr. to also check battery cables, andcheck spark plug cap for a small crack/split.
Advised dlr. to move/bend the spark plug cap around gently and look for the split or cut.
Advised dlr. to also check valve clearance, and write down their clearance specs and shim sizes if they adjust the valves.
Advised dlr. to call back with findings.

*** SUBCASE M022012-07-1701462-1 CREATE 7/17/2012 1:46:00 PM, gcapley

Created in WIP Default with Due Date 7/17/2012 1:46:00 PM.

*** SUBCASE M022012-07-1701462-1 CLOSE 7/17/2012 1:47:07 PM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/17/2012 1:47:07 PM, gcapley

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

*** CASE REOPEN 7/19/2012 11:26:50 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 7/19/2012 11:31:14 AM, josowski, Action Type : Call from Dealer

TT Paul
Tech states they have checked the grounds and found no issue
Tech states they checked valve adjustment and the valves were in spec
Tech states on test ride unit started developing a squeak in the motor
Tech states now unit has a knock in the lower end
Did you do the 600 mile check ? No another dealer did
Advised tech to check the oil filter and make sure it is the correct one
Have you done an oil pressure check ? No.
Advised tech to check oil pressure before removing filter.
Tech to call back with findings.

Case History

Case ID : [redacted] Case Title : 105135 - CBR250R - STALLS WHEN DOWNSHIFTING DOWN HILL

*** NOTES 7/25/2012 12:57:06 PM, bjohnson, Action Type : Field Service

DSM called, states dlr reported to him that they found the oil filter WAS installed backwards.
Customer's boyfriend changed the oil and filter.
DSM will be visiting the dlr tomorrow, will determine then if any goodwill help is appropriate.

*** CASE MODIFY 8/1/2012 8:13:32 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 8/1/2012 8:13:32 AM, josowski

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Re - Open	Open Date :	6/16/2011 8:45:48 AM
Case Originator :	garrett windust	Sub Division :	Techline	Status :	Solving	Close Date :	6/16/2011 9:41:16 AM
Case Owner :	Matt Leverentz	Method :	Phone	Queue :		Days Open :	1264
		Point of Origin :	Dealer	Wipbin :	Inbox		

Case Title : 104781 - CBR250R - STALLED ON THE ROAD — No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF LAKE CHARLES
Dealer No. :	104781
Site Phone No. :	337-477-4993
Contact Name :	DAVID SM
Day Phone No. :	337-477-4993
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	2008 COLLEGE ST
City / State / Zip :	LAKE CHARLES, LA 70607
E Mail :	
Svc District / Sls District :	02H / 2I

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	15
In Service Date :	06/15/2011
Months In Use :	0
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104781 / HONDA OF LAKE CHARLES
Selling Dealer No. / Name :	104781 / HONDA OF LAKE CHARLES
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAVID SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	613100	GENERATOR ASSEMBLY OR S

Issue Details

Issue ID : [redacted]
Issue Originator : garrett windust
Issue Owner : garrett windust
Issue Title : DAVID SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/16/2011 8:45:53 AM
Close Date : 6/16/2011 8:46:42 AM

Coding Info :

Labor Code / Desc : 613100 / GENERATOR ASSEMBLY OR STATOR

Condition Code Desc : Bat won't charge 01E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 104781 - CBR250R - STALLED ON THE ROAD

*** CASE CREATE 6/16/2011 8:45:48 AM, gwindust

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

*** NOTES 6/16/2011 8:45:49 AM, gwindust, Action Type :

Complaint:
Stalled on the road

Contention:
Dlr states they just sold this unit and the customer was riding it home. While on his ride home the unit shut off on the customer. He then called the dealer and the dealer drove to him.
Dlr states they found that the battery appeared to have lost its charge. Unit would not crank over, but the lights operated, FI light came on, and the dash would not light.
Dlr states they then inspected to see why the battery had lost its charge. Dlr found that the stator connector was not all the way plugged in. The connector was together, but not clipped in and the pins were not touching.
Dlr then pushed started the unit and let is idle for 2-3 min, shut it off, and it restarted. Dlr then asked the customer if he would like to return to the dealership (dealer was closed at this time) or go home. Customer wished to ride home.
Dlr states they would just like to make a note of their findings.

Recommendation:
Advised dlr I will document their findings.

*** SUBCASE M022011-06-1600513-1 CREATE 6/16/2011 8:45:53 AM, gwindust

Created in WIP Default with Due Date 6/16/2011 8:45:53 AM.

*** SUBCASE M022011-06-1600513-1 CLOSE 6/16/2011 8:46:42 AM, gwindust

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/16/2011 8:47:51 AM, gwindust

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

*** CASE REOPEN 6/16/2011 9:40:19 AM, tlamping

with Condition of Open and Status of Solving.

*** NOTES 6/16/2011 9:41:08 AM, tlamping, Action Type : Call from Dealer

Gave copy of case to QIC management.

*** CASE MODIFY 6/16/2011 9:41:16 AM, tlamping

into WIP default and Status of Solving.

*** CASE CLOSE 6/16/2011 9:41:16 AM, tlamping

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

*** CASE REOPEN 12/1/2014 10:52:56 AM, mleveren

with Condition of Open and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/5/2012 3:53:48 PM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	9/11/2012 5:39:03 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	98
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105126 - CBR250R - STALLING WHILE RIDING — No. of Attachments : 0

Site / Contact Info :

Site Name :	SHENANDOAH HONDA
Dealer No. :	105126
Site Phone No. :	540-678-8500
Contact Name :	MIKE SERVICE MANAGER/TECH
Day Phone No. :	540-678-8500
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	2098 BERRYVILLE PIKE
City / State / Zip :	WINCHESTER, VA 22603
E Mail :	
Svc District / Sls District :	03C / 3H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4118B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	250
In Service Date :	03/26/2012
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105126 / SHENANDOAH HONDA
Selling Dealer No. / Name :	105126 / SHENANDOAH HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / MIKE SERVICE	Subcase Close	Complaint	Product	Technical Assistance	611100	WIRE HARNESS (MAIN)

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : MIKE SERVICE MANAGER/TECH - PRODUCT - TECHNICAL

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/5/2012 3:53:54 PM
Close Date : 6/5/2012 3:54:22 PM

Coding Info :

Labor Code / Desc : 611100 / WIRE HARNESS (MAIN)

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105126 - CBR250R - STALLING WHILE RIDING

*** CASE CREATE 6/5/2012 3:53:48 PM, comiller

Contact = MIKE SERVICE MANAGER/TECH, Priority = N/A, Status = Solving.

*** NOTES 6/5/2012 3:53:51 PM, comiller, Action Type :

Complaint:
Dlr states that the unit will stall while riding

Contention:
Dlr states that they were unable to duplicate the issue
Dlr states that the customer has duplicated the issue and states it happens while moving at about 40 mph
Dlr states that the unit is very hard to start sometimes
Dlr states that they are unsure on what may be causing the issue and are looking for recommendations
Note:
Dlr seemed unclear of on how stalling was happening

Recommendation:
Advised dlr to duplicate the issue
Advised dlr to check the ground connections
Advised dlr that the ground bolt will seem to be tight but the ground lines will be loose
Advised dlr to also inspect the spark plug wire for any kind of tear or split
Advised dlr to call back with findings

*** SUBCASE M022012-06-0502164-1 CREATE 6/5/2012 3:53:54 PM, comiller

Created in WIP Default with Due Date 6/5/2012 3:53:54 PM.

*** SUBCASE M022012-06-0502164-1 CLOSE 6/5/2012 3:54:22 PM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/5/2012 3:54:22 PM, comiller

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

*** CASE REOPEN 9/11/2012 4:04:12 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 9/11/2012 4:47:56 PM, bjohnson, Action Type : Call to Dealer

Mike states the customer came back a few times with the complaint. The dlr had the customer pay for a new fuel filter, since they flushed the tank and found water in it.
Customer has a ranch, uses fuel from a home supply rather than getting fuel directly from a gas station.
Dlr states the customer kept riding, but the stalling got progressively more common until the engine wouldn't start at all.
Dlr states since they felt the issue was fuel and/or fuel pump related, they replaced the fuel pump, and the engine ran perfectly and did not stall anymore.

Customer has ridden about 50mi since the repair with no further stalling.

*** CASE MODIFY 9/11/2012 5:39:00 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 9/11/2012 5:39:03 PM, bjohnson

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

Case History

Case ID : [redacted] Case Title : 105126 - CBR250R - STALLING WHILE RIDING

*** CASE MODIFY 9/11/2012 5:39:03 PM, bjohnson
into WIP Incoming and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/17/2011 1:08:51 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	8/26/2011 11:52:50 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	9
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105301 - CBR250R - ENGINE STALLED WHILE RIDING, AND OIL LEAK. No. of Attachments : 0

Site / Contact Info :

Site Name :	HAWKEYE MOTORWORKS
Dealer No. :	105301
Site Phone No. :	563-391-9009
Contact Name :	CALVIN TECH
Day Phone No. :	563-391-9009
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	7805 N. DIVISION ST
City / State / Zip :	DAVENPORT, IA 52806
E Mail :	
Svc District / Sls District :	01E / 2C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	834
In Service Date :	07/27/2011
Months In Use :	1
Engine Number :	MC41E[redacted]
Originating Dealer No. / Name :	105301 / HAWKEYE MOTORWORKS
Selling Dealer No. / Name :	105301 / HAWKEYE MOTORWORKS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CALVIN TECH - PRODU	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : CALVIN TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/17/2011 2:03:18 PM
Close Date : 8/17/2011 2:04:04 PM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105301 - CBR250R - ENGINE STALLED WHILE RIDING, AND OIL LEAK.

*** CASE CREATE 8/17/2011 1:08:51 PM, bjohnson

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

*** NOTES 8/17/2011 1:08:51 PM, bjohnson, Action Type :

Complaint: Engine stalled while riding.

Contention: Dlr states customer states he was on his way to the dlr for 1st service. While making a turn, the engine stalled. Customer was able to safely pull to the side of the road. Customer tried re-starting the engine, but it wouldn't start. Customer waited for roadside assistence for 45 minutes. When roadside assistance came and they tried to start it, it started.
Did the customer say if the meter power went out when the engine cut out?----------He didn't say. Bike is here now.
Will it start now?----------Yes.
Dlr states he let it sit and idle for 10 minutes, and it kept running.

Recommendation: Advised dlr to check for loose ground wires at the reg/rect mounting bolt on the left side of the frame. I gave the dlr my direct number.

*** NOTES 8/17/2011 2:03:09 PM, bjohnson, Action Type : Call to Dealer

Advised Calvin to take a look at the tripmeter; if the power cut out, I would think the tripmeter would reset??
Dlr states it reads 165 miles...

*** SUBCASE M022011-08-1701311-1 CREATE 8/17/2011 2:03:18 PM, bjohnson

Created in WIP Default with Due Date 8/17/2011 2:03:18 PM.

*** SUBCASE M022011-08-1701311-1 CLOSE 8/17/2011 2:04:04 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/17/2011 2:04:10 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/17/2011 2:04:15 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/18/2011 9:09:25 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 8/22/2011 9:31:58 AM, bjohnson, Action Type : Call from Dealer

Calvin states the customer had a 12V cigarette lighter-type accessory installed using 16 gauge wire, mounted on top of the terminals of the battery. If he pushed on the wires, they would move.
Dlr feels this loose connection may be what caused the issue, but is still not sure.
Advised dlr to find out from the customer if the meter went blank or did anything strange when it cut out.

Dlr added while doing the oil change for the first service, he noticed a slight amount of oil leaking from between the clutch cover and engine case, just below the water pump.
Is it coming from the weep hole?----------No, definitely from the mating surface of the 2 parts.
Advised dlr to take the clutch cover off, and carefully note if there is anything in that leak area that may not allow the surfaces to seal properly. Look for metal shavings.
If you find shavings, please use scotch tape folded over the shaving so we can see it once the parts are called in. Note if there's damage to the cover or case side. Call back.

Case History

Case ID : [redacted] Case Title : 105301 - CBR250R - ENGINE STALLED WHILE RIDING, AND OIL LEAK.

*** CASE MODIFY 8/22/2011 9:32:23 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/23/2011 1:38:53 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 8/24/2011 10:57:08 AM, bjohnson, Action Type : Call to Dealer
Calvin states he's test rode the bike and could not get it to stall. Customer has the bike now.
Dlr has a clutch cover gasket on order, will have customer return to inspect for the oil leak.

*** CASE MODIFY 8/24/2011 10:57:14 AM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 8/26/2011 11:49:52 AM, bjohnson, Action Type : Call from Dealer
Calvin looked at this leak again since the customer's been riding it, and there's a drop of oil coming from the tell-tale hole for the water pump.
Dlr feels this is the source of the oil. Dlr did inspect the gasket surfaces in this area, and there was nothing there to indicate that it was the source of the leak.
Advised dlr to replace the water pump's oil seal (pg 6-14 in the manual), and file a claim. Save the part, since it will be called in.

*** CASE MODIFY 8/26/2011 11:52:42 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 8/26/2011 11:52:50 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 8/26/2011 11:52:50 AM, bjohnson
into WIP Incoming and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Re - Open	Open Date :	6/21/2011 8:50:47 AM
Case Originator :	Joe Yee	Sub Division :	Techline	Status :	Solving	Close Date :	6/21/2011 2:57:06 PM
Case Owner :	Matt Leverentz	Method :	Phone	Queue :		Days Open :	1259
		Point of Origin :	Dealer	Wipbin :	Inbox		

Case Title : 105518 - CBR250R - ENGINE DIES OUT WHEN COASTING TO A STOP No. of Attachments : 0

Site / Contact Info :

Site Name :	JUST FOR FUN HONDA
Dealer No. :	105518
Site Phone No. :	440-632-1362
Contact Name :	JIM S/M
Day Phone No. :	440-632-1362
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	15255 KINSMAN RD
City / State / Zip :	MIDDLEFIELD, OH 44062
E Mail :	
Svc District / Sls District :	03D / 4F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	300
In Service Date :	06/03/2011
Months In Use :	0
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105518 / JUST FOR FUN HONDA
Selling Dealer No. / Name :	105518 / JUST FOR FUN HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JIM S/M - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joe Yee
Issue Owner : Joe Yee
Issue Title : JIM S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/21/2011 8:50:54 AM
Close Date : 6/21/2011 8:52:06 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 105518 - CBR250R - ENGINE DIES OUT WHEN COASTING TO A STOP

*** CASE CREATE 6/21/2011 8:50:47 AM, jyee

Contact = JIM S/M, Priority = N/A, Status = Solving.

*** NOTES 6/21/2011 8:50:50 AM, jyee, Action Type :

Complaint:
engine dies out when coasting to a stop

Contention:
dealer says:
customer says engine usually dies out when coasting to a stop from between 35-50 mph after pulling clutch lever.
dealer duplicated once in 3 attempts - engine suddenly dies as if run switch turned off.
customer took bike home, but called today and said that when it happpened once today, he restarted it and the rpms went up over 3000rpms and held there by itself for a couple seconds.
No Shop Manual or HDS info available

Recommendation:
advised dealer:
will call back

*** SUBCASE M022011-06-2100591-1 CREATE 6/21/2011 8:50:54 AM, jyee

Created in WIP Default with Due Date 6/21/2011 8:50:54 AM.

*** SUBCASE M022011-06-2100591-1 CLOSE 6/21/2011 8:52:06 AM, jyee

Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/21/2011 2:56:51 PM, jyee, Action Type : Call from Dealer

Recommendation:
Advised dealer:
perform TPS reset procedure on 5-50
call with findings

*** CASE MODIFY 6/21/2011 2:56:58 PM, jyee

into WIP default and Status of Solving.

*** CASE CLOSE 6/21/2011 2:57:06 PM, jyee

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

*** CASE REOPEN 12/1/2014 10:55:33 AM, mleveren

with Condition of Open and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/29/2011 1:28:43 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	8/10/2011 1:35:43 PM
Case Owner :	Gerrad Capley	Method :	Phone	Queue :		Days Open :	42
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105518 - CBR250R - ENGINE STALLING AFTER A CONSTANT RPM No. of Attachments : 2

Site / Contact Info :

Site Name :	JUST FOR FUN HONDA
Dealer No. :	105518
Site Phone No. :	440-632-1362
Contact Name :	JIM S/M
Day Phone No. :	440-632-1362
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	15255 KINSMAN RD
City / State / Zip :	MIDDLEFIELD, OH 44062
E Mail :	
Svc District / Sls District :	03D / 4F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	550
In Service Date :	06/03/2011
Months In Use :	0
Engine Number :	MC41E2009767
Originating Dealer No. / Name :	105518 / JUST FOR FUN HONDA
Selling Dealer No. / Name :	105518 / JUST FOR FUN HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JIM S/M - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : JIM S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/29/2011 1:28:48 PM
Close Date : 6/29/2011 1:29:35 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105518 - CBR250R - ENGINE STALLING AFTER A CONSTANT RPM

*** CASE CREATE 6/29/2011 1:28:43 PM, josowski
Contact = JIM S/M, Priority = N/A, Status = Solving.

*** NOTES 6/29/2011 1:28:45 PM, josowski, Action Type :
Complaint: Engine stalling after a constant rpm

Contention: Engine stalling after a constant rpm. If unit is being ridden and you pull the clutch in the unit will stall. Tech states unit will start back up and run fine. Tech can duplicate the issue on the bench

Recommendation: What is the fuel pressure ? Have not checked. What does the plug look like ? Normal but a little dark.Have you checked the fuel for alcohol ? No. Advised tech to test the fuel and also check the fuel pressure and injector leakage.

*** SUBCASE M022011-06-2901374-1 CREATE 6/29/2011 1:28:48 PM, josowski
Created in WIP Default with Due Date 6/29/2011 1:28:48 PM.

*** SUBCASE M022011-06-2901374-1 CLOSE 6/29/2011 1:29:35 PM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/29/2011 1:30:13 PM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/8/2011 12:51:18 PM, gcapley
with Condition of Open and Status of Solving.

*** NOTES 7/8/2011 12:58:14 PM, gcapley, Action Type : Call from Dealer
TT Jim:

Jim advised that they have swapped out all of the following components with KG components:
Fuel Tank and Pump, Throttle Body Assembly, ECM, and also checked for loose connections and chassis grounds.

Jim is asking where to go next since he is not sure.
Advised Jim that it would be a good idea to try and find out if we are losing fuel or spark when it dies.
Advised Jim to use HDS to run a snapshot when the unit fails and if he would like us to review this then send it in.
Advised dlr. to also use ignition mate at primary side of coil to see if they are losing spark.

*** CASE ADD ATTACHMENT 7/8/2011 2:05:33 PM, gcapley
Added attachment Snapshot with path X:\CRMS\MC Division\Techline\Dealer FAX's\105\Dlr 105500 - 105599\105518\M022011-06-2901374.zip.

*** NOTES 7/12/2011 11:32:22 AM, gcapley, Action Type : Call from Dealer
TT Jessica:

States she is trying to run another HDS test but the tester now does not want to recognize the motorcycle.
States she has not tried anything yet and wants to know why the HDS would work last week and all of the sudden not work today.
Did the tester lose all of it's battery charge at any time over the weekend? No. I don't think so.
Have you tried a soft reset on the bottom of the HDS tester? No.

Advised [redacted] to try and use her stylus to push and hold the soft reset button on the bottom of the tester.
Advised her that if the HDS tester has lost it's charge at any time over the weekend they will need to re-load the most current software back onto the tester.

Case History

Case ID : [redacted] Case Title : 105518 - CBR250R - ENGINE STALLING AFTER A CONSTANT RPM

Advised her if the soft reset does not work to try and re-load the most current software and re-test.

*** CASE ADD ATTACHMENT 7/13/2011 10:32:57 AM, gcapley

Added attachment Snapshot 2 with path X:\CRMS\MC Division\Techline\Dealer FAX's\105\Dlr 105500 - 105599\105518\M022011-06-2901374-1.zip.

*** NOTES 7/13/2011 12:32:30 PM, gcapley, Action Type : Call from Dealer

TT Jim:

Advised Jim we have reviewed snapshot files sent to us.
Advised that we notice one common issue with all of them and that is that battery voltage is dropping too low at one point in all snapshots.
Advised dlr. that injector also looses power and has no duration in all snapshots when engine RPM begins to increase.
Dlr. states they checked charging voltage at the battery and it tested okay.
Have you load tested the battery? No.

Advised dlr. to remove and check the chassis grounds for corrosion or looseness and re-tighten if necessary.
Advised dlr. to load test battery.
Advised that this seems to be a power supply issue, please call back with findings.

*** NOTES 7/13/2011 2:55:59 PM, cburnett, Action Type : Call from Dealer

TT Jim: suggest to reconnect the fuel pressure gage, monitor the fuel pressure when the idle drops to 0. (Jim advises all other CBR250's they have will drop to 14-1500 rpm and hold steady..)
dlr states they have installed a complete fuel system from a known good CBR250 in stock.. unit does the same thing.
ma18 : still connect the pressure gage to verify the fuel pressure is not dropping.

*** NOTES 7/14/2011 10:53:45 AM, gcapley, Action Type : Call from Dealer

TT Jim:

Didn't find any loose grounds, or poor connections.
Battery Tested good.
All grounds okay.
Fuel Pressure test and found at running at rpm at 49 psi and when shuts off or dies it drops to 39psi.
Did find when motorcycle is up to 3-4 bars on temp gauge does not stall.

Advised dlr. to replace diode in fuse box with KG diode, and do the same for the diode near the Starter Relay.
Diode near starter relay may be hard to find, look for a Green/Red wire, and Yellow/Red wire going to the diode through a 2 pin connector.
Call Back with findings.

*** NOTES 7/14/2011 2:27:14 PM, cburnett, Action Type : Call from Dealer

TT Jim: states he has done a compression test,,
ma18 : leak down % ? dlr : have not done leak down.
ma18 : check cylinder leakage, should be around 3% by rings... (normal leakage)

*** NOTES 7/18/2011 1:02:22 PM, bjohnson, Action Type : Field Service

DSM states he's talked to the dlr, states that the compression was 170psi (spec is 188psi).
Dlr found the valve clearances were tight, and is in the process of adjusting them.
Did they say if the engine was ever hard to start?----------That wasn't talked about.

Case History

Case ID : [redacted] Case Title : 105518 - CBR250R - ENGINE STALLING AFTER A CONSTANT RPM

Tech made it sound like all 4 valves needed adjustment.
DSM and dlr will talk after valves are adjusted and the bike test ridden again.

*** CASE RULE ACTION 7/27/2011 12:28:43 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/10/2011 1:31:14 PM, gcapley, Action Type : Call to Dealer

Called dealer and spoke with Jim:

Advised that we understand he tried the valve adjustment and it repaired the issue.
Has the customer complained again of the issue happening or brought the unit back? No, he has been riding it for the past 2 weeks and hasn't came back with any issues.
Jim advised that he was working with Jarrod MD91 on this and when they fixed it he notified Jarrod and not Tech Line.
Jim apologized and advised that it is fixed.
We advised we would document the information and close case.
Call back if issue re-occurs.

*** CASE MODIFY 8/10/2011 1:31:20 PM, gcapley

into WIP Default and Status of Solving.

*** CASE MODIFY 8/10/2011 1:35:42 PM, gcapley

into WIP Default and Status of Solving.

*** CASE CLOSE 8/10/2011 1:35:43 PM, gcapley

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

Case Attachments

Case ID : [redacted]

Case Title : 105518 - CBR250R - ENGINE STALLING AFTER A CONSTANT RPM

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	Snapshot	X:\CRMS\MC Division\Techline\Dealer FAX's\105\Dlr 105500 -
[redacted]	Snapshot 2	X:\CRMS\MC Division\Techline\Dealer FAX's\105\Dlr 105500 -

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/1/2012 10:12:18 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	6/11/2012 2:06:48 PM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	10
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105825 - CBR250R - CUSTOMER CLAIMS UNIT SPUTTERS AND STALLS No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA MARYSVILLE MOTORSPORTS
Dealer No. :	105825
Site Phone No. :	937-645-4080
Contact Name :	DAN HARDMAN
Day Phone No. :	937-645-4080
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	630 COLEMAN'S CROSSING BLVD
City / State / Zip :	MARYSVILLE, OH 43040
E Mail :	DHARDMAN@HONDAMARYSVILLE.COM
Svc District / Sls District :	03D / 4F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC411XB5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	2,022
In Service Date :	06/14/2011
Months In Use :	12
Engine Number :	MC41E[redacted]
Originating Dealer No. / Name :	105825 / HONDA MARYSVILLE MOTORSPOR
Selling Dealer No. / Name :	105825 / HONDA MARYSVILLE MOTORSPORT
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAN HARDMAN -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : DAN HARDMAN - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/1/2012 10:12:21 AM
Close Date : 6/1/2012 10:13:05 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105825 - CBR250R - CUSTOMER CLAIMS UNIT SPUTTERS AND STALLS

*** CASE CREATE 6/1/2012 10:12:18 AM, josowski
Contact = DAN HARDMAN, Priority = N/A, Status = Solving.

*** NOTES 6/1/2012 10:12:19 AM, josowski, Action Type :
Complaint: Customer claims unit sputters and stalls

Contention: Customer claims unit sputters and stalls. Customer claims this happens warm or cold

Recommendation: Can you duplicate the issue ? Yes but it is very intermittent. Did the customer have the 600 mile service done ? Yes at 1800 miles at another dealership. Make sure the ground wires are clean and tight. Advised tech to inspect valve clearance and call TL with findings.

*** SUBCASE M022012-06-0100845-1 CREATE 6/1/2012 10:12:21 AM, josowski
Created in WIP Default with Due Date 6/1/2012 10:12:21 AM.

*** SUBCASE M022012-06-0100845-1 CLOSE 6/1/2012 10:13:05 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/1/2012 10:13:07 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/1/2012 2:38:13 PM, josowski
with Condition of Open and Status of Solving.

*** NOTES 6/1/2012 2:40:40 PM, josowski, Action Type : Call from Dealer
TT Dan
Tech states 3 out of 4 valves were tight

Intake .10 1.80 shim installed 1.74 .17 (in spec)

Ex .22 1.85 shim installed 1.75 .22 shim 1.82 installed a 1.72

*** NOTES 6/1/2012 2:42:25 PM, josowski, Action Type : Call from Dealer
TT Dan
Tech states they have 2.5 hours labor as they replaced shims twice to get proper feel
Advised tech to use labor op 111199 for 2.0

*** NOTES 6/5/2012 8:06:45 AM, josowski, Action Type : Call from Dealer
TT Dan
Tech states they have road tested the unit and customer has the unit.
Tech states the unit does not stall and idles fine.
Advised tech to file claim

*** CASE MODIFY 6/11/2012 2:06:48 PM, josowski
into WIP waiting on dlr/cust and Status of Solving.

*** CASE CLOSE 6/11/2012 2:06:48 PM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	12/21/2011 2:05:37 PM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	1/26/2012 10:55:57 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	36
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105703 - CBR250R - WHINING SOUND IN 2ND GEAR/SHUT OFF No. of Attachments : 2

Site / Contact Info :

Site Name :	RIDENOW POWERSPORTS ON RANCHO 2
Dealer No. :	105703
Site Phone No. :	702-656-1800
Contact Name :	JAMES DECKER
Day Phone No. :	702-656-1955
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3850 N. RANCHO DR
City / State / Zip :	LAS VEGAS, NV 89130
E Mail :	
Svc District / Sls District :	01B / 1H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4119B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	633
In Service Date :	09/15/2011
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106039 / LET'S RIDE
Selling Dealer No. / Name :	104450 / CARTER POWERSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JAMES DECKER - PROD	Subcase Close	Complaint	Product	Technical Assistance	210200	TRANSMISSION REBUILD

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : JAMES DECKER - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 12/21/2011 2:05:39 PM
Close Date : 1/16/2012 2:39:52 PM

Coding Info :

Labor Code / Desc : 210200 / TRANSMISSION REBUILD

Condition Code Desc : Abnormal noise 02N
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105703 - CBR250R - WHINING SOUND IN 2ND GEAR/SHUT OFF

*** CASE CREATE 12/21/2011 2:05:37 PM, gcapley

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

*** NOTES 12/21/2011 2:05:37 PM, gcapley, Action Type :

Complaint:
Dlr states that customer was riding bike and noticed a wining sound in second gear and the unit shut off
Customer also stated that he saw puff of black smoke from tail pipe

Contention:
Dlr states that unit was towed in
Dlr confirmed the noise in second gear
Dlr put unit in second gear with rear wheel off of the ground and also in second and lightly released clutch and verified that noise was there did not road test
Dlr found metal shavings in oil
Dlr removed clutch and basket and found main shaft had excessive movement in all directions
Dlr is calling to document finding prior to moving further CR has case regarding issue
Dlr states that unit has not had 600 mile service done yet

Recommendation:
Advised Dlr to take video on movement on main shaft and sent to tech line attn: Gerrad
Advised Dlr to continue with disassemble of cases and we will follow up or further information at a later date

*** SUBCASE M022011-12-2101331-1 CREATE 12/21/2011 2:05:39 PM, gcapley

Created in WIP Default with Due Date 12/21/2011 2:05:39 PM.

*** CASE MODIFY 12/21/2011 2:06:30 PM, gcapley

into WIP Default and Status of Solving.

*** NOTES 12/22/2011 10:26:38 AM, josowski, Action Type : Call from Dealer

TT James
Tech states they took motor apart and the main shaft has no bearing installed in the crankcase
Advised tech to forward pictures of the case and the shaft.

*** CASE ADD ATTACHMENT 12/22/2011 3:15:19 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-12-2101331_1.zip

*** CASE MODIFY 12/22/2011 3:39:08 PM, gcapley

into WIP Default and Status of Solving.

*** CASE ADD ATTACHMENT 1/3/2012 7:30:19 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-12-2101331_2.MOV

*** NOTES 1/3/2012 2:00:25 PM, bjohnson, Action Type : Call to Dealer

James was not there today, advised Vinnie OK to repair the engine.

*** CASE MODIFY 1/16/2012 2:39:51 PM, gcapley

into WIP Default and Status of Solving.

*** SUBCASE M022011-12-2101331-1 CLOSE 1/16/2012 2:39:52 PM, gcapley

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [redacted] Case Title : 105703 - CBR250R - WHINING SOUND IN 2ND GEAR/SHUT OFF

*** CASE CLOSE 1/16/2012 2:39:52 PM, gcapley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/17/2012 10:11:07 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 1/17/2012 10:14:45 AM, bjohnson, Action Type : Call to Dealer
James states repair might be delayed due to a part they didn't realize they needed...
But, if they do have the part, the repair will be done by tomorrow (1/18).
Advised dlr not to wait for AH to call the parts in, please send the damaged parts back to WPI ASAP.
Dlr states he did give an update to the customer last Saturday, customer seemed OK, was anxious to get the bike back.

*** CASE CLOSE 1/17/2012 10:15:06 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 1/17/2012 10:15:06 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE REOPEN 1/26/2012 8:51:52 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 1/26/2012 8:54:28 AM, josowski, Action Type : Call from Dealer
TT James
Tech states he needs to order 070MF-KYJ0100 and 07GAF-SD40200.
Tech has called tools and they stated the tools were not available
Tech is wondering what to do
Advised tech will review and call back with direction.

*** NOTES 1/26/2012 10:55:49 AM, josowski, Action Type : Call from Dealer
Notes from QIC Byron MB35

These special tools do exist, but are still not in stock yet for the dlrs to order.
I talked to Special Tools, and they have already contacted the dlr and will be loaning them the tools to get the customer's bike fixed ASAP.
We shouldn't need to do anything else, Special Tools will be handling sending the part out and getting it back

*** CASE CLOSE 1/26/2012 10:55:57 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 1/26/2012 10:55:57 AM, josowski
into WIP Techline and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 105703 - CBR250R - WHINING SOUND IN 2ND GEAR/SHUT OFF

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-12-2101331_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-12-2101331_2.MOV

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	11/29/2011 3:01:40 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	4/2/2012 5:36:52 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	125
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN CLUT No. of Attachments : 3

Site / Contact Info :

Site Name :	APACHE MOTORCYCLES PHOENIX
Dealer No. :	104360
Site Phone No. :	602-973-5111
Contact Name :	CHRIS TECH
Day Phone No. :	602-973-5111
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3618 W CAMELBACK
City / State / Zip :	PHOENIX, AZ 85019
E Mail :	
Svc District / Sls District :	01A / 1H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4112B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	2,218
In Service Date :	07/02/2011
Months In Use :	4
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104360 / APACHE MOTORCYCLES PHOENIX
Selling Dealer No. / Name :	104360 / APACHE MOTORCYCLES PHOENIX
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CHRIS TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : CHRIS TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/29/2011 3:01:44 PM
Close Date : 11/29/2011 3:02:08 PM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

*** CASE CREATE 11/29/2011 3:01:40 PM, josowski

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

*** NOTES 11/29/2011 3:01:41 PM, josowski, Action Type :

Complaint: Unit stalls when in 6th gear and pull in clutch

Contention: Unit stalls when in 6th gear and pull in clutch. Tech states if you let the clutch out it will not restart unless you cycle the key or engine stop switch.

Recommendation: Have you duplicated the issue ? Yes. It only seems to happen in 6th gear at 60mph and you try to pull out to pass a car it will stall. Unit does not do this in any other gear but 6th . Dealer has tried in 5th and 4th and unit does not stall. Any DTC codes ? Have not checked. Tech states the tach drops to zero but the FI light does not come on. Does the oil light come on ? No. Tech states the digital speedo is still working but no lights on the dash come on. Did unit have the 1st service done at 600 miles ? Yes . Advised tech to check the ground wire at the regulator rectifier to make sure there is no paint interference and make sure it is tight. Inspect battery terminals. Advised tech will research further and call tech with direction

*** SUBCASE M022011-11-2902185-1 CREATE 11/29/2011 3:01:44 PM, josowski

Created in WIP Default with Due Date 11/29/2011 3:01:44 PM.

*** SUBCASE M022011-11-2902185-1 CLOSE 11/29/2011 3:02:08 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/29/2011 3:02:12 PM, josowski

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

*** CASE REOPEN 11/29/2011 3:02:17 PM, josowski

with Condition of Open and Status of Solving.

*** NOTES 11/30/2011 9:14:51 AM, josowski, Action Type : Call from Dealer

TT Chris
Tech states he inspected ground and it had a little amount of paint
Cable was tight
Cleaned and retightened.
Tech claims when unit shuts off he cannot immediatley use the starter but after a few seconds of coasting you can hit the start button and it will restart.
Tech states when the starter button is pushed the starter will not turn over .
Advised tech to inspect the switch try hitting it and see if the motor stalls.
Tech to call back with findings.

*** NOTES 12/2/2011 10:50:13 AM, bjohnson, Action Type : Call to Dealer

Chris states they tried tapping and hitting the right combo switch with the engine revving at 6500rpm, and the engine just kept running.
Dlr states they also tried a known good ECM with no change.
Dlr tried jumping the clutch switch, then it wouldn't have the symptom.
He removed the jumper wire, and it still wouldn't have the symptom.
Does the symptom happen more if the engine is cold?----------Yes.
Dlr states this morning, with the engine cold, he could make it have the symptom 10 out of 10 times.
Dlr states he's in 6th gear, 60mph at 6500rpm.
He pulls in the clutch and keeps it pulled in.
As he downshifts to 5th is when the engine stalls.

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

Whether the rpm's have gone down to idle or not, it seems to be when it's put into 5th gear that it stalls.
Then, if he re-engages the clutch, it won't re-start.
If he pushes the start button, it will not even activate the starter.
After it won't start, if he waits a few moments, the starter will work and the engine will start.
Once the engine is hot, how often will it do this?----------5 out of 10 times. But, it has been completely intermittant as well.
Advised dlr to hold off doing anything else until I call you back later today.

*** NOTES 12/2/2011 1:43:01 PM, bjohnson, Action Type : Call to Dealer

Advised Chris to ground the neutral switch temporarily, and test ride.
This is the ground for the ECM. See if it will still have the symptom.
If not, I'm suspecting the side stand switch.
If no change, record an HDS snapshot while it's having the symptom.
Chris says he has never used the HDS before.
Advised him to see the training information on iN.
Email me the snapshot through the Techline mailbox.

*** CASE YANKED 12/2/2011 1:45:17 PM, bjohnson

Yanked by bjohnson into WIPbin Incoming.

*** NOTES 12/7/2011 1:15:03 PM, bjohnson, Action Type : Call from Dealer

Notes from 12/6:
Chris states ever since he jumped the clutch switch, it has not had the symptom.
It went from happening 10 out of 10 times, to not happening at all.
Advised dlr to closely inspect the spark plug cap for any holes or tears in the rubber portion.

*** NOTES 12/7/2011 2:49:03 PM, bjohnson, Action Type : Call to Dealer

Chris states he was able to get it to fail again, but only twice.
One time he was in 1st gear, made a right turn, and pulled in the clutch lever.
He was watching for traffic, and didn't notice when the engine cut out, but the engine was not running when he was ready to take off again.
The other time, he was in 1st gear, and made a left turn, and pulled in the clutch lever. The engine cut out.
What RPM was the engine?----------I was almost stopped each time already, so probably around 1500rpm.
(Idle speed is 1400rpm)
Dlr states he was later able to do 2 HDS snapshots of it running normally. Good to have a baseline to compare.
Dlr states he will have the HDS plugged in again tomorrow, and will try to capture a snapshot while it's failing.
Advised dlr to email me the 2 normal running snapshots.
Dlr to call back if he is able to snapshot it failing.

*** CASE MODIFY 12/7/2011 2:49:27 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 12/8/2011 11:38:24 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 12/9/2011 8:59:41 AM, bjohnson, Action Type : Call from Dealer

Notes from 12/7:
Chris stated he did check for any holes or cracks in the spark plug cap, and there were none.

*** CASE MODIFY 12/9/2011 8:59:52 AM, bjohnson

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

into WIP Incoming and Status of Solving.

*** CASE MODIFY 12/9/2011 4:53:00 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 12/14/2011 2:39:30 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 12/14/2011 4:32:03 PM, bjohnson, Action Type : Call to Dealer

Advised Chris to find out if, when this unit had the first service if:

1) it was done at your dlrship
2) the valves were checked
3) they needed to be adjusted

If they were adjusted, what were the measurements?
Advised dlr to check the valve clearances now, and record the before and after measurements.
Advised dlr to also do compression and leakdown tests (spec is 188psi, less than 10% leakdown is generally regarded as acceptable).
Advised dlr to check for any obstruction in the air intake behind the fuel tank and under the rider seat.
Chris states when the unit first came in, there was a map down in the area of the air intake.
Dlr is not sure if the map caused a problem or even this problem, but it still had this issue after the map was removed.
Chris states he checked the length of the intake tract just in case something was still in there, but it's clear.
Dlr is to call back with the results.

*** CASE ADD ATTACHMENT 12/15/2011 11:00:21 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_1.zip

*** CASE ADD ATTACHMENT 12/15/2011 11:15:17 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_2.zip

*** NOTES 12/15/2011 1:03:12 PM, bjohnson, Action Type : Call from Dealer

Chris states the first service was done at this dlrship. RO says it had 600mi on it, and no adjustment was needed.
Compression is 180psi, leakdown was 15%. Dlr did not note where the leakage was coming from.
Dlr measured the valve clearances:

Left exh: .008" Right exh: .007" (spec is .011 +/- .001")
Left int: .006" Right int: .005" (spec is .006 +/- .001")

The exhaust valves were tight.
Dlr left the intake valves alone, adjusted the exhaust valves to .011"
Dlr test rode unit, and it stalled when he pulled the clutch lever in and downshifted from 6th to 5th gear.
Dlr states he immediately pushed the start button, and nothing happened, starter did not turn.
He pushed the button again, and it started.
This delay in starting after it stalls was noted earlier in the case.
Dlr verified the grounds were tight, starter relay bolt was tight, and there was no obstruction to the airbox inlet.
Advised dlr to follow the throttle valve fully closed position reset procedure on pg 5-50 in the service manual, call back.

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

*** CASE MODIFY 12/15/2011 1:29:40 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 12/16/2011 4:00:52 PM, bjohnson, Action Type : Call to Dealer
Chris states after he did the throttle valve fully closed position reset procedure, it hasn't stalled again.
He's ridden it 3 separate times now.
Dlr states he's going to test ride it some more tomorrow (Saturday).
Customer really wants her bike back; dlr may have her come pick it up tomorrow if they cannot get it to stall again.
Dlr is closed on Mondays.
Advised dlr to ask the customer if this is the way she normally rides, or did she ride it this way to see if it would stall?
Advised dlr I'll call back on Tuesday to follow up.

*** CASE MODIFY 12/16/2011 5:20:43 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 12/21/2011 10:30:15 AM, bjohnson, Action Type : Call to Dealer
Notes from 12/20:

Chris states they had the customer pick the bike up last Saturday, since they could never get the bike to have the symptom again.
Dlr feels the throttle valve fully closed position reset procedure fixed it.
Dlr states he has about 15hrs of troubleshooting time into this repair.
Advised dlr to fill out the request for additional straight time form, fax it attn: Byron.

*** NOTES 12/21/2011 11:24:09 AM, bjohnson, Action Type : Call to Dealer
Chris states this bike is stock, and has the stock exhaust system.

*** CASE RULE ACTION 12/27/2011 3:01:40 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 1/25/2012 5:11:45 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 1/26/2012 11:15:52 AM, bjohnson, Action Type : Field Service
Notes from 1/25/12:

DSM Kyle MB60 left me a VM, dlr called him and customer is still having a stalling concern.
Dlr is suppose to call Techline about it.

*** CASE ADD ATTACHMENT 1/26/2012 11:30:17 AM, crmsuser
Added attatchment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_3.pdf

*** NOTES 1/27/2012 10:27:04 AM, bjohnson, Action Type : Call from Dealer
Chris states unit is back with exactly the same symptom, dlr was able to easily duplicate it.
Customer states the issue was happening with more and more frequency lately, then decided to bring the bike in.
Dlr states he can ONLY duplicate this by riding in 6th gear at 6,000rpm.
He lets go of the throttle grip, pulls in the clutch lever and downshifts from 6th to 5th gear.
Dlr states it's when it's downshifted that it stalls.
Dlr states it won't stall if, in the same situation, the transmission is left in 6th gear.

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

Dlr states when it does stall, the starter will not immediately start the engine. Approx 2-3 seconds must pass before the engine will start.
Dlr states unit has 3597mi on it now.
Dlr measured the valves, found the intake valves in spec.
Dlr found the left exhaust valve at .25mm (still within spec), but the right exhaust valve was at .22mm (out of spec by .02mm).
Dlr wants to correct the valve clearance to see how it effects the issue.
AH feels the throttle plate re-set procedure likely had no effect on the issue when this was done before.
Advised dlr to hold off on repairs, I'll call you back.

*** NOTES 1/27/2012 3:13:49 PM, bjohnson, Action Type : Call to Dealer

Advised Chris to do a leakdown test again, making sure to note WHERE the leakage is coming from, 15% is too much.
Advised dlr do not correct the valve clearance just yet.
Advised dlr to get the bike back together in rideable condition, and use HDS to record a snapshot of it having the issue.
Then, a snapshot of you downshifting normally (throttle not fully closed).
Send the HDS files to me.

*** CASE MODIFY 1/30/2012 9:51:18 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 2/1/2012 4:58:04 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 2/14/2012 3:47:28 PM, bjohnson, Action Type : Call to Dealer

Chris states he test rode the bike before correcting the tight exhaust valve and could NOT get it to stall.
Dlr states they did another leakdown test, and got 8%. Dlr feels they may have done something wrong the last time to get 15%.
Dlr states they went back and corrected the right exhaust valve. They test rode the bike with no stalling issues.
Dlr states the customer has the bike, and they haven't heard back from her, so they assume she's no longer having the issue.

*** CASE MODIFY 2/15/2012 4:41:38 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 2/15/2012 4:42:05 PM, bjohnson, Action Type : Call to Dealer

Advised Ken on the claims, UPMY's are entered.

*** CASE MODIFY 2/15/2012 4:45:34 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 2/29/2012 12:39:57 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 2/29/2012 1:45:48 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/5/2012 2:01:59 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/7/2012 9:26:33 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:32:03 AM, bjohnson

into WIP CBR250R and Status of Solving.

Case History

Case ID : [redacted] Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

*** CASE MODIFY 3/30/2012 11:33:53 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:33:55 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:33:55 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/2/2012 5:36:41 PM, bjohnson
with Condition of Open and Status of Solving.

*** CASE MODIFY 4/2/2012 5:36:50 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 4/2/2012 5:36:52 PM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 4/2/2012 5:36:52 PM, bjohnson
into WIP Incoming and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : T - 104360 - CBR250R - UNIT STALLS WHEN IN 6TH GEAR AND PULL IN

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_2.zip
[redacted]	ScanDoc 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-11-2902185_3.pdf

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/11/2011 1:34:44 PM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	12/15/2011 11:19:08
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	65
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105079 - CBR250R - ENGINE STALLED

No. of Attachments : 0

Site / Contact Info :

Site Name :	FUN BIKE CENTER MOTORSPORTS
Dealer No. :	105079
Site Phone No. :	863-688-3333
Contact Name :	ALICIA TECH
Day Phone No. :	863-688-3333
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1845 E MEMORIAL BLVD
City / State / Zip :	LAKELAND, FL 33801
E Mail :	
Svc District / Sls District :	02G / 3A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4116B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	65
In Service Date :	09/28/2011
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105079 / FUN BIKE CENTER MOTORSPORTS
Selling Dealer No. / Name :	105079 / FUN BIKE CENTER MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ALICA TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : ALICA TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/11/2011 1:34:48 PM
Close Date : 10/11/2011 1:35:29 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 105079 - CBR250R - ENGINE STALLED

*** CASE CREATE 10/11/2011 1:34:44 PM, cburnett

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

*** NOTES 10/11/2011 1:34:45 PM, cburnett, Action Type :

Complaint:
engine stalled

Contention:
dlr states: customer was riding unit home after purchase .. customer advises the engine stopped while on the freeway. customer could not restart the engine and had the unit transported to his home;
dlr states: customer tried to start the engine at home and it started. customer brought unit to dealer.
dlr states; the engine runs normal.. no hesitation, idle is within spec

Recommendation:

ma18: suggested to look for the tool pouch under the seat.. it may have slid down to the air intake ,,
dlr will check for the tool pouch and contact tech line

*** SUBCASE M022011-10-1102211-1 CREATE 10/11/2011 1:34:48 PM, cburnett

Created in WIP Default with Due Date 10/11/2011 1:34:48 PM.

*** SUBCASE M022011-10-1102211-1 CLOSE 10/11/2011 1:35:29 PM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/11/2011 1:35:31 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 10/11/2011 1:35:36 PM, cburnett

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

*** CASE REOPEN 10/12/2011 8:46:46 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 10/12/2011 8:50:01 AM, bjohnson, Action Type : Call to Dealer

Alicia is out to lunch, no one at the dlrship knows any more about the situation.
Advised dlr to have Alicia call me back, I gave my direct line.

*** NOTES 10/12/2011 4:24:11 PM, bjohnson, Action Type : Call from Dealer

Alicia states she did find the tool pouch in front of the battery, in the area of the air intake, but it was not blocking it at the time.
Dlr states they have test rode the unit with no further issues.
Did the customer say if the lights flickered, and signs that the electrical power was cutting in and out?----------No. The customer said after it cut out, it would crank when pushing the start button, but just not start.
Dlr cannot say for 100% that the tool pouch caused the issue.
Dlr states customer has already taken the bike back.
Advised dlr to have the customer come back and check for loose ground wires at the reg/rect mounting bolt, call back.

*** CASE MODIFY 10/18/2011 5:02:55 PM, bjohnson

into WIP Incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : 105079 - CBR250R - ENGINE STALLED

*** CASE MODIFY 10/27/2011 4:28:05 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 10/27/2011 4:28:34 PM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 10/27/2011 4:28:34 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE REOPEN 12/15/2011 11:17:01 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 12/15/2011 11:19:03 AM, bjohnson, Action Type : Call to Dealer
Alicia states they believe the customer never had a problem with it again, otherwise he would have called or came back.

*** CASE CLOSE 12/15/2011 11:19:08 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 12/15/2011 11:19:08 AM, bjohnson
into WIP Incoming and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/27/2011 1:53:40 PM
Case Originator :	arthur pungprakearti	Sub Division :	Techline	Status :	Closed	Close Date :	9/26/2011 12:32:40 PM
Case Owner :	Gerrad Capley	Method :	Phone	Queue :		Days Open :	61
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN No. of Attachments : 2

Site / Contact Info :

Site Name :	POWERSPORTS EAST
Dealer No. :	104679
Site Phone No. :	302-322-4120
Contact Name :	JASON TECH
Day Phone No. :	302-322-4120
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	620 PULASKI HWY
City / State / Zip :	BEAR, DE 19701
E Mail :	
Svc District / Sls District :	03F / 3H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC411XB5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	4
In Service Date :	09/02/2011
Months In Use :	-2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104679 / POWERSPORTS EAST
Selling Dealer No. / Name :	104679 / POWERSPORTS EAST
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JASON TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	611100	WIRE HARNESS (MAIN)

Issue Details

Issue ID : [redacted]
Issue Originator : arthur pungprakearti
Issue Owner : arthur pungprakearti
Issue Title : JASON TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/27/2011 1:53:47 PM
Close Date : 7/27/2011 1:54:16 PM

Coding Info :

Labor Code / Desc : 611100 / WIRE HARNESS (MAIN)

Condition Code Desc : Open circuit 05E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

*** CASE CREATE 7/27/2011 1:53:40 PM, apungpra

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

*** NOTES 7/27/2011 1:53:41 PM, apungpra, Action Type :

Complaint:
Stalls when clutch pulled in

Contention:
dealer states unit was set up for sale, after PDI unit ran fine, as tech was leaving for test ride unit began to stall every time the clutch lever was pulled in
how does unit have 4 miles on odometer?--If your very quick with the clutch it can be ridden
have you tried disconnecting the clutch switch?--Yes, no change
will unit start in gear?--Yes with the clutch lever pulled in
do you have to cycle the key to restart?--No, unit will restart every time either in neutral or in gear
do you lose any power to meter or head light when clutch is pulled in?--No
have you inspected oil filter installation?--No
will unit idle?--Yes, unit has no problem idling
did you test gear position switch, side stand, clutch switch?--Yes, all good

Recommendation:
advised dealer to inspect oil filter installation, remove bolt for regulator ground check for corrosion or paint, check starter relay bolts, call back with findings

*** SUBCASE M022011-07-2701332-1 CREATE 7/27/2011 1:53:47 PM, apungpra

Created in WIP Default with Due Date 7/27/2011 1:53:47 PM.

*** SUBCASE M022011-07-2701332-1 CLOSE 7/27/2011 1:54:16 PM, apungpra

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/27/2011 1:54:17 PM, apungpra

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

*** CASE REOPEN 7/29/2011 8:18:23 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 7/29/2011 8:22:17 AM, josowski, Action Type : Call from Dealer

TT Jason
Tech states they have checked the wires at the reg/rectifier
Oil filter was installed properly
Tech has unplugged the clutch switch and no change.
Does the engine stall if the unit is in neutral ? No. When riding down the road and you pull the clutch in the unit shuts off. All the lights stay on

Have you contacted your DSM ? I have left 3 messages and have not gotten a return phone call.
Advised tech will review and call back with direction.

*** CASE CLOSE 7/29/2011 8:55:04 AM, josowski

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

*** CASE MODIFY 7/29/2011 8:55:04 AM, josowski

Case History

Case ID : [redacted] Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

into WIP Techline and Status of Solving.

*** CASE REOPEN 7/29/2011 9:08:48 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 7/29/2011 9:14:39 AM, josowski, Action Type : Call from Dealer

TT Jason
Does the unit shut down like it is electrical ?
Yes The tach drops to zero. It is just like the key is shut off but everything stays on
Unit will start right back
If unit is not moving it will not stall If unit is on the lift you can pull the clutch in
You can pull the clutch in and put unit in gear and take off but as soon as you roll and pull the clutch in the unit will stall.

*** NOTES 7/29/2011 9:25:40 AM, apungpra, Action Type : Call to Dealer

TT Jason
will unit bump start after it stalls?--Yes, just letting out the clutch as unit is coasting it will restart
will unit stall with clutch pulled in shifting from neutral to 1st gear not moving?--No, unit will continue to run as long as it's not moving
advised dealer to send in 30 second snap shot of unit idling in neutral, pull clutch in slowly and release several times, 2nd 30 sec snap shot placing unit in gear and slowly feeding out clutch

*** NOTES 7/29/2011 11:13:59 AM, zcope, Action Type : Call from Dealer

TT Jason
Dealer states he is having trouble taking a snap shot
Dealer states he is in manual snap shot mode and when he presses the button nothing happens, no errors appear
Dealer states he is able to do a health check and see a data list
Dealer states when he did a health check everything was in range except the engine speed which showed 1792 at idle (meter only showed 1400 at that time)

Advised dealer to make sure there is enough room on the memory card
Advised dealer to try doing a parameter snap shot based on engine RPM, see if snap shot will work
Advised dealer to try doing a soft reset on the HDS

*** NOTES 8/2/2011 9:06:58 AM, apungpra, Action Type : Note-General

attached snapshots to case

*** CASE ADD ATTACHMENT 8/2/2011 9:15:27 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-07-2701332_1.zip

*** NOTES 8/2/2011 10:02:22 AM, apungpra, Action Type : Call to Dealer

TT Jason
advised dealer there is no snapshot of unit stalling, only one snapshot of blipping and one of rpm
dealer states they weren't able to capture a snapshot of unit stalling
dealer states unit will only stall at 50 MPH
advised dealer the only information given to techline about stalling issue was unit stalled once it was moving in gear with clutch pulled in
TT Mike
will unit stall once moving?--Yes, it will stall if your not slowly letting out the clutch from a complete stop
will unit stall above 50 MPH?--Yes, if the clutch lever is pulled in over 50 MPH the rpm will go down and unit will stall
will unit continue to run if the throttle is applied as clutch is pulled in?--Yes, unit will continue to run if throttle is applied when clutch is pulled in

Case History

Case ID : [redacted] Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

have you checked fuel pressure?--No
have you checked valve clearance?--Yes, in spec it was one of the first things we checked
advised dealer to check fuel pressure, remove clutch cover / clutch to to inspect mainshaft bearings, use mirror to check for possible damage to crankshaft bearings
have you contacted your DSM?--Yes, he still hasn't called us back

*** CASE YANKED 8/2/2011 10:38:20 AM, apungpra

Yanked by apungpra into WIPbin Open Cases.

*** NOTES 8/3/2011 2:13:34 PM, apungpra, Action Type : Call to Dealer

TT Mike
have you removed the clutch and inspected the main shaft bearings?--No, we have a new tech working on it
TT Kenny
dealer states he thinks issue is with the IACV, about to order a new throttle body
advised dealer techline would like to remove clutch first to inspect main shaft roller bearings, once that is inspected we can look into IACV
dealer states unit has about 50 miles on engine now from test rides, unit doesn't have to be at 50 mph to have issue, once rpms are allowed to drop when clutch is pulled in the engine will stall
how are you riding unit?--I'm blipping the throttle between shifts

*** NOTES 8/4/2011 8:57:23 AM, gwindust, Action Type : Call from Dealer

TT Lynn
Dlr states they have not inpspected the bearings yet.
Dlr states they are 99% sure the issue is in the trottle bodies.
Dlr states the customer is getting frustrated because they have a deposit on this unit.
Advised dlr we still need to inspect the main and crankshaft bearings.
Advised dlr if they order throttle bodies and it does not fix the issue, they would be responsible for the cost of the parts.
Advised dlr to inspect the bearings and call back with findings before ordering any parts.

*** NOTES 8/5/2011 10:15:42 AM, apungpra, Action Type : Call from Dealer

TT Kenny
dealer states they remove the clutch basket and inspected main shaft bearing, bearing was in good condition, main shaft spun freely
dealer states the oil condition was good, no metal shavings in oil
dealer states they put a wrench on end of crankshaft and didn't notice any binding
did you ever check fuel pressure?--No
did you perform health check?--No, but another tech that performed snapshot noticed the idle was out of range, too high
do you have a KG unit?--No
advised dealer to install clutch and perform health check, send health check into techline

*** NOTES 8/8/2011 10:55:00 AM, apungpra, Action Type : Call to Dealer

no answer, left message for Kenny to call back

*** NOTES 8/9/2011 8:40:31 AM, apungpra, Action Type : Call to Dealer

TT Kenny
dealer states they are about to perform health check on unit
has unit been ran today?--Maybe
advised dealer to hold off on performing health check, techline would like to know valve clearance of all intake and exhaust valves
advised dealer to cool cylinder head before inspection, place cooling fan on top end for at least 45 mins if the engine has been ran

Case History

Case ID [redacted] Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

*** NOTES 8/9/2011 11:28:11 AM, apungpra, Action Type : Call to Dealer

TT Kenny
did you inspect valve clearance?--Yes, all intake and exhaust valves were tight
In 1: 0.003' In 2: 0.004'
Ex 1: 0.006" Ex 2: 0.006"
did you adjust the valves?--Yes, we just finished adjusting all the valves
stock shims: In 188 190 Ex 182 182

*** NOTES 8/9/2011 12:45:00 PM, apungpra, Action Type : Call to Dealer

TT Carl
did valve adjustment fix issue?--Yes, unit no longer has stalling issue

*** CASE MODIFY 8/16/2011 7:58:36 AM, apungpra

into WIP Open Cases and Status of Solving.

*** CASE CLOSE 8/16/2011 7:58:36 AM, apungpra

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

*** CASE REOPEN 8/16/2011 1:00:26 PM, gcapley

with Condition of Open and Status of Solving.

*** NOTES 8/16/2011 1:04:29 PM, gcapley, Action Type : Call from Dealer

[redacted]

[redacted] states he is ready to file the warranty claim for this repair.
advised that he was told that we could work with him on the amount if time he has into the repairs and is calling to get authorization for the additional straight time.
How much time is into the repair total? 8.2 hours.
Advised dlr. that we can authorize 1.5 for the repairs right now, or if they would like to try and get the extra time covered they will need to send in ST request form.
Jamie advised that he feels the 8.2 hours is justified and would like to submit a ST request form.
Advised [redacted] to send form to Tech Line, with labor broken down into 2 hour increments, including the technicians time sheets to justify the time spent in troubleshooting.
Advised dlr. to explain in detail each 2 hours and we will review and contact back.

*** CASE RULE ACTION 8/24/2011 12:53:40 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE ADD ATTACHMENT 9/6/2011 12:45:21 PM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-07-2701332_2.PDF

*** NOTES 9/15/2011 12:56:38 PM, gcapley, Action Type : Call to Dealer

Called dealer and spokr eith Jamie:

Advised we have reviewed the ST request form and can authorize 6.0 hours under labor operaton number 111399.
Advised dlr. to submit claim and we will approve.

*** NOTES 9/26/2011 12:32:28 PM, gcapley, Action Type : Note-General

Case History

Case ID : [redacted] Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

UPMY entered. Closing Case.

*** CASE MODIFY 9/26/2011 12:32:39 PM, gcapley

into WIP Claims and Status of Solving.

*** CASE CLOSE 9/26/2011 12:32:40 PM, gcapley

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

Case Attachments

Case ID : [redacted]

Case Title : 104679 - CBR250R - STALLS WHEN CLUTCH IS PULLED IN

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-07-2701332_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022011-07-2701332_2.PDF

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/30/2012 10:07:27 AM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	5/24/2013 3:27:24 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	389
		Point of Origin :	Dealer	Wipbin :			

Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP. No. of Attachments : 2

Site / Contact Info :

Site Name :	PITTSBURGH CYCLE CENTER
Dealer No. :	100079
Site Phone No. :	412-431-5872
Contact Name :	JOE SW/SM
Day Phone No. :	412-431-5872
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1216 ENSIGN AVE
City / State / Zip :	PITTSBURGH, PA 15226
E Mail :	
Svc District / Sls District :	03C / 4E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4115B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	2,852
In Service Date :	08/26/2011
Months In Use :	8
Engine Number :	MC41E20[redacted]
Originating Dealer No. / Name :	100079 / PITTSBURGH CYCLE CENTER
Selling Dealer No. / Name :	100079 / PITTSBURGH CYCLE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOE SW/SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111150K	ROCKER ARM, SUB ROCKER

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : JOE SW/SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/30/2012 10:07:40 AM
Close Date : 4/30/2012 10:08:55 AM

Coding Info :

Labor Code / Desc : 111150K / ROCKER ARM, SUB ROCKER ARM,

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

*** CASE CREATE 4/30/2012 10:07:27 AM, comiller

Contact = JOE SW/SM, Priority = N/A, Status = Solving.

*** NOTES 4/30/2012 10:07:28 AM, comiller, Action Type :

Complaint:
Dlr states that the unit stalls when coming to a stop

Contention:
Dlr states that the unit stalls when coming to a stop with the clutch pulled in
Dlr states that they wanted to call in since they had issues with this unit before

Recommendation:
Advised dlr to check the valve adjustment
Advised dlr to call back with there measurements
Advised dlr to call back with there findings

*** SUBCASE M022012-04-3001456-1 CREATE 4/30/2012 10:07:40 AM, comiller

Created in WIP Default with Due Date 4/30/2012 10:07:40 AM.

*** CASE CLOSE 4/30/2012 10:08:55 AM, comiller

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

*** SUBCASE M022012-04-3001456-1 CLOSE 4/30/2012 10:08:55 AM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 6/13/2012 9:35:25 AM, bjohnson

with Condition of Open and Status of Solving.

*** CASE MODIFY 6/13/2012 9:36:46 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 7/10/2012 9:21:47 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 8/2/2012 1:29:19 PM, bjohnson, Action Type : Call to Dealer

Joe was not there, James states they were not able to get the unit to stall.
Dlr states they checked valve clearances, and they were all in the middle of the allowable range.
Dlr adjusted them all to the loosest end of the spec.
Dlr also checked for a damaged plug cap and for a loose ground, both were OK, no problem.
Dlr states compression was good (no measurement available), and leakdown was 8%.
Dlr states customer has not contacted them back about this since.

*** CASE MODIFY 8/2/2012 1:29:26 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/2/2012 1:29:36 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 8/2/2012 1:29:40 PM, bjohnson

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

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

*** CASE MODIFY 8/2/2012 1:29:40 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE REOPEN 8/14/2012 3:02:10 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 8/14/2012 3:11:34 PM, bjohnson, Action Type : Call from Dealer

Joe states the customer has come back with the stalling complaint again. It now has 5380mi.
Dlr hasn't been able to duplicate it.
Customer says it's only happened with the engine cold.
Customer did not say how frequent it's been happening.
Advised dlr to use the HDS and set up a snapshot. Start the engine with it recording, see if it stalls soon after start up.
If not, take it on a test ride with the snapshot set to trigger at 1000rpm.
Call me back directly if you can get it to fail.

*** NOTES 9/27/2012 12:19:03 PM, bjohnson, Action Type : Call to Dealer

Advised Joe please replace the following parts.

4 each of 90032-KYJ-900 BOLT, STUD (10X178)
1 each of 12010-KYJ-900 CYLINDER HEAD ASSY.
4 each of 90410-GCC-000 WASHER (10MM)
4 each of 94050-10000 NUT, FLANGE (10MM)
2 each of 92900-08022-3E BOLT, STUD (8X22)
1 each of 06111-KYJ-900 GASKET KIT A
2 each of 17577-KSS-B31 RETAINER

When torquing the cyl head mounting nuts, please use 45Nm for the spec instead of the service manual spec of 51Nm.
The cyl head mounting nuts were likely overtorqued from the factory.
Dlr will get these parts on order today.

*** NOTES 9/28/2012 1:00:46 PM, bjohnson, Action Type : Call to Dealer

Joe is not there, I verified with Glen in parts that the parts order will go through tomorrow.

*** CASE MODIFY 10/1/2012 4:38:16 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/3/2012 9:12:23 AM, bjohnson, Action Type : Note-General

Parts were finally ordered on 10/2.

*** CASE MODIFY 10/3/2012 9:12:36 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/5/2012 10:34:04 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/5/2012 2:25:02 PM, bjohnson

into WIP CBR250R and Status of Solving.

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

*** CASE MODIFY 10/8/2012 2:59:03 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/8/2012 4:10:11 PM, bjohnson, Action Type : Call from Dealer

John states they noticed the cam timing on both cams were off by a tooth, in the retarded direction.
If viewed from the right side, the "IN" line would be slightly below the valve cover gasket surface and the "EX" would be slightly above the gasket surface.
Dlr states they had corrected the cam timing, rode the unit and it no longer stalled. Dlr had verified that it had stalled before.
Did you take a picture of the mis-timed cams?----------No.
Advised dlr to mis-time the cams, see if you can duplicate the stalling, call back.

*** CASE MODIFY 10/8/2012 4:10:24 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/10/2012 1:30:56 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/10/2012 1:46:27 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/15/2012 10:34:59 AM, bjohnson, Action Type : Call from Dealer

John states the customer really wanted the bike back, so they let her ride it with the cams in the correct time.
Dlr did NOT get pictures of the cams with the timing off.
Dlr states with the incorrect cam timing, they could ride the bike in 2nd or 3rd gear, with the rpm between 6000 and 9000rpm. In this condition, if the clutch lever was pulled in and braking heavily, the engine would stall everytime.
Dlr states once they corrected the cam timing, they could not duplicate it.
Have you heard back from the customer again?----------No.
Advised dlr I saw her forum entry about it, and she is saying she rode it for about 60mi and it has not stalled again.

http://www.cbr250.net/forum/cbr250-problems-issues/2100-my-cbr250s-engine-turns-off-when-downshifting-83 html#post100881

Dlr states they still have the cylinder head parts.
Advised dlr to keep them for now, call me back with how much time they have into this repair. Dlr says they used a time clock...

*** CASE MODIFY 10/15/2012 10:38:54 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/15/2012 3:14:23 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/22/2012 1:42:11 PM, bjohnson, Action Type : Call to Dealer

Advised John the customer wrote on the CBR250 net forum that she saw BEFORE and after pictures of the cam timing being off?
John states he only showed her the "after" pictures, and just told her that the timing was off.
John states they did put it back to being mis-timed at my direction to confirm it still stalled.
Advised dlr the pictures you were suppose to take were what I needed for my report to the factory AND proof that you did the work.
Without the pics, I can't pay you for doing that particular part of the repair.
John will see if Joe took any pics of it with the cam timing off...

*** NOTES 10/22/2012 1:43:22 PM, bjohnson, Action Type : Note-General

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

Here's the post where she says she saw before and after pics:

http://www.cbr250.net/forum/cbr250-problems-issues/2100-my-cbr250s-engine-turns-off-when-downshifting-82 html

*** CASE ADD ATTACHMENT 10/22/2012 2:00:23 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-04-3001456_1.zip

*** CASE MODIFY 10/24/2012 11:31:28 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 11/27/2012 8:43:51 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 11/27/2012 8:55:31 AM, bjohnson, Action Type : Call to Dealer

John states they have 8.1hrs into this repair. The cyl head parts were not used, and will need to be sent back.
Dlr states they checked valve clearances, pulled cams to re-time/test ride, pulled cams again to reproduce the issue and test ride, and a 3rd time to correct timing again.
Dlr state they had a lot of test riding that was done that is not in the 8.1hrs.
Advised dlr to fax me a completed Request for additional Straight Time, and RO and parts order paperwork.
Dlr states they missed the 30 day window to where they can return the cyl head parts?? Will need help in doing the OAR.

*** CASE MODIFY 11/27/2012 8:57:07 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE ADD ATTACHMENT 12/13/2012 2:45:20 PM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-04-3001456_2.zip

*** CASE MODIFY 12/19/2012 1:24:51 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/3/2013 12:41:49 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/3/2013 1:22:37 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/4/2013 2:25:07 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/10/2013 1:06:14 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/11/2013 9:41:51 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/24/2013 3:27:21 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/24/2013 3:27:23 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 5/24/2013 3:27:24 PM, bjohnson

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

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

Case Attachments

Case ID : [redacted]

Case Title : 100079 - CBR250R - UNIT STALLS WHEN COMMING TO A STOP.

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-04-3001456_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-04-3001456_2.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/25/2011 1:59:13 PM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	3/30/2012 11:37:30 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	157
		Point of Origin :	Dealer	Wipbin :			

Case Title : 100079 - CBR250R - ENGINE STALLS, SPARK PLUG CAP TORN. — No. of Attachments : 0

Site / Contact Info :

Site Name :	PITTSBURGH CYCLE CENTER
Dealer No. :	100079
Site Phone No. :	412-431-5872
Contact Name :	JOE SW/SM
Day Phone No. :	412-431-5872
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1216 ENSIGN AVE
City / State / Zip :	PITTSBURGH, PA 15226
E Mail :	
Svc District / Sls District :	03C / 4E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4115B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,039
In Service Date :	08/26/2011
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	100079 / PITTSBURGH CYCLE CENTER
Selling Dealer No. / Name :	100079 / PITTSBURGH CYCLE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOE SW/SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : JOE SW/SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/25/2011 1:59:20 PM
Close Date : 10/25/2011 2:01:19 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Hard restart hot 03A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 100079 - CBR250R - ENGINE STALLS, SPARK PLUG CAP TORN.

*** CASE CREATE 10/25/2011 1:59:13 PM, cburnett

Contact = JOE SW/SM, Priority = N/A, Status = Solving.

*** NOTES 10/25/2011 1:59:13 PM, cburnett, Action Type :

Complaint:
engine stalls

Contention:
dlr states: unit was in for first service a 750 miles..unit was serviced ,, valves dlr advises the engine will stall when clutch lever is pulled in
. engine hot or cold,,
dlr states: during the service ,, no tight valves were noted.
ma18: had dealer check for the tool bag under the seat,, dlr advises the tool bag is in place

Recommendation:
ma18: suggested to leak down engine,, recheck valve clearance,, check fuel pressure , flow , and pressure hold key off.

*** SUBCASE M022011-10-2501868-1 CREATE 10/25/2011 1:59:20 PM, cburnett

Created in WIP Default with Due Date 10/25/2011 1:59:20 PM.

*** SUBCASE M022011-10-2501868-1 CLOSE 10/25/2011 2:01:19 PM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/25/2011 2:01:32 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 10/25/2011 2:01:40 PM, cburnett

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

*** CASE REOPEN 10/25/2011 2:52:02 PM, cburnett

with Condition of Open and Status of Solving.

*** CASE MODIFY 10/25/2011 2:52:26 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 10/25/2011 2:52:33 PM, cburnett

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

*** CASE MODIFY 10/25/2011 2:52:33 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE REOPEN 11/3/2011 9:16:50 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 11/3/2011 9:23:27 AM, bjohnson, Action Type : Call to Dealer

Joe states they found the spark plug cap had a tear in it, and voltage was shunting to ground before getting to the spark plug.
Dlr replaced the plug cap and unit is fixed, customer has the bike now.
Advised dlr to send a pic to the Techline mailbox, and send the part in to WPI. File the claim.

*** CASE MODIFY 11/3/2011 9:23:52 AM, bjohnson

into WIP Incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : 100079 - CBR250R - ENGINE STALLS, SPARK PLUG CAP TORN.

*** CASE MODIFY 11/3/2011 12:44:56 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 11/11/2011 10:00:09 AM, bjohnson, Action Type : Call to Dealer

Advised dlr I got the part, but it's missing the broken off piece of the rubber?
Dlr states the rubber portion was lost, they did not have it to send back.
The dlr had tried to send a picture of it, but the email didn't have an attachment.
Did the picture show it with the lost portion intact?----------No.

*** CASE RULE ACTION 11/22/2011 1:59:13 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 12/15/2011 9:12:00 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 12/16/2011 10:43:12 AM, bjohnson, Action Type : Call to Dealer

Joe states at the time of the first service, the valves were on the tighter side of the spec range, but were still in spec.
Dlr states when it came in at 1039mi, they inspected the valves again, and they were still at the same measurement as before.
But, dlr re-shimmed it to put it at the middle of the spec range, just to be safe.
Dlr didn't have what the actual measurements were.
Dlr states when the bike came to them, they didn't have to test ride it to get it to stall out. The just let it sit and idle, and it would randomly stall.

*** CASE MODIFY 12/16/2011 5:20:41 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 12/20/2011 11:21:21 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/30/2012 11:37:28 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:37:30 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:37:30 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/13/2012 10:18:41 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/14/2012 9:37:39 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	124
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105002 - CBR250R - CUSTOMER CLAIMS UNIT WILL STALL ON DOWNSHIFT No. of Attachments : 0

Site / Contact Info :

Site Name :	MISSION MOTORCYCLES
Dealer No. :	105002
Site Phone No. :	650-992-1234
Contact Name :	CRAIG SW
Day Phone No. :	650-992-1234
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	6232 MISSION ST.
City / State / Zip :	DALY CITY, CA 94014
E Mail :	
Svc District / Sls District :	01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	3,377
In Service Date :	07/07/2011
Months In Use :	12
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	100791 / CARMICHAEL HONDA MOTORSPOR
Selling Dealer No. / Name :	100791 / CARMICHAEL HONDA MOTORSPORT
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CRAIG SW - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : CRAIG SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/13/2012 10:18:44 AM
Close Date : 7/13/2012 10:19:20 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105002 - CBR250R - CUSTOMER CLAIMS UNIT WILL STALL ON

*** NOTES 7/13/2012 10:18:41 AM, josowski, Action Type :

Complaint: Customer claims unit will stall on downshift

Contention: Customer claims unit will stall on downshift. Tech states they have verified the issue when downshifting from 3rd 4th or 5th

Recommendation: Did the customer have the first service done ? Not at this dealer. Advised tech to find out if the unit has had a 600 mile. Advised tech to inspect the valve clearance and call TL with the measurements.

*** CASE CREATE 7/13/2012 10:18:41 AM, josowski

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

*** SUBCASE M022012-07-1300707-1 CREATE 7/13/2012 10:18:44 AM, josowski

Created in WIP Default with Due Date 7/13/2012 10:18:44 AM.

*** SUBCASE M022012-07-1300707-1 CLOSE 7/13/2012 10:19:20 AM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/13/2012 10:19:23 AM, josowski

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

*** CASE REOPEN 8/24/2012 7:41:55 AM, josowski

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/14/2012 9:37:38 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 11/14/2012 9:37:39 AM, josowski

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/28/2011 1:15:23 PM
Case Originator :	Zachary Cope	Sub Division :	Techline	Status :	Closed	Close Date :	12/15/2011 9:12:33 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	140
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105849 - CBR250R - STALLS WHEN COMING TO A STOP

No. of Attachments : 0

Site / Contact Info :

Site Name :	JERSEY SHORE POWERSPORTS
Dealer No. :	105849
Site Phone No. :	732-671-1073
Contact Name :	DOUG SW
Day Phone No. :	732-671-1073
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	656 HIGHWAY 35
City / State / Zip :	MIDDLETOWN, NJ 07748
E Mail :	
Svc District / Sls District :	03F / 4D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	123
In Service Date :	07/22/2011
Months In Use :	0
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105849 / JERSEY SHORE POWERSPORTS
Selling Dealer No. / Name :	105849 / JERSEY SHORE POWERSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] DOUG SW - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Zachary Cope
Issue Owner : Zachary Cope
Issue Title : DOUG SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/28/2011 1:15:29 PM
Close Date : 7/28/2011 1:16:09 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105849 - CBR250R - STALLS WHEN COMING TO A STOP

*** CASE CREATE 7/28/2011 1:15:23 PM, zcope

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

*** NOTES 7/28/2011 1:15:24 PM, zcope, Action Type :

Complaint:
Stalls when coming to a stop

Contention:
Dealer states customer will be cruising in 6th gear, pull in the clutch to come to a stop and the unit stalls
Dealer states this does not occur when downshifting only when you pull in the clutch and coast to a stop
Dealer states customer read about this in the forums and the RPM sensor is the problem
Can you get this to occur in any other gear but 6th when you pull in the clutch? No, only 6th gear
Dealer has duplicated the concern, every time he duplicates the scenario it occurs
Is this unit stock? Yes
Dealer states as soon as you pull in the clutch and the RPMs drop the bike stalls
So you have tried duplicating it in 5th gear doing the same thing? Yes, only happens in 6th gear

Recommendation:
Advised dealer to start by doing a health check with HDS
Advised dealer after that wait until unit is cold and reset the ECM with HDS
Let the bike warm to operating temperature without touching the throttle
Call back with outcome

*** SUBCASE M022011-07-2801134-1 CREATE 7/28/2011 1:15:29 PM, zcope

Created in WIP Default with Due Date 7/28/2011 1:15:29 PM.

*** CASE MODIFY 7/28/2011 1:16:03 PM, zcope

into WIP Sub-Cases and Status of Solving.

*** SUBCASE M022011-07-2801134-1 CLOSE 7/28/2011 1:16:09 PM, zcope

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/28/2011 1:16:10 PM, zcope

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

*** CASE REOPEN 8/3/2011 10:17:58 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 8/3/2011 10:22:14 AM, josowski, Action Type : Call from Dealer

TT Doug
Tech states they did a health check and it tests fine.
Tech states they reset the ECM and unit still shuts off when in 6th gear and the throttle is closed.
Tech states the unit now will shut off in neutral
If holding unit at a steady 5500 rpm's and then you let off the throttle the unit will shut off.
Can you restart it ? Yes it starts right back up.
Advised tech to take the clutch cover off and inspect crank bearing for any issues.

*** NOTES 8/4/2011 8:42:28 AM, gwindust, Action Type : Call from Dealer

Case History

Case ID : [redacted] Case Title : 105849 - CBR250R - STALLS WHEN COMING TO A STOP

TT Doug
Dlr wanting to verify removing the clutch to inspect the bearings.
Discussed with Byron MB35
Advised dlr to first inspect valve clearance.
If this is in spec, continue to removing the clutch to visually inspect the crankshaft bearing.
Call back with findings.

*** NOTES 8/5/2011 9:02:31 AM, apungpra, Action Type : Call to Dealer

TT Doug
have you inspected valve clearance?--No, we are very busy today
advised dealer to call back with findings after valve inspection and test ride

*** NOTES 8/5/2011 1:23:13 PM, cburnett, Action Type : Call from Dealer

TT Doug: found both ex valves tight . tech advises exhaust shims removed were 188's shims installed 180
directed tech to inspect the reg/rect ground wires on the frame,, remove the bolt and check for cross threading.. if so,, chase threads with tap and tighten
.
dlr to contact tech line after test ride.

*** NOTES 8/5/2011 3:04:23 PM, apungpra, Action Type : Call to Dealer

TT Eddie
dealer states after valve adjustment and ground line check he wasn't able to duplicate issue
dealer states he will go on a long test ride tomorrow to verify unit is fixed
was the bolt for the ground tight?--Yes, but it was cross threaded
dealer states he cleaned threads and torqued bolt back on frame

*** NOTES 8/5/2011 3:08:30 PM, apungpra, Action Type : Call to Dealer

TT Doug
did Eddie write down the final valve clearance after valve adjustment?--No, we don't have that down we just know a 188 came out and 180s went in to get
to spec

*** CASE YANKED 8/5/2011 3:14:32 PM, apungpra

Yanked by apungpra into WIPbin Open Cases.

*** NOTES 8/8/2011 9:57:33 AM, apungpra, Action Type : Call to Dealer

TT Matt
was unit tested again over weekend?--Yes, unit ran great on Friday and tech test rode unit again on Saturday
dealer states he needs to verify with tech tomorrow if there were any issues during test ride on Saturday

*** NOTES 8/9/2011 8:35:08 AM, apungpra, Action Type : Call to Dealer

TT Doug
did you verify with Eddie that the unit is fixed?--Yes, tech said the valve adjustment fixed issue
dealer states the intake valve clearance was in spec, the exhaust valves were set to 0.012"
dealer states they have 4.0 into repair, no claim # at this time
advised dealer to use labor op 111899 for 4.0
dealer states they were able to duplicate stalling issue before valve adjustment by holding throttle at 5500 rpm for about 10 seconds in neutral then letting
go of throttle, unit would stall

*** CASE MODIFY 8/10/2011 10:03:15 AM, apungpra

Case History

Case ID : [redacted] Case Title : 105849 - CBR250R - STALLS WHEN COMING TO A STOP

into WIP Open Cases and Status of Solving.

*** CASE CLOSE 8/10/2011 10:03:16 AM, apungpra

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

*** CASE REOPEN 8/11/2011 9:23:02 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 8/11/2011 9:25:36 AM, bjohnson, Action Type : Call to Dealer

Doug states the ground wires were not loose, but the bolt was definitely crossthreaded.
Dlr states there was no damage to the bolt (it was re-used) and the threads were damaged on the frame nut, but the tech was able to clean up the threads with the tap.
The damage to the threads were from the bolt being crossthreaded.
The bolt was re-installed with dry threads.

*** CASE MODIFY 8/12/2011 9:07:48 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 8/25/2011 12:15:23 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 12/15/2011 9:12:33 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 12/15/2011 9:12:33 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/22/2012 4:04:32 PM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	3/8/2012 10:46:00 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	15
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105892 - CBR250R - CUST STATES UNIT STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	FREMONT HONDA AND KAWASAKI
Dealer No. :	105892
Site Phone No. :	510-661-0100
Contact Name :	BROOKS S/M
Day Phone No. :	510-661-0100
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	41315 ALBRAE ST
City / State / Zip :	FREMONT, CA 94538
E Mail :	
Svc District / Sls District :	01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	3,457
In Service Date :	09/09/2011
Months In Use :	5
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105940 / HOLLISTER HONDA
Selling Dealer No. / Name :	105940 / HOLLISTER HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BROOKS S/M - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111106	CYLINDER HEAD

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : BROOKS S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/22/2012 4:04:35 PM
Close Date : 2/22/2012 4:07:29 PM

Coding Info :

Labor Code / Desc : 111106 / CYLINDER HEAD

Condition Code Desc : Abnormal noise 02N
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105892 - CBR250R - CUST STATES UNIT STALLS

*** CASE CREATE 2/22/2012 4:04:32 PM, comiller

Contact = BROOKS S/M, Priority = N/A, Status = Solving.

*** NOTES 2/22/2012 4:04:32 PM, comiller, Action Type :

Complaint:
Dlr states that the customer came stating that her unit stalls when the clutch is pulled in

Contention:
Dlr states that the customer read about the issue on the forums
Dlr states that they have not ridden the bike yet
Dlr states that the unit is also making a rattling noise

Recommendation:
Advised dlr to make first test ride the unit and verify that the unit dose have an issue
Advised dlr that if the unit dose have the issue to check the grounds and the spark plug wire
Advised dlr to also verify that the customer had the 600 mile service with valve adjustment performed
Advised dlr to call back with findings

*** SUBCASE M022012-02-2202109-1 CREATE 2/22/2012 4:04:35 PM, comiller

Created in WIP Default with Due Date 2/22/2012 4:04:35 PM.

*** SUBCASE M022012-02-2202109-1 CLOSE 2/22/2012 4:07:29 PM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2012 4:07:29 PM, comiller

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

*** CASE REOPEN 2/23/2012 4:00:07 PM, josowski

with Condition of Open and Status of Solving.

*** NOTES 2/23/2012 4:05:39 PM, josowski, Action Type : Call from Dealer

TT Brooks
Tech states the unit did not have the 600 mile service done.
Tech states unit will only stall when cold Once unit is warmed up it will not stall.
Tech to contact customer and advise the valves need to be adjusted.
Tech to call back with results.

*** NOTES 2/23/2012 4:13:32 PM, josowski, Action Type : Call from Dealer

TT Brooks
Advised tech to measure the valve clearance .
Mark it down and reset the valves.
Check the spark plug cap for any issues
Inspect the ground wire making sure it is clean and tight

*** NOTES 2/29/2012 3:10:56 PM, gwindust, Action Type : Call from Dealer

TT Brooks
Dlr states they inspected the valve clearances.
Dlr states both intake valves were at .076 mm (Spec is .27 +/- .03mm)

Case History

Case ID [redacted] Case Title : 105892 - CBR250R - CUST STATES UNIT STALLS

Dlr states both exhaust valves were at .15 mm (Spec is .16 +/- .03mm)
Dlr states the spark plug cap is not torn and there are no cuts in it.
Dlr states the ground bolt is tight and clean.
What is the condition of the air cleaner?----- It looks ok and the seal is tight.
Advised dlr to record which size shims are in the unit right now.
Then, adjust the valves noting the shim that is being installed.
Also record the final measurments.
Advised dlr we will cover the valve clearance adjustment under warranty.
Dlr to call back with measurements.

*** CASE MODIFY 3/2/2012 2:28:23 PM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 3/2/2012 2:28:23 PM, josowski

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

*** CASE REOPEN 3/8/2012 10:43:54 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 3/8/2012 10:45:03 AM, bjohnson, Action Type : Call to Dealer

Brooks advised me of the valve clearance measurements:

In-R 076 mm 0
Tappet clearance In-L .076 mm 0.15
Ex-R 15 mm 0
Ex-L .15 mm 0
In-R 18 1
Thickness of shim In 1
Ex-R 18 1
Ex-L 18 1

Advised dlr on the claim, 2hrs OK, UPMY is entered.

*** CASE MODIFY 3/8/2012 10:45:56 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/8/2012 10:46:00 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 3/8/2012 10:46:00 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/14/2012 11:12:49 AM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	8/14/2012 11:15:03 AM
Case Owner :	Colin Miller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105800 - CBR250R - UNIT CUTS OUT WHEN COMMING TO A STOP No. of Attachments : 0

Site / Contact Info :

Site Name :	FAY MYERS MOTORCYCLE WORLD
Dealer No. :	105800
Site Phone No. :	303-744-6632
Contact Name :	ROBERT TECH
Day Phone No. :	303-744-6632
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	9700 E ARAPAHOE RD
City / State / Zip :	GREENWOOD VILLAGE, CO 80112
E Mail :	
Svc District / Sls District :	01F / 1I

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4111B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	3,614
In Service Date :	08/26/2011
Months In Use :	12
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105800 / FAY MYERS MOTORCYCLE WORLD
Selling Dealer No. / Name :	105800 / FAY MYERS MOTORCYCLE WORLD
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ROBERT TECH - PRODU	Subcase Close	Complaint	Product	Technical Assistance	111150	ROCKER ARM OR SUB ROCKE

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : ROBERT TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/14/2012 11:12:51 AM
Close Date : 8/14/2012 11:15:03 AM

Coding Info :

Labor Code / Desc : 111150 / ROCKER ARM OR SUB ROCKER ARM

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105800 - CBR250R - UNIT CUTS OUT WHEN COMMING TO A STOP

*** CASE CREATE 8/14/2012 11:12:49 AM, comiller

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

*** NOTES 8/14/2012 11:12:49 AM, comiller, Action Type :

Complaint:
Dlr states that the unit will stall when coming to a stop with the clutch pulled in

Contention:
Dlr states that they have verified the that the fuel pump is supplying the proper pressure
Dlr states that they have verified that the IACV is functioning properly
Dlr states that they are not sure what may be causing the issue
Dlr states that there are no codes displayed
Did the bike have the valve inspection at 600 miles? not sure

Recommendation:
Advised dlr to confirm if the valves were checked
Advised dlr to remove the ground bolt on the regulator and clean and reinstall
Advised dlr to check the spark plug cap for tears
Advised that if all those items check out to check the valve clearance
Advised dlr to call back with there findings

*** SUBCASE M022012-08-1400859-1 CREATE 8/14/2012 11:12:51 AM, comiller

Created in WIP Default with Due Date 8/14/2012 11:12:51 AM.

*** SUBCASE M022012-08-1400859-1 CLOSE 8/14/2012 11:15:03 AM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/14/2012 11:15:03 AM, comiller

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/5/2012 9:38:22 AM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	1/16/2013 1:37:18 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	286
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105203 - CBR250R - ENGINE STALLS WHEN DOWNSHIFTING. No. of Attachments : 0

Site / Contact Info :

Site Name :	GREEN COUNTRY CYCLE CITY
Dealer No. :	105203
Site Phone No. :	918-258-4774
Contact Name :	CHRIS TECH
Day Phone No. :	918-258-4774
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1200 W SOUTHWEST EXPY DR
City / State / Zip :	BROKEN ARROW, OK 74012
E Mail :	
Svc District / Sls District :	02E / 2G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4118B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	677
In Service Date :	01/07/2012
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105915 / SHAWNEE HONDA MOTORSPORTS
Selling Dealer No. / Name :	104017 / HONDA OF TULSA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CHRIS TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : CHRIS TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/5/2012 9:42:15 AM
Close Date : 4/5/2012 9:42:48 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Repaired/Warranty
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105203 - CBR250R - ENGINE STALLS WHEN DOWNSHIFTING.

*** CASE CREATE 4/5/2012 9:38:22 AM, bjohnson

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

*** NOTES 4/5/2012 9:38:23 AM, bjohnson, Action Type :

Complaint: Engine stalls when downshifting.

Contention: See CR case M012012-03-2602020. Customer complained of this symptom, unit was at dlr 104017, but they could not duplicate the issue. Unit is at this dlr now, DSM George happened to be there and test rode it without duplicating the issue.

Recommendation: Advised Chris (S/M) AH will pay for the customer's valve clearance check (around 1.6hrs labor). Customer to pay for oil and filter change, and any other labor/parts associated with the first service. Advised dlr to inspect valve clearances. Record the before and after (in metric!) valve clearances and what size shims, before and after. I gave the dlr my direct phone line, dlr to call me back.

*** SUBCASE M022012-04-0500491-1 CREATE 4/5/2012 9:42:15 AM, bjohnson

Created in WIP Default with Due Date 4/5/2012 9:42:15 AM.

*** SUBCASE M022012-04-0500491-1 CLOSE 4/5/2012 9:42:48 AM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/5/2012 9:42:52 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 4/5/2012 9:50:33 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 4/5/2012 10:31:40 AM, bjohnson, Action Type : Call to Customer

Mr. Wolf states it first cut out on him when the bike had about 150mi on it.
Customer states it's ONLY happened to him when shifting from 2nd to 1st gear, as he's coming to a stop.
On a few occassions, he hadn't noticed that the engine had stalled, and has had to quickly re-start the engine once the traffic light turns green.
Customer states the meter lights stay on when it happens. Engine has always re-started right away.
Customer states it's happened 10 to 20 times since he's owned the bike, but it's happened less frequently lately.

*** CASE MODIFY 4/5/2012 10:31:51 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 4/5/2012 3:09:59 PM, bjohnson, Action Type : Call to Dealer

Advised dlr to also:
Check the main frame ground at the reg/rect. Push on the green wires, do they move? The bolt may be crossthreaded.
Check for a loose bolt at the starter relay.
Check the spark plug cap, look for any pinholes, cuts or tears in the rubber portion. Spark voltage may be shorting to ground in the spark plug tunnel.
Dlr is to call back with the results.

*** NOTES 4/5/2012 3:24:09 PM, bjohnson, Action Type : Call from Dealer

Dlr states they are measuring the valve clearances now, but all 4 of the shims are below the level of the valve retainer. Dlr is having trouble getting an accurate measurement.
Do you have tapered and angled feeler gauges?----------Yes.
Advised dlr to use just the tip of the gauge, and you should be able to get an accurate reading. Dlr to call back.

*** NOTES 4/10/2012 1:17:57 PM, bjohnson, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : 105203 - CBR250R - ENGINE STALLS WHEN DOWNSHIFTING.

Chris states they had to order the shims it needed, dlr says will contact me back to give valve clearance measurements.

*** CASE MODIFY 4/11/2012 1:34:40 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 4/13/2012 1:36:00 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 4/13/2012 3:02:23 PM, bjohnson, Action Type : Call to Dealer

Chris states they have the shims, the tech is working on it now, and wants to verify that he has the ending measurement and shim sizes correct before they let me know what it is.
Dlr states he'll email me the invoice with the info I need, may not be able to get it to me until Monday 4/16.

*** CASE MODIFY 4/13/2012 3:02:33 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 4/16/2012 1:13:13 PM, bjohnson, Action Type : Call to Dealer

Dlr closed on Mondays.

*** CASE MODIFY 4/17/2012 1:54:19 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 4/19/2012 10:06:40 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE RULE ACTION 5/3/2012 8:38:22 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 5/9/2012 8:43:24 AM, bjohnson, Action Type : Call to Dealer

Chris states unit had tight exhaust valve clearances. Left and right exhaust valve clearances were .006 inch. The original shims were both 180. Exhaust clearances were
adjusted to .010 inch using 175 shims.
Unit had loose intake valve clearances. Left and right intake valve clearances were .009 inch. The original shims were 190. Intake clearances were adjusted to .005 inch using 195 shims.
Customer stated the unit first stalled when the bike had about 150mi on it. Customer took the unit back to his dealer, but they could not duplicate the stalling.
Customer took the bike to another dealer, and they were advised by AH to check valve clearances.
Customer stated the issue only happened to him when shifting from 2nd to 1st gear, as he's coming to a stop.
Engine has always re-started right away.
Customer stated the engine has stalled 10 to 20 times since he has owned the unit.

*** CASE MODIFY 5/9/2012 8:43:42 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/16/2013 1:37:18 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 1/16/2013 1:37:18 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/12/2012 3:53:06 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	5/24/2012 11:34:32 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	42
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105900 - CBR250R - ENGINE STALLS WHEN CLUTCH IS DISENGAGED. No. of Attachments : 0

Site / Contact Info :

Site Name :	MIDWEST HONDA SUZUKI KUBOTA
Dealer No. :	105900
Site Phone No. :	712-255-7955
Contact Name :	BOB SM
Day Phone No. :	712-255-7955
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	2142 HWY 75 NORTH
City / State / Zip :	SIOUX CITY, IA 51105
E Mail :	
Svc District / Sls District :	01E / 2C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	850
In Service Date :	03/06/2012
Months In Use :	1
Engine Number :	MC41E[redacted]
Originating Dealer No. / Name :	105979 / DILLON BROTHERS MOTORSPORTS
Selling Dealer No. / Name :	105979 / DILLON BROTHERS MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BOB SM - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : BOB SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/17/2012 8:54:28 AM
Close Date : 4/17/2012 8:56:03 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Repaired/Warranty
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105900 - CBR250R - ENGINE STALLS WHEN CLUTCH IS DISENGAGED.

*** CASE CREATE 4/12/2012 3:53:06 PM, bjohnson
Contact = BOB SM, Priority = N/A, Status = Solving.

*** NOTES 4/12/2012 3:53:07 PM, bjohnson, Action Type :
Complaint: Engine stalls when clutch is disengaged.

Contention: Dlr worked with their DSM Jeremy MA70 on this. Dlr was able to duplicate the issue. It happened more frequently with the engine warm. Brad Yeager (tech) says it stalled when the clutch was pulled in, not when it was downshifted. Brad states he gave all of the measurements and shim sizes to the DSM, but he remembers that both exhaust clearances were tight at .007". The intakes were within spec. Brad thinks both exhausts had 188 shims, and he adjusted them using 180 shims.
Did this customer have a first service done?----------Yes, at our dlrship.
Were the valve clearances checked then?----------No.
Dlr explained it's tough to get customers to pay for the extra labor needed to check the valves. In his experience, nearly all of the time the valves are checked on Hondas, the valve clearances are within spec. That is why they don't push getting it done as part of the first service.

Recommendation: Advised dlr I'll get the exact measurements from your DSM. Advised dlr the need to follow the scheduled maintenance checklist for all items at the recommend mileage.

*** SUBCASE M022012-04-1201364-1 CREATE 4/17/2012 8:54:28 AM, bjohnson
Created in WIP Default with Due Date 4/17/2012 8:54:28 AM.

*** SUBCASE M022012-04-1201364-1 CLOSE 4/17/2012 8:56:03 AM, bjohnson
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/17/2012 8:56:13 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 4/18/2012 3:27:43 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 4/19/2012 10:05:24 AM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 5/9/2012 9:05:47 AM, bjohnson, Action Type : Call to Dealer
Bob states before the valve adjustment, the dlr could duplicate the stalling issue very easily.

*** CASE MODIFY 5/9/2012 9:19:36 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 5/10/2012 2:53:06 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 5/24/2012 11:34:30 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 5/24/2012 11:34:32 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 5/24/2012 11:34:32 AM, bjohnson
into WIP Incoming and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/21/2012 2:58:01 PM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	8/21/2012 2:58:53 PM
Case Owner :	Colin Miller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106041 - CBR250R - UNIT STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	MOUNTAIN MOTORSPORTS
Dealer No. :	106041
Site Phone No. :	770-425-4000
Contact Name :	ANDY SA
Day Phone No. :	770-425-4000
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	780 COBB PARKWAY S.
City / State / Zip :	MARIETTA, GA 30060
E Mail :	
Svc District / Sls District :	02C / 3E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC411XB5003093
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,019
In Service Date :	03/06/2012
Months In Use :	5
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105733 / SOUTHERN HONDA POWERSPORTS
Selling Dealer No. / Name :	105733 / SOUTHERN HONDA POWERSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ANDY SA - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : ANDY SA - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/21/2012 2:58:07 PM
Close Date : 8/21/2012 2:58:53 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : [redacted] UNIT STALLS

*** CASE CREATE 8/21/2012 2:58:01 PM, comiller

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

*** NOTES 8/21/2012 2:58:01 PM, comiller, Action Type :

Complaint:
Dlr states that the customer states unit stalls

Contention:
Dlr states that the customer states that the unit stalls when slowing down or coming to a stop
Dlr verified that the air box is clear
Dlr states that the unit will start cold and then stall sometimes
Dlr states that you have to crack the throttle when the cold start up stall occurs
Dlr states that they have not verified the issue yet
Dlr states that the bike has an aftermarket slip on muffler
Did the customer have his 600 mile service? yes
How many miles were on the unit? 627

Recommendation:
Advised dlr that they will need to verify that the exhaust is stock we have had aftermarket mufflers cause the unit to stall
Advised dlr to then verify the customers complaint
Advised dlr that if they are able to verify that the unit is having the issue then they should check the ground connection at the regulator is tight and clean

Advised dlr to also check the spark plug cap for any tear or splits
Advised dlr if the issues is duplicated and they did not find any issues with the regulator or the spark plug then they should check the valve adjustment
Advised dlr to call back with there results

*** SUBCASE M022012-08-2101595-1 CREATE 8/21/2012 2:58:07 PM, comiller

Created in WIP Default with Due Date 8/21/2012 2:58:07 PM.

*** CASE CLOSE 8/21/2012 2:58:53 PM, comiller

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

*** SUBCASE M022012-08-2101595-1 CLOSE 8/21/2012 2:58:53 PM, comiller

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/22/2012 3:00:21 PM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	6/22/2012 3:01:23 PM
Case Owner :	Colin Miller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106006 - CBR250R - UNIT STALLS WHEN THE CLUTCH IS PULLED — No. of Attachments : 0

Site / Contact Info :

Site Name :	SHELBY'S POWERSPORTS
Dealer No. :	106006
Site Phone No. :	718-828-8599
Contact Name :	NATE S/M
Day Phone No. :	718-828-8599
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1444 COMMERCE AVE.
City / State / Zip :	BRONX, NY 10461
E Mail :	
Svc District / Sls District :	03F / 4D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4115B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	3,582
In Service Date :	10/06/2011
Months In Use :	8
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	102695 / BERGEN HONDA-KAWASAKI-SUZU
Selling Dealer No. / Name :	102695 / BERGEN HONDA-KAWASAKI-SUZUKI
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / NATE S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111150	ROCKER ARM OR SUB ROCKE

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : NATE S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/22/2012 3:00:23 PM
Close Date : 6/22/2012 3:01:23 PM

Coding Info :

Labor Code / Desc : 111150 / ROCKER ARM OR SUB ROCKER ARM

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106006 - CBR250R - UNIT STALLS WHEN THE CLUTCH IS PULLED

*** NOTES 6/22/2012 3:00:21 PM, comiller, Action Type :

Complaint:
Dlr states that the customer claimed that the engine would stall when the unit

Contention:
Dlr states that the customer has stated that this has happen several times to him while riding the bike
Dlr states that they have been able to duplicate the stall only when revving the bike in neutral
What have you done so far? test rode the unit and verified the issue
Did the customer have the 600 mile service? yes
Were the valves adjusted? no

Recommendation:
Advised dlr that the valves should have been adjusted at 600 miles
Advised dlr that if they can duplicate the issue then they need to check the ground connections at the regulator
Advised dlr to also inspect the spark plug cap for any damage
Advised dlr to then check the valves if no other issues are found
Advised dl that if the customer did not have the valves adjusted at 600 it would be a customer pay issue
Advised dlr to call back if they have any further questions

*** CASE CREATE 6/22/2012 3:00:21 PM, comiller

Contact = NATE S/M, Priority = N/A, Status = Solving.

*** SUBCASE M022012-06-2201602-1 CREATE 6/22/2012 3:00:23 PM, comiller

Created in WIP Default with Due Date 6/22/2012 3:00:23 PM.

*** CASE CLOSE 6/22/2012 3:01:23 PM, comiller

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

*** SUBCASE M022012-06-2201602-1 CLOSE 6/22/2012 3:01:23 PM, comiller

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/29/2011 10:11:58 AM
Case Originator :	arthur pungprakearti	Sub Division :	Techline	Status :	Closed	Close Date :	10/7/2011 7:18:24 AM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	8
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105209 - CBR250R - STALLING ON DECEL

No. of Attachments : 0

Site / Contact Info :

Site Name :	HUNTINGTON HONDA
Dealer No. :	105209
Site Phone No. :	714-842-5533
Contact Name :	CAMERON S/W
Day Phone No. :	714-842-5531
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	17555 BEACH BLVD
City / State / Zip :	HUNTINGTON BEACH, CA 92647
E Mail :	
Svc District / Sls District :	01A / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4110B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	5
In Service Date :	09/27/2011
Months In Use :	0
Engine Number :	MC41E20[redacted]
Originating Dealer No. / Name :	105209 / HUNTINGTON HONDA
Selling Dealer No. / Name :	105209 / HUNTINGTON HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CAMERON S/W -	Subcase Close	Complaint	Product	Technical Assistance	111106	CYLINDER HEAD

Issue Details

Issue ID : [redacted]
Issue Originator : arthur pungprakearti
Issue Owner : arthur pungprakearti
Issue Title : CAMERON S/W - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/29/2011 10:13:27 AM
Close Date : 9/29/2011 10:13:59 AM

Coding Info :

Labor Code / Desc : 111106 / CYLINDER HEAD

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105209 - CBR250R - STALLING ON DECEL

*** CASE CREATE 9/29/2011 10:11:58 AM, apungpra
Contact = CAMERON S/W, Priority = N/A, Status = Solving.

*** NOTES 9/29/2011 10:12:08 AM, apungpra, Action Type :
Complaint:
Stalling on decel

Contention:
dealer states unit stalls on decel, no codes

Recommendation:
advised dealer to check valve clearance, adjust if needed, call back with findings

*** SUBCASE M022011-09-2900788-1 CREATE 9/29/2011 10:13:27 AM, apungpra
Created in WIP Default with Due Date 9/29/2011 10:13:27 AM.

*** SUBCASE M022011-09-2900788-1 CLOSE 9/29/2011 10:13:59 AM, apungpra
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/29/2011 10:14:00 AM, apungpra
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/29/2011 4:46:19 PM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 9/29/2011 4:48:36 PM, bjohnson, Action Type : Call to Dealer
I called the dlr about something else, and they mentioned this unit's problem.
Dlr states they did check the valve clearances, and they were tight.
But, dlr states they also found a vacuum hose loose.
Mark couldn't tell me which hose it was or how it would cause the symptom.
Advised dlr to have the tech call back to Techline to report the findings.

*** CASE MODIFY 9/29/2011 4:48:44 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 9/29/2011 4:48:45 PM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/5/2011 10:32:02 AM, cburnett
with Condition of Open and Status of Solving.

*** NOTES 10/5/2011 10:45:48 AM, cburnett, Action Type : Call from Dealer
TT Mark: advises the engine had a tight intake and exhaust valve.. dlr advises there was also a vacuum leak at the EVAP purge control valve,(manifold vacuum line) , the hose was not connected completely ,, small air leak at the control valve
dlr states: tech has almost 4 hours into repair,,...
ma18: valve adjustment and a vacuum hose took 4 hours?
dlr states: adjusted valves , put unit back together and the engine runs rough, tech inspected and found the vac hose leak..
ma18: advised to submit claim for 2.0 hours total,, 1.5 for valve adjustment,, .5 for vac hose leak. 111399

Case History

Case ID : [redacted] Case Title : 105209 - CBR250R - STALLING ON DECEL

*** CASE MODIFY 10/7/2011 7:18:10 AM, cburnett
into WIP incoming and Status of Solving.

*** CASE MODIFY 10/7/2011 7:18:23 AM, cburnett
into WIP incoming and Status of Solving.

*** CASE CLOSE 10/7/2011 7:18:24 AM, cburnett
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	3/7/2012 10:17:58 AM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	7/12/2012 9:39:50 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	127
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105027 - CBR250R - STALLS INTERMITTANTLY WHEN DOWNSHIFTED. No. of Attachments : 1

Site / Contact Info :

Site Name :	LIBBY'S MOTOWORLD
Dealer No. :	105027
Site Phone No. :	203-772-1112
Contact Name :	JOE SM
Day Phone No. :	203-772-1112
Evening Phone No. :	
Cell / Pager No. :	203-772-1112
Fax No. :	( ) -
Address :	60 PRINTERS LN
City / State / Zip :	NEW HAVEN, CT 06519
E Mail :	
Svc District / Sls District :	03A / 4B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	450
In Service Date :	08/23/2011
Months In Use :	7
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105027 / LIBBY'S MOTOWORLD
Selling Dealer No. / Name :	105027 / LIBBY'S MOTOWORLD
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOE SM - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : JOE SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/7/2012 10:18:03 AM
Close Date : 3/7/2012 10:19:33 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Buy Back
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 105027 - CBR250R - STALLS INTERMITTANTLY WHEN DOWNSHIFTED.

*** CASE CREATE 3/7/2012 10:17:58 AM, bjohnson
Contact = JOE SM, Priority = N/A, Status = Solving.

*** NOTES 3/7/2012 10:18:00 AM, bjohnson, Action Type :
Complaint: Stalls intermittantly when downshifted.

Unit has been bought back from the customer. See CR case for more information. Neither the dealer nor the DSM has been able to duplicate the issue. Dlr states on one of the many passes the customer made in front of the dealer, once he was about 1/2 block away when he raised his hand to indicate that the engine had stalled. I talked to the customer, he states he's had the issue happen in 2 situations.
Situation #1: Warm up the cold engine for about 30 seconds, but no longer than 1 minute. Ride the bike, shift into 3rd gear or higher. Engine speed at 4000rpm or higher. Approaching a stop, pull the clutch lever in, release the throttle and downshift. This is when the engine would stall. Engine restarts right away.
Situation #2: Same as situation #1, but wait 1 to 3 seconds before downshifting the transmission. When it was downshifted, the engine would stall. Engine restarts right away.

See attachments for customer email describing other information about the stalling.

*** SUBCASE M022012-03-0700695-1 CREATE 3/7/2012 10:18:03 AM, bjohnson
Created in WIP Default with Due Date 3/7/2012 10:18:03 AM.

*** SUBCASE M022012-03-0700695-1 CLOSE 3/7/2012 10:19:33 AM, bjohnson
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/7/2012 10:19:43 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE ADD ATTACHMENT 3/7/2012 10:30:16 AM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-03-0700695_1.pdf

*** CASE MODIFY 3/7/2012 12:35:50 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/8/2012 3:43:23 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/9/2012 12:52:24 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/30/2012 11:30:58 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:31:01 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:31:01 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/12/2012 9:07:47 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 7/12/2012 9:30:39 AM, bjohnson, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : 105027 - CBR250R - STALLS INTERMITTANTLY WHEN DOWNSHIFTED.

I asked Joe if they ever touched the cylinder head mounting nuts or studs?
Dlr advised no, and that the only work ever performed on this unit was valve clearance related.

*** CASE MODIFY 7/12/2012 9:39:48 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 7/12/2012 9:39:50 AM, bjohnson

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

*** CASE MODIFY 7/12/2012 9:39:50 AM, bjohnson

into WIP Incoming and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 105027 - CBR250R - STALLS INTERMITTANTLY WHEN DOWNSHIFTED.

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-03-0700695_1.pdf

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	3/19/2013 1:05:20 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	3/19/2013 1:06:03 PM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 101651 - CBR250R - UNIT STALLS ON DECEL WHEN CLUTCH IS PULLED IN No. of Attachments : 0

Site / Contact Info :

Site Name :	MUNGENAST MOTORSPORTS
Dealer No. :	101651
Site Phone No. :	314-894-1330
Contact Name :	PAUL S/M
Day Phone No. :	314-894-1330
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	5935 S LINDBERGH BLVD
City / State / Zip :	ST LOUIS, MO 63123
E Mail :	
Svc District / Sls District :	03G / 2E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	6,325
In Service Date :	11/09/2011
Months In Use :	16
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105991 / BIG ST. CHARLES MOTORSPORTS
Selling Dealer No. / Name :	101651 / MUNGENAST MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / PAUL S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : PAUL S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/19/2013 1:05:23 PM
Close Date : 3/19/2013 1:06:00 PM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 101651 - CBR250R - UNIT STALLS ON DECEL WHEN CLUTCH IS PULLED

*** NOTES 3/19/2013 1:05:20 PM, josowski, Action Type :

Complaint: Unit stalls on decel when clutch is pulled in

Contention: Unit stalls on decel when clutch is pulled in . Tech states they have duplicated the issue once. Tech states customer claims it is intermittent. Customer claims unit will restart and run fine. Unit has had 600 mile check and 4K service.

Recommendation: Any codes ? No. Advised tech to clean and tighten all grounds. Advised tech to inspect plug cap for possible damage causing arcing.

*** CASE CREATE 3/19/2013 1:05:20 PM, josowski

Contact = PAUL S/M, Priority = N/A, Status = Solving.

*** SUBCASE M022013-03-1901709-1 CREATE 3/19/2013 1:05:23 PM, josowski

Created in WIP Default with Due Date 3/19/2013 1:05:23 PM.

*** SUBCASE M022013-03-1901709-1 CLOSE 3/19/2013 1:06:00 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/19/2013 1:06:03 PM, josowski

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/24/2012 1:22:24 PM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	7/24/2012 1:23:03 PM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105767 - CBR250R - ENGINE STALLS ON DECEL

No. of Attachments : 0

Site / Contact Info :

Site Name :	RV SPORTS, INC.
Dealer No. :	105767
Site Phone No. :	218-681-1007
Contact Name :	MELISSA TECH
Day Phone No. :	218-681-1007
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1412 3RD ST WEST
City / State / Zip :	THIEF RIVER FALLS, MN 56701
E Mail :	
Svc District / Sls District :	01E / 2A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4113B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	800
In Service Date :	04/27/2012
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105891 / MOTOR CITY POWER SPORTS
Selling Dealer No. / Name :	105767 / RV SPORTS, INC.
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] MELISSA TECH - PROD	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : MELISSA TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/24/2012 1:22:30 PM
Close Date : 7/24/2012 1:22:58 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105767 - CBR250R - ENGINE STALLS ON DECEL

*** CASE CREATE 7/24/2012 1:22:24 PM, cburnett

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

*** NOTES 7/24/2012 1:22:25 PM, cburnett, Action Type :

Complaint:
engine stalls on decel

Contention:
dlr states: unit in for engine stalling when the clutch is pulled in on decel. It does not happen all the time , once in a while.
ma18: unit has 800 miles on the odometer, has the 600 mile service been performed?
dlr states: no , 600 mile service has not been done

Recommendation:
ma18: unit needs the 600 mile service, record the valve clearance before and after any shim replacement.
ma18: instructed dealer to follow the service manual instructions for checking the valve clearance.
ma18: suggested to use a tapered feeler gage when checking valve clearance. or be aware of the feeler gage contact on the valve spring retainer/shim holder area

*** SUBCASE M022012-07-2401596-1 CREATE 7/24/2012 1:22:30 PM, cburnett

Created in WIP Default with Due Date 7/24/2012 1:22:30 PM.

*** SUBCASE M022012-07-2401596-1 CLOSE 7/24/2012 1:22:58 PM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/24/2012 1:23:01 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 7/24/2012 1:23:03 PM, cburnett

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	11/29/2011 9:38:10 AM
Case Originator :	Joe Yee	Sub Division :	Techline	Status :	Closed	Close Date :	11/29/2011 9:39:08 AM
Case Owner :	Joe Yee	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105632 - CBR250R - ENGINE DIES WHEN CLUTCH PULLED IN

No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF CHATTANOOGA
Dealer No. :	105632
Site Phone No. :	423-855-5055
Contact Name :	DOUG TECH
Day Phone No. :	423-855-5055
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	4915 HIGHWAY 58 N
City / State / Zip :	CHATTANOOGA, TN 37416
E Mail :	
Svc District / Sls District :	02C / 3G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4111B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	677
In Service Date :	08/18/2011
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Selling Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DOUG TECH -	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joe Yee
Issue Owner : Joe Yee
Issue Title : DOUG TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/29/2011 9:38:15 AM
Close Date : 11/29/2011 9:39:03 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105632 - CBR250R - ENGINE DIES WHEN CLUTCH PULLED IN

*** CASE CREATE 11/29/2011 9:38:10 AM, jyee

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

*** NOTES 11/29/2011 9:38:12 AM, jyee, Action Type :

Complaint:
engine dies when clutch pulled in

Contention:
customer says engine sometimes dies when clutch pulled in, pulling up to a stop, and sometimes when the clutch is pulled in at a stop.
air temps in lower 30s.
customer says it happened a couple times when he was bringing it into the shop.
has not had initial service yet.
customer says he has seen this problem on the internet.

dealer says:
they test rode, but were unable to verify except by starting it cold and blipping the throttle abnormally.

Recommendation:
advised dealer:
inspect valve adjustment at initial service, call with findings.

*** SUBCASE M022011-11-2900855-1 CREATE 11/29/2011 9:38:15 AM, jyee

Created in WIP Default with Due Date 11/29/2011 9:38:15 AM.

*** SUBCASE M022011-11-2900855-1 CLOSE 11/29/2011 9:39:03 AM, jyee

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/29/2011 9:39:05 AM, jyee

into WIP default and Status of Solving.

*** CASE CLOSE 11/29/2011 9:39:08 AM, jyee

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/10/2012 9:37:05 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	7/16/2012 1:31:19 PM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	6
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105377 - CBR250R - UNIT WILL STALL WHEN NOT FULLY WARMED UP No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA YAMAHA SPORTS CENTER
Dealer No. :	105377
Site Phone No. :	530-673-5676
Contact Name :	DAVID TECH
Day Phone No. :	530-673-5676
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	2530 COLUSA HWY
City / State / Zip :	YUBA CITY, CA 95993
E Mail :	
Svc District / Sls District :	01C / 1D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	2,895
In Service Date :	09/02/2011
Months In Use :	10
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106026 / ELK GROVE CYCLE CENTER
Selling Dealer No. / Name :	106026 / ELK GROVE CYCLE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAVID TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : DAVID TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/10/2012 9:37:07 AM
Close Date : 7/10/2012 9:37:37 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105377 - CBR250R - UNIT WILL STALL WHEN NOT FULLY WARMED UP

*** CASE CREATE 7/10/2012 9:37:05 AM, josowski
Contact = DAVID TECH, Priority = N/A, Status = Solving.

*** NOTES 7/10/2012 9:37:05 AM, josowski, Action Type :
Complaint: Unit will stall when not fully warmed up

Contention: Unit will stall when not fully warmed up. Tech states when pulling up to a stop sign and downshifting from 5th gear unit will shut off.

Recommendation: Can you duplicate the issue ? Yes. If you rev the unit to 5-7K and let the throttle off in neutral the unit will stall. Has the unit had the 600 mile service. Yes at another dealership. Advised tech to check valve clearance and call TL back with clearance and any shim adjustment needed.

*** SUBCASE M022012-07-1000727-1 CREATE 7/10/2012 9:37:07 AM, josowski
Created in WIP Default with Due Date 7/10/2012 9:37:07 AM.

*** SUBCASE M022012-07-1000727-1 CLOSE 7/10/2012 9:37:37 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/10/2012 9:37:40 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/10/2012 9:37:51 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 7/13/2012 11:08:14 AM, gwindust, Action Type : Call from Dealer
TT David
Dlr states they inspected the valve clearance and found all valves had a clearance of .002"
Dlr states both intake valves had shim sizes of 188, left exhaust was 185 and right exhaust was 186.

*** NOTES 7/13/2012 11:09:33 AM, gwindust, Action Type : Call from Dealer
Dlr states they adjusted the valved and the issue is resolved.
Dlr states they also had 1 hour in troubleshooting prior to calling Techline.
Dlr tested fuel pressure, inspected IACV, ECM reset, air filter, fuel lines, etc.
Advised dlr to use labor op 111399 for 2.5 hours.

*** CASE MODIFY 7/16/2012 1:31:19 PM, josowski
into WIP Techline and Status of Solving.

*** CASE CLOSE 7/16/2012 1:31:19 PM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	3/20/2012 2:12:43 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	4/3/2012 2:56:13 PM
Case Owner :	Colin Miller	Method :	Phone	Queue :		Days Open :	14
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105542 - CBR250R - ENGINE STALLED WHEN CLUTCH IS DISENGAGED. No. of Attachments : 0

Site / Contact Info :

Site Name :	RPM MOTORSPORTS
Dealer No. :	105542
Site Phone No. :	303-232-7576
Contact Name :	DAVE S/M
Day Phone No. :	303-232-7576
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1251 WADSWORTH BLVD
City / State / Zip :	LAKEWOOD, CO 80214
E Mail :	
Svc District / Sls District :	01F / 1I

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4119B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	64
In Service Date :	03/21/2012
Months In Use :	0
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105542 / RPM MOTORSPORTS
Selling Dealer No. / Name :	105542 / RPM MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAVE S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : DAVE S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 3/20/2012 2:12:56 PM
Close Date : 3/20/2012 2:13:35 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105542 - CBR250R - ENGINE STALLED WHEN CLUTCH IS DISENGAGED.

*** CASE CREATE 3/20/2012 2:12:43 PM, bjohnson

Contact = DAVE S/M, Priority = N/A, Status = Solving.

*** NOTES 3/20/2012 2:12:46 PM, bjohnson, Action Type :

Complaint: Engine stalled after a downshift.

Contention: Dlr states customer just bought the bike on Friday, 3/16. Customer states he was riding down a 4 lane highway, downshifted, and the engine stalled. Customer was able to re-start the engine, but was upset and will bring the unit back to the dlr. Customer says the speedometer light is still on, customer did not feel the issue was electrical. The unit is not yet at the dlr, customer is bring it back today.

Recommendation: Advised dlr to verify exactly what the riding conditions were for the issue to happen. Test ride the unit with the engine cold, see if you can duplicate the issue. Dlr to check the main frame ground at the reg/rect. Push on the green wires, do they move?
Check the spark plug cap, look for any pinholes, cuts or tears in the rubber portion. Spark voltage may be shorting to ground in the spark plug tunnel.
If all OK, dlr to inspect valve clearances. If loose, record the before and after (in metric!) valve clearances and what size shims, before and after.
I gave the dlr my direct phone line, dlr to call me back.

*** SUBCASE M022012-03-2001606-1 CREATE 3/20/2012 2:12:56 PM, bjohnson

Created in WIP Default with Due Date 3/20/2012 2:12:56 PM.

*** SUBCASE M022012-03-2001606-1 CLOSE 3/20/2012 2:13:35 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/20/2012 2:13:40 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/20/2012 2:19:40 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/21/2012 2:00:38 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 3/26/2012 9:39:35 AM, bjohnson, Action Type : Call from Dealer

Notes from 3/21:

Dave states the ground wires and spark plug cap were OK.
Dlr states they were able to duplicate the issue.
Dlr rode in 3rd, 4th or 5th gear around 40mph.
Engine would stall when the clutch lever was pulled in, NOT on the downshift.
Dlr found the intake valve clearances both OK, measuring .14mm (.16 +/- .03mm is the spec).
Dlr found the exhaust valves both too tight, both measuring .08mm (.27 +/- .03mm is the spec).
The exhaust shims were both 190. Dlr installed 172 shims to adjust it to .25mm.
Advised dlr on the claim.

*** CASE MODIFY 3/26/2012 9:55:46 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 3/26/2012 9:55:46 AM, bjohnson

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

Case History

Case ID : [redacted] Case Title : 105542 - CBR250R - ENGINE STALLED WHEN CLUTCH IS DISENGAGED.

*** CASE REOPEN 4/3/2012 10:51:41 AM, comiller
with Condition of Open and Status of Solving.

*** CASE CLOSE 4/3/2012 2:56:13 PM, comiller
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 4/3/2012 2:56:13 PM, comiller
into WIP default and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/30/2012 4:49:45 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	1/23/2013 4:27:54 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	238
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104950 - CBR250R - ENGINE STALLS INTERMITTANTLY WHILE STOPPING. No. of Attachments : 0

Site / Contact Info :

Site Name :	RIDENOW POWERSPORTS PEORIA
Dealer No. :	104950
Site Phone No. :	602-843-5000
Contact Name :	SCOTT SA
Day Phone No. :	602-843-5000
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	8546 W LUDLOW DR #100
City / State / Zip :	PEORIA, AZ 85381
E Mail :	
Svc District / Sls District :	01A / 1H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4118B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	863
In Service Date :	12/23/2011
Months In Use :	5
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104950 / RIDENOW POWERSPORTS PEORIA
Selling Dealer No. / Name :	104950 / RIDENOW POWERSPORTS PEORIA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / SCOTT SA - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	311152	IDLE AIR CONTROL VALVE

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : SCOTT SA - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/30/2012 4:49:49 PM
Close Date : 1/23/2013 4:27:54 PM

Coding Info :

Labor Code / Desc : 311152 / IDLE AIR CONTROL VALVE

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Repaired/Warranty
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 104950 - CBR250R - ENGINE STALLS INTERMITTANTLY WHILE

*** CASE CREATE 5/30/2012 4:49:45 PM, bjohnson
Contact = SCOTT SA, Priority = N/A, Status = Solving.

*** NOTES 5/30/2012 4:49:46 PM, bjohnson, Action Type :
Complaint: Engine stalls intermittantly while stopping.

Contention: Mark (SM) states customer had this complaint when the first service was done (2/21/12 with 631mi). The RO shows that the valve clearances were checked, but no adjustment was needed. The main rider of the bike is a female, and she was upset about the stalling issue. Her boyfriend was able to duplicate the issue to the dlr, and the dlr was able to as well. The tech that rode it and worked on it is no longer at the dlrship. Mark thinks the symptom was stalling with the clutch lever pulled in. Mark states the tech tested the IACV per the manual and it tested bad, and is why it was replaced. Again, dlr doesn't have info on what test it exactly failed. Dlr states after the IACV was replaced, they could not get it to stall again. Dlr has filed a claim for it.

Recommendation: Advised dlr I've called in the part, please send it in ASAP.

*** SUBCASE M022012-05-3001713-1 CREATE 5/30/2012 4:49:49 PM, bjohnson
Created in WIP Default with Due Date 5/30/2012 4:49:49 PM.

*** CASE MODIFY 5/30/2012 4:50:54 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 5/30/2012 4:51:35 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 5/30/2012 4:51:55 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 6/26/2012 1:21:49 PM, bjohnson, Action Type : Call to Dealer
Advised Mark we still haven't received the IACV from this repair?
Mark states their warranty parts room is a mess, he will try to find the part and send it in.

*** CASE MODIFY 6/26/2012 1:21:59 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 6/27/2012 4:04:18 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 6/28/2012 10:24:45 AM, gcapley, Action Type : Call from Dealer
TT Scott:

Dlr. states that they received a request for the failed parts under claim # 120508 to be sent in to WPI for review.
Dlr. states that they have the parts, but it took them a while to find them.
Dlr. states that they will be sending in the parts today.
Advised dlr. we will note this in the case and notify Byron MB35 that the parts are on their way.

*** NOTES 7/3/2012 8:42:20 AM, bjohnson, Action Type : Note-General
Dealer sent an IACV in, but it's not to a CBR250R...

*** CASE MODIFY 7/3/2012 8:42:51 AM, bjohnson

Case History

Case ID [redacted] Case Title : 104950 - CBR250R - ENGINE STALLS INTERMITTANTLY WHILE

into WIP Incoming and Status of Solving.

*** NOTES 7/5/2012 12:45:25 PM, bjohnson, Action Type : Call to Dealer

Advised Mark the part you sent is not the right one.
Dlr states he will look and see if he has the right one.
Advised dlr to use the service manual to see what it should look like.

*** COMMIT 7/5/2012 12:45:46 PM, bjohnson, Action Type : N/A

Made to SCOTT SA due 07/11/2012 12:00:00 AM.
Call Mark, see if he was able to find the right IACV!

*** CASE MODIFY 7/5/2012 12:46:43 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/19/2012 1:31:37 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/23/2013 4:27:37 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/23/2013 4:27:51 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** SUBCASE M022012-05-3001713-1 CLOSE 1/23/2013 4:27:54 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2013 4:27:54 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/22/2012 2:27:29 PM
Case Originator :	garrett windust	Sub Division :	Techline	Status :	Closed	Close Date :	3/30/2012 11:31:22 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	37
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104937 - CBR250R - ENGINE STALLS WHEN COMING TO A STOP No. of Attachments : 1

Site / Contact Info :

Site Name :	HANOVER POWERSPORTS
Dealer No. :	104937
Site Phone No. :	973-428-1735
Contact Name :	KEITH BENSON
Day Phone No. :	973-428-1735
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	210 ROUTE 10 WEST
City / State / Zip :	EAST HANOVER, NJ 07936
E Mail :	
Svc District / Sls District :	03F / 4D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4112B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	1,519
In Service Date :	09/30/2011
Months In Use :	5
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104937 / HANOVER POWERSPORTS
Selling Dealer No. / Name :	104937 / HANOVER POWERSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / KEITH BENSON - PROD	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : garrett windust
Issue Owner : garrett windust
Issue Title : KEITH BENSON - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/22/2012 2:27:31 PM
Close Date : 2/22/2012 3:05:03 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 104937 - CBR250R - ENGINE STALLS WHEN COMING TO A STOP

*** CASE CREATE 2/22/2012 2:27:29 PM, gwindust
Contact = KEITH BENSON, Priority = N/A, Status = Solving.

*** NOTES 2/22/2012 2:27:29 PM, gwindust, Action Type :
Complaint:
Engine stalls when coming to a stop

Contention:
Dlr states the customer has a complaint that when coming to a stop from 2nd or 3rd gear the unit will shut off.
When the customer is in 2nd or 3rd gear, he will pull in the clutch, downshift, and the engine stalls.
Dlr states the issue is intermittent and have not been able to duplicate.
Any codes?---- HDS shows no nodes, idle speed is 1500 RPM.
Dlr states the customer is a new rider.
Do you have any service records for the unit?---- We performed the 600 mile service.
Were the valves out of spec?---- No
Any accessories on the unit?---- No
How were the valve clearances inspected at the 600 mile service?---- I am not sure, but the customer did not have a complaint of stalling.

Recommendation:
Advised dlr to inspect the valve clearances per the service manual, which requires removing the fuel tank. Please record each measurement.
Advised dlr to inspect the spark plug cap for a possible cut.
Advised dlr to inspect the ground at the reg/rect. Make sure the bolt is tight and the threads are not stripped.
Dlr to call back with findings.

*** SUBCASE M022012-02-2201832-1 CREATE 2/22/2012 2:27:31 PM, gwindust
Created in WIP Default with Due Date 2/22/2012 2:27:31 PM.

*** NOTES 2/22/2012 3:04:56 PM, gwindust, Action Type : Note-General
Notified QIC

*** CASE MODIFY 2/22/2012 3:05:00 PM, gwindust
into WIP Incoming and Status of Solving.

*** SUBCASE M022012-02-2201832-1 CLOSE 2/22/2012 3:05:03 PM, gwindust
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2012 3:05:03 PM, gwindust
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/23/2012 9:30:58 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 2/23/2012 9:37:20 AM, bjohnson, Action Type : Call to Dealer
Advised Keith to make sure to record the measurements in mm what the valve clearances are now.
Dlr will be removing the fuel tank when checking the valves, and will also check the ground and check for damage to the spark plug cap.
I gave the dlr my direct phone#.

*** NOTES 2/23/2012 4:26:54 PM, bjohnson, Action Type : Call from Dealer

Case History

Case ID : M022012-02-2201832 Case Title : 104937 - CBR250R - ENGINE STALLS WHEN COMING TO A STOP

Keith states the wire harness ground was not loose, and plug cap was not damaged.
All the valves were tight.
The measurements were:

Left int: .102mm
Right int: .076mm
Left ext: .178mm
Right ext: .203mm

Specs are:
Int.: .16 +/- .03mm
Exh.: .27 +/- .03mm

The dealer test rode the bike afterwards, and it still did not stall.
Advised dlr OK to file a claim for 1.5hrs labor.

*** CASE ADD ATTACHMENT 2/23/2012 5:00:19 PM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-02-2201832_1.TIF

*** CASE MODIFY 3/5/2012 11:00:45 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 3/14/2012 1:50:43 PM, bjohnson, Action Type : Call to Dealer
Advised Keith on the claim, UPMY is entered.

*** CASE MODIFY 3/15/2012 4:57:20 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE RULE ACTION 3/21/2012 1:27:29 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 3/30/2012 11:31:20 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:31:22 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 3/30/2012 11:31:22 AM, bjohnson
into WIP CBR250R and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 104937 - CBR250R - ENGINE STALLS WHEN COMING TO A STOP

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-02-2201832_1.TIF

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/28/2012 9:30:33 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	7/13/2012 8:05:39 AM
Case Owner :	Gerrad Capley	Method :	Phone	Queue :		Days Open :	15
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105805 - CBR250R - CUSTOMER CLAIMS UNIT SHUT OFF WHILE RIDING No. of Attachments : 2

Site / Contact Info :

Site Name :	COYOTE HONDA
Dealer No. :	105805
Site Phone No. :	623-463-5700
Contact Name :	TODD SW
Day Phone No. :	623-463-5700
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	10555 W. PAPAGO FREEWAY
City / State / Zip :	AVONDALE, AZ 85323
E Mail :	
Svc District / Sls District :	01A / 1H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC411XB5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	11,590
In Service Date :	12/08/2011
Months In Use :	6
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105805 / COYOTE HONDA
Selling Dealer No. / Name :	105805 / COYOTE HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] TODD SW - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : TODD SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/28/2012 9:30:36 AM
Close Date : 6/28/2012 9:31:02 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105805 - CBR250R - CUSTOMER CLAIMS UNIT SHUT OFF WHILE

*** CASE CREATE 6/28/2012 9:30:33 AM, josowski
Contact = TODD SW, Priority = N/A, Status = Solving.

*** NOTES 6/28/2012 9:30:33 AM, josowski, Action Type :
Complaint: Customer claims unit shut off while riding

Contention: Customer claims unit shut off while riding. Tech states they have tested compression and unit has 31psi.

Recommendation: What is the leakdown ? Did not check. Advised tech to check before taking apart. Was there oil in the unit ? Yes it was at the correct level. Any maintenance records on the unit ? Not at this dealership. Advised tech to get customers authorization to take unit apart and call TL with findings.

*** SUBCASE M022012-06-2800660-1 CREATE 6/28/2012 9:30:36 AM, josowski
Created in WIP Default with Due Date 6/28/2012 9:30:36 AM.

*** SUBCASE M022012-06-2800660-1 CLOSE 6/28/2012 9:31:02 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/28/2012 9:31:23 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/28/2012 9:31:34 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 6/28/2012 2:52:16 PM, josowski, Action Type : Call from Dealer
TT Todd
Tech states they have found a scored piston and leaking valves.
Tech states he has sent pictures
Advised tech pictures have been rec'd.
Advised tech will review and call back with direction

*** CASE ADD ATTACHMENT 6/28/2012 3:00:18 PM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-06-2800660_1.zip

*** CASE ADD ATTACHMENT 6/29/2012 9:15:19 AM, crmsuser
Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-06-2800660_2.zip

*** NOTES 7/3/2012 2:35:27 PM, josowski, Action Type : Documents Received
:Pictures attached and forwarded to MS Byron MB35

*** NOTES 7/13/2012 8:04:49 AM, gcapley, Action Type : Call from Dealer
TT Todd:

Todd states that he sent in photos and is still waiting to hear back from us.
Advised dlr we have received photos and placed Todd on hold to review.

Reviewed photos with MB35:
Unit was found to have no stuck valves but the valves were said to be leaking by the dealer.
Unit also shows signs of lack of lubrication on the piston and that it did seize in the cylinder.
Piston does not show any valve to piston contact, and there are no bent valves, the valves are likely ready to be replaced and new valve seals installed or

Case History

Case ID : [redacted] Case Title : [redacted] CUSTOMER CLAIMS UNIT SHUT OFF WHILE cut.
Through our review we were unable to find a defect that caused the issue.

Returned to Todd on hold:
Advised Todd that we are unable to find any kind of a factory defect that would cause this issue.
Did you inspect the oil pump? Yes
Was the oil pump damaged from any kind of debris? No, it was fine.
Was there any damage to the drive/driven gears of the oil pump? No.
Was the oil pump turning when the engine was rotated over? Yes.
Was there any damage to the crank shaft or rocker arms? No
Advised dlr. that if the oil pup was functioning properly the unit should have had oil pressure.
Advised dlr. the unit may have had dirty/old oil in it and caused this, or possibly low oil level but there is no manufacturing defect being found.
Advised dlr. to contact their DSM for possible goodwill assistance.

*** CASE YANKED 7/13/2012 8:05:31 AM, gcapley
Yanked by gcapley into WIPbin Default.

*** CASE CLOSE 7/13/2012 8:05:39 AM, gcapley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 7/13/2012 8:05:39 AM, gcapley
into WIP Default and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 105805 - CBR250R - CUSTOMER CLAIMS UNIT SHUT OFF WHILE RIDING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-06-2800660_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-06-2800660_2.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	11/18/2011 8:47:29 AM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	3/30/2012 11:36:38 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	133
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105771 - CBR250R - STALLS WHEN DOWNSHIFTING/CLUTCH PULLED IN No. of Attachments : 0

Site / Contact Info :

Site Name :	RIDENOW POWERSPORTS OCALA
Dealer No. :	105771
Site Phone No. :	352-732-8531
Contact Name :	BRANDON SW
Day Phone No. :	352-732-8531
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3880 NW HIGHWAY 441
City / State / Zip :	OCALA, FL 34475
E Mail :	
Svc District / Sls District :	02G / 3B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	50
In Service Date :	11/17/2011
Months In Use :	0
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105771 / RIDENOW POWERSPORTS OCALA
Selling Dealer No. / Name :	105771 / RIDENOW POWERSPORTS OCALA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRANDON SW -	Subcase Close	Complaint	Product	Technical Assistance	111112	VALVE, VALVE SPRING OR S

Issue Details

Issue ID : M022011-11-1800375-1
[redacted]
Issue Owner : [redacted]
Issue Title : [redacted]

Disposition Complaint
Type 1 : [redacted]
Type 2 : [redacted]

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/18/2011 8:47:32 AM
Close Date : 11/18/2011 8:51:24 AM

Coding Info :

Labor Code / Desc : 111112 / VALVE, VALVE SPRING OR SEAL (ONE)

Condition Code Desc : Won't rev up 07A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105771 - CBR250R - STALLS WHEN DOWNSHIFTING/CLUTCH PULLED

*** CASE CREATE 11/18/2011 8:47:29 AM, gcapley

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

*** NOTES 11/18/2011 8:47:30 AM, gcapley, Action Type :

Complaint:
Dlr. states unit will randomly stall out.

Contention:
Dlr. states it has happened to customer 3 times.
Dlr. states it happened when downshifting from 6th to 5th, and stalled when he pulled the clutch in.
Dlr. states that it was able to be re started immediately.
Dlr. states that the customer had the second failure when downshifting from 4th to 3rd and happened again with the clutch in.
Dlr. states that the third failure was at a stop when he pulled the clutch in while idling in neutral.
Dlr. has been unable to duplicate the issue and would like to know if we have any recommendations.

Recommendation:
Advised dlr. to check compression/leak down, and check valve clearance.
Call back with findings.

*** SUBCASE M022011-11-1800375-1 CREATE 11/18/2011 8:47:32 AM, gcapley

Created in WIP Default with Due Date 11/18/2011 8:47:32 AM.

*** SUBCASE M022011-11-1800375-1 CLOSE 11/18/2011 8:51:24 AM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/18/2011 8:51:25 AM, gcapley

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

*** CASE REOPEN 12/15/2011 9:50:07 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 12/15/2011 10:45:16 AM, bjohnson, Action Type : Call to Dealer

Brandon was not there, I talked to Lance.
Lance states the customer just traded the unit in on a ZX10.
Unit is owned by the dlrship now.
Advised Lance since there was the complaint on it, please check the following, and AHM will cover this under warranty:

Advised dlr to check the valve clearances now, and record the before and after measurements, if it needs to be adjusted.
Advised dlr to also do compression and leakdown tests (spec is 188psi, less than 10% leakdown is generally regarded as acceptable).
If the leakdown result is over 10%, please note if it's leaking past the intake, exhaust or through the crankcase.
Advised dlr to check for any obstruction in the air intake that is in the area behind the fuel tank and under the rider seat.
Check the main frame ground at the reg/rect. Push on the green wires, do they move? Take a picture if it's loose from the bolt being crossthreaded.
Check for a loose bolt at the starter relay.
Check the spark plug cap, look for any pinholes, cuts or tears in the rubber portion. Spark voltage may be shorting to ground in the spark plug tunnel.
Dlr is to call back with the results.

*** CASE MODIFY 12/15/2011 12:46:02 PM, bjohnson

Case History

Case ID : [redacted] Case Title : [redacted] - STALLS WHEN DOWNSHIFTING/CLUTCH PULLED

into WIP Incoming and Status of Solving.

*** CASE RULE ACTION 12/16/2011 8:47:29 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 12/20/2011 4:13:26 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 1/12/2012 9:39:42 AM, bjohnson, Action Type : Call to Dealer

Lance states they've done what I asked, but someone from AHM called and said NOT to do anything to the bike?
Advised dlr nothing is documented about that in this case.
Lance couldn't tell me who or when this call was made.
Lance was busy with customers, stated he will call me back with what he found on the bike, dlr to call me on my direct line.

*** NOTES 1/12/2012 1:25:01 PM, bjohnson, Action Type : Call to Dealer

Lance states both exhaust valves clearances were .23mm (spec is .27mm +/- .03mm).
Dlr set them both to .27mm.
The intake valve clearances were in spec, measurements were not recorded.
The spark plug cap had no holes in it and was not damaged, but the tech noted it took no effort to remove the cap from the plug.
Compression was 185psi (spec is 188psi).
Leakdown result was 5%.
The ground at the regulator/rectifier was tight.
The air inlet was not blocked.
Advised dlr on the claim, allowed 2.5hrs, UPMY is entered.

*** NOTES 1/12/2012 1:26:39 PM, bjohnson, Action Type : Call to Dealer

Con'td:
Dlr test rode the bike and it never stalled, but they never experienced the customer's complaint before the valve clearances were corrected.

*** CASE MODIFY 1/12/2012 1:44:49 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 3/30/2012 11:36:36 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 3/30/2012 11:36:38 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/30/2012 11:36:38 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/20/2012 8:12:16 AM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	7/24/2012 1:05:43 PM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	4
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105314 - CBR250R - ENGINE STALLS ON DECEL

No. of Attachments : 0

Site / Contact Info :

Site Name :	BERKELEY HONDA YAMAHA
Dealer No. :	105314
Site Phone No. :	510-525-5525
Contact Name :	KARL S/M
Day Phone No. :	510-525-5525
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	735 GILMAN ST
City / State / Zip :	BERKELEY, CA 94710
E Mail :	
Svc District / Sls District :	01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4115B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	
In Service Date :	10/12/2011
Months In Use :	9
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105314 / BERKELEY HONDA YAMAHA
Selling Dealer No. / Name :	105314 / BERKELEY HONDA YAMAHA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / KARL S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : KARL S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/20/2012 8:12:21 AM
Close Date : 7/20/2012 8:13:48 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105314 - CBR250R - ENGINE STALLS ON DECEL

*** CASE CREATE 7/20/2012 8:12:16 AM, cburnett

Contact = KARL S/M, Priority = N/A, Status = Solving.

*** NOTES 7/20/2012 8:12:19 AM, cburnett, Action Type :

Complaint:
engine stalls on decel

Contention:
dlr states: customer advises the engine stalled a couple of times while riding. After pulling the clutch lever in on decel, the engine stalled .
dlr states: customer advised the engine re started with no problem.
dlr states: customer has contacted CR dept on 6-6-12

Recommendation:
ma18: suggested to perform a cylinder leak down and contact tech line with results.

*** SUBCASE M022012-07-2000276-1 CREATE 7/20/2012 8:12:21 AM, cburnett

Created in WIP Default with Due Date 7/20/2012 8:12:21 AM.

*** SUBCASE M022012-07-2000276-1 CLOSE 7/20/2012 8:13:48 AM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/20/2012 8:13:50 AM, cburnett

into WIP incoming and Status of Solving.

*** NOTES 7/20/2012 10:54:26 AM, cburnett, Action Type : Call from Dealer

TT David: advises he removed the spark plug and noticed coolant collected around the cylinder head spark plug. the cooling system is full,
ma18: discussed the issue with MB35 . instructed tech to do the engine leak down , record % leakage. Pressure check the cooling system with engine cold and again with the engine at operating temp, advised they may have to clean the plug hole area , apply talc and check for coolant leakage.

*** CASE MODIFY 7/20/2012 10:54:28 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 7/20/2012 10:57:08 AM, cburnett

into WIP incoming and Status of Solving.

*** NOTES 7/24/2012 1:04:47 PM, cburnett, Action Type : Call from Dealer

TT David; advises the leak down is good, less than 8% , the engine runs normal at idle and upper rpm range , engine did not stall on tech .
dlr states: re adjusted the exhaust valves to shop manual spec.
dlr states: the exhaust valves were at .20 mm (spec .27 +-.03)
dlr states: inspected the cooling system, pressure checked the system and no pressure leakage.
dlr states: the coolant in the spark plug area could have been from the customer dropping the bike .
ma18: customer dropped the unit?
dlr states: yes,
dlr states: returning unit to customer
ma18: dlr to use labor ops 110399 1.6

*** CASE MODIFY 7/24/2012 1:05:40 PM, cburnett

into WIP incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE STALLS ON DECEL

*** CASE MODIFY 7/24/2012 1:05:43 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 7/24/2012 1:05:43 PM, cburnett

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/16/2013 2:07:57 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	10/18/2013 8:31:20 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	94
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104016 - CBR250R - '11 STALLS WHEN DOWNSHIFTING. ECM RESET. No. of Attachments : 0

Site / Contact Info :

Site Name :	MOUNTAIN MOTORSPORTS
Dealer No. :	104016
Site Phone No. :	909-988-8988
Contact Name :	JOHN S/M
Day Phone No. :	909-988-8988
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1025 N MOUNTAIN AVE
City / State / Zip :	ONTARIO, CA 91762
E Mail :	
Svc District / Sls District :	01B / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4117B5[redacted]
Model / Year :	CBR250R / 2011
Model ID / Product Line :	MC411B / M
Miles / Hours :	20,635
In Service Date :	12/16/2011
Months In Use :	19
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103120 / B & B CYCLES
Selling Dealer No. / Name :	104016 / MOUNTAIN MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOHN S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : JOHN S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/16/2013 2:08:02 PM
Close Date : 7/16/2013 2:08:45 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - '11 STALLS WHEN DOWNSHIFTING. ECM RESET.

*** CASE CREATE 7/16/2013 2:07:57 PM, josowski

Contact = JOHN S/M, Priority = N/A, Status = Solving.

*** NOTES 7/16/2013 2:07:58 PM, josowski, Action Type :

Complaint: Stalls when downshifting

Contention: Stalls when downshifting. Customer claims unit will stall and not restart unless key is turned on and off. Customer claims it happens about twice a week and customer rides 60 miles per day

Recommendation: Can you duplicate the issue ? No. Tech states the issue does not always happen. When was the last service done on the unit ? Not sure. Tech states they show no maintenance at the dealership . Does the unit have an exhaust on it ? Yes a Yoshimura slip on. Advised tech to check and perform service if it has not been done. Informed tech to try an ECM reset.

*** SUBCASE M022013-07-1601618-1 CREATE 7/16/2013 2:08:02 PM, josowski

Created in WIP Default with Due Date 7/16/2013 2:08:02 PM.

*** SUBCASE M022013-07-1601618-1 CLOSE 7/16/2013 2:08:45 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2013 2:08:49 PM, josowski

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

*** CASE REOPEN 7/18/2013 9:39:18 AM, bjohnson

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/19/2013 4:53:18 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/19/2013 5:01:24 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 7/24/2013 9:40:06 AM, bjohnson, Action Type : Call to Dealer

John was on a test ride, Fransisco is the tech that worked on the bike.
Fransisco states he checked the valve clearances and the intakes were loose and needed adjustment. The exhaust valves were in spec, no adjustment needed. Tech also found the clutch freeplay to be excessive, between 20 and 30mm at the the end of the lever (spec is 10 to 20mm). Tech did ride the bike and did have it stall on him, but he felt it was due to the excessive freeplay in the clutch lever. Tech also felt the clutch will need to be replaced soon. Tech performed the ECM reset with HDS and let it sit and idle for about 10 minutes afterwards.
Was there any maintenance history?----------on 9/13/12, with 11,049mi, customer brought it in for a rear tire and installation of the Yoshimura pipe. This was the only other time the customer's been in.
Customer is [redacted], phone# [redacted]

*** NOTES 7/24/2013 9:55:52 AM, bjohnson, Action Type : Call to Customer

Left a VM for the customer to call me back.

*** CASE MODIFY 7/24/2013 9:56:11 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:49:48 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] '11 STALLS WHEN DOWNSHIFTING. ECM RESET.

*** NOTES 7/24/2013 3:51:46 PM, bjohnson, Action Type : Call from Customer

Customer states it has only stalled on her on two occassions, and had only happened very recently (within a few hundred miles ago).
Customer has also installed HID lights, and LED brake and tail lights as well.
Customer states both times it happened, customer was splitting lanes on the freeway, was shifting from 6th to 5th gear. The engine started back up right away.

Customer states she is planning to sell this bike, because she bought a CBR600RR.

*** CASE MODIFY 10/18/2013 8:31:05 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/18/2013 8:31:19 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE CLOSE 10/18/2013 8:31:20 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/24/2012 7:55:36 AM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	8/27/2012 10:01:44 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	125
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105632 - CBR250R - UNIT DIES WHEN COMMING TO A STOP, BAD FUEL. No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF CHATTANOOGA
Dealer No. :	105632
Site Phone No. :	423-855-5055
Contact Name :	BILL S/M
Day Phone No. :	423-855-5055
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	4915 HIGHWAY 58 N
City / State / Zip :	CHATTANOOGA, TN 37416
E Mail :	SERVICE.HONDAOFCHATTANOOGA@GMAIL.COM
Svc District / Sls District :	02C / 3G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4107C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	342
In Service Date :	02/29/2012
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Selling Dealer No. / Name :	105632 / HONDA OF CHATTANOOGA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BILL S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111150K	ROCKER ARM, SUB ROCKER

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : BILL S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/24/2012 7:55:43 AM
Close Date : 4/27/2012 10:37:56 AM

Coding Info :

Labor Code / Desc : 111150K / ROCKER ARM, SUB ROCKER ARM,

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105632 - CBR250R - UNIT DIES WHEN COMMING TO A STOP, BAD FUEL.

*** CASE CREATE 4/24/2012 7:55:36 AM, comiller

Contact = BILL S/M, Priority = N/A, Status = Solving.

*** NOTES 4/24/2012 7:55:38 AM, comiller, Action Type :

Complaint:
Dlr states that the unit dies when coming to a stop when warm

Contention:
Dlr states that the customer states that when the bike is coming to a stop with the clutch pulled in the bike will cut out
Dlr states that there DSM was in and advised dlr to check valve clearance
Dlr states that they checked the valve adjustment and the valves were within spec
Did you stack the feeler gauges when checking the valve adjustment? no
Dlr states that the customer states that this happens almost every time the bike comes to a stop when warm
Dlr states that the customer brought the unit in and this was happening and the dealer saw it happen to the customer
Dlr states that they have not duplicated the issue while the bike is in the shop

Recommendation:
Advised dlr to verify the issue and under what conditions
Advised dlr to check the spark plug wire and cap for any tears or damage
Advised dlr that if they do not find any issues with the spark plug cap and have verified the issue to call back

*** SUBCASE M022012-04-2400219-1 CREATE 4/24/2012 7:55:43 AM, comiller

Created in WIP Default with Due Date 4/24/2012 7:55:43 AM.

*** CASE MODIFY 4/24/2012 7:57:19 AM, comiller

into WIP default and Status of Solving.

*** NOTES 4/24/2012 8:33:52 AM, comiller, Action Type : Call to Dealer

TT Doug
Advised dlr to checked the regulator grounds while checking spark plug cap
Advised dlr to call back with findings

*** NOTES 4/26/2012 8:14:14 AM, gcapley, Action Type : Call from Dealer

TT Doug:

Doug states that they checked the valve clearance andd found that they were in spec.
Advised dlr. in spec does not help us, we need numbers for valve clearance inspection. Do you have the clearances? No but the exhaust was at the middle of the spec, and the intake was a "tight middle".
Advised dlr. that we still need valve clearance spec, not just in the middle for tight middle.
Dlr. states that they checked the regulator/rectifier bolts, and ground at reg/rec and no issues were found.
Dlr. states that he also closely inspected the spart plug cap and found no tears or damage to it at all.
Dlr. is asking what to check next.
Advised dlr. that our Technician assigned to this model has worked with this issue before, and we would like to review and contact backj with further direction.
Advised dlr. we will contact back today

*** NOTES 4/27/2012 10:37:49 AM, comiller, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : 105632 - CBR250R - UNIT DIES WHEN COMMING TO A STOP, BAD FUEL.

TT Doug
Dlr states that they still have not been able to duplicated the issue
Advised drl to continue to test ride the unit
Advised dlr to contact the customer and verify what kind of riding condition will cause the stalling issue
Advised dlr that the issue will be very difficult to solve if they can not duplicate it
Advised dlr that if they can not duplicate the issue they may need to give the customer the bike back if the issue can not be duplicated
Advised dlr call back if they are able to duplicate the issue

*** CASE MODIFY 4/27/2012 10:37:56 AM, comiller
into WIP default and Status of Solving.

*** SUBCASE M022012-04-2400219-1 CLOSE 4/27/2012 10:37:56 AM, comiller
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/27/2012 10:37:56 AM, comiller
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/17/2012 1:54:06 PM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 5/17/2012 2:42:20 PM, bjohnson, Action Type : Call to Dealer
Bill states when the customer brought the bike in and it stalled, he had just stopped and had the clutch lever still pulled in.
The idle speed went below 1400rpm, then cut out completely.
Customer said he always had some warning that the engine was about to stall; the idle speed would slow down just before stalling.
Dlr states at that time, the unit was on reserve. The dlr had to put gas in it from their supply to be able to ride and try to duplicate the issue. They were never able to get it to stall.
Bill states he found out later that the customer never had an issue with the stalling until he filled up with that last tank of gas.
Customer's father suggested that he might have got some bad fuel at a particular gas station.
The customer's father said he had heard of other people having problems due to bad fuel from this station.
Bill states the customer's had the bike for a while now, and hasn't called them back.
I gave Bill my direct line in case the customer calls back.

*** CASE MODIFY 5/17/2012 2:43:28 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 5/17/2012 2:43:33 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 5/17/2012 2:43:33 PM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/30/2012 2:01:00 PM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 5/30/2012 2:09:13 PM, bjohnson, Action Type : Call to Customer
I called the customer directly, John Lord.
He states the engine's been running perfectly. He does feel he got a bad tank of gas from a particular gas station.

*** CASE MODIFY 5/30/2012 2:11:26 PM, bjohnson
into WIP Incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT DIES WHEN COMMING TO A STOP, BAD FUEL.

*** CASE MODIFY 5/30/2012 2:11:28 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 5/30/2012 2:11:28 PM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/26/2012 8:28:28 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 6/26/2012 8:33:19 AM, bjohnson, Action Type : Call from Dealer
Bill called to report the customer has had no further problems, and now has 1104 miles on the bike.

*** CASE MODIFY 6/26/2012 8:34:02 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 6/26/2012 8:34:04 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 6/26/2012 8:34:04 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/27/2012 10:01:14 AM, bjohnson
with Condition of Open and Status of Solving.

*** CASE MODIFY 8/27/2012 10:01:26 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/27/2012 10:01:40 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 8/27/2012 10:01:43 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 8/27/2012 10:01:44 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/16/2013 12:32:34 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/22/2013 1:57:56 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	129
		Point of Origin :	Dealer	Wipbin :			

Case Title : 103674 - CBR250RA - '12 STALLS AT START AND RIDING. STALLS AFTER HD R No. of Attachments : 0

Site / Contact Info :

Site Name :	AL LAMBS DALLAS HONDA
Dealer No. :	103674
Site Phone No. :	972-238-7148
Contact Name :	TED POOVEY
Day Phone No. :	972-238-7148
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	9250 LBJ FREEWAY
City / State / Zip :	DALLAS, TX 75243
E Mail :	TEDPOOVEY@DALLASHONDA.COM
Svc District / Sls District :	02H / 2G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC411XC5[redacted]
Model / Year :	CBR250RA / 2012
Model ID / Product Line :	MC411C / M
Miles / Hours :	4,101
In Service Date :	04/27/2012
Months In Use :	15
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Selling Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / TED POOVEY - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : TED POOVEY - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/16/2013 12:32:38 PM
Close Date : 7/16/2013 12:33:52 PM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - '12 STALLS AT START AND RIDING. STALLS AFTER

*** CASE CREATE 7/16/2013 12:32:34 PM, josowski

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

*** NOTES 7/16/2013 12:32:35 PM, josowski, Action Type :

Complaint: Unit stalls

Contention: Unit stalls. Tech states he was told by CR to contact TL regarding this issue and to talk to MS.

Recommendation: Can you duplicate the issue ? No. Advised tech will review and call back with direction. CR case has been forwarded to MS Byron MB35.

*** SUBCASE M022013-07-1601281-1 CREATE 7/16/2013 12:32:38 PM, josowski

Created in WIP Default with Due Date 7/16/2013 12:32:38 PM.

*** SUBCASE M022013-07-1601281-1 CLOSE 7/16/2013 12:33:52 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2013 12:33:56 PM, josowski

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

*** CASE REOPEN 7/16/2013 2:41:10 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 7/16/2013 2:54:41 PM, bjohnson, Action Type : Call to Dealer

Ted states customer had the first service done on 6/22/12 at 632mi, The valves were checked, and no adjustment was needed.
It was in again on 2/7/13 for an oil change at 2105mi.
Why was it done well before the maintenance schedule says to do it (8000mi)?---------This customer is very...particular about maintenance...
Customer was in again on 5/11/13 for this stalling issue at around 3500mi.
Advised the tech (Brian) to perform an ECM reset using the HDS. After this is done, start the engine and let it sit and idle for a FULL 20 minutes.
This is to address the stall at start up.
To address the stall while riding, advised Brian to read the November 2012 Wrench article on damaged spark plug caps. Since this customer has replaced the spark plug at least once, maybe he's been in there fiddling with it more? Also, OK to replace his "race" spark plug with an OEM plug (to eliminate this as a variable...).
Advised dlr this will be covered under goodwill. I gave Brian my direct phone #.

*** CASE MODIFY 7/16/2013 3:37:53 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 7/19/2013 4:51:16 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/19/2013 5:00:31 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 7/24/2013 10:13:58 AM, bjohnson, Action Type : Call to Dealer

Ted states the spark plug cap was NOT damaged. They replaced the customer's "race" spark plug with a stock plug. Dlr checked valve clearances and they were OK, no adjustment needed. The ECM was reset using the HDS, Ted did not know off hand how long the engine was left to idle afterwards, but feels Brian did as I asked and let it idle for a full 20 minutes. The customer is out of town currently, and won't pick the bike up for a few days.
Advised Ted AH will cover this under goodwill, call me back directly when you're ready to file the claim.
Advised Ted we did receive the left passenger footpeg you sent to AH that the customer said broke off while the customer's wife was riding with him. Ted states

Case History

Case ID : [redacted] Case Title : [redacted]- '12 STALLS AT START AND RIDING. STALLS AFTER

the wife is approximately 110 to 120 lbs. Dlr has no other info about the left footpeg and when it broke.

*** CASE MODIFY 7/24/2013 10:14:21 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:22:20 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:22:27 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:46:26 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:49:29 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:51:33 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 11:14:53 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 3:33:13 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/25/2013 10:13:11 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/25/2013 3:59:38 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 7/26/2013 4:06:06 PM, bjohnson, Action Type : Call from Dealer
Ted states valve clearances were OK, no adjustment needed.
Ted states it did stall at start up this morning, but then re-started OK and kept running.
Advised dlr this is part of the customer's complaint. And this is after the ECM was reset...
Advised dlr to check for loose ground wires at the main ground point (reg/rect mount bolt). Dlr will continue to start it throughout the day and see if it still stalls.

*** CASE MODIFY 7/26/2013 4:06:28 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/31/2013 5:05:25 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 8/1/2013 5:52:36 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/9/2013 1:55:25 PM, bjohnson, Action Type : Call from Dealer
Dlr states one morning the battery was dead. He fully charged it and it was starting without stalling. Customer has an alarm and extra lights controlled with some add-on switches. Dlr disconnected all of the accessories, and even with a fully charged battery, it has stalled now 3 times while idling after start up.
Advised dlr to proceed with replacing the cylinder head. If you can, measure the breakaway torque of the cylinder head mounting nuts.

Case History

Case ID : [redacted] Case Title : [redacted]- '12 STALLS AT START AND RIDING. STALLS AFTER

*** NOTES 8/9/2013 1:59:39 PM, bjohnson, Action Type : Note-General

I had previously provided the following parts list for the dlr to order. Dlr has already ordered and received these parts:

4 each of 90032-KYJ-900 BOLT, STUD (10X178)
1 each of 12010-KYJ-900 CYLINDER HEAD ASSY.
4 each of 90410-GCC-000 WASHER (10MM)
4 each of 94050-10000 NUT, FLANGE (10MM)
2 each of 92900-08022-3E BOLT, STUD (8X22)----> Exhaust studs -- order only if you're planning to leave the engine in the frame while replacing the cyl head...
2 each of 17577-KSS-B31 RETAINER
1 each of 06111-KYJ-900 GASKET KIT A

*** CASE MODIFY 8/9/2013 3:24:36 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 8/13/2013 5:37:17 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/22/2013 9:43:37 AM, bjohnson, Action Type : Call from Dealer

Ted states they replaced the cylinder head. The first time the dlr started the engine, it stalled on start up. The engine continued running after the re-start.
Dlr was not able to measure the breakaway torque on the cyl head mounting nuts, but they did use the revised torque spec of 33 ft/lbs upon assembly.
The dlr had never experienced the stall while riding complaint.

*** CASE MODIFY 8/22/2013 9:44:55 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/22/2013 11:43:05 AM, bjohnson, Action Type : Call from Dealer

Additional info: Unit has a "Big Gun" brand slip-on muffler installed.

*** CASE MODIFY 8/22/2013 4:30:39 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/27/2013 11:21:29 AM, bjohnson, Action Type : Call from Dealer

Ted states they have started it many times now, and it stalls on start up around 75% of the time.
Dlr has checked the engine mount bolts (were tight), and the engine ground at the reg/rect mount bolt (wires tight).
Advised dlr to test with a stock muffler (dlr has a new unit they can borrow the muffler from).
Dlr to call me back.

*** CASE MODIFY 8/27/2013 11:22:38 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/27/2013 1:33:32 PM, bjohnson, Action Type : Call to Dealer

Ted has not yet had a chance to swap mufflers. Dlr states usually, if the engine had been started, it won't stall again on start up until sitting overnight.
Advised dlr to swap mufflers, and start it in the morning. Let me know what happens.

*** CASE MODIFY 8/27/2013 2:06:59 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/28/2013 4:15:01 PM, bjohnson, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : [redacted]- '12 STALLS AT START AND RIDING. STALLS AFTER

Ted left for the day, Santiago states a stock muffler is installed on this bike now. He went and started the engine, and it did not stall. However, he doesn't know what Ted experienced earlier today. I'll call Ted in the morning.

*** CASE MODIFY 8/28/2013 4:17:38 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/30/2013 1:24:41 PM, bjohnson, Action Type : Call from Dealer

Ted states with stock muffler installed, no change, still stalls at start up.
Yesterday, I advised Ted to try turning on the ignition, then open the throttle once, just snap it open and let it close; then push the start button.
Ted states he tried it this morning with no change, engine still stalls at start up.
Advised dlr I'll have to get back to you.

*** NOTES 9/5/2013 12:58:16 PM, bjohnson, Action Type : Call from Dealer

Ted states over the Labor Day weekend, the battery had discharged enough that it turned the engine over a few times, then clicked.
He charged the battery, and it tests good per the Midtronics tester. The engine started and did stall one time, but now the tach does not work at all. Not the sweep that it does when the key is turned on, and not with the engine running.
Ted will have a tech troubleshoot the tach. Ted will try installing a new battery to see what effect that has on the stall at start up.

*** NOTES 9/9/2013 9:23:19 AM, bjohnson, Action Type : Call from Dealer

Ted states the tach just started working again, with the old battery still installed. Dlr installed a new battery this morning, but it still stalled at start up.
Advised dlr since so much has been done to the unit now, let's try the ECM reset again using the HDS. It's critical that the engine is started immediately afterwards and let it sit and idle (don't touch the throttle!) for a full 20 minutes.
Ted will try this and call me tomorrow.

*** NOTES 9/10/2013 10:39:33 AM, bjohnson, Action Type : Call to Dealer

Ted states he has not reset the ECM on the bike yet. The battery for his HDS went dead, so he has to re-load the software from iN.
Advised dlr if it still stalls at start up after ECM is reset, try replacing the throttle body. Dlr has another bike they can borrow the throttle body from.

*** CASE MODIFY 9/10/2013 3:36:40 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 9/11/2013 3:08:07 PM, bjohnson, Action Type : Call to Dealer

ECM has not been reset, Ted will try to get a tech to do it tonight so it can be tested tomorrow morning.

*** NOTES 9/12/2013 4:36:55 PM, bjohnson, Action Type : Call to Dealer

Ted states they did perform the ECM reset, but the last 2 times they started it, they moved the throttle a few times before pushing the start button. It has started each time this way.
Advised dlr to try starting it again without touching the throttle. If it does still stall, replace the throttle body, and perform the throttle position sensor reset procedure.

*** NOTES 9/18/2013 12:17:15 PM, bjohnson, Action Type : Call to Dealer

Notes from 9/17:
Ted states without touching the throttle, it stalled at start up. Dlr used a throttle body from a new unit, but it still stalled at start up. Dlr forgot to perform the throttle valve fully closed position reset procedure. Advised dlr to do this procedure on 5-50 in the service manual, re-test for stall at start up.

*** CASE MODIFY 9/18/2013 4:12:28 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted]'12 STALLS AT START AND RIDING. STALLS AFTER

*** NOTES 9/20/2013 9:28:51 AM, bjohnson, Action Type : Call from Dealer
Ted states they performed the throttle valve fully closed position reset procedure last night. The engine stalled at start up this morning.

*** CASE MODIFY 9/20/2013 5:07:51 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 9/25/2013 5:09:47 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/18/2013 11:20:39 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/21/2013 4:15:02 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 11/8/2013 2:49:55 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 11/13/2013 11:28:50 AM, bjohnson, Action Type : Call from Dealer
Advised Ted on the claim, UPMY is entered.

*** CASE YANKED 11/22/2013 1:57:35 PM, tpiercy
Yanked by tpiercy into WIPbin default.

*** NOTES 11/22/2013 1:57:49 PM, tpiercy, Action Type : Note-General
Closed due to inactivity.

*** CASE MODIFY 11/22/2013 1:57:53 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2013 1:57:55 PM, tpiercy
into WIP default and Status of Solving.

*** CASE CLOSE 11/22/2013 1:57:56 PM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/22/2012 3:57:25 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	1/4/2013 10:36:43 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	227
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105900 - CBR250R - STALLS WHEN CLUTCH PULLED IN AND COLD START. R No. of Attachments : 0

Site / Contact Info :

Site Name :	MIDWEST HONDA SUZUKI KUBOTA
Dealer No. :	105900
Site Phone No. :	712-255-7955
Contact Name :	BRAD DP
Day Phone No. :	712-255-7955
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	2142 HWY 75 NORTH
City / State / Zip :	SIOUX CITY, IA 51105
E Mail :	
Svc District / Sls District :	01E / 2C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4103C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	180
In Service Date :	04/11/2012
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	102483 / GLENS SPORT CENTER, INC.
Selling Dealer No. / Name :	105900 / MIDWEST HONDA SUZUKI KUBOTA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRAD DP - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : BRAD DP - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/22/2012 4:06:07 PM
Close Date : 5/22/2012 4:06:31 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105900 - CBR250R - STALLS WHEN CLUTCH PULLED IN AND COLD

*** CASE CREATE 5/22/2012 3:57:25 PM, bjohnson

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

*** NOTES 5/22/2012 3:57:25 PM, bjohnson, Action Type :

Complaint: Stalls when clutched pulled in.

Contention: Dlr states customer states when his girlfriend rides the bike, it bothers her that it stalls sometimes when she's stopping with the clutch lever pulled in. Dlr just took the bike in, has not duplicated the issue yet.

Recommendation: Advised dlr after you duplicated it, check for a loose ground at the reg/rect mount. If OK, check the valve clearances, noting the clearance measurements and shim sizes used, before and after. Call me back with this info, I gave the dlr my direct line.

*** SUBCASE M022012-05-2203079-1 CREATE 5/22/2012 4:06:07 PM, bjohnson

Created in WIP Default with Due Date 5/22/2012 4:06:07 PM.

*** SUBCASE M022012-05-2203079-1 CLOSE 5/22/2012 4:06:31 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/22/2012 4:06:33 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 5/30/2012 1:52:27 PM, bjohnson, Action Type : Field Service

DSM Jeremy called me from the dlrship.
Zach (the tech) states Brad was able to duplicate the stalling, although Brad is not there to know if it was related to disengaging the cluch or something else.
Zach states both exhaust valve clearances were .009 inch (spec is .011 +/- .001 inch), making it only .001 inch out of spec.
Zach states both intake clearances were .006 inch (spec is .006 +/- .001 inch), making it in the middle of the spec.
Advised dlr since you're there, adjust the valves to the wider end of the spec (.012 inch for the exhaust and .007 inch for the intake).
Advised dlr to also check the ground at the reg/rect, and the starter relay bolts.
Advised dlr to test ride under the same conditions as before, and see if it will stall.
Dlr to call me back directly.

*** CASE MODIFY 5/30/2012 2:11:36 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 6/13/2012 8:43:02 AM, bjohnson, Action Type : Field Service

DSM states another tech worked on the unit, so he didn't know (for some reason) that he could call me back directly.
DSM states dlr states they found 194 shims in both of the exhaust valves, and used 185 shims to adjust the clearance to .012 inch.

*** NOTES 6/13/2012 10:23:18 AM, bjohnson, Action Type : Call to Dealer

Brad states they left the intake valve clearances alone, no adjustment made.
Dlr test rode the unit approx. 10mi in stop and go traffic, and could not duplicate the stalling after the valve clearances were corrected.
Customer has had the bike for a few days now, and has not called the dlr back.

*** NOTES 6/13/2012 2:37:26 PM, bjohnson, Action Type : Call to Customer

Customer states his girlfriend has put 20 miles on the bike since they got it back from the dealership, and in that time, it has not stalled again.
Customer states the riding condition was: Slowing down (from no particular gear), clutch in and downshift. The engine stalled on the downshift.
Customer states he has another issue with it: When starting the engine for the first time of the day, it will start, then have a very low idle. If throttle

Case History

Case ID : [redacted] Case Title : [redacted] - STALLS WHEN CLUTCH PULLED IN AND COLD

is applied at this point, the engine will respond and keep running. If throttle is not applied at this point, the engine will stall. Once the engine has run (applying throttle) for approximately 30 seconds, it will then keep running and warming up.
Customer says it does this 100% of the time it is started for the first time of the day.
Customer does not plan to take the unit back to the dlr for this. Customer plans to change his own oil at 600mi.
Customer states he may take it back in the Fall or early Winter for this issue.

*** CASE MODIFY 6/15/2012 9:45:30 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 6/15/2012 9:45:39 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 6/15/2012 9:45:42 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 6/15/2012 9:45:43 AM, bjohnson

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

*** CASE REOPEN 9/4/2012 11:54:42 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 9/4/2012 12:06:09 PM, bjohnson, Action Type : Call to Dealer

Brad states this customer has not been back about stalling since the valves clearances were corrected.
Advised dlr that the customer said it would stall at start-up, 100% of the time.
Dlr states in his experience, every 2012 CBR250R does this, and it's something the customers just get use to.
Dlr feels it's got to be something with the fuel pressure.
Advised dlr to call me directly if and when this customer comes back about the stalling on start-up.

*** CASE MODIFY 9/4/2012 12:06:23 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 10/3/2012 8:54:00 AM, bjohnson, Action Type : Call to Customer

Customer states unit only has about 300mi on it now, his girlfriend has been the only person riding it. It will stall during warm up approximately 90% of the time it is started with a cold engine. Customer feels it's more likely to stall when there is cold ambient temperatures the night before.
How quickly do you push the start button after turning the ignition key on?----------I turn the key on, and wait for the fuel pump to stop running, then I start the engine.
Advised customer to try doing this the next time he starts it: wait for the first cycle of the fuel pump like you have been doing, but then turn the ignition key off. Then, turn the key right back on, wait for the fuel pump to cycle, then push the start button.
Customer states he will do this for the next couple of days, advised customer I will call you back and see if this procedure had an effect on the stalling on start up.
Customer's # is: (712) 592-2119.

*** CASE MODIFY 10/3/2012 8:54:15 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/8/2012 2:52:29 PM, bjohnson, Action Type : Call to Customer

I talked to the customer, he said he started the engine twice the way we talked about, and each time the engine stalled.
The customer says they will be trading the bike in for something else soon.

*** CASE MODIFY 10/8/2012 2:53:03 PM, bjohnson

Case History

Case ID : [redacted] Case Title : [redacted]- STALLS WHEN CLUTCH PULLED IN AND COLD

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/8/2012 2:53:10 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 11/28/2012 11:32:26 AM, bjohnson, Action Type : Call to Customer

I left a message with the customer to call me back about the stalling issue.

*** NOTES 11/28/2012 3:28:03 PM, bjohnson, Action Type : Call to Dealer

Brad states the customer has never came back in for the stall while warming up issue.

*** NOTES 12/13/2012 9:28:35 AM, bjohnson, Action Type : Call to Customer

I left a message with the customer to call me back about the stalling issue.

*** CASE MODIFY 12/13/2012 9:28:50 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 12/19/2012 2:50:53 PM, bjohnson, Action Type : Call to Customer

I talked to [redacted] He was upset that the bike still has the stall on start up issue, and claims that the engine has stalled while his girlfriend was riding it.
And this was since it was at the dlr for the valve clearance check?----------Yes.
Customer says he just wants to take it back to the dlr and trade it for another bike. Customer seemed to think he could just exchange it?
Then customer talked about filing Lemon Law.
Advised customer we still get a chance to fix the bike, and for that, you'd have to take the bike back to the dealer.
The customer hung up on me.
I called back, it went to voice mail. I left a message reiterating to take the bike back to the dealer so it can be repaired.

*** CASE MODIFY 12/19/2012 3:07:59 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/4/2013 10:36:36 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 1/4/2013 10:36:43 AM, bjohnson

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

*** CASE MODIFY 1/4/2013 10:36:43 AM, bjohnson

into WIP CBR250R and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/29/2013 1:21:06 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	10/18/2013 10:45:07
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	172
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105789 - CBR250R - ENGINE CUTS OUT ELECTRICALLY, CORROSION — No. of Attachments : 1

Site / Contact Info :

Site Name :	XTREME HONDA
Dealer No. :	105789
Site Phone No. :	740-598-9100
Contact Name :	NICK S/M
Day Phone No. :	740-598-9100
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	198 PENN STREET
City / State / Zip :	BRILLIANT, OH 43913
E Mail :	
Svc District / Sls District :	03D / 4F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC410XC5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	20,114
In Service Date :	06/12/2012
Months In Use :	10
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105789 / XTREME HONDA
Selling Dealer No. / Name :	105789 / XTREME HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / NICK S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611100	WIRE HARNESS (MAIN)

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : NICK S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/29/2013 1:21:13 PM
Close Date : 4/29/2013 1:22:08 PM

Coding Info :

Labor Code / Desc : 611100 / WIRE HARNESS (MAIN)

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Repaired/Warranty
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE CUTS OUT ELECTRICALLY, CORROSION

*** CASE CREATE 4/29/2013 1:21:06 PM, bjohnson

Contact = NICK S/M, Priority = N/A, Status = Solving.

*** NOTES 4/29/2013 1:21:07 PM, bjohnson, Action Type :

Complaint: Engine cuts out electrically.

Contention: Dlr states customer states the engine will randomly cut out, and most of the time won't re-start right away. Dlr rode bike last Saturday for 2 hrs with no problem, customer then rode for 1hr, and it cut out on him. Dlr picked the customer and bike up, inspected the bike. Dlr states he pushed on a wire close to the clutch cable (not the negative ground cable) and power came back on. Dlr inspected further, and found corrosion where the ignition switch base plugs into the main wire harness. no evidence a dielectric grease at the connector, and no rubber boot on it. The only accessories the customer has are aftermarket blue clutch and brake levers only.

Recommendation: Dlr states he has a main harness and ign switch base on order. Advised dlr to send some pictures of the wires and of the corrosion.

*** SUBCASE M022013-04-2901754-1 CREATE 4/29/2013 1:21:13 PM, bjohnson

Created in WIP Default with Due Date 4/29/2013 1:21:13 PM.

*** SUBCASE M022013-04-2901754-1 CLOSE 4/29/2013 1:22:08 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/29/2013 1:22:25 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE ADD ATTACHMENT 4/29/2013 1:30:18 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-04-2901754_1.zip

*** CASE MODIFY 4/30/2013 4:34:25 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 5/1/2013 3:49:24 PM, bjohnson, Action Type : Call to Dealer

Advised Nick AHM will goodwill the repair, parts and labor.
This is not considered a defect due to the severe use the customer is subjecting the bike to (riding on heavily salted roads during winter) and the customer did not wash the bike more frequently (or at all?) for these conditions.
Dlr is to educate the customer on why this happened an how to minimize the effects of the salt corrosion in the future.
Advised dlr the claim you filed will be debited, I entered an UPMY for the goodwill claim.

*** CASE MODIFY 5/9/2013 9:22:31 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/24/2013 3:26:17 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/18/2013 10:45:06 AM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** CASE CLOSE 10/18/2013 10:45:07 AM, bjohnson

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

Case Attachments

Case ID : [redacted]

Case Title : 105789 - CBR250R - ENGINE CUTS OUT ELECTRICALLY, CORROSION

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-04-2901754_1.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/9/2014 1:53:54 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	8/12/2014 9:54:02 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	125
		Point of Origin :	Dealer	Wipbin :			

Case Title : 103674 - CBR250RA - UNIT STALLS WHEN HE PULLS CLUTCH IN AT STOP SIG No. of Attachments : 8

Site / Contact Info :

Site Name :	AL LAMBS DALLAS HONDA
Dealer No. :	103674
Site Phone No. :	972-238-7148
Contact Name :	TED POOVEY
Day Phone No. :	972-238-7148
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	9250 LBJ FREEWAY
City / State / Zip :	DALLAS, TX 75243
E Mail :	TEDPOOVEY@DALLASHONDA.COM
Svc District / Sls District :	02H / 2G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114C5[redacted]
Model / Year :	CBR250RA / 2012
Model ID / Product Line :	MC411C / M
Miles / Hours :	7,952
In Service Date :	09/18/2012
Months In Use :	19
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Selling Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / TED POOVEY - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : TED POOVEY - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/9/2014 1:53:59 PM
Close Date : 4/9/2014 1:54:45 PM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : [redacted] - UNIT STALLS WHEN HE PULLS CLUTCH IN AT

*** CASE CREATE 4/9/2014 1:53:54 PM, josowski

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

*** NOTES 4/9/2014 1:53:55 PM, josowski, Action Type :

Complaint: Unit stalls when he pulls clutch in at stop sign

Contention: Unit stalls when he pulls clutch in at stop sign. Tech states the idle will sometimes rev to 3K and you have to blip the throttle .

Recommendation: Have you been able to duplicate it ? Yes at times. Have the valves been adjusted ? Yes at 7845 miles. Unit had oil also at 4857 miles. Advised tech will review and call back with direction. Advised tech to inspect for a damaged spark plug boot. The silicone rubber spark plug boot can be easily cut by the threaded spark plug terminal if the boot is not carefully positioned over the spark plug when it is installed (by customer or dealer tech). Even a small cut in the plug boot can allow voltage to short circuit from the spark plug terminal to the cylinder head, causing the driveability/starting problems. See November 2012 Wrench, see attached picture.

*** SUBCASE M022014-04-0901334-1 CREATE 4/9/2014 1:53:59 PM, josowski

Created in WIP Default with Due Date 4/9/2014 1:53:59 PM.

*** SUBCASE M022014-04-0901334-1 CLOSE 4/9/2014 1:54:45 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/9/2014 1:54:49 PM, josowski

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

*** CASE REOPEN 4/9/2014 1:55:00 PM, josowski

with Condition of Open and Status of Solving.

*** NOTES 5/7/2014 9:08:19 AM, tpiercy, Action Type : Call from Dealer

TT Ted
Dlr checked valves again and now valves are tight.
Which valves and how tight? Unknown.
Asked dlr to send image of cam sprocket side of engine positioned at TDC and IN/EX lined up with cyl head.
TL will review then call back.

*** NOTES 5/8/2014 8:45:09 AM, tconnect, Action Type : General Notes

Contact By: TEDDY POOVEY M Email: TEDPOOVEY@DALLASHONDA.COM DPTS ID: D024813
VIN: Rep ir Or er N /D e: 328 1 04/05/20 4 Part N D sc: /
Reason For Contact: R01 PHOTO/VIDEO REQUEST

Customer Complaint: BIKE DIES IDLE FUNNY

*** CASE ADD ATTACHMENT 5/8/2014 8:45:09 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_1.JPG

*** CASE ADD ATTACHMENT 5/8/2014 8:45:09 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_2.JPG

*** CASE ADD ATTACHMENT 5/8/2014 8:45:09 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_3.JPG

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHEN HE PULLS CLUTCH IN AT

*** CASE ADD ATTACHMENT 5/8/2014 8:45:09 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_4.JPG

*** CASE ADD ATTACHMENT 5/8/2014 8:45:09 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_5.JPG

*** NOTES 5/8/2014 9:31:36 AM, tpiercy, Action Type : Call to Dealer

TT Ted
What is current mileage? 8002
Which valves were tight and what was measurement? Just exhaust but don't know measurement yet.
Was spark plug boot torn? Ok.
Was there a blockage to air box? No.
Any modifications? No.
Adjust valves then test ride 20+ miles.
Try to duplicate issue.
If can't duplicate return to cust.
If can duplicate call TL for further direction.

*** NOTES 5/9/2014 2:12:56 PM, tpiercy, Action Type : Call from Dealer

TT Ted
Dlr stated OEM shim was 175 and needed 150 to put valves in spec.
Dlr rode unit and now can make engine stall by pulling in clutch.
Dlr asked what to do from here.
TL will research then call back.

*** NOTES 5/20/2014 9:05:07 AM, josowski, Action Type : Call from Dealer

TT Ted
Advised to perform TP sensor reset per SM 5-50

*** NOTES 5/22/2014 3:48:45 PM, randers, Action Type : Call from Dealer

TT Ted, dealer states they have adj the valves and reset the TPS still stalls when clutch is pulled in. We advised dealer to clean and tighten the ground wires behind the reg/rec then do a ECU reset using the MCS. Call us back with results.

*** NOTES 5/29/2014 2:10:51 PM, josowski, Action Type : Call from Dealer

TT Ted
Tech states he has checked and cleaned the grounds and reset the ECU and no change.

*** NOTES 6/3/2014 10:22:51 AM, randers, Action Type : Call from Dealer

TT Ted,
Discussed with QIC Byron,
We advised dealer we have tried all the other things and there is no clear reason why other than the exhaust valve needing 3 smaller shims to get the proper clearance. We advised dealer to remove the cyl head and inspect the valve that needed all of the adjustments.

*** NOTES 6/11/2014 10:03:32 AM, bjohnson, Action Type : Field Service

DSM MB46 called me about this unit. Dlr has not yet removed the cyl head to inspect it. I explained to the DSM why this was the next step (why the big jump in shim size from 175 to 150?)
DSM states this customer did have a 600mi service with valve clearance check (no adjustment needed). Customer also came in for a service at around 4000mi and did not complain of stalling at that time. It is not clear if the customer had this stalling complaint prior to bring it in for a valve check at 7845mi...

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHEN HE PULLS CLUTCH IN AT

*** NOTES 6/12/2014 7:45:10 AM, tconnect, Action Type : General Notes

Contact By: TEDDY POOVEY M Email: TEDPOOVEY@DALLASHONDA.COM DPTS ID: D024813
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R01 PHOTO/VIDEO REQUEST

Customer Complaint: BIKE DIES WITH CLUTCH IN AND NO THROTTLE

*** CASE ADD ATTACHMENT 6/12/2014 7:45:10 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_6.JPG

*** CASE ADD ATTACHMENT 6/12/2014 7:45:10 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_7.JPG

*** CASE ADD ATTACHMENT 6/12/2014 7:45:10 AM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_8.JPG

*** NOTES 6/17/2014 12:42:49 PM, josowski, Action Type : Call from Dealer

Reviewed with Byron MB35
Called Ted and advised to replace the cylinder head

*** NOTES 7/1/2014 8:56:55 AM, josowski, Action Type : Call from Dealer

TT Ted
Tech states they installed the new head and now unit runs fine.
Advised tech when ready to file claim contact JoeyMCY1 for assistance

*** NOTES 7/10/2014 1:59:49 PM, bjohnson, Action Type : Call from Dealer

Ted states they replaced the cyl head, and the stalling issue is gone, unit is fixed.
Dlr has 11 hours into the repair or so. Advised dlr to fill out a straight time request form and FAX it to Techline for review.

*** CASE MODIFY 8/12/2014 9:54:01 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 8/12/2014 9:54:02 AM, josowski

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

Case Attachments

Case ID : [redacted]

Case Title : [redacted] - UNIT STALLS WHEN HE PULLS CLUTCH IN AT

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	TechLine Connect 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_1.JPG
[redacted]	TechLine Connect 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_2.JPG
[redacted]	TechLine Connect 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_3.JPG
[redacted]	TechLine Connect 4	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_4.JPG
[redacted]	TechLine Connect 5	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_5.JPG
[redacted]	TechLine Connect 6	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_6.JPG
[redacted]	TechLine Connect 7	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_7.JPG
[redacted]	TechLine Connect 8	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-04-0901334_8.JPG

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/16/2013 10:30:50 AM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	11/27/2013 12:05:40
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	195
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105747 - CBR250R - STALLING ON START UP AND WILL NEVER IDLE. No. of Attachments : 1

Site / Contact Info :

Site Name :	MOUNTAIN MOTORSPORTS
Dealer No. :	105747
Site Phone No. :	770-761-4800
Contact Name :	MATT SM
Day Phone No. :	770-761-4800
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	899 IRIS DRIVE S.E.
City / State / Zip :	CONYERS, GA 30094
E Mail :	
Svc District / Sls District :	02C / 3E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4108C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	12
In Service Date :	02/27/2014
Months In Use :	-9
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105747 / MOUNTAIN MOTORSPORTS
Selling Dealer No. / Name :	105747 / MOUNTAIN MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / MATT SM - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311152	IDLE AIR CONTROL VALVE

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : MATT SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/16/2013 10:33:21 AM
Close Date : 5/16/2013 10:34:02 AM

Coding Info :

Labor Code / Desc : 311152 / IDLE AIR CONTROL VALVE

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - STALLING ON START UP AND WILL NEVER IDLE.

*** CASE CREATE 5/16/2013 10:30:50 AM, bjohnson

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

*** NOTES 5/16/2013 10:30:51 AM, bjohnson, Action Type :

Complaint: Stalling on start up and will never idle.

Contention: DSM advised me of this situation. Matt states this was going to be sold to a customer, but they gave the customer a different unit because the engine wouldn't idle. Dlr states it will start up, then stall within 2 to 3 seconds. It will start right back up, then stall again within a few seconds. If throttle is applied, it will run, but when the throttle is released, engine stalls immediately. There are no active FI codes. Matt was not sure what the tech has done so far, but the valve clearances were checked. They were all a few thousands on the tight side, but not at 0 clearance. Tech was busy at the time of my call, and could not come to the phone.

Recommendation: Advised dlr to have the tech call me directly, I gave my phone#. Matt says it may not be until the week of May 20th.

*** SUBCASE M022013-05-1600732-1 CREATE 5/16/2013 10:33:21 AM, bjohnson

Created in WIP Default with Due Date 5/16/2013 10:33:21 AM.

*** SUBCASE M022013-05-1600732-1 CLOSE 5/16/2013 10:34:02 AM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/16/2013 10:34:06 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 5/20/2013 1:58:33 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 5/28/2013 2:40:21 PM, bjohnson, Action Type : Call to Dealer

I left a message for Matt to call me back.

*** NOTES 7/12/2013 11:29:03 AM, bjohnson, Action Type : Call from Dealer

Darren (the tech) called me on 7/11.
Dlr states it will idle OK for about a minute, then it will just stall out. It will re-start, but throttle must be applied for it to continue running.

Dlr started it while we were on the phone. It idled cold at 3000rpm, then 30 seconds or so later went to 2000rpm, then quickly to 1500rpm then stalled. On the re-start, dlr revved it, and it idled at 3700rpm. He revved it again and it came off the 3700rpm then stalled instead of idled. So far, dlr has confirmed TP sensor is at .5V, has swapped with a known good ECM and fuel tank assembly, and the valve clearances were checked and were OK, no adjustments needed.
Advised dlr to perform ECM reset procedure using HDS. If it will idle after that, let it idle for a full 20 minutes.

7/12: Darren called me back, states ECM reset was unsuccessful.
Advised dlr to perform an HDS snapshot of the unit while it has the issue. Darren is not experienced using the HDS. Advised him to look on iN/Service/Techline for info on HDS and taking snapshots. Dlr will do this first before replacing any parts. Advised dlr to email me this file, I gave him my email address.

*** CASE ADD ATTACHMENT 7/15/2013 1:30:22 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-05-1600732_1.zip

*** NOTES 7/15/2013 1:38:11 PM, bjohnson, Action Type : Call to Dealer

I received the snapshot, it's only 30 seconds long, shows with engine warm already, need to see it with engine cold, and a longer sample (3min).

Case History

Case ID : [redacted] Case Title : [redacted] - STALLING ON START UP AND WILL NEVER IDLE.

Left message for Darren to call me back.

*** CASE MODIFY 7/24/2013 10:46:40 AM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** CASE MODIFY 8/26/2013 5:11:04 PM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** NOTES 10/14/2013 10:58:24 AM, bjohnson, Action Type : Call to Dealer

Advised Matt to install a new spark plug, call me back directly with whether or not this has an effect on the idling issue.

*** NOTES 10/15/2013 11:39:12 AM, bjohnson, Action Type : Call to Dealer

Darren (tech) hasn't had time yet to install a new spark plug.
Advised dlr to also check for loose ground wires at the reg/rect mount point, check for a torn spark plug cap (read Nov. 2012 Wrench), and let me know when you've done these things.
Next step is to try an IACV, and failing that, a throttle body assy.

*** NOTES 10/18/2013 10:48:29 AM, bjohnson, Action Type : Call to Dealer

Matt states they are backed up with work, Darren has not had a chance to work on this bike yet.

*** CASE MODIFY 10/29/2013 12:04:21 PM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** NOTES 11/7/2013 1:20:28 PM, bjohnson, Action Type : Call to Dealer

Darren states with the engine hot, it would not idle below 2200rpm. The unit was taken for a test ride of around 10mi at PDI with no problem. It was once the customer tried to ride it home that it began stalling on him.
Dlr states he changed out the throttle body from another unit with no change. He also replaced the spark plug with no change. Dlr felt issue was spark related, so he replaced the ignition coil from a new unit, and the engine started and ran normally, unit is fixed.
Did you try re-installing the coil to see if the problem really is with the coil?----------No, but I can install it on the new bike to confirm the coil is bad.
Advised dlr OK to do so and let me know if the problem travels with the part.

*** CASE MODIFY 11/7/2013 1:32:55 PM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** NOTES 11/11/2013 2:42:57 PM, bjohnson, Action Type : Call from Dealer

Darren is still waiting for the new part (the unit with the problem coil was sold).
Dlr states when he gets the new part, he will install the bad part to confirm it really was bad.

*** NOTES 11/19/2013 4:03:16 PM, bjohnson, Action Type : Field Service

DSM states he talked to the dealer and the problem was actually with the spark plug cap, and not the coil. DSM advised to call the dlr directly to get the full story.

*** NOTES 11/21/2013 10:00:45 AM, bjohnson, Action Type : Note-Technical

Tech had used the ignition coil assy (including plug cap) from another unit and the problem went away.
When the dlr installed a new coil, he used the original spark plug cap, and the problem returned. Dlr discover the cap was the issue.
Was the cap torn or damaged in any way?----------No. Something internal is not right.
Advised dlr to send in the plug cap for inspection.

*** CASE MODIFY 11/27/2013 12:05:37 PM, bjohnson

Case History

Case ID [redacted] Case Title : [redacted]- STALLING ON START UP AND WILL NEVER IDLE.

into WIP CBR250R stalling and Status of Solving.

*** CASE MODIFY 11/27/2013 12:05:40 PM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** CASE CLOSE 11/27/2013 12:05:40 PM, bjohnson

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

Case Attachments

Case ID : [redacted]

Case Title : [redacted] - STALLING ON START UP AND WILL NEVER IDLE.

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-05-1600732_1.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	11/20/2012 2:11:50 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	1/15/2013 2:22:33 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	56
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105314 - CBR250R - UNIT STALLED WHILE RIDING

No. of Attachments : 0

Site / Contact Info :

Site Name :	BERKELEY HONDA YAMAHA
Dealer No. :	105314
Site Phone No. :	510-525-5525
Contact Name :	KARL S/M
Day Phone No. :	510-525-5525
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	735 GILMAN ST
City / State / Zip :	BERKELEY, CA 94710
E Mail :	
Svc District / Sls District :	01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4102C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	3,808
In Service Date :	05/10/2012
Months In Use :	6
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105002 / MISSION MOTORCYCLES
Selling Dealer No. / Name :	105314 / BERKELEY HONDA YAMAHA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / KARL S/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : KARL S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 11/20/2012 2:11:54 PM
Close Date : 11/20/2012 2:12:44 PM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 105314 - CBR250R - UNIT STALLED WHILE RIDING

*** CASE CREATE 11/20/2012 2:11:50 PM, josowski
Contact = KARL S/M, Priority = N/A, Status = Solving.

*** NOTES 11/20/2012 2:11:51 PM, josowski, Action Type :
Complaint: Unit stalled while riding

Contention: Unit stalled while riding. Customer claims riding along at 55 unit shut off and customer hit starter button and unit started back up

Recommendation: Any stored codes ? Have not checked. Any other issues ? No. Has the customer had the 1st service done ? Not sure. Have you checked battery and grounds for clean and tight ? No. Advised tech to inspect those items and call back with findings

*** SUBCASE M022012-11-2002499-1 CREATE 11/20/2012 2:11:54 PM, josowski
Created in WIP Default with Due Date 11/20/2012 2:11:54 PM.

*** SUBCASE M022012-11-2002499-1 CLOSE 11/20/2012 2:12:44 PM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/20/2012 2:12:47 PM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/20/2012 2:12:55 PM, josowski
with Condition of Open and Status of Solving.

*** NOTES 11/20/2012 2:53:47 PM, josowski, Action Type : Call to Dealer
TT Karl
Advised tech to inspect the ground wire at the reg/rect for any paint and clean and tight.

*** CASE CLOSE 12/10/2012 12:32:37 PM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 12/10/2012 12:32:37 PM, josowski
into WIP Techline and Status of Solving.

*** CASE REOPEN 1/15/2013 2:05:42 PM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 1/15/2013 2:15:56 PM, bjohnson, Action Type : Call from Dealer
Karl states the customer said the symptom happened without pulling in the clutch.
Karl couldn't remember if the customer said if his lights/meter was inop along with the engine stalling.
Dlr was not able to duplicate the issue.
I called the customer, he stated it stalled only one time, and the lights/meter did shut off as well.
Customer was able to pull over, was still roling when he hit the starter button and the engine started and he kept riding.
Customer says he has over 4000mi on it now, and it hasn't happened again. Customer says there are no modifications done to the bike, and no alarm is installed.
Advised customer if this happens again, to note what was happening just beforehand, and take it back to the dlr.

*** CASE MODIFY 1/15/2013 2:22:30 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 1/15/2013 2:22:32 PM, bjohnson
into WIP Incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLED WHILE RIDING

*** CASE CLOSE 1/15/2013 2:22:33 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/19/2013 2:31:22 PM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	3/4/2013 10:25:11 AM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	13
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106067 - CBR250R - ENGINE STALLS AND IS HARD TO START No. of Attachments : 0

Site / Contact Info :

Site Name :	KEN AND JOE'S
Dealer No. :	106067
Site Phone No. :	661-259-8460
Contact Name :	GARRETT S/M
Day Phone No. :	661-259-8460
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	26081 BOUQUET CANYON RD.
City / State / Zip :	SAUGUS, CA 91350
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4103C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	9,438
In Service Date :	05/31/2012
Months In Use :	9
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106067 / KEN AND JOE'S
Selling Dealer No. / Name :	106067 / KEN AND JOE'S
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / GARRETT S/M - PRODU	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : GARRETT S/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/19/2013 2:31:25 PM
Close Date : 2/19/2013 2:32:29 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Hard restart hot 03A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106067 - CBR250R - ENGINE STALLS AND IS HARD TO START

*** CASE CREATE 2/19/2013 2:31:22 PM, cburnett

Contact = GARRETT S/M, Priority = N/A, Status = Solving.

*** NOTES 2/19/2013 2:31:23 PM, cburnett, Action Type :

Complaint:
engine stalls and is hard to start

Contention:
dlr states: unit in with hard starting and stalling at a stop.
dlr states: customer had the first service(600 mile) performed at this dealer , June 2012. current mileage is 9438, next scheduled valve adjustment is @ 16K
dlr states: the intake valves have zero lash (tight)

Recommendation:
ma18: suggested to contact the customer and ask if any one else has worked this unit
dlr will contact tech line after contacting the customer .

*** SUBCASE M022013-02-1901847-1 CREATE 2/19/2013 2:31:25 PM, cburnett

Created in WIP Default with Due Date 2/19/2013 2:31:25 PM.

*** SUBCASE M022013-02-1901847-1 CLOSE 2/19/2013 2:32:29 PM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/19/2013 2:32:30 PM, cburnett

into WIP incoming and Status of Solving.

*** CASE MODIFY 3/4/2013 10:25:09 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 3/4/2013 10:25:11 AM, cburnett

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

*** CASE MODIFY 3/4/2013 10:25:11 AM, cburnett

into WIP incoming and Status of Solving.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/30/2014 9:01:45 AM
Case Originator :	Matt Leverentz	Sub Division :	Techline	Status :	Closed	Close Date :	8/5/2014 9:15:39 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	97
		Point of Origin :	Dealer	Wipbin :			

Case Title : 103674 - CBR250R - CUSTOMER CONTENTION ENGINE WILL STALL — No. of Attachments : 0

Site / Contact Info :

Site Name :	AL LAMBS DALLAS HONDA
Dealer No. :	103674
Site Phone No. :	972-238-7148
Contact Name :	TED POOVEY
Day Phone No. :	972-238-7148
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	9250 LBJ FREEWAY
City / State / Zip :	DALLAS, TX 75243
E Mail :	TEDPOOVEY@DALLASHONDA.COM
Svc District / Sls District :	02H / 2G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	555
In Service Date :	02/17/2014
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Selling Dealer No. / Name :	103674 / AL LAMBS DALLAS HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / TED POOVEY - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	618	Computers

Issue Details

Issue ID : [redacted]
Issue Originator : Matt Leverentz
Issue Owner : Matt Leverentz
Issue Title : TED POOVEY - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/30/2014 9:02:16 AM
Close Date : 4/30/2014 9:03:51 AM

Coding Info :

Labor Code / Desc : 618 / Computers

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : 103674 - CBR250R - CUSTOMER CONTENTION ENGINE WILL STALL

*** CASE CREATE 4/30/2014 9:01:45 AM, mleveren
Contact = TED POOVEY, Priority = N/A, Status = Solving.

*** NOTES 4/30/2014 9:01:47 AM, mleveren, Action Type :
Complaint:
Customer contention engine will stall

Contention:
Dlr states
Customer contention engine will stall
Unit came in for it's first service
Dlr states the customer states that when riding along is any gear and the clutch is pulled in the engine will stall
Dlr states they have checked the valves, all 4 valves were with in specification.
Dlr states they have not been able to duplicate the customers contention as the weather is not permitting.

Recommendation:
Advised dlr
If safe and prudent duplicate the customers contention and call TL back.

*** CASE MODIFY 4/30/2014 9:02:13 AM, mleveren
into WIP Inbox and Status of Solving.

*** SUBCASE M022014-04-3000529-1 CREATE 4/30/2014 9:02:16 AM, mleveren
Created in WIP Default with Due Date 4/30/2014 9:02:16 AM.

*** SUBCASE M022014-04-3000529-1 CLOSE 4/30/2014 9:03:51 AM, mleveren
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/30/2014 9:03:58 AM, mleveren
into WIP Inbox and Status of Solving.

*** NOTES 5/5/2014 9:46:01 AM, tpiercy, Action Type : Call from Dealer
TT Ted
Dlr can not duplicate issue.
Advised dlr to return unit to customer.

*** CASE MODIFY 5/6/2014 3:06:16 PM, mleveren
into WIP Inbox and Status of Solving.

*** CASE MODIFY 5/6/2014 3:06:23 PM, mleveren
into WIP Inbox and Status of Solving.

*** CASE CLOSE 5/6/2014 3:06:24 PM, mleveren
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/7/2014 8:52:10 AM, tpiercy
with Condition of Open and Status of Solving.

*** CASE MODIFY 5/7/2014 9:08:40 AM, tpiercy

Case History

Case ID : [redacted] Case Title : [redacted]- CUSTOMER CONTENTION ENGINE WILL STALL

into WIP default and Status of Solving.

*** CASE CLOSE 5/7/2014 9:08:40 AM, tpiercy

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

*** CASE REOPEN 5/23/2014 9:00:50 AM, randers

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/23/2014 9:02:58 AM, randers

into WIP Default and Status of Solving.

*** CASE CLOSE 5/23/2014 9:02:59 AM, randers

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

*** CASE REOPEN 8/1/2014 12:06:04 PM, josowski

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/5/2014 9:15:38 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 8/5/2014 9:15:39 AM, josowski

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/25/2013 10:51:06 AM
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	4/29/2013 8:34:22 AM
Case Owner :	Ryan Anderson	Method :	Phone	Queue :		Days Open :	4
		Point of Origin :	Dealer	Wipbin :			

Case Title : 102868 - CBR250R - INTERMITTENTLY STALLS ON ACCELERATION WHEN H No. of Attachments : 0

Site / Contact Info :

Site Name :	PARKWAY CYCLE
Dealer No. :	102868
Site Phone No. :	617-389-6998
Contact Name :	ANDREW S/A
Day Phone No. :	617-389-6998
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1865 REVERE BEACH PKWY
City / State / Zip :	EVERETT, MA 02149
E Mail :	
Svc District / Sls District :	03A / 4B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4108C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	566
In Service Date :	02/28/2013
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	102868 / PARKWAY CYCLE
Selling Dealer No. / Name :	102868 / PARKWAY CYCLE
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	2/28/2013 / 2/27/2014
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ANDREW S/A - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111160K	ARM, VALVE ROCKER: FOR 1

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : ANDREW S/A - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/25/2013 10:51:25 AM
Close Date : 4/29/2013 8:34:22 AM

Coding Info :

Labor Code / Desc : 111160K / ARM, VALVE ROCKER: FOR 1 VEHICLE: INC LUDES VALVE ADJUSTMENT
Condition Code Desc : Won't rev up 07A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 102868 - CBR250R - INTERMITTENTLY STALLS ON ACCELERATION

*** CASE CREATE 4/25/2013 10:51:06 AM, randers

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

*** NOTES 4/25/2013 10:51:06 AM, randers, Action Type :

Complaint:
Dlr states the cust is complaining of stalling during quick acceleration only when unit is hot.

Contention:
Does the unit start rite back up after it stalls? Yes
Does it do it in neutral? Yes
Do the instruments and lights turn off when it stalls? No
Any aftermarket parts/accessories? No 100% stock.
Is the gas fresh? Yes the cust rides almost every day.
Have you checked the spark plug cap ripped? Not sure have not done that yet.
Have you done the valve inspection yet? No the cust did not have time today he just wanted us to figure out why it stalls. He will bring it back soon for the service.

Recommendation:
Advised dlr to inspect the spark plug cap closely look for any rips or tears Make sure they follow the instructions in the Nov 2012 wrench.
Advised dlr to make sure they follow the instructions in the Sept 2012 wrench.
Advised dlr to call us back.

*** SUBCASE M022013-04-2500802-1 CREATE 4/25/2013 10:51:25 AM, randers

Created in WIP Default with Due Date 4/25/2013 10:51:25 AM.

*** CASE MODIFY 4/25/2013 10:52:57 AM, randers

into WIP default and Status of Solving.

*** NOTES 4/29/2013 8:31:32 AM, randers, Action Type : Call to Dealer

TT Andrew,
Dlr states they found the cause of the stalling issue.
Dlr states the spark plug cap was loose it was not pushed all the way down onto the spark plug.
Dose it look like the cust or anyone else has worked on this unit? No the guy is a new rider doesn't now anything about M/C.
Dlr states they completed the 600 mile service and the valves were right inspect, no adj needed.
Dlr states they read the wrench articles and state the spark plug cap was not ripped and they removed the fuel tank to inspect the valves.
Dlr states they have test drove the unit and it does not stall any more.

*** CASE MODIFY 4/29/2013 8:34:15 AM, randers

into WIP default and Status of Solving.

*** SUBCASE M022013-04-2500802-1 CLOSE 4/29/2013 8:34:22 AM, randers

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2013 8:34:22 AM, randers

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	2/6/2013 2:24:48 PM
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	4/5/2013 10:28:55 AM
Case Owner :	Corey Griffin	Method :	Phone	Queue :		Days Open :	58
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 103534 - CBR250R - STALLS WHEN THROTTLE IS APPLIED RESTARTS AND No. of Attachments : 0

Site / Contact Info :

Site Name :	FUN BIKE CENTER
Dealer No. :	103534
Site Phone No. :	858-278-6635
Contact Name :	TYLER TECH
Day Phone No. :	858-278-6635
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	5755 KEARNY VILLA RD
City / State / Zip :	SAN DIEGO, CA 92123
E Mail :	
Svc District / Sls District :	01A / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	2,908
In Service Date :	10/25/2012
Months In Use :	4
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103534 / FUN BIKE CENTER
Selling Dealer No. / Name :	103534 / FUN BIKE CENTER
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	10/25/2012 / 10/24/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / TYLER TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	111160K	ARM, VALVE ROCKER: FOR 1

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : TYLER TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 2/6/2013 2:25:08 PM
Close Date : 4/5/2013 10:28:55 AM

Coding Info :

Labor Code / Desc : 111160K / ARM, VALVE ROCKER: FOR 1 VEHICLE: INC LUDES VALVE ADJUSTMENT
Condition Code Desc : Won't rev up 07A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 103534 - CBR250R - STALLS WHEN THROTTLE IS APPLIED

*** CASE CREATE 2/6/2013 2:24:48 PM, randers

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

*** NOTES 2/6/2013 2:24:49 PM, randers, Action Type :

Complaint:
Dlr states the cust complains that the unit will stall when the throttle is applied.

Contention:
Dlr states the unit starts and idles fine.
Any records of service? No.
Have you check the valve clearance yet? No.
What is the compression? 180 psi.
Is the spark plug cap ripped or damaged? Don't think so.
Have you done a fuel pressure test? No the fitting is different and we don't have the new adaptor.

Recommendation:
Advised dlr to check the valve clearance with the fuel tank removed.
Advised dlr to check the spark plug cap for rips.
Advised dlr to make sure the tool poach is not covering the air box inlet hole.
Advised dlr to call us back after the inspections.

*** SUBCASE M022013-02-0601829-1 CREATE 2/6/2013 2:25:08 PM, randers

Created in WIP Default with Due Date 2/6/2013 2:25:08 PM.

*** CASE MODIFY 2/6/2013 2:26:10 PM, randers

into WIP default and Status of Solving.

*** NOTES 2/6/2013 2:30:04 PM, randers, Action Type : Note-General

Sent gerrad MAA5 and Byron MB35 e-mails possible t-case.

*** CASE YANKED 2/8/2013 8:09:52 AM, gcapley

Yanked by gcapley into WIPbin Default.

*** NOTES 2/8/2013 10:57:01 AM, randers, Action Type : Call to Dealer

TT Tyler,
Dlr states they inspected the valves with the fuel tank removed they were in spec no adj needed.
Dlr states the air cleaner and inlet are clean and free of obstruction.
Dlr states the spark plug was original and the cap was un damaged no rips in the rubber.
Dlr states the feel it's a fuel pump issue and they have ordered and fuel pressure gauge adaptor.
advised dlr to call us back with fuel pressure results when the get their new adaptor.

*** NOTES 2/12/2013 9:02:08 AM, gcapley, Action Type : Call from Dealer

Tried to call dealer 3 times this morning.
Phone rings and goes straight to a bepping tone and never connects.
Dlr. may have a phone line that gets dosconnected during closed hours and Techline will try to contact again later today about fuel pressure adapter order.

*** NOTES 2/12/2013 2:51:30 PM, gcapley, Action Type : Call from Dealer

TT Brad:

Case History

Case ID : [redacted] Case Title : [redacted] - STALLS WHEN THROTTLE IS APPLIED

Brad states that the fuel pressure adapater is coming from Wisconsin and has not arrived yet.
Advised dlr. to call us if it is not there by Thursday this week.

*** NOTES 2/18/2013 10:07:08 AM, cburnett, Action Type : Call from Dealer

TT Tyler: advised they need a fuel pump.
ma18: what is the fuel pressure and flow?
dlr states: the flow is good,,,
ma18: what is the volume , cc's..oz's ?
dlr states: did not measure,, but it flows out good,,
ma18: advised if the dealer installs a fuel pump and the problem is still there, dealer is responsible for the fuel pump replacement.

ma18: inspect the fuel pressure, flow and pressure hold with the key off. spec is 69.2 cc / 2.34 us oz min / 10 seconds
ma18: we will need the exact fuel flow at 10-15 seconds key on.. monitor the fuel pressure with key off.. it should hold for 5 min
ma18: fuel pressure spec @ idle 43 psi. instructed dealer to contact tech line with information .

*** NOTES 2/19/2013 1:24:48 PM, gcapley, Action Type : Call from Dealer

TT Tyler:

Advised dlr. we are calling back to get fuel psi specs.
Dlr. states they tested for fuel pressure and found it was at about 38 PIS but the needle was bouncing around between 37-38 psi.
Dlr. states that they turned the key off and let it sit for about 20 minutes and it dropped 5 PSI.
What about right after the key is shut off, does it lose a lot of pressure at that point? No, it is very gradual loss of pressure over the course of the day.
Dlr. states that if they leave the gauge on it all day like they did yesterday it will drop about 20 psi but they do not feel there is an open injector or fuel leak.
Dlr. stated also that the issue is intermittent and only happened to the customer twice.
Have you checked pin fit of connector? No.
Dlr. states that they were able to duplicate the issue and since speaking with us yesterday, they removed the fuel pump from a new 2012 CBR250R and advised that it has not failed since.
Dlr. states that they have test rode it 3 times today, for approximately 10 miles per ride, and have not had it happen yet.
Dlr, states that they have also started it a few times and let it idle without having a failure.
Dlr. states that they feel the unit would have failed by this time had it still had the issue.

Tyler advised he is going to test ride the unit 2-3 more times today and see if he can get it to fail but if it does not, he will return the unit to the customer.
Advised Tyler to call back after test riding the unit and we will discuss at that time.

*** NOTES 2/19/2013 1:26:18 PM, gcapley, Action Type : Call to Dealer

Called dealer back to get fuel pressure spec with new pump installed (if they checked it).
MAA5 was transferred to Service Department Voicemail and left a message for Tyler,.
Advised in the message that we would like to get a fuel pressure spec from them with the new pump installed to see what the change was.
Advised in message to call back with that spec if they have it.

*** NOTES 2/19/2013 3:30:22 PM, gcapley, Action Type : Call from Dealer

Case History

Case ID : [redacted] Case Title : [redacted] - STALLS WHEN THROTTLE IS APPLIED

TT Tyler:

Dlr. states that they have now put 35 miles on this motorcycle and have not had it fail once.
Dlr. states that the previous rides before fuel pump replacement resulted in the unit failing by bogging at take off and stalling.
Dlr. states the 35 miles after fuel pump replacement has been flawless. The unit has not stalled, or bogged once at take off.
Did you check fuel pressure after you replaced the pump? No.
Advised dlr. to always verify their work by re-checking values after replacement of part.
Advised dlr. we are going off of their information on the unit's symptom's, their troubleshooting, and their replacement of the fuel pump resulting in the unit no longer failing, and will cover replacement of fuel pump.

How much time is into troubleshooting and repairs.
Dlr. states that they were told to check the normal stuff like valve clearances, Chassis and engine grounds, battery cables, air cleaner, Compression and Leak down, and had 2 hours into those checks.

Dlr. states that they were then told to test fuel pressure and ordered their adapter for the pressure gauge.
Dlr. states that they tested fuel flow, fuel pressure, and for any immediate leak of the fuel system after the key is shut off.
Dlr. states that they removed the fuel pump off of a new unit, and then put it in this unit and test rode 35 miles with no failures.
Dlr. states that they have 4 hours into this portion of repairs.

Advised dlr. that we do see we asked them to do a lot of checks and, now they will have to put a fuel pump back in their sales unit.
Advised dlr. that we will cover them for the 6 hours for performing checks for us and trying a KG fuel pump.
Dlr. states that they also replaced fuel filter and asked if this is going to be an issue.
Advised dlr. that we will allow fuel filter as well.

Advised dlr. to submit under FRT for Fuel Pump replacement and include 5.1 hours under 310199 for troubleshooting.

*** NOTES 2/21/2013 11:19:46 AM, josowski, Action Type : Call from Dealer

TT Tyler
Tech states customer came to pick the unit up and now unit will not rev up again and just sputters
Tech states between 6-7K unit sputters .
Tech states unit will do this in any gear.
Have you tried a new spark plug ? Yes
Advised tech will review and call back with direction

*** CASE MODIFY 2/21/2013 3:07:51 PM, gcapley

into WIP Claims and Status of Solving.

*** NOTES 2/22/2013 7:49:17 AM, gcapley, Action Type : Call from Dealer

TT Tyler.

Have you done anything since finding that the unit fails again? No.
Advised dlr. that after they replaced the fuel pump we asked if they had checked that the fuel pressure reading changed at all, and they advised they did not check it.
Advised dlr. that we would like them to check that fuel pressure with the new pump.
Advised dlr. that in future cases like this, always verify fuel pressure reading after replacing the fuel pump to verify that the values actually changed.

Case History

Case ID : [redacted] Case Title : [redacted] STALLS WHEN THROTTLE IS APPLIED

Advised dlr. to also take an HDS snapshot of when the unit is failing and send in for review.
Dlr. state that their HDS tester will not hold a charge and cannot be turned on at this time.
Have you tried hooking it up to the charger and seeing if it will turn on while connected to a power source? Yes, and it will not turn on.
Advised dlr. that they may need to contact special tools and see if they can assist in repairing their HDS.
Advised dlr. we will contact their DSM and see if he may be in the area soon. If it is close enough for a DSeM visit, we may ask that Kyle MB60 allow the dealer to use their HDS for an hour or so to test ride and do some snapshots.
Advised dlr. to check fuel pressure, we will contact DSeM, and call back with more information.

*** NOTES 2/22/2013 9:15:17 AM, gcapley, Action Type : Call from Dealer

Asked for Brad, Tyler advised us yesterday he would be off but he would leave all information with Brad.

TT D.A. in service:

D.A. advised Brad is not there yet but will be in at 10:00 a m.
D.A. states that Tyler was riding the unit yesterday and had it fail, but is not sure if he tested fuel pressure yet, he does not have the information for that.
D.A. advised the Tyler was just telling him yesterday that he felt he may have found a loose wire in the Fuel Injector Connection, and that he tightened the connection and rode it again and it did not fail at that time.
D.A. states he is not sure if that fixed it, but that was one thing Tyler advised him of yesterday.
D.A. states he was going to have another tech ride it this morning and then see if it will fail or not.
D.A. advised we call back after 10:00 A.M. to get further information from him on troubleshooting.

*** NOTES 2/22/2013 12:49:51 PM, gcapley, Action Type : Call from Dealer

TT Brad:

Dlr. states that they were able to find a code by using the non HDS code retrieval procedure in the manual.
Tyler (tech) was not aware that you could pull codes without the HDS.
Dlr. states they found Injector for High/Low voltage.
Dlr. states that they disconnected the fuel injector and found that there was a loose pin in the connection.
Dlr. removed the connector, and then removed the terminal from that connector, used electrical wire crimper to make a tighter connection of the wire to the terminal and reinstalled.
Dlr. re-checked for DTC's, found none, and at this time has 11 miles into a test ride with no failures.
Did Tyler test fuel pressure again yesterday? He did, and said it never dropped below 40 psi.
What was the exact spec he saw? Not sure, he said the needle was not staying steady but hovered around 40 psi and never went below.
Did it ever go up to or above 43psi? I don't think so.
Dlr. states that they are going to test ride the unit again today for another 10-15 miles and if it does not fail they will return to customer.

*** CASE RULE ACTION 3/6/2013 2:24:48 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/15/2013 3:09:21 PM, cgriff, Action Type : Call from Dealer

TT Dewayne:
Dlr stated they have repaired the unit and returned to customer
What was the RO close date? - Not sure we don t have it documented
Did the customer sign a date on the RO when he signed for repairs and picked up the bike? - No

Case History

Case ID [redacted] Case Title : [redacted]- STALLS WHEN THROTTLE IS APPLIED

What was the fuel pressure of the new fuel pump? - Not sure, brad had that information and he isn t working here at our dealership any more
Dlr states the last notes they have on the unit was from 2/28/2013 and their dealership had 3 different techs test ride the unit for 15-20 miles and none of the techs were able to get the unit to fail/stall
Dlr states they are backed up on work and would like to request to call back once they are ready to file their warranty claim

*** CASE YANKED 3/15/2013 3:14:07 PM, cgriff

Yanked by cgriff into WIPbin default.

*** NOTES 3/28/2013 2:16:56 PM, cgriff, Action Type : Call to Dealer

TT Dewayne:
Dewayne states he spoke with the tech working on this unit and the tech does not remember the fuel pressure he saw with the new fuel pump installed, only that it was about 45-50 PSI.
Dlr states they followed up with the customer at the end of last week, and questioned him about how his bike is running - customer said the bike is running great and he has not experienced any problems or stalling issues since the repairs.
How much time did your dealer have into the repairs? - 6 hours total
Advised dlr to use FR labor op 310120 - 0.9 hours
Advised dlr to use ST labor op 614899 - 5.1 hours
Informed dlr we will autho the claim once we see it in our system.

Claim# 007364
RO open: 2/5/2013

*** CASE MODIFY 3/28/2013 2:23:08 PM, cgriff

into WIP T Cases and Status of Solving.

*** NOTES 3/29/2013 2:13:38 PM, cgriff, Action Type : Call to Dealer

TT Dewayne:
Informed dlr the ST labor op entered on their warranty claim is incorrect.
Apologized to dlr for providing the incorrect ST labor op yesterday, however that is not the ST labor op they used anyway.
Advised dlr to use 310899 for the 5.1 hours
Informed dlr we will autho the claim once we see it updated in our system.

*** CASE MODIFY 3/29/2013 2:13:44 PM, cgriff

into WIP warranty claims and Status of Solving.

*** NOTES 4/1/2013 11:27:39 AM, cgriff, Action Type : Note-General

Checked the warranty claim entered against this VIN:

dlr has not yet modified/edited the warranty claim they have submitted, techline has directed the dlr on correct claim filing and techline can't autho the claim until the dealer corrects the claim

*** CASE MODIFY 4/5/2013 10:28:54 AM, cgriff

into WIP warranty claims and Status of Solving.

*** SUBCASE M022013-02-0601829-1 CLOSE 4/5/2013 10:28:55 AM, cgriff

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2013 10:28:55 AM, cgriff

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/4/2013 7:44:16 AM
Case Originator :	Corey Griffin	Sub Division :	Techline	Status :	Closed	Close Date :	1/24/2013 12:48:18 PM
Case Owner :	Corey Griffin	Method :	Phone	Queue :		Days Open :	20
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105276 - CBR250R - ENGINE STALLING

No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF RUSSELLVILLE
Dealer No. :	105276
Site Phone No. :	479-968-2233
Contact Name :	JOHNNY TABOR
Day Phone No. :	479-968-2233
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	220 LAKE FRONT DRIVE
City / State / Zip :	RUSSELLVILLE, AR 72802
E Mail :	
Svc District / Sls District :	02E / 2I

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4102C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	4,447
In Service Date :	04/02/2012
Months In Use :	9
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105276 / HONDA OF RUSSELLVILLE
Selling Dealer No. / Name :	105276 / HONDA OF RUSSELLVILLE
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] JOHNNY TABOR - PROD	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Corey Griffin
Issue Title : JOHNNY TABOR - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/4/2013 7:45:56 AM
Close Date : 1/24/2013 12:48:18 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Abnormal noise 02N
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 105276 - CBR250R - ENGINE STALLING

*** CASE CREATE 1/4/2013 7:44:16 AM, cgriff

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

*** NOTES 1/4/2013 7:44:16 AM, cgriff, Action Type :

Complaint:
dlr states the customer brought this unit in for a stalling condition

Contention:
dlr states the customer brought this unit in for a stalling condition
dlr states the customer informed them that the engine was making a slight chirping noise when it was cold and once it got warmed up the engine began to make a clattering noise, a short time later the engine began to stall
did the engine stall while riding/sitting at a light/clutch engaged or disengaged/what gear/what road speed? - Not sure, I can ask the service writer if the customer told them anything else or we can call the customer back and ask him directly
do you have service history on the unit? - Yes, we performed the first service on this bike
dlr states they have already removed the cylinder head and found that the cam shaft looks like the intake cam lobe is damaged like oil starvation
dlr states they have verified valve clearance is within spec
what was oil level and condition? - oil level was full, and condition was used but not burnt or gritty
have you checked the proper installation of the oil filter? - No we haven't checked

Recommendation:
advised dlr to forward photos of damage done to the camshaft
advised to forward photos of the cylinder walls/piston skirt/piston crown
advised dlr to try to find out from the customer other conditions which he may have encountered when the engine was stalling
advised dlr we will call back once photos are received/reviewed

*** NOTES 1/4/2013 7:45:52 AM, cgriff, Action Type : Note-General

Continuation notes from above:
advised dlr to check for any cuts/holes/cracks in the spark plug cap
advised dlr to verify good grounds

*** SUBCASE M022013-01-0400305-1 CREATE 1/4/2013 7:45:56 AM, cgriff

Created in WIP Default with Due Date 1/4/2013 7:45:56 AM.

*** CASE MODIFY 1/4/2013 7:47:04 AM, cgriff

into WIP default and Status of Solving.

*** NOTES 1/24/2013 12:45:57 PM, cgriff, Action Type : Call to Dealer

TT Terry:
Dlr states they had gotten customer autho for engine disassembly and inspection
Dlr states while disassembling the engine they found the oil filter was installed backwards
Who performed the last oil change? - Not sure, the customer said he didn t service the oil/filter, but he is the second owner so he says he doesn t know who did the last oil change either.
Dlr states they have been in contact with their DSeM requesting possible goodwill assistance.

*** CASE MODIFY 1/24/2013 12:48:04 PM, cgriff

into WIP awaiting response and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted]- ENGINE STALLING

*** CASE MODIFY 1/24/2013 12:48:13 PM, cgriff
into WIP awaiting response and Status of Solving.

*** CASE MODIFY 1/24/2013 12:48:16 PM, cgriff
into WIP awaiting response and Status of Solving.

*** CASE CLOSE 1/24/2013 12:48:18 PM, cgriff
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE M022013-01-0400305-1 CLOSE 1/24/2013 12:48:18 PM, cgriff
Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/15/2012 3:03:31 PM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/19/2012 10:31:56
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	35
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105059 - CBR250R - UNIT STALLS AND WILL NOT RESTART, LOOSE BAT CAB No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF HOUSTON
Dealer No. :	105059
Site Phone No. :	281-506-1300
Contact Name :	MANDY SW
Day Phone No. :	713-467-2426
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	12655 WEST ROAD
City / State / Zip :	HOUSTON, TX 77041
E Mail :	
Svc District / Sls District :	02H / 2H

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4108C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	3,248
In Service Date :	04/01/2012
Months In Use :	6
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105059 / HONDA OF HOUSTON
Selling Dealer No. / Name :	105059 / HONDA OF HOUSTON
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / MANDY SW - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : MANDY SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/15/2012 3:03:34 PM
Close Date : 10/15/2012 3:03:53 PM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS AND WILL NOT RESTART, LOOSE BAT

*** CASE CREATE 10/15/2012 3:03:31 PM, josowski

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

*** NOTES 10/15/2012 3:03:32 PM, josowski, Action Type :

Complaint: Unit stalls and will not restart

Contention: Unit stalls and will not restart. Customer claims they put the side up and down a couple times and unit started.

Recommendation: Was the unit in neutral ? Yes. Has the customer had the 600 mile service ? Yes. Can you duplicate the issue ? Not yet. Advised tech to try and duplicate the issue. Try tapping the on/off engine switch. Inspect the ground wires and all connections.Tech states the customer may have a video of the issue. Advised tech to forward video.

*** SUBCASE M022012-10-1502465-1 CREATE 10/15/2012 3:03:34 PM, josowski

Created in WIP Default with Due Date 10/15/2012 3:03:34 PM.

*** SUBCASE M022012-10-1502465-1 CLOSE 10/15/2012 3:03:53 PM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/15/2012 3:03:55 PM, josowski

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

*** CASE REOPEN 10/15/2012 3:04:05 PM, josowski

with Condition of Open and Status of Solving.

*** CASE RULE ACTION 11/12/2012 3:03:31 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 11/14/2012 9:39:24 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 11/14/2012 9:39:24 AM, josowski

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

*** CASE REOPEN 11/19/2012 10:24:26 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 11/19/2012 10:31:40 AM, bjohnson, Action Type : Call to Dealer

What happened to the video you were going to send?
Mandy was not there, dlr states the power wires for the alarm the customer had installed were loose at the battery terminals, battery basically had a loose connection, no defect.
Dlr found the issure on 10/16, and hasn't heard back from the customer again, dlr assumes there was no further issue.

*** CASE MODIFY 11/19/2012 10:31:48 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/19/2012 10:31:52 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/19/2012 10:31:56 AM, bjohnson

into WIP Incoming and Status of Solving.

Case History

Case ID [redacted] Case Title : [redacted]- UNIT STALLS AND WILL NOT RESTART, LOOSE BAT

*** CASE CLOSE 11/19/2012 10:31:56 AM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	M022012-07-1301325	Division :	Motorcycle	Condition :	Closed	Open Date :	7/13/2012 1:26:33 PM
Case Originator :	garrett windust	Sub Division :	Techline	Status :	Closed	Close Date :	5/29/2013 4:45:13 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	320
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 105788 - CBR250R - ENGINE STALLING, No. of Attachments : 1

Site / Contact Info :

Site Name :	JOHN HINDERER HONDA POWER STORE
Dealer No. :	105788
Site Phone No. :	740-522-5751
Contact Name :	SEAN TECH
Day Phone No. :	740-522-5751
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	1555 HEBRON ROAD
City / State / Zip :	HEATH, OH 43056
E Mail :	
Svc District / Sls District :	03D / 4F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4109C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	38
In Service Date :	06/03/2012
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105788 / JOHN HINDERER HONDA POWER ST
Selling Dealer No. / Name :	105788 / JOHN HINDERER HONDA POWER ST
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / SEAN TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : garrett windust
Issue Owner : garrett windust
Issue Title : SEAN TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/13/2012 1:26:38 PM
Close Date : 7/13/2012 1:26:57 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 105788 - CBR250R - ENGINE STALLING,

*** CASE CREATE 7/13/2012 1:26:33 PM, gwindust

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

*** NOTES 7/13/2012 1:26:35 PM, gwindust, Action Type :

Complaint:
engine stalling

Contention:
Dlr states the unit had a complaint that when putting in gear the unit would stall. The dealer has not been able to duplicate.
Dlr states the battery was low and they had to charge. After charging the idle would drop to the point of the engine almost stall.
Dlr states after the engine starts to drop in idle, if the engine is hot and the engine is restarted the unit will not want to idle and throttle has to be applied.
Dlr states there are no codes.
Dlr states there are no modifications to the unit.
What is the charging voltage?----- I have not inspected it

Recommendation:
Advised dlr to verify the charging system is working normally.

*** SUBCASE M022012-07-1301325-1 CREATE 7/13/2012 1:26:38 PM, gwindust

Created in WIP Default with Due Date 7/13/2012 1:26:38 PM.

*** CASE CLOSE 7/13/2012 1:26:57 PM, gwindust

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

*** SUBCASE M022012-07-1301325-1 CLOSE 7/13/2012 1:26:57 PM, gwindust

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 7/17/2012 8:17:34 AM, randers

with Condition of Open and Status of Solving.

*** NOTES 7/17/2012 8:33:05 AM, randers, Action Type : Call from Dealer

TT Sean
Dlr states they charged the battery and checked the charging system output good at 14.3 vdc at 4000 rpm.
Dlr states they have test drove the unit with the HDS hooked up an a couple of time now the 12-1 fuel injector code will come up.
Dlr states the unit stalls at idle more consistently now when its wormed up.
Dlr states when unit is good and wormed up the idle will drop to 1000 rpm and idle rough then stall. unit will restart right away but will idle rough and shut off again.
How dose the unit run when driving? Good no problem at all.
Does it stall more often with the unit in gear than neutral? No stalls the same does not mater in gear or nuetral.
Advised dlr to check pin fit on the injector connector, oil level and compression. If compression is low do a valve inspection with the fuel tank removed.
Advised dlr to call us back with results.

*** NOTES 7/17/2012 10:33:39 AM, josowski, Action Type : Call from Dealer

TT Sean
Tech states compression is 215 psi.
Did you do a leakdown ? No but inspected valves and they are within spec for clearance with narrow feeler gauge.

Case History

Case ID : [redacted] Case Title : T - 105788 - CBR250R - ENGINE STALLING,

Tech states all pin fit checks are fine
Have you checked fuel pressure ? No.
Advised tech to check fuel pressure.
Has the code cleared ? It never shows on the dash but is only shown on HDS.

*** NOTES 7/17/2012 11:19:19 AM, cburnett, Action Type : Call from Dealer

TT Sean: advises fuel pressure is 45 psi at idle. (spec is 43 psi)

*** NOTES 7/17/2012 11:26:33 AM, cburnett, Action Type : Call from Dealer

TT Sean: advises the fuel pressure will drop with key off. (3-4psi)
ma18: remove the injector and check it for leakage with system pressure up and key off,, if the fuel injector is leaking, replace it ,
dlr will contact tech line with results.

*** NOTES 7/19/2012 10:41:53 AM, gcapley, Action Type : Call from Dealer

Dlr. states that they have found what they believe to be cosmoline in the fuel line to the throttle body.
Dlr. states when they had the injector out of the unit they noticed the fuel line had a yellowish substance on the end of it.
Dlr. states that they cleaned the fuel line and there was a lot of cosmoline in it.
Dlr. states that the injector was not leaking, and they replaced the injector and the Fuel Injector code went away.
Dlr. states that the unit still fails.
Does fuel pressure stay in spec when it is stalling? Yes it does.
Advised dlr. that we notice the compression was well over spec (Spec is 188 PSI and dealer found 215 PSI).
What was your valve clearance measurements when you checked the, - Ex .25mm and In. - 0.15mm
Have you used HDS to get a snapshot or health check when the unit is failing? No.
Advised dlr. to hook up HDS tester and prepare it for a health check, when the unit starts failing, initiate the health check and record it.
Advised dlr. to call us back after health check is done and we will discuss, if necessary we can request them to send it so we can review it.

*** NOTES 7/20/2012 9:43:51 AM, bjohnson, Action Type : Field Service

Advised DSM to get the dlr to send me (through the Techline mailbox) the HDS snapshot of it failing. Then, have the dlr do the throttle plate reset procedure on page 5-50 in the manual.

*** NOTES 7/20/2012 9:44:34 AM, bjohnson, Action Type : Field Service

DSM also states the unit is stock, no aftermarket exhaust pipe.

*** CASE ADD ATTACHMENT 7/23/2012 10:00:20 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-07-1301325_1.zip

*** NOTES 7/23/2012 10:27:03 AM, bjohnson, Action Type : Note-Technical

I reviewed the attached HDS file, which was suppose to show the low idle and the engine stalling. It does not show this.
The engine idles for 30 seconds, nothing abnormal is being shown.

*** NOTES 7/25/2012 1:05:28 PM, comiller, Action Type : Call to Dealer

TT Sean
Advised dlr that we did receive the snapshot but the snapshot dose not show any issues
Advised dlr that we need to see a snapshot of the unit failing
Advised dlr to send in the new snapshot of when it happening
Advised dlr to call back once the snapshot is sent in

*** NOTES 7/27/2012 11:32:18 AM, bjohnson, Action Type : Call to Dealer

Sean states issue has happened with the engine relatively cold. It has not happened before it has come off high idle on start up.

Case History

Case ID : [redacted] Case Title : [redacted]- ENGINE STALLING,

Dlr states it has not stalled on them while riding.
Dlr states it had the injector code 12-1 while he was using the HDS on the unit to inspect for the engine stall issue. Dlr cleared the code, but then it came back again.
Dlr states the code came up before the tank had ever been removed.
Dlr replaced the injector, and the code has not come back.
Dlr states he inspected the IACV per the service manual, and it passed the short circuit, open circuit and resistance inspections.
Customer has so far been OK with the delay in repairs. Customer is a new rider.
Advised dlr we got the HDS snapshot showing it stalling 4 times, will consult with the factory to see what should be done.
Hoping to have an answer by mid next week.

*** NOTES 7/27/2012 2:33:36 PM, bjohnson, Action Type : Call to Dealer

Sean states they did not inspect the spark plug cap for any tears.
Advised dlr to inspect it, dlr will do so tomorrow (Saturday) and report back to Techline next Tuesday.

*** NOTES 8/2/2012 7:51:06 AM, cburnett, Action Type : Call from Dealer

TT Sean: advises the spark plug cap has no cuts or tears,

*** CASE DELETE ATTACHMENT 8/2/2012 8:22:34 AM, bjohnson

Deleted attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-07-1301325_1.zip.

*** CASE ADD ATTACHMENT 8/2/2012 8:30:19 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-07-1301325_2.zip

*** NOTES 8/2/2012 9:10:30 AM, bjohnson, Action Type : Call to Dealer

Sean is at lunch.
John (SM) states he asked and the ECU's have never been swapped with a new bike, which they do have.
Advised John to have Sean swap out ECU's and test for the symptom again.
I gave John my direct line, Sean is to call me back. Sean should be able to do this today.

*** NOTES 8/2/2012 2:25:16 PM, comiller, Action Type : Call from Dealer

TT Sean
Dlr states that they swapped the ECU and the symptoms did not change
Advised dlr that i will relay this info to Byron and we will contact you back a soon as we have more info

*** NOTES 8/2/2012 2:45:05 PM, comiller, Action Type : Call to Dealer

TT Sean
Have you ever replced the spark plug? yes when the unit first came in
Have you ever replaced the fuel? no
Advised dlr to drain the fuel from the tank and refresh with fresh fuel
Advised dlr to call back with results if the unit still has the same stalling condtion
Please relay this information to Byron

*** CASE YANKED 8/2/2012 3:23:56 PM, comiller

Yanked by comiller into WIPbin default.

*** CASE MODIFY 8/3/2012 7:13:13 AM, comiller

into WIP default and Status of Solving.

*** NOTES 8/3/2012 9:33:40 AM, comiller, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : [redacted]ENGINE STALLING,

TT Sean
Dlr states that they have replace the fuel and there was no change in the stalling issue
Dlr states that the unit still stalled after replacing the fuel
Have you checked the ground connections a the regulator? yes
How did you check them? dlr states that they removed the bolt made sure that the connection on the frame had a good connection and made sure that the were cleaned and tight
Advised dlr that we will contact back once we have more info

*** NOTES 8/7/2012 10:22:53 AM, gwindust, Action Type : Call to Dealer

TT Sean
Advised dlr we would like them to sand the frame to ensure the ground is making a good connection.
Dlr states they used an emry cloth to clean the frame.
Advised dlr we would like them to sand the frame and use a thread chaser to clean the inside of the threads.
Advised dlr to also verify the negative cable from the battery, near the starter motor is also tight, clean the mating surface by sanding, and clean the threads with a thread chaser.
Advised dlr to retest and report back with the results.

Advised dlr if this does not fix the issue, place and order for a new cylinder head assembly (valves included).
Advised dlr the head is on back order, so please place on CBO. We will assist them by try to see if it is possible to locate one as well.
Advised dlr to leave the head on the unit undisturbed.

*** CASE YANKED 8/7/2012 10:23:03 AM, gwindust

Yanked by gwindust into WIPbin Incoming.

*** CASE MODIFY 8/7/2012 10:23:13 AM, gwindust

into WIP Incoming and Status of Solving.

*** NOTES 8/7/2012 10:30:26 AM, gwindust, Action Type : Note-General

Escalated into T-Case status.
Notified Jerrod MD91, Steve MA62, Tony MA37, Byron MB35, Gerrad MAA5, Corey MX10, Randy MT03, and Cyndi MA97.

*** CASE RULE ACTION 8/10/2012 12:26:33 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/15/2012 10:30:45 AM, bjohnson, Action Type : Call to Dealer

Advised Sean the cyl head should come with the valves and springs already installed, dlr has on order the necessary gaskets as well.
Advised dlr we need you to measure the breakaway torque of the 4 cyl head nuts.
Dlr states he's not sure if they have a beam-type torque wrench.
Advised dlr I'll see if we have one to send you, I'll call you back about this.

*** CASE ASSIGN 8/15/2012 11:19:31 AM, gwindust

M022012-07-1301325 to gcapley, WIP eC! é

*** CASE RULE ACTION 8/15/2012 11:19:32 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/22/2012 10:02:27 AM, bjohnson, Action Type : Call from Dealer

Notes from 8/21:
Dlr has the cyl head, but forgot to order the base gasket.

Case History

Case ID : [redacted] Case Title : [redacted] ENGINE STALLING,

Advised dlr to put it on an urgent order, then upgrade it to CBO.

8/22: Dlr does have it on a CBO:

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 08/22/12
PART NO: 12191-KYJ-900 DESC: GASKET, CYLINDER
FRWD SUPRSD PN: BKWD SUPRSD PN:
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
105788 U0030821 1 0 1 90082156101 CBO 08/21 12/17* 0.28 0.0

The ETA is not as bad as it looks. Part is being shipped directly drop shipped from Japan to the dlr, per email from CBO group. ETA should be Fri, 8/24.

*** NOTES 8/22/2012 2:22:31 PM, bjohnson, Action Type : Call to Dealer

Advised Sean I am sending you FedEx overnight a dial-type torque wrench. I'm also including a base gasket we were able to obtain.
Advised dlr to make sure the red needle of the torque wrench is at zero, then use it to remove the cylinder head nuts.
Please keep track of which one you are measuring (front left, etc.) and take a picture of the dial showing the highest reading reached with the red needle.
Dlr will need to email me these pictures.
Advised dlr when you receive the base gasket you had on backorder, use one of the FedEx labels and send it back to WPI.

*** NOTES 8/23/2012 8:53:15 AM, bjohnson, Action Type : Call to Dealer

Sean states he got the package with the torque wrench and base gasket.
He's finishing up a job now, then will work on this unit.

*** NOTES 8/24/2012 9:16:05 AM, bjohnson, Action Type : Call to Dealer

Sean states he checked the breakaway torque on the cyl head mounting nuts, and they were all in the 52Nm to 55Nm range.
Dlr finished it up last night, started the engine and let it idle for about 10 minutes. It did NOT stall.
Dlr put the bodywork back together and test rode the bike for 10 miles, and stopped many times to let the engine sit and idle for a few minutes. It did NOT stall.
Dlr states the customer is going to pick the bike up soon.
Dlr will send back the claimed parts, torque wrench and base gasket as soon as they get the base gasket delivered to them.

*** NOTES 8/24/2012 2:03:26 PM, gcapley, Action Type : Call from Dealer

Repairs completed 08/23/2012.
Techline will be closing this T-Case.
Sent E-Mail notification to Jerrod MD91, Steve MA62, Tony MA37, Cyndi MA97, Randy MT03, and Michelle ME49

*** CASE CLOSE 8/24/2012 2:08:07 PM, gcapley

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

*** CASE MODIFY 8/24/2012 2:08:07 PM, gcapley

into WIP T-CASE and Status of Solving.

*** CASE REOPEN 8/31/2012 1:12:35 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 8/31/2012 2:09:08 PM, bjohnson, Action Type : Call from Dealer

Case History

Case ID : [redacted] Case Title : [redacted] ENGINE STALLING,

Sean states the customer came back with the engine intermittantly stalling again.
Customer said the engine stalled as she stopped for a stop sign.
The customer has put about 100 miles on the bike since the cylinder head was replaced.
Sean noticed tip-over damage to the left side of the bike. The clutch lever is bent. Customer did not give details about dropping the bike, but Sean feels it was at a low speed.
Sean states the engine started normally for him, no stalling. After a 10 mile ride, with plenty of stops during the ride, the bike never stalled.
Sean came back to the dlrship, and let the bike sit and cool off.
Since the bike had also stalled on start up before the cyl head was replaced, dlr started and stopped the engine about 10 times, but it continued running.
Then, it stalled about 10 seconds after the next start up. After that, it kept stalling every time it was started.
Advised dlr to check the spark plug cap for damage.
Dlr called back, states there was no damage to the cap.
Advised dlr we had another situation with a CBR250 where the cap was damaged, and the dlr used electrical tape on the cap as a temporary fix.

Dlr called back later and had used electrical tape around and up and down the whole length of the plug cap.
Dlr states after this was done, it would not stall again on start up.
Dlr removed the tape, re-installed the cap and the engine would stall everytime after it was started.
Advised dlr to leave the tape off, record a video of it stalling.
Advised dlr to tape it up again, and test ride.

*** NOTES 9/4/2012 10:51:54 AM, bjohnson, Action Type : Call to Dealer

Sean states he test rode it with the taped-up spark plug cap a few times, and it hasn't stalled again.
Dlr has given back the unit to the customer, and she will report back to the dlr if it stalls again.
Sean states he put 2 layers of electrical tape up and down the length of the cap.

*** CASE MODIFY 9/4/2012 11:10:14 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 9/5/2012 2:20:27 PM, bjohnson, Action Type : Call to Dealer

John states they have not heard back from the customer, assume it hasn't stalled on her again.
Advised John to have the customer bring the bike back, and have Sean record an HDS snapshot of it stalling (tape removed) and send it to the Techline mailbox.
John states Sean has left for the day. I'll call him tomorrow.

*** CASE MODIFY 9/5/2012 2:20:47 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 9/7/2012 1:41:41 PM, bjohnson, Action Type : Call to Dealer

Sean states the customer called and said it has stalled twice in 50 miles of riding. This is with the electrical tape on the spark plug cap.
Customer is to return the bike today.
Advised dlr to try recording an HDS snapshot of it stalling tomorrow (Saturday) morning, and email the file to me.
Also, remove the air filter and inspect the airbox. Inspect for an obstruction there and at the air inlet for the airbox.

*** NOTES 9/10/2012 12:49:57 PM, bjohnson, Action Type : Call to Dealer

Dlr states the customer has not brought the bike back yet.
Dlr will do as requested once the bike comes back.

*** CASE MODIFY 9/10/2012 2:45:07 PM, bjohnson

into WIP CBR250R and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE STALLING,

*** CASE MODIFY 9/10/2012 2:50:48 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/12/2012 10:35:52 AM, bjohnson, Action Type : Call to Dealer
Sean is not available, dlr states the bike is not there yet, but they are going to go pick it up from the customer's house tonight.
Advised dlr to have Sean give me a call when he's available.

*** NOTES 9/13/2012 1:56:59 PM, bjohnson, Action Type : Call to Dealer
Sean states they have the bike now, but the customer's story changed.
Customer said she rode it approximately 50 miles with no stalling issues. She let a male friend ride it, and it stalled once for him while downshifting and coming to a stop.
But, this rider is a beginner rider, and said he felt he was the cause of the stall.
Sean states he's taken it for a 10-15 mile test ride, and has started and re-started the engine many times now without the engine stalling at all.
Dlr states he has the new spark plug cap and will install it and test ride again. Dlr will send the original (taped) plug cap to AH for inspection.

*** CASE MODIFY 9/13/2012 3:38:59 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 9/13/2012 4:08:54 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/14/2012 2:01:28 PM, bjohnson, Action Type : Call to Dealer
Advised John we are going to have you replace the cyl head again, this time using the 45Nm spec for the cyl head mounting nuts instead of the SM spec of 51Nm.
I emailed Ryan in parts the parts list below:

4 each of 90032-KYJ-900 BOLT, STUD (10X178)

1 each of 12191-KYJ-900 GASKET, CYLINDER

1 each of 12010-KYJ-900 CYLINDER HEAD ASSY.

1 each of 12251-KYJ-901 GASKET, CYL HD

4 each of 90410-GCC-000 WASHER (10MM)

4 each of 94050-10000 NUT, FLANGE (10MM)

1 each of 18291-MEB-670 GASKET, EX. PIPE

2 each of 92900-08022-3E BOLT, STUD (8X22)

Customer hasn't been riding the bike, leaving it at the dlr for a while, dlr to put it on a 'Daily' order.

*** CASE MODIFY 9/14/2012 2:01:40 PM, bjohnson
into WIP CBR250R and Status of Solving.

Case History

Case ID [redacted] Case Title : [redacted] ENGINE STALLING,

*** NOTES 9/25/2012 11:56:11 AM, bjohnson, Action Type : Call to Dealer

Sean states the customer had been riding the bike while the cyl head parts came in. The parts are all now there.
Dlr states they just have to get her to bring the bike back and schedule in the work.
Advised Sean again of the change in torque spec for the cyl head mounting nuts from 51Nm to 45Nm.

*** NOTES 9/27/2012 11:15:26 AM, bjohnson, Action Type : Call to Dealer

John states the customer will ride the bike in tomorrow and leave it at the dlrship for the cylinder head to be replaced.

*** CASE MODIFY 10/2/2012 12:20:43 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/3/2012 9:48:08 AM, bjohnson, Action Type : Call from Dealer

John states the repair will begin tomorrow, 10/4.

*** NOTES 10/10/2012 11:00:45 AM, bjohnson, Action Type : Call to Dealer

John states Sean is completing the repair ask we speak.
DSM Jerrod will be visiting the dlr this Friday.
John feels the engine won't stall anymore, since the bike only stalled with the customer's boyfriend riding it, and that was likely new-rider error.

*** CASE MODIFY 10/10/2012 11:03:25 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/17/2012 2:58:05 PM, bjohnson, Action Type : Call to Dealer

John states Sean put 20 to 30 miles on the bike himself with no stalling.
Dlr states the customer is now riding it, but John doesn't know how many miles she might have put on it.
DSM is helping the dlr out with the warranty claim.

*** CASE MODIFY 10/17/2012 3:18:28 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 11/21/2012 11:11:49 AM, bjohnson, Action Type : Call to Dealer

John states he's not sure how many miles the customer has put on it since the last repair, but there's been no other stalling complaints.
Customer does still work at the dlrship, John will be picking the bike up from the customer's home to replace some tip-over damaged parts.
Advised dlr to please note the total mileage so far, and ask the customer again if it's stalled.

*** CASE MODIFY 11/21/2012 1:45:53 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/29/2013 4:45:12 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 5/29/2013 4:45:13 PM, bjohnson

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

Case Attachments

Case ID : [redacted]

Case Title : T - 105788 - CBR250R - ENGINE STALLING,

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-07-1301325_2.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/7/2012 11:21:34 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	12/3/2012 9:22:24 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	210
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 105063 - CBR250R - UNIT STALLS AFTER ABOUT 15 SECONDS. BUYBACK? No. of Attachments : 4

Site / Contact Info :

Site Name :	CEDAR CREEK MOTORSPORTS
Dealer No. :	105063
Site Phone No. :	262-377-5700
Contact Name :	BRIAN SW
Day Phone No. :	262-377-5700
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	7518 STATE HIGHWAY 60
City / State / Zip :	CEDARBURG, WI 53012
E Mail :	
Svc District / Sls District :	03G / 2D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4103C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	530
In Service Date :	03/26/2012
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105063 / CEDAR CREEK MOTORSPORTS
Selling Dealer No. / Name :	105063 / CEDAR CREEK MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRIAN SW - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : BRIAN SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/7/2012 11:21:38 AM
Close Date : 5/7/2012 11:22:00 AM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS AFTER ABOUT 15 SECONDS.

*** CASE CREATE 5/7/2012 11:21:34 AM, josowski

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

*** NOTES 5/7/2012 11:21:35 AM, josowski, Action Type :

Complaint: Unit stalls after about 15 seconds

Contention: Unit stalls after about 15 seconds. Tech states unit will be idling and just shut off. Tech states sometimes when at a stop light in gear with the clutch in the unit will also stall. Tech states they have been able to verify the issue a few times. Tech states when the unit is warm it will continue to idle.

Recommendation: Advised tech to review the reg/rect ground wires. Wiggle the wires and see if they may be loose. Check the starter relay wires for the same issue. Check tighness of the bolts holding the grounds. Has the 600 mile service been done ? Not yet but will be done while here. Advised tech to measure the before and after clearance and shim sizes and call TL with the information. Advised tech he must remove the fuel tank to get proper valve lash measurments.

*** SUBCASE M022012-05-0701327-1 CREATE 5/7/2012 11:21:38 AM, josowski

Created in WIP Default with Due Date 5/7/2012 11:21:38 AM.

*** SUBCASE M022012-05-0701327-1 CLOSE 5/7/2012 11:22:00 AM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/7/2012 11:22:04 AM, josowski

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

*** CASE REOPEN 5/7/2012 11:22:11 AM, josowski

with Condition of Open and Status of Solving.

*** NOTES 5/9/2012 8:43:43 AM, gcapley, Action Type : Call from Dealer

TT Ashley:

Ashley advised that they checked the wires at the regulator rectifier and the Starter Relay and they are all tight.
Dlr. states they checked the bolts at the regulator rectifier and they are tight.
Did you remove them and check inside the bolt holes for contamination? No.
Did you check valve clearances and record shim sizes? No.
Advised dlr. that they will need to remove the bolts for the regulator/recitifier completely and check for any corrosion or contamination causing a bad connection at the ground.
Advised dlr. that we will request that they have exact numbers for cleatrance and shims when they call back, do not call back and state the valves were in spec.

*** NOTES 5/17/2012 10:15:49 AM, josowski, Action Type : Call from Dealer

TT Brian

Intake was at .006 both valves (in spec)

Exhaust valves were between .010 -.011 both within spec.
Advised tech to perform a snap shot when unit stalls and contact TL

*** CASE RULE ACTION 6/5/2012 1:53:43 AM, sa

Action owner - 30 days of rule Case Closure fired

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS AFTER ABOUT 15 SECONDS.

*** NOTES 6/22/2012 3:41:30 PM, randers, Action Type : Call to Dealer

Called dealer and left a message, but they close early on Fridays 4:00pm
Will call them again on Monday.

*** NOTES 6/25/2012 9:12:46 AM, randers, Action Type : Call from Dealer

TT Joe
Dlr states unit is back for the same reason unit stalls after 15 seconds or at at a traffic light with clutch pulled in.
Dlr states that he would like to close the RO and and start another one for the come back
Dlr states that he would like to be payed 2.8 hrs for the time spent on the first attempted repairs.
Advised dlr we will get back with him about this on monday.

*** NOTES 6/25/2012 3:20:13 PM, randers, Action Type : Call to Dealer

TT Joe
Dlr asked if we autho the 2.8 hrs they have into the unit for previous inspection.
Advised dlr that before we can autho the claim we need to repair the stalling concerns that was reported by the customer.
Asked dlr if the unit was repaired? Joe said that he does not want to talk about this anymore with Techline would rather talk to their DSM.
Dlr states that the unit is still at there dealership and can not duplicate the concern.
Dlr states they start it up everyday and it does not stall on them, can not duplicate the cust concern at this time.
Dlr states that if we have any possible solutions to write them in the notes.

Discussed with ma37.
ma37 will contact DSM to discuss.
Discussed with mb35.
Provided troubleshooting steps for DSM.
What are the current miles on the unit?
Any aftermarket parts?
Is the gas tank venting?
How dose the unit stall?
Does the unit start right up after stalling?
Does the unit ever stall when driving if so what speed?
Did you do the valve inspection with the fuel tank removed from the motorcycle?
Did you use very thin feeler gauges so only the shim and rocker arm are making contact with the thin 6mm feeler gauge?
What is the fuel pressure when the unit is running?
Does the unit hold the fuel pressure with the key off for 5 min?
What is the results of the HDS health check?
what are the results of a cold start with HDS snap shot?
Does the spark plug cap have any rips in it and is it tight on the wire?
What is the results of the leak down?
What is the condition of the air filter?

*** CASE YANKED 6/25/2012 5:04:05 PM, bjohnson

Yanked by bjohnson into WIPbin Incoming.

*** CASE ADD ATTACHMENT 6/28/2012 1:45:23 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_1.zip

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

*** NOTES 6/28/2012 1:47:32 PM, bjohnson, Action Type : Field Service

DSM Steve MB64 visited the dlr. Here are his emailed notes. I attached the HDS files to this case.

After setting up the dealers HDS I ran a starting Snap Shot and Health Check with no problems noted. I tired to do a cold start Snap Shot but had connection problems with the HDS. The attached Snap Shot is the second start but still cold. I had no problems at start up. I test rode the motorcycle around 30 miles and had no problems. The dealer also had notes on the RO that he had started it about 6 times with no problems. I recommended returning the motorcycle to the customer.

*** CASE MODIFY 7/9/2012 9:39:57 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 7/12/2012 9:05:08 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 8/29/2012 9:46:46 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 8/29/2012 10:56:24 AM, bjohnson, Action Type : Call to Dealer

Advised Brian AH feels replacing the following parts will repair the customer's unit:

90032-KYJ-900	BOLT, STUD (10X178)
90410-GCC-000	WASHER (10MM)
94050-10000	NUT, FLANGE (10MM)
18291-MEB-670	GASKET, EX. PIPE
92900-08022-3E	BOLT, STUD (8X22)

Dlr to order these parts as well, but they are on B/O. Order as urgent, then upgrade to CBO:

12191-KYJ-900	GASKET, CYLINDER
12010-KYJ-900	CYLINDER HEAD ASSY.
12251-KYJ-901	GASKET, CYL HD

Dlr states the bike is still at the dlrship.
Advised dlr customer filed Lemon Law papers. Advised dlr OK to tell customer we are confident of this fix.
Dlr states he knows this customer personally, and will talk to him about what's going on.

*** NOTES 8/29/2012 11:47:27 AM, bjohnson, Action Type : Call to Dealer

Brian is at lunch, advised Kevin (parts mgr) cyl head gasket and base gasket ETA's are going to take too long.
Advised Kevin to order 06111-KYJ-900 (GASKET KIT A), and this will include these gaskets, so all we are waiting for is the cylinder head.
Kevin will order this as a daily order ASAP.

*** CASE MODIFY 8/29/2012 1:39:09 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 8/30/2012 1:15:02 PM, bjohnson, Action Type : Call from Dealer

Brian states he called and left a voice mail for the customer about the bike. He has not heard back from the customer yet.
All the parts for the repair have come in except for the cylinder head.

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS AFTER ABOUT 15 SECONDS.

*** CASE MODIFY 8/30/2012 1:24:34 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 8/30/2012 2:29:33 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 8/30/2012 2:52:23 PM, bjohnson, Action Type : Call to Dealer
Brian was at lunch, I asked Joe if the spark plug cap was ever inspected for a tear?
Joe states he wasn't sure if it was specifically inspected for this.
Advised dlr on what to look for, dlr to do this asap.

*** CASE MODIFY 8/30/2012 2:52:34 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/4/2012 11:08:25 AM, bjohnson, Action Type : Call to Dealer
Brian states they haven't done anything with the plug cap yet.
Advised dlr to wrap 2 layers of electrical tape around the full length of the spark plug cap and test ride.
Dlr states they have duplicated the stalling on several occasions, has happened on cold start and hot re-start.
Dlr to call me back directly.

*** CASE MODIFY 9/4/2012 11:10:08 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/5/2012 2:36:19 PM, bjohnson, Action Type : Call from Dealer
Brian states they taped the spark plug cap and it hasn't stalled again.
Dlr states the symptom was intermittent, so they have a tech that will ride it home and will start and re-start it multiple times.
Dlr to call me back tomorrow.

*** CASE MODIFY 9/5/2012 2:40:20 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/6/2012 2:44:46 PM, bjohnson, Action Type : Call to Dealer
Brian states bike was ridden 15 to 20 miles last night, no stall.
Bike has been started and re-started 50 to 60 times since wrapping the plug cap AND wire, with no stall.
Dlr wrapped the ignition coil wire all the way to the ignition coil.
Brian is going to ride it home tonight, will re-start at every stop. His round trip commute is 30mi.
Dlr states this issue was very intermittant at first. They have been able to duplicate it 8 to 10 times in the time the bike has been at the dlr.
Dlr states they bike has been to the dlrship a total of 4 times. The first time was for the first service and to check for the stall, but at that time, they couldn't duplicate the issue.
Advised dlr I'll call again tomorrow and see if he could get it to stall on his commute.
Dlr states they do have the cylinder head parts now.

*** CASE MODIFY 9/7/2012 3:37:47 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/10/2012 10:11:11 AM, bjohnson, Action Type : Call to Dealer
Brian states it has still not stalled again. Bike was ridden between 50 and 60 miles this weekend.
The engine has been started and re-started numerous times while the bike sits in the service area without stalling.
Advised dlr to order an ignition coil (30510-KYJ-901) and spark plug cap (30700-KY2-701). Please send back the ignition coil and spark plug

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS AFTER ABOUT 15 SECONDS.

cap to AH for inspection.

*** NOTES 9/11/2012 9:40:03 AM, bjohnson, Action Type : Note-General

Dlr ordered the parts:

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 09/11/12
PART NO: 30510-KYJ-901 DESC: COIL, IGNITION
FRWD SUPRSD PN: BKWD SUPRSD PN:
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
105063 D0010910 1 1 0 80091057608 REL 09/10 09/10I 9.60 0.0

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 09/11/12
PART NO: 30700-KY2-701 DESC: CAP ASSY.
FRWD SUPRSD PN: BKWD SUPRSD PN: 30700-KY2-700
B *ORD SHIP B/O* ALLO ETA/INVC UNIT DISC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND PRICE %
105063 D0010910 1 1 0 80091057608 REL 09/10 09/10I 15.03 0.0

*** NOTES 9/12/2012 11:01:13 AM, bjohnson, Action Type : Field Service

DSM Steve MB64 is visiting the dlr today.
DSM verified the dlr has all of the cylinder head parts and the ignition coil and spark plug cap.
Advised DSM to have the dealer do the following:

1) Leakdown and compression tests. (Is leakdown excessive?)
2) Replace the cyl head along with the cyl studs and new cyl head mounting nuts and washers. TIP: This can be done with engine in frame if exhaust studs are removed.
3) If dealer has a digital or dial-type torque wrench, measure breakaway torque of the cyl head mounting nuts. If they only have a click-type wrench, skip this step.
4) THE CRITICAL PART: Have the dlr use 45Nm for the torque spec of the cyl head mounting nuts. DO NOT use the book spec of 51Nm.
5) Once the cylinder head is replaced, remove the electrical tape from the ignition coil and spark plug cap, and test ride.

If it no longer stalls, the cyl head replacement fixed it. If it still stalls, replace the ignition coil and spark plug cap (dlr has these parts already).

*** NOTES 9/12/2012 1:14:52 PM, bjohnson, Action Type : Field Service

DSM Steve states when the tech removed the airbox, the whole airbox/throttle body assembly came off with it. The screw on the insulator band was tight.
DSM re-installed the insulator (part connecting throttle body to cyl head), tightened the insulator band screw and the insulator is not installed as securely as it should be.
DSM tried installing the insulator onto the new cylinder head and it seemed to fit more securely than the other cyl head.
DSM will see if the dealer has a measuring tool to see if there is a difference in the cyl head flange outside diameter.
Advised DSM we have the insulator and band in stock...
Advised DSM I had parts make a special order for these two parts to be shipped there overnight (shipping costs to be added to the claim).

Shipping info:

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 09/12/12
PART NO: 16211-KYJ-901 DESC: INSULATOR
FRWD SUPRSD PN: BKWD SUPRSD PN:
B *ORD SHIP B/O* ALLO ETA/INVC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND

105063 UEIW0912 1 1 0 10 ALO 09/12

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 09/12/12
PART NO: 16217-KYJ-900 DESC: BAND, INSULATOR
FRWD SUPRSD PN: BKWD SUPRSD PN:
B *ORD SHIP B/O* ALLO ETA/INVC
C DEALER ORD REF QTY QTY QTY SHIP NUMBER STAT DATE DATE/IND
105063 UEIW0912 1 1 0 10 ALO 09/12

*** NOTES 9/13/2012 2:26:19 PM, bjohnson, Action Type : Call to Dealer
Dlr states they did get the insulator and band, unit is being put back together now.
Dlr states they should be done by noon tomorrow (central time).
Dlr will spray fluid around the insulator while running the engine to see if it affects the idle speed.

*** CASE MODIFY 9/13/2012 4:08:25 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/14/2012 1:11:37 PM, bjohnson, Action Type : Field Service
DSM states he heard from the dealer that the engine has not stalled after the engine has been test run, with the original spark plug cap and ignition coil.
Dlr will install the new ignition coil and spark plug cap before returning the unit to the customer.
DSM states the original cyl head insulator flange was smaller than the replacement cyl head, DSM will be filing an FQR about this with measurements, etc.
DSM states the dlr measured breakaway torque with a click-type wrench and got between 56 and 57 FOOT LBS (equivalent to 76 to 77Nm).
Engine leakdown was measured at 6%, and the compression was 195psi (spec is 188psi).

*** CASE MODIFY 9/17/2012 2:37:02 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 9/20/2012 3:40:06 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 9/25/2012 12:34:54 PM, bjohnson, Action Type : Call from Dealer
Brian was not in, Joe states they have not heard back from the customer since he picked the bike up, which is good news.
Dlr assumes it has not stalled again and the customer is happy.

*** NOTES 9/26/2012 9:41:32 AM, bjohnson, Action Type : Call from Dealer
Joe states he gave me incorrect information yesterday, the customer has NOT picked the bike up yet.
Dlr states they have put around 200 miles on the bike and are confident it will not stall.
Dlr states the customer was called and told the bike is repaired, but the customer said he does not want the bike anymore.

*** NOTES 9/27/2012 11:51:54 AM, bjohnson, Action Type : Call from Dealer
Joe states the engine has not stalled again, and the customer has not picked it up.

*** NOTES 10/1/2012 10:46:11 AM, bjohnson, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

Brian states the customer did pick the bike up late last week, and they haven't heard back from him.
Advised dlr to please give the customer a courtesy call and see if it's stalled again, and how many miles he's ridden it.
Dlr will call me back.

*** NOTES 10/3/2012 9:43:19 AM, bjohnson, Action Type : Call to Dealer

Left message for Brian to call me back.

*** NOTES 10/3/2012 1:37:43 PM, bjohnson, Action Type : Call from Dealer

Brian states [redacted] brought the bike back today, engine has stalled twice since he got it back.
Once last Friday morning, and again yesterday morning. Customer has videos of it happening each time.
When the customer talked to Brian, he was calm, but frustrated about the situation. Customer mentioned he has a lawyer, but nothing has been done through him yet. Customer left the bike at the dlrship.
Did it stall on you today?----------When the customer brought it in, I started it and it did not stall. Of course, the customer had just ridden it here, and the engine was at full temperature.
Advised dlr to try this: Ignition key on, wait for fuel pump to turn off and tachometer needle to finish sweeping across the gauge, then turn ignition key off. Repeat this procedure, then push the starter button. Will it stall this way? Dlr to try this procedure every morning the bike is there, and report back.

*** CASE MODIFY 10/4/2012 3:19:00 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/8/2012 2:48:36 PM, bjohnson, Action Type : Call to Dealer

Brian states they have started it 7 or 8 times since we last talked, and it does not stall.
Dlr is using the key on-off-on procedure.
Dlr has not heard from the customer again. Dlr will now try and start it normally and see if it will stall.

*** NOTES 10/10/2012 1:19:26 PM, bjohnson, Action Type : Call to Dealer

Brian was not available, I left a message for him to call me.

*** CASE MODIFY 10/15/2012 9:01:41 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 10/15/2012 10:12:53 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/15/2012 10:51:47 AM, bjohnson, Action Type : Call from Dealer

Note from 8/10:
Brian states they were able to get the engine to stall once, and this was while doing the key on-off-on procedure.

*** CASE MODIFY 10/15/2012 1:35:53 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/19/2012 11:30:39 AM, bjohnson, Action Type : Note-General

Correction: note from above was from 10/10, not 8/10.

*** CASE ADD ATTACHMENT 10/19/2012 1:45:20 PM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_2.TIF

*** NOTES 10/19/2012 2:04:46 PM, bjohnson, Action Type : Call from Dealer

Notes from 9/25:

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

Brian states they did spray contact cleaner around the intake manifold with the engine idling to see if this affected the idle speed. It did not.

*** NOTES 10/19/2012 3:07:39 PM, bjohnson, Action Type : Field Service

DSM Steve states he visited the dlr to double check a few things.
Cam timing was OK
Checked that the ground wires at regulator/rectifier mounting bolt are tight.
Checked that the starter relay wires tight, bolts are not crossthreaded.
Checked IACV operation per service manual page 5-53.
Intake valve clearances were still in spec, but DSM noticed both exhaust valve shims sat BELOW the surface of the retainer, making it difficult to measure the clearance correctly.
The tech that did the work was out all week, so it's not clear if he checked these clearances with a tapered feeler gauge.
DSM was able to find tapered feeler gauges, and both measured .010 inch.
DSM forwarded pictures of some of the things he checked, and a video the customer made of the engine stalling. The video only shows the stall, and not the customer re-starting the engine.

*** CASE ADD ATTACHMENT 10/19/2012 3:15:20 PM, crmsuser

Added attatchment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_3.zip

*** CASE MODIFY 10/19/2012 4:30:41 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/26/2012 9:29:57 AM, bjohnson, Action Type : Call to Dealer

Advised Brian per factory request, order and install a throttle body (16400-KYJ-902), and try to duplicate the stalling at cold start-up issue.
Advised dlr OK to do overnight shipping so we can know test results ASAP.
Brian states he has a total of 5 videos the customer took of the engine stalling at cold start-up. Dlr will send them directly to me.
Brian states the stalling on hot re-start has only happened to the customer, for example, starting the engine after re-fueling or going to the store.

*** NOTES 10/26/2012 9:36:00 AM, bjohnson, Action Type : Note-General

The single video attached is of the engine stalling, but not being re-started.
This was recorded by the customer after the last repair, when the cylinder head was replaced.
The only way I could view it was sending it to my I-Phone...

*** CASE ADD ATTACHMENT 10/26/2012 9:45:16 AM, crmsuser

Added attatchment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_4.3gp

*** CASE MODIFY 10/26/2012 10:45:31 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/29/2012 2:52:18 PM, bjohnson, Action Type : Call to Dealer

Dlr put an urgent order in for the part. Dlr hasn't got it yet, may be in this afternoon's shipment.
Dlr will install it as soon as they can and try to duplicate the issue.

*** CASE MODIFY 10/30/2012 4:41:54 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 10/31/2012 2:10:24 PM, bjohnson, Action Type : Call to Dealer

Left message for Brian to call me back.

*** NOTES 10/31/2012 2:56:09 PM, bjohnson, Action Type : Call from Dealer

Brian left me a VM saying they are installing the throttle body now.

Case History

Case ID : [redacted] Case Title [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

*** NOTES 11/1/2012 3:27:43 PM, bjohnson, Action Type : Call to Dealer
I left a message for Brian to call me back.

*** NOTES 11/2/2012 2:57:54 PM, bjohnson, Action Type : Call to Dealer
I left another message for Brian to call me back.

*** NOTES 11/5/2012 1:17:14 PM, bjohnson, Action Type : Call from Dealer
Dlr states since the throttle body was installed last week, it's been started approximately 25 times. It has not stalled again. There was one time that the idle didn't go right to 2000rpm right away. The idle speed was low for a few moments (1000 to 1200rpm), but then went back up to 2000rpm.

The dealer said their instruction for the bike from the customer was to winterize it. It's 35F degrees there now in Wisconsin and snowing.

*** CASE MODIFY 11/5/2012 5:02:54 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** CASE MODIFY 11/6/2012 3:44:16 PM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 11/8/2012 1:49:22 PM, bjohnson, Action Type : Call to Dealer
Paul (tech) states he just started it, and it goes to about 1500rpm and sounds like it may cut out, but it continues idling.
Info for buyback: Unit is black, is financed through Educator's Credit Union.

*** NOTES 11/16/2012 9:21:55 AM, bjohnson, Action Type : Call from Dealer
Paul was not available, Brian states he doesn't know if Paul has experienced a stall on start up.
Advised Brian please find out and call me back.

*** NOTES 11/16/2012 9:23:23 AM, bjohnson, Action Type : Call to Customer
Left message for Mr. Gonzales to call me back with your lienholder's information. (the information the dlr gave was not correct).

*** CASE MODIFY 11/16/2012 10:40:21 AM, bjohnson
into WIP CBR250R and Status of Solving.

*** NOTES 11/19/2012 2:44:32 PM, bjohnson, Action Type : Call to Dealer
Brian states they have not experienced an engine stall since the new throttle body was replaced.
However, the issue was intermittant to begin with.
Dlr states the customer's brother was in to pick up parts the other day, and asked the dlr to start the engine for him. It started and did not stall.
The customer's brother asked if the unit was going to be stored there at the dlrship over the winter or if his brother was going to pick it up?
Advised dlr customer was told on 11/1/12 that AH is going to buy back the unit from him. That process is on-going.
In the meantime, AH would still like to fix the bike, and we'd like to know if it ever stalls with the new throttle body installed.
Advised dlr please send back the original throttle body.
Dlr states they will continue to start the engine thoughout the day to see if it will ever stall during warm up.

*** NOTES 11/27/2012 1:22:50 PM, bjohnson, Action Type : Call to Dealer
Brian was not there, Joe will leave a message for him to call me back.

*** NOTES 11/27/2012 2:46:02 PM, bjohnson, Action Type : Call from Dealer
Brian has not sent the throttle body back to AH yet.
Advised dlr to send the part ASAP (dlr says it will be on 11/28), and file the claim for throttle body replacement.
Dlr states the engine has still not stalled again for them since the new throttle body was installed.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

*** CASE MODIFY 11/28/2012 3:56:30 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 11/29/2012 11:06:57 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 11/29/2012 11:12:40 AM, bjohnson, Action Type : Call to Dealer

Brian states the customer came to get the license plate off of the bike. The dealer had the customer start the bike.
Dlr states it started and idled at 1500rpm for approximately 5 seconds, then it suddenly went to between 4600rpm and 4800rpm. It surged within this small rev range.
The dlr let it keep revving that way for 2 minutes, just to see what it would do.
After 2 minutes, dlr turned the throttle, and the idle returned to normal (1400rpm).
Dlr states it had never done this before.

*** CASE MODIFY 11/29/2012 3:10:57 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 11/30/2012 3:31:08 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 12/3/2012 9:22:24 AM, bjohnson

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

*** CASE MODIFY 12/3/2012 9:22:24 AM, bjohnson

into WIP CBR250R and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : [redacted] - UNIT STALLS AFTER ABOUT 15 SECONDS.

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_2.TIF
[redacted]	ScanDoc 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_3.zip
[redacted]	ScanDoc 4	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_4.3gp
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-05-0701327_1.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/2/2014 9:39:19 AM
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	11/4/2014 3:12:19 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	125
		Point of Origin :	Dealer	Wipbin :			

Case Title : 102794 - CBR250R - STALLS WHILE RIDING

No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF GLENDALE
Dealer No. :	102794
Site Phone No. :	818-246-2461
Contact Name :	BRIAN SM
Day Phone No. :	818-246-2461
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1331 E COLORADO ST
City / State / Zip :	GLENDALE, CA 91205
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	5,707
In Service Date :	06/21/2012
Months In Use :	25
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106049 / MALCOLM SMITH MOTORSPORTS
Selling Dealer No. / Name :	106049 / MALCOLM SMITH MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	6/21/2012 / 6/20/2013
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRIAN SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111112	VALVE, VALVE SPRING OR S

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : BRIAN SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/2/2014 9:39:40 AM
Close Date : 7/2/2014 9:40:40 AM

Coding Info :

Labor Code / Desc : 111112 / VALVE, VALVE SPRING OR SEAL (ONE)

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] STALLS WHILE RIDING

*** CASE CREATE 7/2/2014 9:39:19 AM, randers

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

*** NOTES 7/2/2014 9:39:21 AM, randers, Action Type :

Complaint:
Dealer states the customer is complaining the unit stalled while riding the unit several times while slowing down.

Contention:
Dealer states the customer bought the unit used 3rd party no service history at this dealer.
Have you checked the valve clearance or spark plug cap? No but we checked the grounds behind the reg/rec.

Recommendation:
Advised dealer to remove the fuel tank then check the spark plug cap for tears or cut then the valve clearance. Directed dealer to Sept and Nov 2012 wrench.

*** SUBCASE M022014-07-0200623-1 CREATE 7/2/2014 9:39:40 AM, randers

Created in WIP Default with Due Date 7/2/2014 9:39:40 AM.

*** SUBCASE M022014-07-0200623-1 CLOSE 7/2/2014 9:40:40 AM, randers

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/2/2014 9:40:46 AM, randers

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

*** CASE REOPEN 11/4/2014 3:01:01 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 11/4/2014 3:09:33 PM, bjohnson, Action Type : Call to Dealer

I asked Brian what was the resolution to this issue?
Dlr states the valve clearances were tight. Dlr adjusted the valves, and they never heard back from the customer again about the stalling issue.

*** CASE MODIFY 11/4/2014 3:12:16 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/4/2014 3:12:18 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 11/4/2014 3:12:19 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/1/2012 2:04:17 PM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	5/24/2013 3:33:23 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	296
		Point of Origin :	Dealer	Wipbin :			

Case Title : 102662 - CBR250R - UNIT STALLS WHILE COMING TO A STOP. HALL No. of Attachments : 1

Site / Contact Info :

Site Name :	HONDA/SUZUKI OF WARREN
Dealer No. :	102662
Site Phone No. :	586-751-1200
Contact Name :	JEFF TECH
Day Phone No. :	586-751-1200
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	30788 RYAN RD
City / State / Zip :	WARREN, MI 48092
E Mail :	
Svc District / Sls District :	03B / 4G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4103C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	615
In Service Date :	05/11/2012
Months In Use :	3
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	102662 / HONDA/SUZUKI OF WARREN
Selling Dealer No. / Name :	102662 / HONDA/SUZUKI OF WARREN
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JEFF TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111112	VALVE, VALVE SPRING OR S

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : JEFF TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/1/2012 2:04:20 PM
Close Date : 8/1/2012 2:05:08 PM

Coding Info :

Labor Code / Desc : 111112 / VALVE, VALVE SPRING OR SEAL (ONE)

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID [redacted] Case Title : [redacted]- UNIT STALLS WHILE COMING TO A STOP. HALL

*** CASE CREATE 8/1/2012 2:04:17 PM, gcapley

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

*** NOTES 8/1/2012 2:04:18 PM, gcapley, Action Type :

Complaint:
Dlr. states that the customer complains the unit will intermittently stall when coming to a stop.

Contention:
Dlr. states that the customer has not had his 600 mile service yet.
Dlr. states the customer says it happens to him when coming to a stop, after a down shift with the clutch still pulled in, the unit will stall.
Dlr. states that they have not checked anything yet and wanted to know if there is a good place to start.
Dlr. states the customer was reading on the forums that this was a common issue, and even friend requested Honda Powersports on Facebook and began to comment on their web page about how no dealer in the are can fix it.
Dlr. states because the customer is on the forums and other Internet signs bad mouthing Honda and the machine, he wanted to see if there was a known issue we can tell him of so he can get it repaired quicker.
Does the unit have stock exhaust and engine component? Yes, all stock.

Recommendation:
Advised dlr. to check for a small tear in the spark plug cap.
Advised dlr. to remove reg/rec. mounting bolts and check that there is no corrosion, or a poor contact there.
Advised dlr. to also have the customer authorize the 600 mile service for the unit, and check the valve clearance.
Advised dlr. to record valve clearances, and if they have to adjust them record the shim size that was in there, the shim size that it was replaced with, and also the final clearance they set it at.

*** SUBCASE M022012-08-0101477-1 CREATE 8/1/2012 2:04:20 PM, gcapley

Created in WIP Default with Due Date 8/1/2012 2:04:20 PM.

*** SUBCASE M022012-08-0101477-1 CLOSE 8/1/2012 2:05:08 PM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2012 2:05:08 PM, gcapley

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

*** CASE REOPEN 8/9/2012 11:13:49 AM, azemlin

with Condition of Open and Status of Solving.

*** NOTES 8/9/2012 11:35:31 AM, azemlin, Action Type : Call to Dealer

MH08 contacted dealer to check on test results.

Valve adjust.
EX: .28 for both valves
IN: .16L .17 R

Reg/Rec ground inspection:
The mounting bolt for the ground lead to the reg/rec was tight. When the dealer removed the bolt he noticed some residual paint on the bolt threads.
The frame was had an unpainted circular area at the mounting bolt location.

Case History

Case ID : [redacted] Case Title : [redacted]UNIT STALLS WHILE COMING TO A STOP. HALL

Prior to reassembly the dealer removed the paint/coating on the reg/rec body where the groundlug contacts.

Spark plug cap inspection showed no defects.

Dealer states that the customer had complained about the engine stalling on down shifts from the higher gears, specifically when the engine reached the 4500 rpm threshold.
Dealer states that the customer did not mention the complaint of the engine stalling once at start up but restarting with no problem.
This complaint was voiced in the C/R contact and, according to the dealer, on social media (Customer's Facebook page) Note: The dealer added that the customer is no longer complaining about the stalling issue but is now mentioning the stalling problem on start up since the unit has been released on 7-4-12

The dealer rode the unit before and after the above checks were performed and was unable to verify either of the customer's contentions.

*** NOTES 8/15/2012 8:45:27 AM, bjohnson, Action Type : Call to Customer

Notes from 8/14:

Customer said the problem started once the bike had 550 miles on it. At that time, the weather became hotter. Ambient temperature was approximately 80F degrees when the engine first stalled.
Customer said the engine stalled after using the clutch lever. On the first occurrence, he pulled over to the side of the road to re-start the engine. He held down the start button and it would not re-start. He let go of the button, then tried again. The engine would not start. He had to do this 5 separate times before the engine would re-start.

*** NOTES 8/15/2012 10:16:32 AM, bjohnson, Action Type : Call to Dealer

Advised Jeff to replace the cylinder head (12010-KYJ-900).
Advised dlr part is on backorder, please put it on a CBO.
The part should come with the valves and springs already installed, you will need to order the necessary gaskets as well.
Advised dlr we need you to measure the breakaway torque of the 4 cyl head nuts.
Dlr states he's not sure if they have a beam-type torque wrench.
Advised dlr I'll see if we have one to send you, I'll call you back about this.

*** NOTES 8/20/2012 5:20:51 PM, bjohnson, Action Type : Call from Dealer

Jeff states their parts guy put the parts order on a daily, not an urgent order.
Advised Jeff this needs to be done to get the parts to you ASAP.
Advised dlr you will also need the base gasket (12191-KYJ-900). Be sure to get these on a CBO!

*** NOTES 8/23/2012 3:22:12 PM, bjohnson, Action Type : Note-General

Cylinder head ETA Sept. 4th, part being drop shipped directly from Japan. Cylinder base gasket ETA is 8/24.
I'll call dlr and confirm delivery of base gasket on 8/24.

*** NOTES 8/24/2012 10:19:55 AM, bjohnson, Action Type : Call to Dealer

Jeff states the base gasket was delivered today, but the cylinder head has not shown up yet.
Advised Jeff to call me directly when the cylinder head arrives. AH is working on getting a dial-type torque wrench sent to you to measure the breakaway torque.
The torque wrench is on order, is suppose to be delivered to AH on 8/28.
Dealer states they have not heard from the customer, he knows parts are on backorder and is waiting to hear from the dealer when they arrive.

*** NOTES 8/27/2012 8:51:18 AM, bjohnson, Action Type : Note-General

Torque wrench will be sent directly to the dealer.

Case History

Case ID : [redacted] Case Title [redacted] [redacted]- UNIT STALLS WHILE COMING TO A STOP. HALL

A FedEx tracking number was issued for the drop shipment of the cyl head, but as of right now, it provides no info. Maybe it WILL be the tracking #??
It is: [redacted]. Hoping to get the wrench to the dealer first...

*** NOTES 8/27/2012 2:00:45 PM, bjohnson, Action Type : Call from Dealer

Jeff states the cylinder head arrived today.
What kind of torque wrench do you have?----------(Jeff asked around...) Actually, we have a digital Snap-On torque wrench that will be able to measure the breakaway torque.
Advised dlr OK to replace the cylinder head, dlr will call the customer and get him to bring the bike back.
Dlr to use the Snap-On torque wrench you have to measure the breakaway torque.
Advised dlr to please keep track of which one you are measuring (front left, etc.) and take a picture of the digital readout showing the highest reading reached.
Dlr will need to email me these pictures.

*** NOTES 8/28/2012 11:04:23 AM, bjohnson, Action Type : Call to Dealer

Jeff was not there, I talked to Andy.
Andy states the customer brought the bike in today.
Advised dlr the factory added some parts to have you replace.
Advised dlr to order 4 each of the following parts:

90032-KYJ-900 BOLT, STUD (10X178)
90410-GCC-000 WASHER (10MM)
94050-10000 NUT, FLANGE (10MM)

And 2 each of:

92900-08022-3E BOLT, STUD (8X22)

Advised Andy OK to order these parts for overnight delivery, will add this cost to the warranty claim.
Andy states he'll order these parts right away.

*** CASE RULE ACTION 8/29/2012 1:04:17 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/31/2012 9:46:22 AM, bjohnson, Action Type : Call from Dealer

Jeff states he measured the breakaway torque of the cylinder head mounting nuts.

The dealer got:

Exhaust left: 71.6Nm
Exhaust right: 72.9Nm
Intake left: 88.4Nm
Intake right: 67.4Nm

Dlr states they tried taking a picture of the digital readout on the torque wrench, but they didn't come out.
Dlr states the torque wrench they used is a Snap-on unit that they bought through the Honda Tool Program.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHILE COMING TO A STOP. HALL

However, dlr states the cylinder head installation was completed last night, and when the started the engine, it ran for approximately 5 seconds, then stalled.
When it was re-started, it continued running.
This morning, Jeff started the engine again, and it ran for 5 seconds, then stalled. Again, when re-started, it continued running.
Dlr states the engine was run for less than a minute.
Advised dlr to wait an hour or two and take a video of you starting the engine. Show your thumb touching the starter button, then move to show the tach.
Dlr states he will take the video and email it to the Techline mailbox.

*** NOTES 8/31/2012 2:20:38 PM, bjohnson, Action Type : Call to Dealer

Jeff states another tech started the engine and it stalled for him, but it was not recorded on video.
Dlr states he started it and the rpm was around 1000 to 1100, but did not stall.
Dlr applied throttle a few times, allowed the idle to come back down, and it settled in around 1400rpm (normal).
Advised dlr to still record the video, but then try this:
Wrap the spark plug cap with electrical tape, then see if it still stalls.
Dlr will do so and report back to me.

*** NOTES 9/4/2012 10:54:48 AM, bjohnson, Action Type : Call to Dealer

Jeff states he has not taped the spark plug cap yet. They are having rainstorms and they cannot test ride.
Jeff is to call me directly once they have done this.

*** NOTES 9/4/2012 12:58:46 PM, bjohnson, Action Type : Call from Dealer

Jeff states he installed 3 layers of electrical tape on the spark plug cap and there's no change to the symptom (it still stalls on start-up).
Advised dlr I'll have to get back to you...

*** NOTES 9/5/2012 3:36:01 PM, bjohnson, Action Type : Call from Dealer

Jeff states it still stalls on first start-up with the electrical tape on the cap.
Advised dlr to record an HDS snapshot of it stalling when you start it tomorrow morning, and email it to the Techline mailbox.

*** NOTES 9/6/2012 9:47:24 AM, bjohnson, Action Type : Call from Dealer

Jeff states he tried to do a snapshot, but he had to update the HIM using the customer's bike. This update took 8 minutes or so of leaving the key on.
Dlr then started the snapshot without turning the ignition key off. The bike started up and did NOTstall.
Dlr states the unit had been stalling 100% of the time on cold start up.
Dlr is wondering if leaving the key on for the extended amount of time did something to affect the stalling issue?
Dlr states he will let the bike cool down for a few hours and try recording another snapshot.
Advised dlr to remove the air filter and inspect the inside of the airbox and airbox inlet for any obstructions.

*** NOTES 9/7/2012 10:45:07 AM, bjohnson, Action Type : Call to Dealer

Jeff states when even setting up an HDS snapshot, he has to turn the key on and leave it on for a minute or two, then he pushes the start button.
When trying to record the stalling issue with HDS, the engine did not stall again. Dlr attempted 3 times (see attached HDS snapshots).
Dealer is wondering if there's something about leaving the key on for an extending period of time WITHOUT starting the engine, that is allowing the engine to idle and not stall once started? Maybe the fuel pressure takes a while to get up to spec?
Dlr states he checked the airbox for any obstructions, inside and at the inlet, and there was no problem found.
Advised dlr per factory request, please re-check the valve clearances and replace the spark plug cap (30700-KY2-701).
Dlr states they did use their Snap-On digital torque wrench when installing the cylinder head. The set the torque to 51Nm.
Dlr will call me back with the valve clearances.

*** CASE ADD ATTACHMENT 9/7/2012 11:00:23 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-08-0101477_1.zip

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHILE COMING TO A STOP. HALL

*** NOTES 9/10/2012 12:46:26 PM, bjohnson, Action Type : Call to Dealer

Jeff states they have the plug cap on order. Dlr will re-check valve clearances once the cap comes in.
Dlr has talked to the customer and the customer knows the dlrship is working with AHM on a solution for the issue.

*** NOTES 9/11/2012 9:46:00 AM, bjohnson, Action Type : Note-General

Plug cap is on order:

PC1011-1 DEALER ORDER INQUIRY BY PART NUMBER 09/11/12
PART NO: 30700-KY2-701 DESC: CAP ASSY.
FRWD SUPRSD PN: BKWD SUPRSD PN: 30700-KY2-700

B		*ORD SHIP	B/O*		ALLO	ETA/INVC	UNIT	DISC
C	DEALER ORD REF	QTY	QTY	QTY SHIP	NUMBER	STAT DATE	DATE/IND	PRICE	%
102662	D9790910	1	1	0	80091068836	REL 09/10	09/10I	15.03	0.0

*** NOTES 9/12/2012 1:36:40 PM, bjohnson, Action Type : Call to Dealer

Jeff states when the tech installed the new spark plug cap, he noticed the ignition coil wire was not fully screwed into the original spark plug cap.
The tech took pictures, dlr will send them to the Techline mailbox.
The dlr also double checked the valve clearances, and they were still where they set them to, both intakes at .007 inch and both exhausts at .011 inch.

Dlr has started and re-started the engine today several times, and so far, it has not stalled.

Advised dlr to let it fully cool down (wait for the morning), start it and spray a small amount of contact cleaner where the insulator meets the cylinder head.
Does the idle increase?
We are looking for a possible air leak.
Dlr to call back.

Dlr states he promised the customer a call back today, so he'll tell him we think we have it fixed, but will still need to keep it a few days to make sure.

*** NOTES 9/13/2012 2:05:04 PM, bjohnson, Action Type : Call from Dealer

Jeff states the engine still stalls on start up with the new spark plug cap.
Dlr sprayed carb cleaner in the area of the cylinder head/throttle body insulator junction, but this did NOT affect the idle speed. Dlr feels there is no air leak there.
Dlr states he talked to the customer about keeping the bike for a few days, but customer wants to pick the bike up tomorrow (Friday).

*** NOTES 9/14/2012 1:16:00 PM, bjohnson, Action Type : Call to Dealer

Advised Jeff please replace the cylinder head again, this time torquing the cylinder head mounting nuts to 45Nm instead of the SM spec of 51Nm.
Dlr to also replace the cylinder studs, exhaust studs, mounting nuts and washers.
Dlr has about 6hrs labor into this repair so far.
Dlr states he thinks the customer doesn't want the bike back until the stalling issue is resolved.
Dlr will call the customer and let him know the cylinder head will be replaced, and that more time will be needed for the repair.

*** NOTES 9/20/2012 1:17:12 PM, bjohnson, Action Type : Call to Dealer

Jeff states they are waiting for the head and base gaskets, all other parts are in.
Advised dlr to urgent order Gasket Kit "A" (06111-KYJ-900), there are 9 on hand.
Dlr states he'll call and get it shipped from the CA warehouse (2 on hand there).

Case History

Case ID : [redacted] Case Title : [redacted] UNIT STALLS WHILE COMING TO A STOP. HALL

*** NOTES 9/25/2012 12:13:07 PM, bjohnson, Action Type : Call to Dealer

Jeff states repair was done yesterday, and the 3 times it's been started with a cold engine, it has NOT stalled.
Dlr states with the last cyl head, it started OK the first time, but then stalled 3 of the next 4 starts.
Dlr states they are waiting for the fuel line clips to come in, dlr feels they will get them by Thursday. Dlr states he will call the customer then and have him pick it up, as long as it hasn't stalled again on start up. Dlr is testing it everyday in the morning, and then again halfway through the day (so it's fully cooled down).

*** NOTES 9/27/2012 11:28:03 AM, bjohnson, Action Type : Call from Dealer

Jeff states they have the fuel line clips, will install them today.
Dlr states it still has not stalled again. Dlr will call the customer tomorrow and let him know it's fixed and he can come pick it up.

*** CASE YANKED 10/1/2012 9:26:12 AM, bjohnson

Yanked by bjohnson into WIPbin Incoming.

*** CASE MODIFY 10/1/2012 9:26:57 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 10/1/2012 9:39:39 AM, bjohnson, Action Type : Call from Dealer

Jeff states the customer picked the bike up last Friday.
Advised Jeff according to the customer's forum entry on Friday night, the engine still stalls.
http://www.cbr250.net/forum/cbr250-problems-issues/2100-my-cbr250s-engine-turns-off-when-downshifting-78 html

Advised dlr on the claim, might as well get them paid for what they did, UPMY is entered.

*** CASE MODIFY 10/2/2012 9:40:48 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/2/2012 9:40:51 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/2/2012 4:38:48 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/3/2012 9:39:05 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 10/10/2012 10:31:54 AM, bjohnson, Action Type : Field Service

DSM Phil is there, inspecting the bike.
Customer brought the bike back yesterday, unit has 782 miles on it now.
DSM was not able to set up an HDS snapshot for it to record at start up due to HDS limitations.
The dlr did not have the proper adapter for checking fuel pressure, but they did attach an Ignition Mate.
Dlr started the engine, and it continued running as it warmed up, and did NOT stall.
DSM verified IACV operations per SM, pg 5-53.
DSM verified a tight ground connection at the reg/rect.
DSM verified there was no damage to the spark plug cap.
Advised DSM to continue with the valve clearance check, per the factory's request.

*** CASE MODIFY 10/15/2012 9:00:12 AM, bjohnson

into WIP Incoming and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLS WHILE COMING TO A STOP. HALL

*** NOTES 10/15/2012 1:08:14 PM, bjohnson, Action Type : Field Service

Phil emailed me the valve clearances:

Both intake: .006"
Both exhaust: .010"

All are within specification.

*** NOTES 10/15/2012 1:14:37 PM, bjohnson, Action Type : Call to Dealer

Jeff states the engine has not been started again since last Wednesday, when Phil was there.
Jeff started the engine while I listened over the phone. It did not stall as the engine warmed up.
Dlr states the engine speed started off at about 1600rpm, then almost immediately went up to around 2000rpm.
Advised dlr as long as you have possession of the bike, start the engine in the morning and before you leave at night, see if it will ever stall while warming up.

*** NOTES 10/16/2012 2:10:35 PM, bjohnson, Action Type : Call to Customer

I talked with [redacted] He states he picked the bike up on Friday, 9/28, and it had stalled a total of 4 times since that last repair.
Customer states it stalled 3 times at start up on that Friday. Customer says it can stall even on a hot re-start.
The first time it stalled was at the dlrship. Jeff was with the customer as they walked to the bike, but may have got called back to the shop or something, since Jeff was not with the customer as he started the engine. The engine did stall at this time, and [redacted] went back into the dlrship but could not find Jeff to tell him the engine stalled. Customer decided to just ride the bike around, and the engine stalled 2 more times that evening on hot re-start.
Customer states he feels the weather has something to do with it. In cooler weather (below 65F degrees), it is less likely to stall during warm up. It has still stalled, but it's just LESS likely.
Customer states the 4th time it stalled, it was while riding. On the following Monday or Tuesday (10/1 or 10/2) after he picked the bike up, he was riding between 3 and 4pm, with the ambient temp at around 55F to 56F degrees. Customer was riding at 45mph, in 4th gear, at around 6000 to 7000rpm. He pulled the clutch lever in, and between 2 and 3 seconds later, the engine stalled. It did re-start.
I apologized to the customer for the issues he's having. AH is doing everything we can to address the issue.
Customer states he plans on picked the bike back up tomorrow. The high temp is suppose to be 72F degrees.
Customer will start the engine in from of the dealer so they can see if it stalls in the slightly warmer temp.
Advised customer we will be in contact with you again soon.

*** NOTES 10/16/2012 2:12:10 PM, bjohnson, Action Type : Call to Dealer

Advised Jeff to test ride the bike as the customer described above, see if you can get it to stall while riding.
Dlr states it's about 55F degrees there now.
Dlr to call me back directly with your results.

*** NOTES 10/17/2012 10:20:35 AM, bjohnson, Action Type : Call from Dealer

Notes from 10/16:
Jeff states he got his tech to test ride the bike in the condition described by the customer, but he could NOT duplicate the stalling while riding symptom.
Advised dlr about the customer coming to pick the bike up on Wednesday, see if customer can demonstrate how it's stalling.

*** CASE MODIFY 10/17/2012 10:20:43 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 10/17/2012 2:01:39 PM, bjohnson, Action Type : Call to Dealer

Jeff states the customer came and started the engine, and it did NOT stall.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHILE COMING TO A STOP. HALL

Customer took the bike back, and asked about pricing on an NC700.

*** CASE MODIFY 10/17/2012 3:18:41 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/18/2012 3:11:53 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/29/2012 8:44:01 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/29/2012 8:44:23 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 11/29/2012 8:45:01 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 12/19/2012 4:51:35 PM, bjohnson, Action Type : Call to Customer

I left a message with the customer's mother (?) to call back to see if his bike still has the stalling issue...

*** CASE MODIFY 12/19/2012 4:51:45 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 12/21/2012 3:31:03 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 12/21/2012 3:31:56 PM, bjohnson, Action Type : Call from Customer

Talked to customer, claims it did stall once while riding after the cylinder head was replaced. It still stalls at start up, but only if the ambient temperature is 75F degrees or above. Customer said he tested this himself by heating his garage to 75F degrees, and the engine stalled after approximately 3 to 5 seconds of run time. It would re-start and continue running. Customer agreed to take the unit to the dealer when the weather warms up in March.

*** CASE MODIFY 12/21/2012 3:32:06 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 1/9/2013 4:51:52 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 4/17/2013 4:10:00 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/24/2013 3:33:20 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 5/24/2013 3:33:22 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 5/24/2013 3:33:23 PM, bjohnson

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

Case Attachments

Case ID : [redacted]

Case Title : [redacted]- UNIT STALLS WHILE COMING TO A STOP. HALL

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022012-08-0101477_1.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/5/2012 11:14:24 AM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	3/19/2013 4:42:50 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	195
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105979 - CBR250R - UNIT STALLS WHILE AT AN IDLE

No. of Attachments : 0

Site / Contact Info :

Site Name :	DILLON BROTHERS MOTORSPORTS
Dealer No. :	105979
Site Phone No. :	402-556-3333
Contact Name :	TYLER TECH
Day Phone No. :	402-556-3333
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3848 HWS CLEVELAND BLVD
City / State / Zip :	OMAHA, NE 68116
E Mail :	
Svc District / Sls District :	01E / 2C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	550
In Service Date :	08/15/2012
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105979 / DILLON BROTHERS MOTORSPORTS
Selling Dealer No. / Name :	105979 / DILLON BROTHERS MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / TYLER TECH - PRODUC	Subcase Close	Complaint	Product	Technical Assistance	614105	IGNITION COIL(S)

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : TYLER TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/5/2012 11:14:32 AM
Close Date : 9/5/2012 1:26:22 PM

Coding Info :

Labor Code / Desc : 614105 / IGNITION COIL(S)

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLS WHILE AT AN IDLE

*** NOTES 9/5/2012 11:14:24 AM, comiller, Action Type :

Complaint:
Dlr states that the unit originally came in for stalling while riding

Contention:
Dlr states that they were able to duplicate the issue and when it happened it would not restart
Dlr states that they found that the CKP was not outputting any peak voltage
Dlr states that they replaced the CKP and now the unit will start but it will die after sitting for a moment at idle
Has the unit had the 600 mile service performed? no

Recommendation:
Advised dlr to check the grounds at the regulator
Advised dlr to check the spark plug cap for any tears or splits
Advised dlr that if there are no splits or tears then wrap the spark plug cap in electrical tape and see if the issue goes away
Advised dlr to call back with results

*** CASE CREATE 9/5/2012 11:14:24 AM, comiller

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

*** SUBCASE M022012-09-0500872-1 CREATE 9/5/2012 11:14:32 AM, comiller

Created in WIP Default with Due Date 9/5/2012 11:14:32 AM.

*** CASE MODIFY 9/5/2012 11:14:57 AM, comiller

into WIP default and Status of Solving.

*** NOTES 9/5/2012 11:30:20 AM, cburnett, Action Type : Call from Dealer

TT Tyler: advises the spark plug cap has a cut on two sides . we wrapped the plug cap with electrical tape and the engine runs normal, no stalling
ma18: per MB35, replace the spark plug cap and submit claim

614199 1 hour

*** CASE MODIFY 9/5/2012 1:26:22 PM, comiller

into WIP default and Status of Solving.

*** SUBCASE M022012-09-0500872-1 CLOSE 9/5/2012 1:26:22 PM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/5/2012 1:26:22 PM, comiller

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

*** CASE REOPEN 9/7/2012 9:41:10 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 9/14/2012 8:56:59 AM, randers, Action Type : Call from Dealer

TT Jerry
Dlr states they replaced the stator because the unit would shut of when hot the ckp would loose continuity would have to wait until unit cooled down then the unit would restart then shut off again when hot.
Dlr states after replacing the stator the unit did not shut off any more from heat it would misfire and stall but restart right away.

Case History

Case ID : [redacted] Case Title : [redacted] UNIT STALLS WHILE AT AN IDLE

Dlr states they talked with Ma18 and advised them to replace the spark plug cap now the unit runs great no more stalling issues charging system output is good.
Dlr needs labor codes and TL approval.
TL Mh4x has approved 613199 for 2.0 hrs.

*** CASE RULE ACTION 10/3/2012 10:14:24 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 3/19/2013 4:42:50 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 3/19/2013 4:42:50 PM, bjohnson

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/23/2013 9:40:32 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	8/9/2013 10:43:26 AM
Case Owner :	Joey Osowski	Method :	Phone	Queue :		Days Open :	17
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105941 - CBR250R - UNIT SHUT OFF WHILE RIDING

No. of Attachments : 1

Site / Contact Info :

Site Name :	FIRST COAST HONDA
Dealer No. :	105941
Site Phone No. :	904-829-6416
Contact Name :	RENEE AUNCHMAN
Day Phone No. :	904-829-6416
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1860 N. PONCE DE LEON
City / State / Zip :	ST. AUGUSTINE, FL 32084
E Mail :	
Svc District / Sls District :	02G / 3B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4105C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	12,930
In Service Date :	08/07/2012
Months In Use :	11
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105941 / FIRST COAST HONDA
Selling Dealer No. / Name :	105941 / FIRST COAST HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / RENEE AUNCHMAN -	Subcase Close	Complaint	Product	Technical Assistance	110	Lower Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : RENEE AUNCHMAN - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/23/2013 9:41:30 AM
Close Date : 7/23/2013 9:42:02 AM

Coding Info :

Labor Code / Desc : 110 / Lower Engine

Condition Code Desc : Binding/sticking 15B
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT SHUT OFF WHILE RIDING

*** CASE CREATE 7/23/2013 9:40:32 AM, josowski
Contact = RENEE AUNCHMAN, Priority = N/A, Status = Solving.

*** NOTES 7/23/2013 9:40:33 AM, josowski, Action Type :
Complaint: Unit shut off while riding

Contention: Unit shut off while riding. Customer claims she checked her oil and there were metal shavings in the oil.

Recommendation: Is the unit locked up ? No but there is a large amount of debris in the motor. Does the unit have any maintenance history at the dealership ? No. Have you inspected the oil filter ? Not sure. Advised tech to get customers authorization to inspect unit. Once unit is inspected contact TL via TLC

*** SUBCASE M022013-07-2300618-1 CREATE 7/23/2013 9:41:30 AM, josowski
Created in WIP Default with Due Date 7/23/2013 9:41:30 AM.

*** SUBCASE M022013-07-2300618-1 CLOSE 7/23/2013 9:42:02 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2013 9:42:06 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/23/2013 9:42:14 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 7/23/2013 9:52:25 AM, josowski, Action Type : Call from Dealer
Inspect oil filter for installation and if OEM.

*** CASE MODIFY 7/23/2013 10:02:30 AM, josowski
into WIP Techline and Status of Solving.

*** CASE CLOSE 7/23/2013 10:02:31 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/23/2013 10:02:39 AM, josowski
with Condition of Open and Status of Solving.

*** NOTES 7/30/2013 9:45:09 AM, tconnect, Action Type : General Notes
Contact By: RENEE AUNCHMAN Email: RENEE@FIRSTCOASTPOWERSPORTS.COM DPTS ID: D414242
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R08 FOLLOW-UP TO PREVIOUS CASE

Customer Complaint: CUSTOMER STATES THAT UNIT JUST SHUT OFF WHILE RIDING DOWN THE ROAD. SHE SAID SHE CHECKED HER OIL AND SAW A LOT OF METAL SHAVINGS. AFTER OPENING THE CASE, TECH FOUND THAT THE PISTON WAS SEIZED. SEVERE DAMAGE TO CYLINDER AND PISTON.

I AM HAVING A HARD TIME ATTACHING PICTURES OF THE ENGINE. IS THERE AN EMAIL ADDRESS I CAN SEND THEM TO?

THANKS! HAVE A GREAT DAY!

Case History

Case ID : [redacted] Case Title : 105941 - CBR250R - UNIT SHUT OFF WHILE RIDING

*** NOTES 7/30/2013 9:45:09 AM, tconnect, Action Type : General Notes

Contact By: RENEE AUNCHMAN Email: RENEE@FIRSTCOASTPOWERSPORTS.COM DPTS ID: D414242
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R08 FOLLOW-UP TO PREVIOUS CASE

Customer Complaint: CUSTOMER STATES THAT UNIT JUST SHUT OFF WHILE RIDING DOWN THE ROAD. SHE SAID SHE CHECKED HER OIL AND SAW A LOT OF METAL SHAVINGS. AFTER OPENING THE CASE, TECH FOUND THAT THE PISTON WAS SEIZED. SEVERE DAMAGE TO CYLINDER AND PISTON.

I AM HAVING A HARD TIME ATTACHING PICTURES OF THE ENGINE. IS THERE AN EMAIL ADDRESS I CAN SEND THEM TO?

THANKS! HAVE A GREAT DAY!

*** NOTES 7/30/2013 9:45:09 AM, tconnect, Action Type : General Notes

Contact By: RENEE AUNCHMAN Email: RENEE@FIRSTCOASTPOWERSPORTS.COM DPTS ID: D414242
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R08 FOLLOW-UP TO PREVIOUS CASE

Customer Complaint: CUSTOMER STATES THAT UNIT JUST SHUT OFF WHILE RIDING DOWN THE ROAD. SHE SAID SHE CHECKED HER OIL AND SAW A LOT OF METAL SHAVINGS. AFTER OPENING THE CASE, TECH FOUND THAT THE PISTON WAS SEIZED. SEVERE DAMAGE TO CYLINDER AND PISTON.

I AM HAVING A HARD TIME ATTACHING PICTURES OF THE ENGINE. IS THERE AN EMAIL ADDRESS I CAN SEND THEM TO?

THANKS! HAVE A GREAT DAY!

*** NOTES 7/30/2013 9:45:09 AM, tconnect, Action Type : General Notes

Contact By: RENEE AUNCHMAN Email: RENEE@FIRSTCOASTPOWERSPORTS.COM DPTS ID: D414242
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R08 FOLLOW-UP TO PREVIOUS CASE

Customer Complaint: I HAVE SENT AN EMAIL WITH PICTURES ON THE ABOVE UNIT BECAUSE I COULDN'T GET THEM ATTACHED TO THIS. IT APPEARS THAT THE CRANK WAS SEIZED AND THERE IS SEVERE DAMAGE TO THE CYLINDER. ANY HELP IS GREATLY APPRECIATED.

THANKS!

*** NOTES 7/30/2013 9:45:09 AM, tconnect, Action Type : General Notes

Contact By: RENEE AUNCHMAN Email: RENEE@FIRSTCOASTPOWERSPORTS.COM DPTS ID: D414242
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R08 FOLLOW-UP TO PREVIOUS CASE

Case History

Case ID [redacted] Case Title : [redacted]- UNIT SHUT OFF WHILE RIDING

Customer Complaint: I HAVE SENT AN EMAIL WITH PICTURES ON THE ABOVE UNIT BECAUSE I COULDN'T GET THEM ATTACHED TO THIS. IT APPEARS THAT THE CRANK WAS SEIZED AND THERE IS SEVERE DAMAGE TO THE CYLINDER. ANY HELP IS GREATLY APPRECIATED.

THANKS!

*** CASE ADD ATTACHMENT 8/1/2013 3:30:18 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-07-2300618_1.zip

*** NOTES 8/9/2013 10:39:36 AM, josowski, Action Type : Call to Dealer

TT Renee
The underside of the piston shows evidence of burnt oil, typically a sign that it ran low on oil and overheated
Was there any info on if the customer changed the oil filter recently? Customer does all their own maintenance
Was there any damage to the intake cam journal in the cylinder head? No there is no damage to the cam or the head.
Advised tech this does not appear to be a defect but unit was run low on oil.
Advised tech to contact DSM Denny for goodwill assistance.

*** CASE MODIFY 8/9/2013 10:43:25 AM, josowski

into WIP Techline and Status of Solving.

*** CASE CLOSE 8/9/2013 10:43:26 AM, josowski

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

Case Attachments

Case ID : [redacted]

Case Title : 105941 - CBR250R - UNIT SHUT OFF WHILE RIDING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-07-2300618_1.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	8/6/2013 11:13:08 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/22/2013 2:15:43 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	108
		Point of Origin :	Dealer	Wipbin :			

Case Title : [redacted] - '12 UNIT STALLS WHILE RIDING. ECM RESET FIXED IT. No. of Attachments : 0

Site / Contact Info :

Site Name :	BARNEY'S MOTORCYCLE SALES
Dealer No. :	105603
Site Phone No. :	727-576-1148
Contact Name :	COLE TECH
Day Phone No. :	727-576-1148
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	10411 GANDY BLVD N. ST
City / State / Zip :	ST. PETERSBURG, FL 33702
E Mail :	
Svc District / Sls District :	02G / 3A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4101C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	2,633
In Service Date :	10/27/2012
Months In Use :	10
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105603 / BARNEY'S MOTORCYCLE SALES
Selling Dealer No. / Name :	105603 / BARNEY'S MOTORCYCLE SALES
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / COLE TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	311	Carb/FI

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : COLE TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 8/6/2013 11:13:13 AM
Close Date : 8/6/2013 11:14:02 AM

Coding Info :

Labor Code / Desc : 311 / Carb/FI

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- '12 UNIT STALLS WHILE RIDING. ECM RESET FIXED

*** CASE CREATE 8/6/2013 11:13:08 AM, josowski
Contact = COLE TECH, Priority = N/A, Status = Solving.

*** NOTES 8/6/2013 11:13:09 AM, josowski, Action Type :
Complaint: Unit stalls when stopped at a light and then will restart

Contention: Unit stalls when stopped at a light and then will restart . Customer claims this happens when unit is hot or cold. Tech states they cannot duplicate the issue. Tech states customer came to pick up the unit and it ran for a few seconds and then revved to about 4500 rpm's. Tech states they blipped the throttle and unit idled normal. Tech states no codes and no DTC's.

Recommendation: Has the first service been done ? Yes at 2280 and all valves were in spec. Have you done an ECM reset ? No. Advised tech to do an ECM reset and let run through 1 fan cycle.

*** SUBCASE M022013-08-0601001-1 CREATE 8/6/2013 11:13:13 AM, josowski
Created in WIP Default with Due Date 8/6/2013 11:13:13 AM.

*** SUBCASE M022013-08-0601001-1 CLOSE 8/6/2013 11:14:02 AM, josowski
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/6/2013 11:14:06 AM, josowski
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/6/2013 11:14:14 AM, josowski
with Condition of Open and Status of Solving.

*** CASE YANKED 8/14/2013 9:01:08 AM, bjohnson
Yanked by bjohnson into WIPbin Incoming.

*** CASE MODIFY 10/18/2013 11:18:45 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/18/2013 11:20:04 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/18/2013 11:20:10 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE YANKED 11/22/2013 2:15:21 PM, tpiercy
Yanked by tpiercy into WIPbin default.

*** NOTES 11/22/2013 2:15:36 PM, tpiercy, Action Type : Note-General
Closed due to inactivity.

*** CASE MODIFY 11/22/2013 2:15:41 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2013 2:15:42 PM, tpiercy
into WIP default and Status of Solving.

*** CASE CLOSE 11/22/2013 2:15:43 PM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/8/2013 2:33:11 PM
Case Originator :	Corey Griffin	Sub Division :	Techline	Status :	Closed	Close Date :	1/28/2013 8:39:06 AM
Case Owner :	Corey Griffin	Method :	Phone	Queue :		Days Open :	20
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106033 - CBR250R - ENGINE STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	HALL'S MOTORSPORTS
Dealer No. :	106033
Site Phone No. :	251-666-7690
Contact Name :	JACK WAREHOUSE MNGR
Day Phone No. :	251-666-7690
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3755 GOVERNMENT BLVD.
City / State / Zip :	MOBILE, AL 36693
E Mail :	
Svc District / Sls District :	02F / 3B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4105C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	9
In Service Date :	12/22/2012
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106089 / HALL'S MOTORSPORTS
Selling Dealer No. / Name :	106033 / HALL'S MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / REYNOLDS TECH - PRO	Subcase Close	Complaint	Product	Technical Assistance	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Corey Griffin
Issue Title : REYNOLDS TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/8/2013 2:33:13 PM
Close Date : 1/28/2013 8:39:06 AM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106033 - CBR250R - ENGINE STALLS

*** CASE CREATE 1/8/2013 2:33:11 PM, cgriff

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

*** NOTES 1/8/2013 2:33:11 PM, cgriff, Action Type :

Complaint:
dlr states the engine on this VIN stalls

Contention:
dlr states the engine on this VIN stalls
dlr states the engine will shut off after about 15-20 seconds from start up at a cold start, if the engine is warmed up and then started - it will shut off almost immediately
dlr states you can keep the engine running if you apply the throttle and hold the RPM's above 2000, however when the throttle is released the engine will stall
any codes? - No
dlr states they followed troubleshooting in the service manual, which pointed them to replacing the IACV - no change
when the engine shuts off, do you lose all electrical power? - No, the electrical stays on
dlr states they checked for loose connections, and also did a health check with the HDS
when was fuel put into the fuel tank? - at the time of sale, not at the time our dealership set up the unit

Recommendation:
advised dlr to check the spark plug cap for any pin holes/cuts/slits
advised dlr to check electrical grounds
advised dlr to remove the reg/rec mounting bolts - clean the threads and reinstall
advised dlr to do a midtronics test on the battery and send into tech line for review
advised dlr to do a HDS snapshot if possible and send into tech line for review

*** SUBCASE M022013-01-0802007-1 CREATE 1/8/2013 2:33:13 PM, cgriff

Created in WIP Default with Due Date 1/8/2013 2:33:13 PM.

*** CASE MODIFY 1/8/2013 2:33:46 PM, cgriff

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2013 8:39:05 AM, cgriff

into WIP awaiting response and Status of Solving.

*** CASE CLOSE 1/28/2013 8:39:06 AM, cgriff

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

*** SUBCASE M022013-01-0802007-1 CLOSE 1/28/2013 8:39:06 AM, cgriff

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/10/2013 12:22:50 PM
Case Originator :	Corey Griffin	Sub Division :	Techline	Status :	Closed	Close Date :	6/26/2013 8:41:20 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	167
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 105412 - CBR250R - STALL (CODE 12) AND SPEEDO ISSUE. LOOSE MOTOR No. of Attachments : 5

Site / Contact Info :

Site Name :	BIG VALLEY HONDA
Dealer No. :	105412
Site Phone No. :	775-322-4311
Contact Name :	RYAN TECH
Day Phone No. :	775-322-4311
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	000-000-0000
Address :	2225 MARKET STREET
City / State / Zip :	RENO, NV 89502
E Mail :	
Svc District / Sls District :	01C / 1D

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4100C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	2,338
In Service Date :	06/02/2012
Months In Use :	7
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105412 / BIG VALLEY HONDA
Selling Dealer No. / Name :	105412 / BIG VALLEY HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / RYAN TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Corey Griffin
Issue Title : RYAN TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/10/2013 12:22:55 PM
Close Date : 2/21/2013 10:17:36 AM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

*** CASE CREATE 1/10/2013 12:22:50 PM, cgriff

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

*** NOTES 1/10/2013 12:22:50 PM, cgriff, Action Type :

Complaint:
dlr states the engine on this unit stalls while riding

Contention:
dlr states the engine on this unit stalls while riding
is unit losing all electrical power when it stalls? - No, electrical stays on, and engine will restart when key is cycled off and then back on
dlr states they pulled code #12-1 with the HDS = fuel injector signal line short circuit
dlr states they went through troubleshooting in the service manual page 5-24/25 and on test #5, they had continuity between the P/W - P/W wires indicating the ECM is faulty
dlr tried a KG ECM from another unit at their dealership - no change
dlr ordered and replaced the ECM with a NEW one = no change
does the stalling occur when engine is at operating temp or when cold? - when we test rode the unit to duplicate the complaint, the engine was at operating temperature
when does the stalling occur while riding - clutch pulled in/accel/decel etc? - once it stalled while the clutch was pulled in and I was shifting from second to third gear, but another time it stalled while I was accelerating in third gear and clutch was not pulled in
dlr states this unit was brought in on 12/12/2012, and the customer is getting anxious and wants his bike back
did you perform HDS health check and HDS snapshot? - No, our HDS isn't working so we have to use our sister store's HDS, after we pulled the DTC #12-1 from it, we sent the HDS back to our other dealership

Recommendation:
advised dlr to get the HDS back from their other dealership and perform HDS health check and HDS snapshot - send health check and snapshot to tech line for review
advised dlr to check and make sure there are not any pin holes/slits/cuts in the spark plug cap
advised dlr to verify they have good electrical grounds
advised dlr to remove the reg/rec and clean bolt threads with wire brush and reinstall
informed dlr we will call back once health check and snapshot are received/reviewed

*** SUBCASE M022013-01-1001339-1 CREATE 1/10/2013 12:22:55 PM, cgriff

Created in WIP Default with Due Date 1/10/2013 12:22:55 PM.

*** CASE MODIFY 1/10/2013 12:23:20 PM, cgriff

into WIP default and Status of Solving.

*** NOTES 1/16/2013 11:21:09 AM, josowski, Action Type : Call from Dealer

TT Ryan
Tech states they replace the ECM and reset and now unit runs fine
Tech states speedo was jumping from 35-99 and back down to 2 etc.
Tech states the check engine light comes on .
Tech states revving in neutral the speedo will jump around and show mph.
Tech states they have tested per manual.
Advised tech to install a VSS and call TL back with results

Case History

Case ID : [redacted] Case Title : [redacted] STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

*** NOTES 1/23/2013 1:27:55 PM, cburnett, Action Type : Call from Dealer

TT Ryan: advises they installed a new VSS sensor and the problem is still there , we installed the meter off of the showroom unit and it operates normal on this CBR
ma18: order a second speedometer unit 37110-KYJ-922 - per MH35 -

*** NOTES 1/23/2013 3:11:50 PM, cgriff, Action Type : Call from Dealer

TT Ryan:
Dlr states the information they had during the previous call was incorrect
Dlr states they removed a KG meter assembly from an unsold unit on their sales floor and installed it on this VIN = no change
Dlr states they also tried putting the meter assembly from this VIN on the unsold unit on their sales floor, and the symptoms did not transfer to the new unit.
Dlr states they do not feel replacing the meter assembly on this VIN will resolve the issues.
Advised dlr to check the engine and chassis grounds - remove bolts, clean threads and reinstall/re torque bolts.
Advised dlr to use pin fit tool from STN#11 to check pin fit at the wire harness connector and the meter assembly connector
Advised dlr to call back with findings

*** CASE MODIFY 1/23/2013 3:11:56 PM, cgriff

into WIP awaiting response and Status of Solving.

*** CASE MODIFY 1/23/2013 3:11:58 PM, cgriff

into WIP awaiting response and Status of Solving.

*** NOTES 1/23/2013 3:31:28 PM, josowski, Action Type : Call from Dealer

TT Ryan
Tech states they were checking pin fit in the red wire and power would turn the lights on .
Tech states it appears the wire is shorting.
Tech states you can hit the starter switch and the unit will turn over with the key off.
Tech states he has video.
Advised tech to forward video.

*** CASE ADD ATTACHMENT 1/25/2013 10:45:19 AM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_1.MOV

*** NOTES 1/28/2013 10:04:02 AM, josowski, Action Type : Documents Received

Video attached
Forwarded to Byron MB35

*** NOTES 1/30/2013 10:01:44 AM, josowski, Action Type : Call from Dealer

TT Ryan
Tech is checking on status
Advised tech video is being reviewed
When inserting the pin in the connector what wires are being touched/shorted to each other ?
Tech states they have inspected connector and cannot tell what wires are making contact
Advised tech will review and call back with direction.

*** NOTES 1/30/2013 2:21:50 PM, bjohnson, Action Type : Call to Dealer

Ryan states the customer said the stalling happened a few times on his commute, but then became more and more frequent, so he brought the bike in.
Ryan states they did duplicate the stalling issue on a test ride. They were on the throttle (clutch lever not pulled in) when it lost power. They had to cycle the stop switch to get it to run again.

Case History

Case ID : [redacted] Case Title : [redacted] - STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

Unit did have stored code 12-1. Advised dlr per the service manual, this code will cut out the injector, fuel pump and ign coil.
Dlr was not sure if the stalling they experienced coincided with the FI light coming on.
Dlr states after they replaced the ECM, the code 12-1 has not come back, and the engine has not stalled when the tech went for a 10 mile test ride.
Dlr states they found they can duplicate the erratic speedo just revving the engine in neutral. Once the rpm gets to 5000rpm the speedo will begin displaying speed AND the FI light flickers. The more the engine is revved, the more it stays on.
Dlr states with the rear wheel off the ground and shifting through the gears, the speedo reading also becomes erratic starting at 5000rpm, with the FI light flickering.
The dlr has swapped out the meter assy out of a new bike and ordered one from stock, with no effect on the erratic speedo. Dlr does not feel it's a meter issue.
Dlr ordered a new speed sensor, installed it and it too had no effect on the issue. Dlr does not feel it's an issue with this sensor.
Dlr states the speed sensor tested OK per the manual, and the original part tested OK as well, although he couldn't give me any actual measurements.
Dlr feels something in the main wire harness is bad.
Any mods to the bike?----------An aftermarket muffler.
Is an alarm installed?----------No.
Battery connections tight?----------Yes, we checked this when we accidentally blew the main fuse while testing.
Ground wires at the reg/rect tight?----------Yes.
Do you still have the HDS?----------We have our DSM's HDS.
Advised dlr to record a snapshot, revving it past 5000rpm to show the erratic speedo reading. Dlr to email this file to the Techline mailbox, you'll get called back after it's reviewed.

*** CASE ADD ATTACHMENT 1/31/2013 7:45:17 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_2.pdf

*** NOTES 1/31/2013 1:17:56 PM, cburnett, Action Type : Call from Dealer

TT Ryan: directed him to i=N / tech line / HDS user guide. pg 34 / snapshot line graph. (line graph icon)
dlr states: we will take a nother snapshot and send the bar graph

*** CASE ADD ATTACHMENT 1/31/2013 2:45:16 PM, crmsuser

Added attatchment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_3.pdf

*** CASE ADD ATTACHMENT 2/4/2013 2:45:17 PM, crmsuser

Added attatchment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_4.dat

*** NOTES 2/5/2013 1:39:10 PM, randers, Action Type : Call from Dealer

TT Ryan,
Dlr states they have sent in the hds snap shot they want to know if we have made a decision on replacing the wire harness yet.
Discussed with model specialist Byron.
Advised dlr to check the spark plug cap and the spark plug make sure the spark plug is a resistor plug and the cap is not ripped.
Advised dlr to wrap the cap with black elec tape and use a resistor plug and see if the problem still happens if so replace the wire harness under standard warranty.
Advised dl to call us back with results.

*** CASE RULE ACTION 2/7/2013 12:22:50 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 2/14/2013 1:43:26 PM, josowski, Action Type : Call from Dealer

TT Ryan
Tech states they have installed a new wire harness and check engine light flickers at 7K rpm

Case History

Case ID : [redacted] Case Title : [redacted] STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

Tech has tried new plug caps right hand combo switch ECM etc and no change.
Tech states speedo is still showing mph when in neutral.

*** CASE YANKED 2/19/2013 8:02:36 AM, gcapley

Yanked by gcapley into WIPbin Default.

*** CASE MODIFY 2/19/2013 8:02:42 AM, gcapley

into WIP Default and Status of Solving.

*** CASE MODIFY 2/20/2013 7:24:35 AM, gcapley

into WIP T-CASE and Status of Solving.

*** NOTES 2/21/2013 7:40:15 AM, gcapley, Action Type : Call from Dealer

TT Ryan:

Advised dlr. we have reviewed the case with Byron MB35.
Advised dlr. we would like to try a KG battery if they have not done so already.
Dlr. states they took a KG fully charged battery out of another 2013 unit they are switching parts off of and no change.
Dlr. states that they also tried a KG stator assembly and no change.
What else has been replaced at this point? Harness, ECM, VSS, and the stator and battery we mentioned earlier.
Dlr. states when the unit gets to about 5000 RPM in neutral it will begin to display speed on the meter and the FI light will flash.
Dlr. states that when they ride the unit it runs perfect, no stalling, no loss of power, and no surging.
Dlr. states that if they have it hooked up to HDS and are riding it the HDS loses it's connection around 5-7000 RPM and the FI light flashes again.
Advised dlr. that we will need to review this case with MB35 and possibly management and contact back.

*** SUBCASE M022013-01-1001339-1 CLOSE 2/21/2013 10:17:36 AM, gcapley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/21/2013 10:17:36 AM, gcapley

into WIP T-CASE and Status of Solving.

*** CASE CLOSE 2/21/2013 10:17:36 AM, gcapley

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

*** CASE REOPEN 2/21/2013 10:17:54 AM, gcapley

with Condition of Open and Status of Solving.

*** NOTES 2/21/2013 2:16:48 PM, gcapley, Action Type : Note-General

TT Byron MB35 on 02/20/2013:

Byron advised that he was thinking the next step would be to try a KG ignition switch.
Byron advised that he has spoken with another TL associate on a similar case in Canada and felt that the ignition switch may be casing it.
Byron advised we have the dealer swap out a KG ignition switch.

*** NOTES 2/21/2013 2:24:54 PM, gcapley, Action Type : Call to Dealer

TT Ryan:

Advised dlr. that we would like them to try a KG ignition switch.
Advised dlr. that there has been a similar case elsewhere that had a similar issue (exact failure and specs unknown) that was repaired by replacing the ignition

Case History

Case ID [redacted] Case Title : [redacted] STALL (CODE 12) AND SPEEDO ISSUE. LOOSE switch.
Advised dlr. we would like to try an ignition switch.
Dlr. states that they will swap the switch from the new unit they have to see if it changes.

Has anyone ever asked you about possibly putting a small shim or spacer under the VSS to give it a bit more gap to see if it will change the failure? Yes, and we could not get a washer or spacer that would work for this uniquely mounted VSSS.
Dlr. staets there is only one bolt on the VSS off to the side and they cold not find a washer that would work, but they did hold it by hand slightly off of the case to try and get the same affect, and no change.

Advised dlr. to continue with swap of ignition switch and we will review with MA37 for possible recommendations.

*** NOTES 2/22/2013 9:49:50 AM, josowski, Action Type : Call from Dealer
TT Ryan
Tech states they installed a kg ignition switch and no change

*** NOTES 2/22/2013 10:11:15 AM, gcapley, Action Type : Call from Dealer
TT Byron:

Byron MB35 advised that he would like to try a KG Regulator/Rectifier and see if that fixes the issue.

*** NOTES 2/22/2013 2:06:12 PM, gcapley, Action Type : Call from Dealer
TT Ryan:

Dlr. states that they have already tried a KG Reg/Rec for this issue.
Dlr. states this morning they tried swapping the fuel injector.
Dlr. states that the unit was working properly on their lift.
Dlr. states they revved it 15 -20 times and no speed was displaying on the meter in neutral as it was before, and the FI light was no longer flickering.
Dlr. states that their technician Dean rode the unit for about 15 miles only to come back with it failing again.
Dlr. states that there are no codes in it at this point and have checked for stored codes with HDS but no stored codes either.
Advised dlr. that we had another case earlier today with a separate dealer who found a lose connection at the Fuel Injector on this model and had the FI light flickering as well.
Advised dlr. this other case did not have a speedometer issue, however they did find the terminal in the fuel injector connection was loose and was able to fix issue by tightening the connection.
Advised dlr. that we would like them to verify good pin fit of the connection at the injector and contact us back.

*** NOTES 2/22/2013 3:55:28 PM, cgriff, Action Type : Call from Dealer
TT Ryan:
Did this unit get delivered to your dealership with the speedometer inaccuracy or was this a result originating after the ECM replacement? - the unit came in with the speedo issue and the stalling/running issue. The stalling/running issue was resolved with the replacement of the ECM, but the speedo issue still remains.
Advised dlr to send techline a copy of the repair order on this unit with detailed inspection timeline
Advised dlr to reinstall the old ECM on this unit and verify if the speedo issue still remains, we would like to verify that the speedo inaccuracy is not resolved with the old ECM installed

*** CASE ADD ATTACHMENT 2/27/2013 10:45:23 AM, crmsuser
Added attatchment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_5.zip

*** NOTES 2/28/2013 1:32:19 PM, josowski, Action Type : Call from Dealer

Case History

Case ID : [redacted] Case Title : [redacted]- STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

TT Ryan
He was asked to check charging system by TL.
Key off 12.63 V
Running at idle when first started 14.29 V
At idle warm 14.2
Revving to 5K rpm's constant 14.23
Tech tested battery with Midtronics and it shows Good and voltage at 13.01

*** NOTES 2/28/2013 1:59:03 PM, gcapley, Action Type : Call from Dealer

TT Ryan regarding information e-mailed to us from Model Specialist Byron MB35.

E-mailed information from Byron MB35:
I know they've done the stator (with built-in CKP) and main harness, but maybe see if there's any issue with these wires and the neutral switch wire...

1. Reg. rectifier coupler insufficient connection where located inside of left side cover. (rubber boot is exist at connection point then difficult to proper connection)
2. Improper grounding.
Ground fastened point together with Reg. rectifier.
Ground fastened point together with starter motor.

And for confirmation when occurre the phenomenon, advised to monitor battery voltage.
When Ignition OFF" 12.5V~, around 2000-3000 rpm, ~14V. How voltage moving. Howabout a when phenomenon occur?
Or any headlight brightness change?

MAA5 was advised by Ryan that they have checked the wires from the stator in the left side cover when they replaced the stator, neither the new part, or the old part had signs of damage to it.
MAA5 was also advised by Ryan that they have completely removed, cleaned and tightened all chassis and frame grounds including the (-) battery cable to the starter motor and no change.
MAA5 was advised by Ryan they have not checked the charging voltage but have tried a fully charged KG battery and no change.
When you guys had the VSS loosened, and were holding it a few cm up off of the case, wasd there a point where the speedometer would stop reading? Or did it always read speed even with the VSS all the way out?
Ryan advised that on one of the test rides they did with teh VSS completely out of the case but still connected to the harness, and the VSS hole plugged to avoid oil escaping that the speedometer would not read at all.
Advised Ryan to check charging voltage from idle up to 5000 RPM and try as best they can to record what the voltage is doing through out the revs.
Call back with findings and we will review their VSS findings and discuss again.

*** NOTES 3/1/2013 2:56:16 PM, gcapley, Action Type : Call from Dealer

TT Ryan:

After 5000-7000 RPM does this issue go away? It will operate normally after you get above 7000, but in between 5000-7000 RPM at a constant throttle opening the unit will have the speedo issue.
If it is in gear and revved to 5000-7000 RPM, with the clutch disengaged does it still do it? I don't know, we never tried that.
If you slightly engage the clutch until there is a slight load on the transmission and then rev it to 5000-7000 briefly (to avoid damaging any clutch components) does it still do it with a load on the transmission? I am not sure, we can try that.

Case History

Case ID : [redacted] Case Title : [redacted] STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

When your technician tested for this issue with the VSS removed, but still connected to the harness, did he notice at any point as he removed it from the case that the reading stopped when in neutral? I'm not sure.
Have you tried to feel the M1 gear on the mainshaft (gear that VSS reads off of) to see if there is excessive play in the gear where it may be vibrating quickly and causing a false reading in neutral? Not sure.

Advised dlr. to try and rev it to where the issue occurs in gear with clutch lever all the way in. See if it still reads.
Then try to lightly load the clutch, just in the very first part of engagement, and either hold the front wheel against a wall or hold the front brake to keep it from moving, and see if the reading still shows when revved.
This may tell us if the gear is possibly loose and vibrating when at a constant throttle opening and the gear is not loaded or unloaded but in an "in between" type of state where it may be free wheeling.
This may be causing a false reading to the VSS between certain RPM's if the vibration of the engine is just right.
Advised dlr. that this is all speculation at this point but they have replaced a lot of electrical parts so far, and the unit has no issue with the tach, it is specific to the speedometer. Therefore we would think it to be something with the gear that the VSS reads from, VSS, or harness. All have been replaced except the gear.
These tests may tell us if there is something wrong with the gear.
Call back with findings.

*** NOTES 3/5/2013 10:54:40 AM, josowski, Action Type : Call from Dealer

TT Ryan
Tech states if you pulled out the VSS it would stop showing speed on the display
Tech states the M1 gear does not have side to side play and feel even all the way around.
No issues found.

*** NOTES 3/5/2013 11:41:37 AM, gcapley, Action Type : Call from Dealer

TT Ryan:

Have you checked the ground cable from the battery on the right side of the engine case yet? No.
Advised dlr. we verified here at AHM with another unit that if the Ground Cable is lose at the case, or possibly at the battery, it will show speed when revved between 5000-7000 RPM in neutral.
Advised dlr. we were able to losoen this ground and ride the unit aroudn to verify erratic speedo operation.
Advised dlr. to remove ground, clean, dry and re tighten. If issue is still there, check resistance of the Ground Cable, and contact back with results.

*** NOTES 3/7/2013 8:31:13 AM, gcapley, Action Type : Call from Dealer

Late entry from 3/6/2013:

Dlr. checked resistance of the battery ground cable and stated it was 0.8 ohms.
Dlr. states they removed the ground cable completely, verified it was installed tight at the battery, and then cleaned and dried the ground conenction to the case and re-installed.
Dlr. states that there is no change in the issue with the speedometer.
Dlr. states that they did not see any damage to the cable like freying wires or a tear in the insulation.
Advised dlr. that we were hoping this would have resulted in finding something, as we were able to verify this ground being loose and causing the same issue at the same RPM in our service shop.
Advised dlr. we will need to review again with MB35 and contact back.

*** NOTES 3/7/2013 3:06:59 PM, bjohnson, Action Type : Call to Dealer

Case History

Case ID : [redacted] Case Title [redacted] STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

Advised Ryan to put the leads together on your Fluke meter; what does it read? This is a big wire, and there should be very little resistance. How does this reading compare to the .8 ohms you got before?
If this wire is reading even slightly high resistance, replace it with a known good part.
If resistance is OK, there may be a poor ground (still) on the engine side of the wire.
It's possible that the poor ground is causing electrical interference and this is sending a false signal to the close-by VSS wires. Use tin foil to put between this engine ground and the VSS wires, and see if the issue temporarily goes away. Dlr to call back with his results.

*** NOTES 3/7/2013 3:25:14 PM, bjohnson, Action Type : Call from Dealer

Ryan states the Fluke meter leads put together have .2 to .3 ohms.
This ground wire is removed from the bike. Dlr measured again, and even without wiggling the wire, the resistance varies from 2.2 ohms to 1.2 ohms to .6 ohms, etc.
Do you have a new CBR250R you can borrow this ground cable from?----------We sold the other bike we were borrowing parts off of, but I'm sure we have another new unit we can use.
Advised dlr to swap this cable and see what happens.

*** NOTES 3/8/2013 3:33:42 PM, bjohnson, Action Type : Call to Dealer

Ryan states they replaced the battery ground cable with no change to the symptom.
Dlr did not measure the resistance on the new cable.
Advised dlr to measure the resistance. Advised dlr to use aluminum foil and wrap the speed sensor wires (hopefully shielding whatever stray electrical signal may be getting to it).
Dlr states they will do this tomorrow (Saturday) and report the results back to AH on Tuesday.

*** NOTES 3/12/2013 2:42:31 PM, bjohnson, Action Type : Call to Dealer

Ryan states they tried wrapping the VSS wires in aluminum foil with no change in the symptom.
Advised dlr to use a jumper cable to attach the negative side of the battery to the frame (at the left side front engine hanger bolt).
See if giving it a separate ground will eliminate the symptom. Call back with results.

*** NOTES 3/14/2013 3:27:14 PM, bjohnson, Action Type : Note-General

Late note entry for 3/13:

For the speedo issue, the following has been done with no effect on the speedo symptom:

replaced speed sensor - new part - 1/23 (speed sensor is the same part for ABS and non-ABS units)
replaced speedometer assembly - new part - 1/23
checked engine and chassis grounds - 1/23
spark plug cap - borrowed from new unit - 2/14
spark plug - borrowed from new unit - 2/14
replaced main wire harness - new part - 2/14
right combo switch - borrowed from new unit - 2/14
battery - borrowed from new unit - 2/21
stator assy - borrowed from new unit - 2/21
ignition switch assy - borrowed from new unit - 2/22
regulator/rectifier - borrowed from new unit - 2/22
fuel injector - borrowed from new unit - 2/22
charging system checked - key off: 12.63V running at idle: 14.29V at 5,000rpm: steady 14.23V - 2/28

Case History

Case ID : [redacted] Case Title : [redacted]- STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

charging voltage is constant when issue is happening - 2/28
battery tested with Midtronics - shows battery is good, 13.01V - 2/28
speedo issue present with speed sensor removed from engine case but still electrically connected - 2/28
negative battery cable - borrowed from new unit - 3/7
aluminum foil wrapped around speed sensor wires - 3/8
sanded frame ground point at regulator/recifier - 3/13
verified a good connection at the starter relay - 3/13
jumper cable used for alternate ground - 3/13
jumper battery installed in parallel - 3/13

The only modification is an aftermarket muffler (M4 brand). The dealer swapped it for the stock muffler while testing.
The customer said this issue was first noticed by him in November 2012.
DSM visited dlr 3/13, confirmed the issue (see video attached), verified what the dlr has done so far and made several repair attempts himself.
DSM visited dlr 3/14 and installed the speed sensor, meter assy and ECM from a different new unit, with no effect on the issue.
Advised DSM to replace the ignition coil from the new unit.
Advised DSM to try disconnecting, one by one, any component that will still allow the engine to run and the speedo to operate. See how this affects the issue.
Try the reg/rect, each fuse, etc. See if a particular circuit can be isolated.

*** NOTES 3/14/2013 4:17:36 PM, bjohnson, Action Type : Field Service

DSM states they swapped ignition coils with no effect.
The speedo issue still happens with the reg/rect. disconnected.
DSM is now unplugging fuses and other components to see if it effects the issue.

*** NOTES 3/25/2013 10:31:06 AM, bjohnson, Action Type : Field Service

Late note entry from 3/15/13:

DSM stated he discovered giving an additional ground from the engine to the frame point at the reg/rect mount caused the erratic speedo display issue to disappear.
DSM used a ground wire from the just-replaced wire harness to do this, unit is fixed. DSM has test ridden the unit with no further speedo display issues.

*** CASE YANKED 3/25/2013 10:54:50 AM, cgriff

Yanked by cgriff into WIPbin default.

*** CASE MODIFY 3/25/2013 11:00:08 AM, cgriff

into WIP default and Status of Solving.

*** CASE CLOSE 3/25/2013 11:00:11 AM, cgriff

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

*** CASE MODIFY 3/25/2013 11:00:11 AM, cgriff

into WIP default and Status of Solving.

*** CASE REOPEN 4/10/2013 10:56:38 AM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 4/10/2013 11:02:11 AM, bjohnson, Action Type : Call to Dealer

Advised Ryan we'd like for you to check that all of the engine mount bolts are torqued to spec. Dlr only has the click-type torque wrenches.
AH is giving the customer HPP for free. Customer will be coming in to fill out the HPP paperwork, please call him and arrange for him to ride the bike there, so you can make your checks while he's at the dlrship.

Case History

Case ID : [redacted] Case Title : [redacted]- STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

Advised dlr to set the torque wrench to spec for the nut you are measuring, tighten it and note if it clicks or not. Note which ones, if any, were loose.
Dlr to call me back with findings.

*** NOTES 4/18/2013 1:15:55 PM, bjohnson, Action Type : Call to Dealer

Ryan is not in, had crashed his ATV and broke his arm.
Jacob states this customer has not been in yet to check the engine mounts. Jacob was under the impression that the customer was just going to stop by one day, his bike is not on the service dept's schedule. Ryan should be back next Tuesday (4/23).

*** CASE MODIFY 4/18/2013 1:18:18 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 4/23/2013 10:48:06 AM, bjohnson, Action Type : Call to Dealer

Ryan is back now. He did talk to the customer the week before last, and found out the customer's son was injured in some sort of accident. The customer was dealing with this situation, and has not yet had time to take the bike back to the dlr. Ryan will call me directly once the bike is back.

*** CASE MODIFY 4/23/2013 10:48:50 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 5/22/2013 8:57:25 AM, randers, Action Type : Call from Dealer

TT Ryan,
Dlr states they noticed the rear lower engine mount was loose, it turned 1/2 turn before it was torqued to 33 ft lbs.
Dlr states the rear upper mount needed a full turn before it reached 33 ft lbs.
Dlr states the front mounts were tight and were at 33 ft lbs no additional torque needed.
Dlr states they have removed the extra ground wire from the reg and have test rode the unit several time, no more stalling or codes.
How much time do you have into this repair, Re torque the motor mounts About a 1/2 hr.
Advised dlr to release the unit to the cust and file a warranty claim for .5 hrs S/T 410899 for .5 hrs no autho needed.
Discussed with model specialist Byron.

*** CASE MODIFY 6/26/2013 8:41:13 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 6/26/2013 8:41:16 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 6/26/2013 8:41:19 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE CLOSE 6/26/2013 8:41:20 AM, bjohnson

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

Case Attachments

Case ID : [redacted]

Case Title : [redacted] - STALL (CODE 12) AND SPEEDO ISSUE. LOOSE

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_1.MOV
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_2.pdf
[redacted]	ScanDoc 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_3.pdf
[redacted]	ScanDoc 4	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_4.dat
[redacted]	ScanDoc 5	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022013-01-1001339_5.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/8/2013 11:35:55 AM
Case Originator :	Corey Griffin	Sub Division :	Techline	Status :	Closed	Close Date :	4/24/2013 11:03:40 AM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	106
		Point of Origin :	Dealer	Wipbin :			

Case Title : T - 105667 - CBR250R - ENGINE STALLS — No. of Attachments : 0

Site / Contact Info :

Site Name :	NORTHBAY MOTORSPORTS
Dealer No. :	105667
Site Phone No. :	707-542-5355
Contact Name :	DAVE TECH
Day Phone No. :	707-542-5355
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	2875 SANTA ROSA AVE.
City / State / Zip :	SANTA ROSA, CA 95407
E Mail :	
Svc District / Sls District :	01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4102C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	2,200
In Service Date :	07/21/2012
Months In Use :	6
Engine Number :	MC41E[redacted]
Originating Dealer No. / Name :	105667 / NORTHBAY MOTORSPORTS
Selling Dealer No. / Name :	105667 / NORTHBAY MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 : Not Applicable — Party 3 : Not Applicable
Party 2 : Not Applicable — Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAVE TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Corey Griffin
Issue Owner : Corey Griffin
Issue Title : DAVE TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/8/2013 12:26:36 PM
Close Date : 1/28/2013 8:39:26 AM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : T - 105667 - CBR250R - ENGINE STALLS

*** CASE CREATE 1/8/2013 11:35:55 AM, cgriff
Contact = DAVE TECH, Priority = N/A, Status = Solving.

*** NOTES 1/8/2013 11:35:57 AM, cgriff, Action Type :
Complaint:
dlr states this unit is in for a stalling condition

Contention:
dlr: the customer says that he is new to freeway riding, (only about 6 times on the freeway) however when he has been on the freeway for about 10 minutes at about 65 MPH, when he pulls in the clutch the engine stalls and the unit loses all electrical power. The customer says that he tried to release the clutch while still at freeway speeds to try and "bump start" the engine, but the engine will not restart unless you come to a stop and cycle the key off and back on.
accessories? - Only a fender eliminator
service history? - this unit has not had the first valve adjustment, but the oil has been changed
who performed oil change(s)? - the customer performs his own oil changes
have you duplicated the customer complaint? - No
do you have somewhere safe that you can attempt to duplicate the customer's complaint? - Yes, we will take it for a test ride and attempt to duplicate the complaint

Recommendation:
advised dlr to first check the battery terminals and make sure they are tight
advised dlr to then test ride and duplicate the customer's complaint
advised dlr to make sure there are not any pin holes or tears or slits in the spark plug cap
advised dlr to verify good reg/rec grounds - clean off any material on reg/rec mounting bolts/grounds
advised dlr to try disconnecting the clutch switch and duplicating the customer's complaint
advised dlr to recommend having the first valve inspection performed
advised dlr to call back with findings

*** SUBCASE M022013-01-0801309-1 CREATE 1/8/2013 12:26:36 PM, cgriff
Created in WIP Default with Due Date 1/8/2013 12:26:36 PM.

*** CASE MODIFY 1/8/2013 12:27:16 PM, cgriff
into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2013 8:39:26 AM, cgriff
into WIP awaiting response and Status of Solving.

*** SUBCASE M022013-01-0801309-1 CLOSE 1/28/2013 8:39:26 AM, cgriff
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/28/2013 8:39:27 AM, cgriff
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/8/2013 2:04:33 PM, gcapley
with Condition of Open and Status of Solving.

*** NOTES 2/8/2013 2:11:27 PM, gcapley, Action Type : Call from Dealer
Dlr. states that they were able to repair this unit for the customer and found that the valves were tight.

Case History

Case ID [redacted] Case Title : [redacted] - ENGINE STALLS

Dlr. states they adjusted the valves back into spec and test rode the unit and could not get it to fail.
Dlr. states that they gave it back to the customer, and he rode it for about 200 miles.
Dlr. states that yesterday the customer was riding down the freeway at about 70MPH in 6 the gear and went to down shift.
Dlr. states that when the customer pulled in the clutch that the engine shut off, and it would not bump start, he had to let it come to a complete stop and cycle the key before it would start again.
Dlr. states that they are not sure what caused this and have never been able to duplicate this issue.
Dlr. is asking what else they can check and if they should try and test ride it or not.

On the last visit to your dealer, did we ever mention to you guys about checking the spark plug cap for a possible tear or checking the regulator/rectifier bolts for tightness? No, I don't remember that.
Advised dlr. to check for a small tear in the spark plug boot, and also check that the regulator/rectifier bolts are tight, and the ground connection is clean.
Advised dlr. to call back after these inspections. We will review with Byron MB35 and contact back.

*** NOTES 2/8/2013 3:54:37 PM, gcapley, Action Type : Call from Dealer

reviewed case with Byron MB35.

Byron states that he would like to try and add some sealant to the TPS gasket.
Byron advised previous cases have suggested that there may be a leak between the TPS Gasket, and the MAP inlet port on the throttle body causing a false reading.
Byron advised us to have the dealer take the TPS off, leave the gasket on the Throttle Body side and lightly coat it with Hondabond.
Then re-tighten the TPS to spec, let the sealant dry, and test ride.
If no issues then return to customer and have him monitor the unit's operation.

*** NOTES 2/8/2013 3:57:43 PM, gcapley, Action Type : Call from Dealer

TT John:
John states he checked reg/rec bolts and they are tight and no tears or damage to spark plug bot.
Advised of our conversation with Byron MB35 and possibility of MAP sensor issue.
Advised John previous cases have suggested that there may be a leak between the TPS Gasket, and the MAP inlet port on the throttle body causing a false reading.
Advised dealer take the TPS off, leave the gasket on the Throttle Body side and lightly coat the rubber gasket with Hondabond to help seal between the TPS and the MAP port.
Advised dlr. to allow sealant to dry and then test ride. If no issues then return to customer and have him advise them of any issues.
Advised dlr. we will cover this under warranty for them.

*** NOTES 2/12/2013 1:49:51 PM, josowski, Action Type : Call from Dealer

TT Dave
Tech states he has siliconed the injector and test rode and unit runs fine (but it has in the past also).
Tech states they are going to return the unit to the customer .

*** NOTES 2/12/2013 2:50:43 PM, gcapley, Action Type : Call from Dealer

Sent e-mail to Byron MB35 notifying him of the dlr's repair attempt per AHM.

*** CASE CLOSE 2/12/2013 2:50:47 PM, gcapley

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

*** CASE MODIFY 2/12/2013 2:50:47 PM, gcapley

into WIP Default and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE STALLS

*** CASE REOPEN 2/15/2013 10:28:34 AM, cgriff
with Condition of Open and Status of Solving.

*** NOTES 2/15/2013 10:35:01 AM, cgriff, Action Type : Call from Dealer
TT Dave:
Dlr states they returned the unit to the customer on 2/13/2013 and advised the customer to call their dealership back if he experiences any issues with the unit.
Dlr states they have not heard back from the customer at this time.
Dlr would like to know how to file warranty claim for the repair work they performed
How much time did you have into inspection/repairs? - 2.76 labor hours total
Advised dlr to use flat rate labor op 617115 for 1.3, then use straight time labor op 617699 for 1.2 hours
Informed dlr we will autho the claim once we see it in the system

*** CASE MODIFY 2/15/2013 10:35:05 AM, cgriff
into WIP default and Status of Solving.

*** NOTES 2/15/2013 10:46:43 AM, josowski, Action Type : Call from Dealer
TT Dave
Tech states he cannot enter the labor op 617115
Advised tech no parts were replaced so he must use 617699 for 2.5

*** CASE MODIFY 2/18/2013 7:52:19 AM, cgriff
into WIP warranty claims and Status of Solving.

*** CASE CLOSE 2/18/2013 7:52:21 AM, cgriff
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 2/18/2013 7:52:21 AM, cgriff
into WIP warranty claims and Status of Solving.

*** CASE REOPEN 2/27/2013 11:15:28 AM, bjohnson
with Condition of Open and Status of Solving.

*** NOTES 2/27/2013 4:38:22 PM, bjohnson, Action Type : Call to Customer
I asked the customer if it still stalls?
Customer says he now has about 2800mi on it, and it has stalled once since he got it back from the dlr.
He was shifting from 3rd to 2nd gear, riding over railroad tracks, when it stalled.
Did it stall the moment you pulled the clutch lever or when you downshifted?----------It happened on the downshift, I'm pretty sure.
Customer states engine would not re-start by pushing the start button.
Customer states he had to pull over and cycle the key off and back on before it would start again.
This is the customer's first bike, and feels uncomfortable that it can occasionally stall with no warning.
Customer says it never stalled on him until he started riding on the freeway, around the 2200 mile mark.
Customer took the bike back to the dealer already.
Advised customer AH will work with the dealer in getting this resolved for you.

*** CASE MODIFY 2/27/2013 4:38:57 PM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 2/28/2013 10:35:39 AM, bjohnson

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE STALLS

into WIP Incoming and Status of Solving.

*** CASE ASSIGN 2/28/2013 10:36:58 AM, bjohnson

M022013-01-0801309 to gcapley, WIP

*** CASE RULE ACTION 2/28/2013 10:36:59 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 2/28/2013 10:37:17 AM, gcapley

Yanked by gcapley into WIPbin Default.

*** NOTES 2/28/2013 10:53:45 AM, gcapley, Action Type : Call from Dealer

Reviewed with Byron MB35:

Byron MB35 advised we have had another unit in the past with a similar issue that had the Cylinder head replaced and torqued to 33 Ft. Lbs on the cylinder head nuts.
There may have been extra torque applied to these nuts from the factory and have had another unit fixed using this procedure for repair.
Byron advised us to let the dealer know order a new cylinder head, as well as other parts.

Parts list for repairs are as follows.

4 each of 90032-KYJ-900 BOLT, STUD (10X178)
1 each of 12010-KYJ-900 CYLINDER HEAD ASSY.
4 each of 90410-GCC-000 WASHER (10MM)
4 each of 94050-10000 NUT, FLANGE (10MM)
2 each of 92900-08022-3E BOLT, STUD (8X22)
2 each of 17577-KSS-B31 RETAINER
1 each of 06111-KYJ-900 GASKET KIT A

*** CASE MODIFY 2/28/2013 10:53:53 AM, gcapley

into WIP Default and Status of Solving.

*** CASE MODIFY 3/1/2013 8:18:05 AM, gcapley

into WIP Default and Status of Solving.

*** NOTES 3/4/2013 9:12:47 AM, bjohnson, Action Type : Note-General

Dlr ordered the parts today.

*** NOTES 3/22/2013 9:38:19 AM, cgriff, Action Type : Call from Dealer

TT Dave:
Dlr states this unit came into their dealership on 2/23/2013
Dlr states they completed repairs on this unit on 3/14/2013
Dlr states they had two different techs test ride the unit for a total of about 35 miles, and neither tech could get the engine to stall.
Dlr states the customer picked the unit up from their dealership on 3/15/2013, and they have not hear back from the customer to this point
dlr states they had 6.2 hours into the repairs and they have already filed claim [redacted]
informed dlr we will autho the claim here on our side, contact back by end of next week if the claim hasn t paid

*** CASE YANKED 3/22/2013 9:53:09 AM, cgriff

Yanked by cgriff into WIPbin default.

Case History

Case ID [redacted] Case Title : [redacted]- ENGINE STALLS

*** CASE MODIFY 3/22/2013 9:53:15 AM, cgriff
into WIP default and Status of Solving.

*** CASE MODIFY 3/22/2013 9:53:17 AM, cgriff
into WIP default and Status of Solving.

*** CASE CLOSE 3/22/2013 9:53:17 AM, cgriff
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/24/2013 11:02:13 AM, bjohnson
with Condition of Open and Status of Solving.

*** CASE MODIFY 4/24/2013 11:03:40 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE CLOSE 4/24/2013 11:03:40 AM, bjohnson
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/27/2012 8:38:57 AM
Case Originator :	Colin Miller	Sub Division :	Techline	Status :	Closed	Close Date :	7/27/2012 8:39:53 AM
Case Owner :	Colin Miller	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105806 - CBR250R - UNIT STALLED WHILE ACCELERATING — No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF FAIRFIELD
Dealer No. :	105806
Site Phone No. :	513-858-1000
Contact Name :	JASON P/M
Day Phone No. :	513-858-1000
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	5467 DIXIE HIGHWAY
City / State / Zip :	FAIRFIELD, OH 45014
E Mail :	
Svc District / Sls District :	03D / 4G

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4100C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	1,054
In Service Date :	06/26/2012
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105806 / HONDA OF FAIRFIELD
Selling Dealer No. / Name :	105806 / HONDA OF FAIRFIELD
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JASON P/M - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Colin Miller
Issue Owner : Colin Miller
Issue Title : JASON P/M - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/27/2012 8:39:01 AM
Close Date : 7/27/2012 8:39:53 AM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLED WHILE ACCELERATING

*** NOTES 7/27/2012 8:38:57 AM, comiller, Action Type :

Complaint:
Dlr states that the unit stalled on the customer when they were accelerating

Contention:
Dlr states that they have not been able to duplicate the issue
Dlr states that the customer has a lot of riding experience and the dealer dose not thing that it was the customer that caused
Dlr states that the issue happened while the customer was riding through the intersection
Dlr states that the trip meter also reset when this happened

Recommendation:
Advised dlr to check the ground connections at the regulator
Advised dlr to make sure that the bolt for the regulator is clean and tight
Advised dlr to call back with findings

*** CASE CREATE 7/27/2012 8:38:57 AM, comiller

Contact = JASON P/M, Priority = N/A, Status = Solving.

*** SUBCASE M022012-07-2700362-1 CREATE 7/27/2012 8:39:01 AM, comiller

Created in WIP Default with Due Date 7/27/2012 8:39:01 AM.

*** SUBCASE M022012-07-2700362-1 CLOSE 7/27/2012 8:39:53 AM, comiller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/27/2012 8:39:53 AM, comiller

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/4/2013 11:12:00 AM
Case Originator :	Chuck Burnett	Sub Division :	Techline	Status :	Closed	Close Date :	4/4/2013 11:12:45 AM
Case Owner :	Chuck Burnett	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 102794 - CBR250R - ENGINE STALLS

No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF GLENDALE
Dealer No. :	102794
Site Phone No. :	818-246-2461
Contact Name :	BRIAN SM
Day Phone No. :	818-246-2461
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1331 E COLORADO ST
City / State / Zip :	GLENDALE, CA 91205
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4102C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	427
In Service Date :	02/18/2013
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104921 / BERT'S MEGA MALL
Selling Dealer No. / Name :	104921 / BERT'S MEGA MALL
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / BRIAN SM - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Chuck Burnett
Issue Owner : Chuck Burnett
Issue Title : BRIAN SM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/4/2013 11:12:04 AM
Close Date : 4/4/2013 11:12:32 AM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Loose 12K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title [redacted] - ENGINE STALLS

*** CASE CREATE 4/4/2013 11:12:00 AM, cburnett

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

*** NOTES 4/4/2013 11:12:01 AM, cburnett, Action Type :

Complaint:
engine stalls

Contention:
dlr states: customer advises the unit stalled when riding at highway speed and would not restart.
dlr states: customer had the unit transported to the dealer
dlr states: battery was discharged when the unit arrived ,
dlr states: we charged battery , inspected the charging system connections and the battery ground cable.
dlr states: we test rode the unit a few times and on the last test ride , the engine stalled.
dlr states: the engine restarted and tech rode back to the dealer .
dlr states: we re checked all connectors from the meter to the tail light.
dlr states: we found the regulator rectifier mount bolts cross threaded in the frame , the front bolt with the harness ground was tight from being cross threaded , but the harness ground was a little loose,
dlr states; we chased the threads in the frame with a tap and cleaned the threads on the original bolts, reinstalled and test rode

Recommendation:
dlr has a total of 1.5 hours in this repair
ma18: 611899 1.5

*** SUBCASE M022013-04-0400983-1 CREATE 4/4/2013 11:12:04 AM, cburnett

Created in WIP Default with Due Date 4/4/2013 11:12:04 AM.

*** SUBCASE M022013-04-0400983-1 CLOSE 4/4/2013 11:12:32 AM, cburnett

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/4/2013 11:12:35 AM, cburnett

into WIP incoming and Status of Solving.

*** CASE CLOSE 4/4/2013 11:12:45 AM, cburnett

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	5/27/2014 9:32:05 AM
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	6/4/2014 8:58:34 AM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	8
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104076 - CBR250R - UNIT STALLED WILL NOT RESTART. No. of Attachments : 0

Site / Contact Info :

Site Name :	TWIN CITY HONDA SUZUKI
Dealer No. :	104076
Site Phone No. :	636-937-5152
Contact Name :	AL TECH
Day Phone No. :	636-937-5152
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	1539 COMMERCIAL BLVD
City / State / Zip :	HERCULANEUM, MO 63048
E Mail :	
Svc District / Sls District :	03G / 2E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4102C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	635
In Service Date :	04/26/2014
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103970 / CHARLIES HONDA
Selling Dealer No. / Name :	106061 / SOUTHERN ILLINOIS MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	4/26/2014 / 4/25/2015
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / AL TECH - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	614100	PGM-FI OR ENGINE CONTROL

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : AL TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 5/27/2014 9:32:26 AM
Close Date : 5/27/2014 9:33:14 AM

Coding Info :

Labor Code / Desc : 614100 / PGM-FI OR ENGINE CONTROL MODULE

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLED WILL NOT RESTART.

*** CASE CREATE 5/27/2014 9:32:05 AM, randers

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

*** NOTES 5/27/2014 9:32:06 AM, randers, Action Type :

Complaint:
Dealer states customer is complaining the unit shut off on him 5 miles away from the dealership after a 600 mile service.
No C.R. case at this time.

Contention:
Dealer states the fuel pump cycles when the key is turned and the unit turns over and has spark how ever the unit will not start.
Dealer states their is no Fi light on but has not hooked the unit up to MCS yet. Dealer states they poured fuel down the cyl and the unit starts temperately indicating the unit has spark and compression.
Did the valves require adj during the service? No. Did you do the inspection with the fuel tank propped up or removed? Removed.
Dealer states the fuel injector has voltage to it when key is turned on but the pink has conti to ground all the time when plugged into the ECU, but no conti when disconnected.

Recommendation:
Advised dealer to hook the unit up to MCS and look at fuel injector MS in data view also, look at Quick Doctor. Try K/G ECU if available.

*** SUBCASE M022014-05-2700778-1 CREATE 5/27/2014 9:32:26 AM, randers

Created in WIP Default with Due Date 5/27/2014 9:32:26 AM.

*** SUBCASE M022014-05-2700778-1 CLOSE 5/27/2014 9:33:14 AM, randers

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/27/2014 9:33:19 AM, randers

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

*** CASE REOPEN 5/28/2014 9:29:44 AM, tpiercy

with Condition of Open and Status of Solving.

*** NOTES 5/28/2014 9:35:59 AM, tpiercy, Action Type : Call from Dealer

TT Al
Dlr can't use MCS due to internet being down.
Are you getting fuel to the plug? No.
Did you test fuel pressure/volume? No but know it's there.
Dlr has voltage to injector on Bl/Bu but no voltage when trying to start to injector on P/Y.
CKP sensors and ign coil are working because unit has spark.
TL will research then call back.

*** CASE MODIFY 5/28/2014 9:36:04 AM, tpiercy

into WIP default and Status of Solving.

*** NOTES 6/4/2014 8:58:20 AM, tpiercy, Action Type : Call to Dealer

TT service
Left message for Al to check P/W terminal in connector being loose.
Call back with results.

Case History

Case ID : [redacted] Case Title : [redacted] - UNIT STALLED WILL NOT RESTART.

*** CASE MODIFY 6/4/2014 8:58:28 AM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2014 8:58:33 AM, tpiercy
into WIP default and Status of Solving.

*** CASE CLOSE 6/4/2014 8:58:34 AM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	12/5/2013 1:00:14 PM
Case Originator :	Tye Piercy	Sub Division :	Techline	Status :	Closed	Close Date :	2/19/2014 9:16:19 AM
Case Owner :	Tony Lamping	Method :	Phone	Queue :		Days Open :	76
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106094 - CBR250R - ENGINE WILL TURN OVER BUT NOT START

No. of Attachments : 0

Site / Contact Info :

Site Name :	MAUI HONDA
Dealer No. :	106094
Site Phone No. :	808-877-7433
Contact Name :	KAI WARR ADMIN
Day Phone No. :	808-877-7433
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	150 DAIRY ROAD
City / State / Zip :	KAHULUI, HI 96732
E Mail :	
Svc District / Sls District :	01B / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4108C5[redacted]
Model / Year :	CBR250R / 2012
Model ID / Product Line :	MC410C / M
Miles / Hours :	4,381
In Service Date :	
Months In Use :	
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106094 / MAUI HONDA
Selling Dealer No. / Name :	
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / KAI WARR ADMIN - PR	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Tye Piercy
Issue Owner : Tye Piercy
Issue Title : KAI WARR ADMIN - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 12/5/2013 1:03:35 PM
Close Date : 12/5/2013 1:30:03 PM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] ENGINE WILL TURN OVER BUT NOT START

*** CASE CREATE 12/5/2013 1:00:14 PM, tpiercy
Contact = KAI WARR ADMIN, Priority = N/A, Status = Solving.

*** NOTES 12/5/2013 1:00:15 PM, tpiercy, Action Type :
Complaint:
TT Kai
Dealer stated customer complained engine stalled while riding.
Dealer stated unit will turn over but not start.
TL - Has unit had recent service? Dlr - 4/25/13 600mi service.
TL - Were valves adjusted? Dlr - Doesn't look like it.
TL - What have you inspected this time? Dlr - Fuel pressure 45psi, cylinder compres 0psi.

Contention:
Engine turns over but won't start

Recommendation:
TL advised dealer to verify if valves were inspected/adjusted at first service.
TL advised dealer to verify compression test results then call back.

*** CASE MODIFY 12/5/2013 1:00:22 PM, tpiercy
into WIP default and Status of Solving.

*** SUBCASE M022013-12-0501339-1 CREATE 12/5/2013 1:03:35 PM, tpiercy
Created in WIP Default with Due Date 12/5/2013 1:03:35 PM.

*** CASE MODIFY 12/5/2013 1:04:09 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2013 1:29:59 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2013 1:30:01 PM, tpiercy
into WIP default and Status of Solving.

*** SUBCASE M022013-12-0501339-1 CLOSE 12/5/2013 1:30:03 PM, tpiercy
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/5/2013 1:30:03 PM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/19/2014 9:15:29 AM, tlamping
with Condition of Open and Status of Solving.

*** CASE MODIFY 2/19/2014 9:16:15 AM, tlamping
into WIP default and Status of Solving.

*** CASE MODIFY 2/19/2014 9:16:19 AM, tlamping
into WIP default and Status of Solving.

*** CASE CLOSE 2/19/2014 9:16:19 AM, tlamping

Case History

Case ID : [redacted] Case Title : [redacted] - ENGINE WILL TURN OVER BUT NOT START

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Re - Open	Open Date :	6/24/2014 1:28:16 PM
Case Originator :	Tye Piercy	Sub Division :	Techline	Status :	Solving	Close Date :	9/5/2014 4:00:48 PM
Case Owner :	Byron Johnson	Method :	Phone	Queue :		Days Open :	160
		Point of Origin :	Dealer	Wipbin :	Incoming		

Case Title : 101335 - CBR250RA - INTERMITENT STALLING

No. of Attachments : 2

Site / Contact Info :

Site Name :	THE BROTHERS POWERSPORTS
Dealer No. :	101335
Site Phone No. :	360-479-6943
Contact Name :	NICK TECH
Day Phone No. :	360-479-6943
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	5205 1ST ST
City / State / Zip :	BREMERTON, WA 98312
E Mail :	
Svc District / Sls District :	01D / 1F

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4114D5[redacted]
Model / Year :	CBR250RA / 2013
Model ID / Product Line :	MC411D / M
Miles / Hours :	3,550
In Service Date :	08/10/2013
Months In Use :	10
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105481 / SMOKEY POINT CYCLE BARN, INC.
Selling Dealer No. / Name :	105481 / SMOKEY POINT CYCLE BARN, INC.
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / NICK TECH - PRODUCT	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : NICK TECH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/7/2014 9:42:15 AM
Close Date : 7/7/2014 9:43:40 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 101335 - CBR250RA - INTERMITENT STALLING

*** CASE CREATE 6/24/2014 1:28:16 PM, tpiercy
Contact = NICK TECH, Priority = N/A, Status = Solving.

*** NOTES 6/24/2014 1:28:17 PM, tpiercy, Action Type :
Complaint:
TT Nick
Unit will start ok and idle but after unit is shut off with engine stop switch then restarted unit will start then stall.
Issue occurs about 2-3 times then will start and idle again.
Does issue occur if keyed off instead of using engine stop switch? unknown
Does engine just stall or all power lost? just engine stalls.

Contention:
intermitent stalling

Recommendation:
TL will research then call back.

*** NOTES 6/25/2014 12:17:01 PM, josowski, Action Type : Call from Dealer
TT Nick
Tech is checking on status
Avised tech to reset TPS per SM 5-50

*** NOTES 6/25/2014 4:04:56 PM, mleveren, Action Type : Call from Dealer
TT Nick
Dlr states
The TPS has been reset, no change in contention

*** NOTES 7/1/2014 3:28:23 PM, bjohnson, Action Type : Call to Dealer
I called and left a message for Nick to call me back about this unit.

*** NOTES 7/3/2014 3:56:58 PM, bjohnson, Action Type : Call to Dealer
I called the dlr again, and again Nick is there, but not available to talk to me.
Can you at least tell me the repair status?----------We are waiting on Honda.
Advised dlr now, we are waiting for you. Please have Nick call me back!

*** NOTES 7/7/2014 9:10:44 AM, bjohnson, Action Type : Call from Dealer
Notes from 7/3:

Nick states the complaint is that the engine will cut out while idling, even with the engine at operating temp. It is not consistant. Dlr found he can duplicate what it's doing by warming up the engine, then shuts the engine off using the engine stop switch. When the engine is re-started, within a few moments he can hear a 'tick-tick' noise, the engine rpm drops a bit (1200rpm-ish?) then the engine cuts out. If throttle is applied before it cuts out, it will continue to run. Dlr believes the 'tick-tick' noise comes from the fuel pump relay.
Dlr has checked valve clearances (did not have actual measurements) and they were all within spec. The spark plug cap is not torn or damaged, and the airbox intake opening was not obstructed. Dlr has done the throttle valve fully closed position reset procedure on page 5-50 in the SM. Unit is stock, no accessories.
Nick states he has 2 to 3 hours in it so far in diagnostic time.
Advised dlr to continue keeping track of your time with time flags. Dlr to make a video showing how you're duplicating the issue and send it to me. Dlr do

Case History

Case ID : [redacted] Case Title : [redacted] INTERMITENT STALLING

perform a snapshot using MCS while the unit fails, then send that file to me for review.

*** CASE YANKED 7/7/2014 9:42:08 AM, bjohnson

Yanked by bjohnson into WIPbin Incoming.

*** SUBCASE M022014-06-2401801-1 CREATE 7/7/2014 9:42:15 AM, bjohnson

Created in WIP Default with Due Date 7/7/2014 9:42:15 AM.

*** SUBCASE M022014-06-2401801-1 CLOSE 7/7/2014 9:43:40 AM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/7/2014 9:45:06 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE ADD ATTACHMENT 7/7/2014 3:00:21 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-06-2401801_1.zip

*** CASE ADD ATTACHMENT 7/15/2014 10:00:22 AM, crmsuser

Added attatchment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-06-2401801_2.zip

*** CASE MODIFY 7/15/2014 10:01:03 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 7/22/2014 3:44:37 PM, bjohnson, Action Type : Call to Dealer

Notes from 7/15:

Advised Nick looking at the MCS snapshot, just before each time it stalls, many of the component readouts say "ERROR". This leads us to think it's loosing power momentarily and then stalling. Advised dlr to check for loose grounds, check for loose motor mounts. Also, since issue seems to mostly happen after engine is shut off using the engine stop switch, try bypassing it and seeing what effect it has on this issue. Try using the "ECM reset" function on the MCS. Dlr has not tried a known good ECM.

*** CASE MODIFY 7/23/2014 5:06:52 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 7/24/2014 1:42:06 PM, bjohnson, Action Type : Call to Dealer

Notes from 7/23:

Nick was not available, Kristina states they found the problem: the spark plug cap had a tear in it, allowing voltage to ground out, causing the misfire. Dlr has a new cap on order. (note: this is interesting since on 7/7 I asked specifically about the cap and Nick said it was OK, not damaged).

*** CASE MODIFY 7/24/2014 4:33:27 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 9/5/2014 4:00:45 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 9/5/2014 4:00:47 PM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE CLOSE 9/5/2014 4:00:48 PM, bjohnson

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

Case History

Case ID : [redacted] Case Title : [redacted]- INTERMITENT STALLING

*** CASE REOPEN 11/3/2014 4:59:47 PM, bjohnson

with Condition of Open and Status of Solving.

*** NOTES 11/3/2014 5:03:30 PM, bjohnson, Action Type : Call from Dealer

Notes from 7/26:

Nick stated Kristina got the information mixed up with another unit, this customer unit did not have a damaged spark plug cap. Nick stated the unit was fixed by resetting the ECM with MCS.

*** CASE MODIFY 11/3/2014 5:21:44 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 11/4/2014 4:07:00 PM, bjohnson, Action Type : Call to Dealer

Nick is not available, Kristina looked up the RO and says part of the complaint was stalling with the clutch lever pulled in. Kristina states she doesn't think the customer ever came back, so she feels the bike didn't have the issue again.
Advised Kristina to fax me the RO and have Nick call me back.

*** CASE MODIFY 11/4/2014 4:07:09 PM, bjohnson

into WIP Incoming and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : [redacted]- INTERMITENT STALLING

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	ScanDoc 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-06-2401801_1.zip
[redacted]	ScanDoc 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-06-2401801_2.zip

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	7/12/2013 4:52:51 PM
Case Originator :	Byron Johnson	Sub Division :	Techline	Status :	Closed	Close Date :	11/22/2013 1:56:22 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	133
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105002 - CBR250RA - '13 STALLED WHILE RIDING 3 X'S. TIGHT EXH VALVES. No. of Attachments : 0

Site / Contact Info :

Site Name : MISSION MOTORCYCLES
Dealer No. : 105002
Site Phone No. : 650-992-1234
Contact Name : GLEN SERVICE MANAGER
Day Phone No. : 650-992-1234
Evening Phone No. :
Cell / Pager No. :
Fax No. : ( ) -
Address : 6232 MISSION ST.
City / State / Zip : DALY CITY, CA 94014
E Mail :
Svc District / Sls District : 01C / 1C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [redacted]
VIN Type / No. : US VIN / MLHMC4111D5[redacted]
Model / Year : CBR250RA / 2013
Model ID / Product Line : MC411D / M
Miles / Hours : 1,170
In Service Date : 03/19/2013
Months In Use : 4
Engine Number : MC41E2[redacted]
Originating Dealer No. / Name : 105002 / MISSION MOTORCYCLES
Selling Dealer No. / Name : 105002 / MISSION MOTORCYCLES
Trim :
No. of Doors : 0
Transmission Code :
Exterior Color :
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 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / GLEN SERVICE	Subcase Close	Complaint	Product	Technical Assistance	614	Ignition System

Issue Details

Issue ID : [redacted]
Issue Originator : Byron Johnson
Issue Owner : Byron Johnson
Issue Title : GLEN SERVICE MANAGER - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 7/12/2013 4:52:55 PM
Close Date : 7/12/2013 4:53:50 PM

Coding Info :

Labor Code / Desc : 614 / Ignition System

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - '13 STALLED WHILE RIDING 3 X'S. TIGHT EXH

*** CASE CREATE 7/12/2013 4:52:51 PM, bjohnson

Contact = GLEN SERVICE MANAGER, Priority = N/A, Status = Solving.

*** NOTES 7/12/2013 4:52:52 PM, bjohnson, Action Type :

Complaint: Engine stalled with clutch disengaged 3 times.

Contention: (internal note: I found this customer's complaint on a forum, see last entry on this page: http://www.cbr250 net/forum/cbr250-problems-issues/2100-my-cbr250s-engine-turns-off-when-downshifting-110 html) The dlr couldn't duplicate the customer's complaint after 2 of their techs rode the bike, so they did not charge him and sent him on his way. I called the customer, stalling has only happened on 3 occasions. Twice when downshifting from 3rd to 2nd gear, and once while in stop and go traffic and in 1st gear.
Customer had the 1st service done when the bike had about 570mi. It was done at an independent repair shop called "Tokyo Moto" in San Francisco. Customer started having the stalling issue at around 1000mi. When the issue occurred, the engine was difficult to re-start, even after opening the throttle, taking a longer than usual time to finally start.

Recommendation: Advised customer to take the bike to the dlr again, they will contact me and I'll have them inspect a few things on the bike. I called Glen at the dlr, he will call the customer and have him bring the bike back at his earliest convenience. Glen is to call me when the bike is there. Advised dlr to read the Nov. 2012 Wrench article on spark plug cap damage.

*** SUBCASE M022013-07-1201682-1 CREATE 7/12/2013 4:52:55 PM, bjohnson

Created in WIP Default with Due Date 7/12/2013 4:52:55 PM.

*** SUBCASE M022013-07-1201682-1 CLOSE 7/12/2013 4:53:50 PM, bjohnson

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/12/2013 4:53:54 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 7/18/2013 5:05:49 PM, bjohnson, Action Type : Call to Dealer

Glen states he hadn't talked to the customer yet, but will call him now.

*** CASE MODIFY 7/19/2013 5:02:27 PM, bjohnson

into WIP CBR250R and Status of Solving.

*** NOTES 7/23/2013 10:00:44 AM, bjohnson, Action Type : Call to Dealer

Glen states he did talk to the customer, and he is to bring the bike in. Unknown as to the exact date, but customer is to bring it in sometime this week.

*** CASE MODIFY 7/23/2013 10:00:59 AM, bjohnson

into WIP CBR250R and Status of Solving.

*** CASE MODIFY 7/24/2013 10:52:27 AM, bjohnson

into WIP CBR250R stalling and Status of Solving.

*** NOTES 7/24/2013 4:47:40 PM, bjohnson, Action Type : Call from Dealer

Glen states the unit is there, and they inspected the spark plug cap. Dlr states there is no damage to the cap.
Advised dlr to re-check the valve clearances (customer only had stalling issue AFTER the valves were checked...). Advised the tech (Pat) to see Sept 2012 Wrench article on the subject. Also, advised dlr to reset the ECM with the HDS, and let it sit and idle for 20 minutes afterwards.
Advised Glen AH will cover this work under warranty, call me when it's done (I gave him my direct #).

*** CASE MODIFY 7/24/2013 4:48:52 PM, bjohnson

Case History

Case ID : [redacted] Case Title : [redacted] '13 STALLED WHILE RIDING 3 X'S. TIGHT EXH

into WIP CBR250R stalling and Status of Solving.

*** CASE MODIFY 8/1/2013 5:52:40 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/15/2013 6:06:27 PM, bjohnson, Action Type : Call from Dealer

Dlr states they found both exhaust valves .07mm tight (both had 192 shims, needed 185 shims to bring within spec).
Customer contacted dlr stating engine had stalled again.
Advised dlr to find out if stalled while riding, or at start up, and what where the conditions. Also, how many times.
Dlr to call back (may possibly replace the cyl head).

*** CASE MODIFY 8/20/2013 2:26:01 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/18/2013 10:52:05 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 10/18/2013 11:16:49 AM, bjohnson, Action Type : Call to Dealer

John states Glen is not there now, but will have him call me back.
John states he thinks the customer has been back, and was NOT having any stalling issues anymore...

*** CASE MODIFY 10/18/2013 11:17:03 AM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 10/21/2013 3:58:04 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 10/22/2013 10:29:44 AM, bjohnson, Action Type : Call to Dealer

Glen states the customer came in on 10/8/13 with 2143 miles on the bike. He had a nail in his tire, and came in for a tire repair.
Customer said at that time he had it stall at least once after the bike was worked on by the dlr, but had not had any more stalling issues at all lately.
Advised dlr you never called me back about the warranty claim for the valve clearance check, and AH will still honor that. Or did you charge the customer for it? Call me back SOON (we are close to the 90 day RO timeline). Seems RO date is 7/24/13.

*** CASE MODIFY 10/22/2013 3:46:29 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 10/23/2013 1:54:13 PM, bjohnson, Action Type : Call from Dealer

Advised Glen on the claim, UPMY is entered.

*** NOTES 10/24/2013 2:39:42 PM, bjohnson, Action Type : Call to Customer

Customer states he did experience only once stall while riding (clutch disengaged) after the valves were adjusted, but just that once. Customer has approx. 2800mi on it now, and it hasn't stalled again. Customer told the people at "Tokyo Moto" about the tight valves, and they were very apologetic. Customer to contact dlr if he experiences stalling again.

*** CASE MODIFY 10/24/2013 4:50:51 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE YANKED 11/22/2013 1:56:01 PM, tpiercy

Yanked by tpiercy into WIPbin default.

*** NOTES 11/22/2013 1:56:16 PM, tpiercy, Action Type : Note-General

Closed due to inactivity.

Case History

Case ID : [redacted] Case Title : [redacted] '13 STALLED WHILE RIDING 3 X'S. TIGHT EXH

*** CASE MODIFY 11/22/2013 1:56:20 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2013 1:56:22 PM, tpiercy
into WIP default and Status of Solving.

*** CASE CLOSE 11/22/2013 1:56:22 PM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	1/7/2014 5:15:10 PM
Case Originator :	Techline Connect	Sub Division :	Techline	Status :	Closed	Close Date :	1/15/2014 9:32:47 AM
Case Owner :	Corey Griffin	Method :	TechLine Connect	Queue :		Days Open :	8
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104400 - CBR250R - TL CONNECT - R07 - STALLING/METAL SHAVINGS IN OIL No. of Attachments : 0

Site / Contact Info :

Site Name :	KISER MOTORCYCLES
Dealer No. :	104400
Site Phone No. :	808-329-9100
Contact Name :	CALAN GOUGH
Day Phone No. :	808-329-9100
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	73-4906 KAMANU ST.C-36
City / State / Zip :	KAILUA KONA, HI 96740
E Mail :	KISERSERVICE@GMAIL.COM
Svc District / Sls District :	01B / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4105D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	881
In Service Date :	11/09/2013
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104400 / KISER MOTORCYCLES
Selling Dealer No. / Name :	104400 / KISER MOTORCYCLES
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CALAN GOUGH -	Subcase Close	Complaint	Product	Technical Assistance	111106	CYLINDER HEAD

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : CALAN GOUGH - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 1/8/2014 8:19:26 AM
Close Date : 1/15/2014 9:32:47 AM

Coding Info :

Labor Code / Desc : 111106 / CYLINDER HEAD

Condition Code Desc : Oil consump 03K
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] TL CONNECT - R07 - STALLING/METAL SHAVINGS

*** CASE CREATE 1/7/2014 5:15:10 PM, tconnect

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

*** NOTES 1/7/2014 5:15:10 PM, tconnect, Action Type : General Notes

Contact By: CALAN GOUGH Email: KISERSERVICE@GMAIL.COM DPTS ID: D514899
VIN: MLHMC4105D5[redacted] Repair Order No/Date: 16179 /01/07/2013 Part No/Desc: / DTC: ,
Reason For Contact: R07 NEW TECHNICAL ISSUE

Customer Complaint: UNIT CAME IN LAST WEEK SAT WITH ROUGHLY 850 MILES COMPLAINED THAT THE UNIT DIED MULTIPLE TIMES. I DID A QUICK CHECK ON BATT TERMS, GROUNDS, COOLANT AND OIL. EVERY THING LOOKED GOOD EXCEPT THE OIL WAS 1 QT LOW TOPPED OFF AND SCHEDULED SERVICE FOR TODAY. TODAY CUST COMPLAINED OF HEAVY SMOKE AND STILL DIES UNDER 50 MILES LATER UNIT IS 1.3QT LOW. METAL SHAVING IN FILTER PLUG HAS OIL BUILD UP COMPRESSION 170PSI, LEAK DOWN 10%

SHOULD WE TEAR DOWN ON THIS OR WOULD YOU PREFER ANOTHER ROUTE FIRST

*** NOTES 1/7/2014 5:15:10 PM, tconnect, Action Type : General Notes

Contact By: CALAN GOUGH Email: KISERSERVICE@GMAIL.COM DPTS ID: D514899
VIN: MLHMC4105D5[redacted] Repair Order No/Date: 16179 /01/07/2013 Part No/Desc: / DTC: ,
Reason For Contact: R07 NEW TECHNICAL ISSUE

Customer Complaint: UNIT CAME IN LAST WEEK SAT WITH ROUGHLY 850 MILES COMPLAINED THAT THE UNIT DIED MULTIPLE TIMES. I DID A QUICK CHECK ON BATT TERMS, GROUNDS, COOLANT AND OIL. EVERY THING LOOKED GOOD EXCEPT THE OIL WAS 1 QT LOW TOPPED OFF AND SCHEDULED SERVICE FOR TODAY. TODAY CUST COMPLAINED OF HEAVY SMOKE AND STILL DIES UNDER 50 MILES LATER UNIT IS 1.3QT LOW. METAL SHAVING IN FILTER PLUG HAS OIL BUILD UP COMPRESSION 170PSI, LEAK DOWN 10%

SHOULD WE TEAR DOWN ON THIS OR WOULD YOU PREFER ANOTHER ROUTE FIRST

*** CASE YANKED 1/8/2014 8:05:18 AM, cgriff

Yanked by cgriff into WIPbin default.

*** CASE MODIFY 1/8/2014 8:06:05 AM, cgriff

into WIP default and Status of Solving.

*** CASE ASSIGN 1/8/2014 8:06:18 AM, cgriff

M022014-01-0702195 to gcapley, WIP !yY !yY !yY¡!yY¢!yY£!yY¤!yY¥

*** SUBCASE M022014-01-0702195-1 CREATE 1/8/2014 8:19:26 AM, gcapley

Created in WIP Default with Due Date 1/8/2014 8:19:26 AM.

*** NOTES 1/8/2014 2:02:14 PM, gcapley, Action Type : Call from Dealer

TT Calan:

Dlr. states that they have excessive leak down past the intake valves at 10% but have 177 psi compression (Spec is 180 psi)
Dlr. states that the customer originally brought it in to them for a stalling issue, it happened once to him and dealer was not able to duplicate it.
Dlr. states that they found the unit was low on oil by about 1.3 quarts and customer did not have his first service done.

Case History

Case ID : [redacted] Case Title : [redacted] - TL CONNECT - R07 - STALLING/METAL SHAVINGS

Dlr. states that they are in the middle of disassembly and wanted to get our opinion on this issue.
Dlr. states that there is no lack of lubrication or heat damage to cam area or cylinder head.
Dlr. states that the unit also had metal shavings in oil.
Dlr. also states there is a buildup of residue on the spark plug.

what does the combustion chamber look like? Not sure, we do not have a bore scope.
Have you removed cylinder head yet? No.

Advised dlr. that 10% is excessive on leakdown and since the unit was low on oil and had metal shavings in the oil there may be damage to piston/cylinder or cylinder head/valves but to tell we need them to disassemble.
Advised dlr. to get customer autho for tear down and inspect for cause of leak down.
Advised dlr. to take photos of any damaged parts or failed parts to show us and call back with results.
Advised dlr. we need to specify a defect for warranty to take coverage. Advised dlr. there is no guarantee of coverage, call back with findings after inspection is done

*** CASE YANKED 1/15/2014 9:30:03 AM, cgriff
Yanked by cgriff into WIPbin default.

*** NOTES 1/15/2014 9:32:12 AM, cgriff, Action Type : Note-General
Closing case pending customer authorization for engine disassembly and inspection, and the dealer's inspection results.

*** CASE MODIFY 1/15/2014 9:32:35 AM, cgriff
into WIP default and Status of Solving.

*** CASE MODIFY 1/15/2014 9:32:44 AM, cgriff
into WIP default and Status of Solving.

*** SUBCASE M022014-01-0702195-1 CLOSE 1/15/2014 9:32:47 AM, cgriff
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/15/2014 9:32:47 AM, cgriff
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report — *Run Date :* 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	4/23/2013 9:46:15 AM
Case Originator :	Joey Osowski	Sub Division :	Techline	Status :	Closed	Close Date :	11/22/2013 11:50:13
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	213
		Point of Origin :	Dealer	Wipbin :			

Case Title : 103776 - CBR250R - '13 STALL WHILE RIDING. JUICE BOX INSTALLED. VM LE No. of Attachments : 0

Site / Contact Info :

Site Name :	HERBA MOTOR COMPANY, INC.
Dealer No. :	103776
Site Phone No. :	518-842-8812
Contact Name :	JOHN GM
Day Phone No. :	518-842-8812
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	3953 ROUTE 30
City / State / Zip :	AMSTERDAM, NY 12010
E Mail :	
Svc District / Sls District :	03F / 4C

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4107D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	901
In Service Date :	03/23/2013
Months In Use :	1
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	103776 / HERBA MOTOR COMPANY, INC.
Selling Dealer No. / Name :	103776 / HERBA MOTOR COMPANY, INC.
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOHN GM - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	611	Wire Harness

Issue Details

Issue ID : [redacted]
Issue Originator : Joey Osowski
Issue Owner : Joey Osowski
Issue Title : JOHN GM - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 4/23/2013 9:46:20 AM
Close Date : 4/23/2013 9:46:54 AM

Coding Info :

Labor Code / Desc : 611 / Wire Harness

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - '13 STALL WHILE RIDING. JUICE BOX INSTALLED.

*** CASE CREATE 4/23/2013 9:46:15 AM, josowski

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

*** NOTES 4/23/2013 9:46:15 AM, josowski, Action Type :

Complaint: Stalling when downshifting

Contention: Stalling when downshifting. Unit is in for 1st service. Tech states valves were in spec. Unit has a slip on exhaust.

Recommendation: Can you duplicate the issue ? No. Remove the ground wire at the regulator rectifier and make sure it is making contact and frame is free of paint and wire is tight. Have you checked with HDS ? No. Advised tech to do a health check

*** SUBCASE M022013-04-2300626-1 CREATE 4/23/2013 9:46:20 AM, josowski

Created in WIP Default with Due Date 4/23/2013 9:46:20 AM.

*** SUBCASE M022013-04-2300626-1 CLOSE 4/23/2013 9:46:54 AM, josowski

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/23/2013 9:46:57 AM, josowski

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

*** CASE REOPEN 4/24/2013 4:55:48 PM, bjohnson

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/24/2013 4:56:15 PM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 4/25/2013 9:09:45 AM, bjohnson, Action Type : Call to Dealer

John states they filed a claim for cleaning off the paint from the frame where the reg/rect is mounted. Dlr felt this paint may have been causing the issue.
The bolt was tight, as well as the ground wires.
Dlr states they were never able to duplicate the issue. Customer said it stalled while downshifting about a dozen times, and it actually stalled as he pulled into the dlrship parking lot.
Dlr states he told the customer to let him know if it stalls again, and to bring it back.
Customer said the issue was more frequent with the stock muffler installed. The customer could immediately re-start the engine when it did stall. The Headlight and meter did not shut off when the engine stalled.
Advised dlr if the customer comes back with it stalling again, use your HDS to do an "ECM reset", then start and let the engine idle for 20 minutes, and do not touch the throttle. I gave John my direct phone#, call back with any update.

*** CASE MODIFY 4/25/2013 9:10:03 AM, bjohnson

into WIP Incoming and Status of Solving.

*** CASE MODIFY 4/25/2013 11:03:57 AM, bjohnson

into WIP Incoming and Status of Solving.

*** NOTES 4/30/2013 10:35:00 AM, bjohnson, Action Type : Call to Dealer

John gave me the customer's phone #: [redacted]

*** NOTES 4/30/2013 10:39:40 AM, bjohnson, Action Type : Call to Customer

Customer says after his dlr visit, he installed a "Juice Box" which is an aftermarket fuel controller made by 2 Brothers Racing.
Customer has 1100mi on it now, and it hasn't stalled.

Case History

Case ID : [redacted] Case Title : [redacted]- '13 STALL WHILE RIDING. JUICE BOX INSTALLED.

Would you be willing to remove the Juice Box and see if it still stalls?----------No, because it took me 2hrs to install the Juice Box.
Advised customer to call me back directly if it stalls again.

*** CASE MODIFY 4/30/2013 10:39:50 AM, bjohnson
into WIP Incoming and Status of Solving.

*** CASE MODIFY 7/19/2013 4:54:08 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/19/2013 4:57:55 PM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 7/24/2013 8:56:55 AM, bjohnson, Action Type : Call to Customer
Left VM message for customer to call me back, does your bike still stall?

*** CASE MODIFY 7/24/2013 8:57:17 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:48:59 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/19/2013 2:36:45 PM, bjohnson, Action Type : Note-Resolution
Customer never called back, closing case.

*** CASE YANKED 11/22/2013 11:49:52 AM, tpiercy
Yanked by tpiercy into WIPbin default.

*** NOTES 11/22/2013 11:50:06 AM, tpiercy, Action Type : Note-General
Closed due to inactivity.

*** CASE MODIFY 11/22/2013 11:50:11 AM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2013 11:50:13 AM, tpiercy
into WIP default and Status of Solving.

*** CASE CLOSE 11/22/2013 11:50:13 AM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	9/2/2014 7:41:59 AM
Case Originator :	Matt Leverentz	Sub Division :	Techline	Status :	Closed	Close Date :	9/9/2014 3:34:08 PM
Case Owner :	Nathan long	Method :	Phone	Queue :		Days Open :	7
		Point of Origin :	Dealer	Wipbin :			

Case Title : 104002 - CBR250R - LOUD TICKING NOISE AND ENGINE STALLED No. of Attachments : 16

Site / Contact Info :

Site Name :	LAWRENCEVILLE HONDA
Dealer No. :	104002
Site Phone No. :	770-822-0089
Contact Name :	CHRIS JANUARY
Day Phone No. :	770-822-0089
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	175 PARK ACCESS DR
City / State / Zip :	LAWRENCEVILLE, GA 30046
E Mail :	
Svc District / Sls District :	02C / 3E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4108D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	1,329
In Service Date :	05/01/2014
Months In Use :	4
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	104002 / LAWRENCEVILLE HONDA
Selling Dealer No. / Name :	104002 / LAWRENCEVILLE HONDA
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / CHRIS JANUARY - PRO	Subcase Close	Complaint	Product	Technical Assistance	111	Upper Engine

Issue Details

Issue ID : [redacted]
Issue Originator : Matt Leverentz
Issue Owner : Matt Leverentz
Issue Title : CHRIS JANUARY - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 9/2/2014 7:42:03 AM
Close Date : 9/2/2014 7:43:04 AM

Coding Info :

Labor Code / Desc : 111 / Upper Engine

Condition Code Desc : Abnormal noise 02N
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] - LOUD TICKING NOISE AND ENGINE STALLED

*** CASE CREATE 9/2/2014 7:41:59 AM, mleveren

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

*** NOTES 9/2/2014 7:42:00 AM, mleveren, Action Type :

Complaint:
Load ticking noise and engine stalled

Contention:
Dlr states
Load ticking noise and engine stalled
Dlr states oil level was night
Oil condition was "New"
Dlr states found metal shavings in the oil filter.
Dlr states some of the material in the oil was steel and some was aluminum
Dlr states unit is in good condition
Dlr states unit may have been dropped at low speed on the right side.

Recommendation:
Advised dlr
Get the authorization from the customer for disassembly and inspection of the top end
Call TL with findings

*** SUBCASE M022014-09-0200302-1 CREATE 9/2/2014 7:42:03 AM, mleveren

Created in WIP Default with Due Date 9/2/2014 7:42:03 AM.

*** SUBCASE M022014-09-0200302-1 CLOSE 9/2/2014 7:43:04 AM, mleveren

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/2/2014 7:43:06 AM, mleveren

into WIP Inbox and Status of Solving.

*** CASE CLOSE 9/2/2014 7:43:10 AM, mleveren

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

*** CASE REOPEN 9/2/2014 7:44:10 AM, mleveren

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/2/2014 7:44:22 AM, mleveren

into WIP Inbox and Status of Solving.

*** CASE MODIFY 9/2/2014 7:44:25 AM, mleveren

into WIP Inbox and Status of Solving.

*** CASE CLOSE 9/2/2014 7:44:26 AM, mleveren

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

*** CASE REOPEN 9/2/2014 9:37:53 AM, tpiercy

with Condition of Open and Status of Solving.

Case History

Case ID : [redacted] Case Title : [redacted]- LOUD TICKING NOISE AND ENGINE STALLED

*** NOTES 9/2/2014 9:39:45 AM, tpiercy, Action Type : Call from Dealer

TT Chris
Dlr found unusual wear marks in cam lobes.
Wear is in middle of lobe on flat side towards rounded tip like a suared indentation.
Dlr will try sending images but can feel this mark on each lobe.
Is oil getting to top end? yes. no signs of lack of lube nor overheating.
Dlr stated oil filter was in correctly.

*** CASE MODIFY 9/2/2014 9:39:49 AM, tpiercy

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2014 9:39:51 AM, tpiercy

into WIP default and Status of Solving.

*** CASE CLOSE 9/2/2014 9:39:51 AM, tpiercy

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

*** NOTES 9/3/2014 1:15:10 PM, tconnect, Action Type : General Notes

Contact By: CHRISTOPHER JANUARY E Email: SERVICE@LHYONLINE.COM DPTS ID: A002958
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R01 PHOTO/VIDEO REQUEST

Customer Complaint: TICKING NOISE COMING FROM TOP END.
FOUND BOTH EXHAUST AND INTAKE CAM LOBES HAVE INDENTATIONS ON ONE SIDE OF THE RAMPS

*** CASE ADD ATTACHMENT 9/3/2014 1:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_1.JPG

*** CASE ADD ATTACHMENT 9/3/2014 1:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_2.JPG

*** CASE ADD ATTACHMENT 9/3/2014 1:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_3.JPG

*** CASE ADD ATTACHMENT 9/3/2014 1:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_4.JPG

*** CASE REOPEN 9/3/2014 1:41:22 PM, tpiercy

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/3/2014 1:41:32 PM, tpiercy

into WIP default and Status of Solving.

*** NOTES 9/4/2014 11:15:10 AM, tconnect, Action Type : General Notes

Contact By: CHRIS ROTH E Email: SERVICE@LHYONLINE.COM DPTS ID: D026668
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R01 PHOTO/VIDEO REQUEST

Customer Complaint: UNIT MAKES LOUD TICKING NOISE FROM THE TOP END.

Case History

Case ID : [redacted] Case Title : [redacted] LOUD TICKING NOISE AND ENGINE STALLED

*** CASE ADD ATTACHMENT 9/4/2014 11:15:10 AM, tconnect
Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_5.JPG

*** CASE ADD ATTACHMENT 9/4/2014 11:15:10 AM, tconnect
Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_6.JPG

*** CASE ADD ATTACHMENT 9/4/2014 11:15:10 AM, tconnect
Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_7.JPG

*** CASE ADD ATTACHMENT 9/4/2014 11:15:10 AM, tconnect
Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_8.JPG

*** NOTES 9/5/2014 7:34:37 AM, mleveren, Action Type : Call from Dealer
TT Chris
Dlr states
The customer friend had performed the first service, dealer does not know when and how many miles were on the unit
Dlr states the customer states when the engine stalled there was no oil visible in the sight glass
Dlr states the oil filter is a Honda oil filter and was installed correctly

Advised dlr
Get the customers authorization for further disassembly and inspection
Dlr to call TL once the cylinder head, piston and cylinder are inspected

*** CASE YANKED 9/5/2014 8:50:07 AM, mleveren
Yanked by mleveren into WIPbin Inbox.

*** CASE MODIFY 9/5/2014 3:54:30 PM, mleveren
into WIP Inbox and Status of Solving.

*** CASE MODIFY 9/5/2014 3:54:31 PM, mleveren
into WIP Inbox and Status of Solving.

*** CASE CLOSE 9/5/2014 3:54:32 PM, mleveren
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/9/2014 2:22:44 PM, natelong
with Condition of Open and Status of Solving.

*** NOTES 9/9/2014 2:36:58 PM, natelong, Action Type : Call from Dealer
TT Chris
Asked Dlr how piston and cylinder looked: very rough, obvious signs of lack of lubrication on piston and cylinder: slap marks on piston and cylinder perpendicular to wrist pin
Dlr states that crank looks ok
Asked Dlr how conrod looked: very minor bluing, but nothing that would warrant replacement
Dlr states that customer has now admitted that his friend did NOT perform a first service as previously stated, just looked over the unit and told the customer it was fine as it was
Advised Dlr that, based on information provided, repair should NOT be claimed under warranty due to lack of lubrication from lack of proper maintenance
Dlr states that he has more pictures to send of the piston, cylinder, and crankshaft/conrod
Advised Dlr to submit new pictures through TLC and TL will follow up with Dlr when pictures arrive before they contact customer

Case History

Case ID : [redacted] Case Title : [redacted]- LOUD TICKING NOISE AND ENGINE STALLED

Dlr thanked TL

*** CASE MODIFY 9/9/2014 2:37:03 PM, natelong

into WIP Default and Status of Solving.

*** NOTES 9/9/2014 3:15:10 PM, tconnect, Action Type : General Notes

Contact By: CHRISTOPHER JANUARY E Email: SERVICE@LHYONLINE.COM DPTS ID: A002958
VIN: Rep ir Or er N /D /0 /0 /00 1 Part No/D sc: /
Reason For Contact: R01 PHOTO/VIDEO REQUEST

Customer Complaint: ADDITIONAL PICTURES OF PISTON, CYLINDER, HEAD, AND CONNECTING ROD / CRANK.

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_9.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_10.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_11.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_12.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_13.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_14.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_15.JPG

*** CASE ADD ATTACHMENT 9/9/2014 3:15:10 PM, tconnect

Added attatchment with path \\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_16.JPG

*** NOTES 9/9/2014 3:29:15 PM, natelong, Action Type : Call to Dealer

TT Chris
Advised Dlr that new pictures have come through and he can call the customer with his and TL's determination
Dlr thanked TL

*** CASE MODIFY 9/9/2014 3:29:21 PM, natelong

into WIP Default and Status of Solving.

*** CASE MODIFY 9/9/2014 3:34:06 PM, natelong

into WIP Default and Status of Solving.

*** CASE CLOSE 9/9/2014 3:34:08 PM, natelong

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

*** CASE MODIFY 9/9/2014 3:34:08 PM, natelong

into WIP Default and Status of Solving.

Case Attachments

Case ID : [redacted]

Case Title : 104002 - CBR250R - LOUD TICKING NOISE AND ENGINE STALLED

Case ID / Subcase ID	Attachment Title	Attachment Path
[redacted]	TechLine Connect 1	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_1.JPG
[redacted]	TechLine Connect 2	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_2.JPG
[redacted]	TechLine Connect 3	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_3.JPG
[redacted]	TechLine Connect 4	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_4.JPG
[redacted]	TechLine Connect 5	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_5.JPG
[redacted]	TechLine Connect 6	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_6.JPG
[redacted]	TechLine Connect 7	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_7.JPG
[redacted]	TechLine Connect 8	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_8.JPG
[redacted]	TechLine Connect 9	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_9.JPG
[redacted]	TechLine Connect 10	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_10.JPG
[redacted]	TechLine Connect 11	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_11.JPG
[redacted]	TechLine Connect 12	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_12.JPG
[redacted]	TechLine Connect 13	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_13.JPG
[redacted]	TechLine Connect 14	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_14.JPG
[redacted]	TechLine Connect 15	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_15.JPG
[redacted]	TechLine Connect 16	\\ahmtor10\crms_scandoc\ScanDoc_Final\M022014-09-0200302_16.JPG

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/10/2013 10:40:51
Case Originator :	Christopher Upson	Sub Division :	Techline	Status :	Closed	Close Date :	10/11/2013 10:20:46
Case Owner :	James Erganian	Method :	Phone	Queue :		Days Open :	1
		Point of Origin :	Dealer	Wipbin :			

Case Title : 105087 - CBR250R - STALLING WHEN IDLING DOWN. No. of Attachments : 0

Site / Contact Info :

Site Name :	CHAPARRAL MOTORSPORTS
Dealer No. :	105087
Site Phone No. :	909-889-2761
Contact Name :	DAN PDI
Day Phone No. :	909-889-2761
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	555 SOUTH H ST
City / State / Zip :	SAN BERNARDINO, CA 92410
E Mail :	
Svc District / Sls District :	01A / 1A

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4100D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	4,375
In Service Date :	08/02/2013
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	105087 / CHAPARRAL MOTORSPORTS
Selling Dealer No. / Name :	105087 / CHAPARRAL MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	8/2/2013 / 8/1/2014
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / DAN PDI - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311152	IDLE AIR CONTROL VALVE

Issue Details

Issue ID : [redacted]
Issue Originator : Christopher Upson
Issue Owner : Christopher Upson
Issue Title : DAN PDI - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/10/2013 10:41:17
Close Date : 10/11/2013 10:20:45

Coding Info :

Labor Code / Desc : 311152 / IDLE AIR CONTROL VALVE

Condition Code Desc : Won't idle 04A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted] STALLING WHEN IDLING DOWN.

*** CASE CREATE 10/10/2013 10:40:51 AM, cupson

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

*** NOTES 10/10/2013 10:40:52 AM, cupson, Action Type :

Complaint:
Dlr states MC stalls when rpm is lowering and will stall.

Contention:
Dlr states this is more apparent when cold, but happens at all temps.
Dlr states they have inspected the IAC valve, air filter, and charcoal canister, all appear to be in good operation.
Dlr states they have tested with HDS and found no codes, health check shows nothing out of premature.
What is the fuel pressure? not known.
What were the valve specs? Dlr states the spec from the manual are on the RO, but no notes after this. When there are no notes on RO regarding valve adjustment, it usually means there was no adjustment needed.

Recommendation:
Adv dlr to inspect grounds for harness and rec/reg.
Adv dlr to inspect sp cap for damage and correct resistance.
Adv dlr to check for tight exhaust vales.
Adv dlr if they have to inspect valve clearances, TL will need all specs, before and after adjustment.
Adv dlr to call back with findings and or resolution of problems.

*** SUBCASE M022013-10-1000681-1 CREATE 10/10/2013 10:41:17 AM, cupson

Created in WIP Default with Due Date 10/10/2013 10:41:17 AM.

*** CASE MODIFY 10/10/2013 10:42:36 AM, cupson

into WIP Open cases and Status of Solving.

*** NOTES 10/11/2013 10:19:12 AM, jganian, Action Type : Call from Dealer

TT Rob. He stated they inspected the unit as suggested by TL.
Grounds were good and the plug wire and cap were fine.

Rob stated that the L ex valve clearance was at .000" and both intakes were at .000" and this was the cause of the stalling.

Is the unit stock? Yes. Used as a commuter.
Rob stated the unit was in for 600mi service and the valves were 'good' (no spec offered) and was also in for the standard 'Honda 4Kmile service' and the valves were good.

Rob stated they have over 3hrs into the repair and are wondering who is going to pay for this.

Advised valve adjustments are not covered by warranty if there is no defect causing the problem.
What is the defect that you have determined? There isn't one.

Advised this repair would be the responsibility of the customer.
Advised Rob can contact his DSM for possible good will assistance, bu there is no guarantee.

Case History

Case ID : [redacted] Case Title : [redacted]- STALLING WHEN IDLING DOWN.

*** CASE YANKED 10/11/2013 10:19:42 AM, jganian

Yanked by jganian into WIPbin default.

*** CASE MODIFY 10/11/2013 10:20:44 AM, jganian

into WIP default and Status of Solving.

*** SUBCASE M022013-10-1000681-1 CLOSE 10/11/2013 10:20:45 AM, jganian

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/11/2013 10:20:46 AM, jganian

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	10/28/2014 1:22:28 PM
Case Originator :	Ryan Anderson	Sub Division :	Techline	Status :	Closed	Close Date :	10/28/2014 1:23:51 PM
Case Owner :	Ryan Anderson	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Dealer	Wipbin :			

Case Title : 100833 - CBR250R - UNIT STALLED WILL NOT RESTART

No. of Attachments : 0

Site / Contact Info :

Site Name :	HONDA OF NORTH HOLLYWOOD
Dealer No. :	100833
Site Phone No. :	818-766-6134
Contact Name :	JOSH SW
Day Phone No. :	818-766-6134
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	5626 TUJUNGA AVE
City / State / Zip :	NORTH HOLLYWOOD, CA 91601
E Mail :	
Svc District / Sls District :	01B / 1B

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4106D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	4,244
In Service Date :	08/03/2014
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	100308 / HONDA OF HOLLYWOOD
Selling Dealer No. / Name :	100308 / HONDA OF HOLLYWOOD
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
Roadside Service Coverage :	
Factory Warranty Start / End Date :	8/3/2014 / 8/2/2015
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start/End Date	8/3/2015 / 8/3/2019
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	/
Extended Warranty Cancellation Date	

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / JOSH SW - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	111100	CYLINDER OR CYLINDER BA

Issue Details

Issue ID : [redacted]
Issue Originator : Ryan Anderson
Issue Owner : Ryan Anderson
Issue Title : JOSH SW - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 10/28/2014 1:22:48 PM
Close Date : 10/28/2014 1:23:43 PM

Coding Info :

Labor Code / Desc : 111100 / CYLINDER OR CYLINDER BASE GASKET

Condition Code Desc : Won't start 01A
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : [redacted]- UNIT STALLED WILL NOT RESTART

*** CASE CREATE 10/28/2014 1:22:28 PM, randers

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

*** NOTES 10/28/2014 1:22:29 PM, randers, Action Type :

Complaint:
Dealer states the customer is complaining the unit will not start after stalling.

Contention:
Dealer states the compression is low at 80 psi. Dealer states the unit came in with no oil in the engine. When attempting to drain the oil only 200cc came out. Dealer states the customer has admitted to never changing the oil or having a service done. Did he ever do a pre ride inspection? Customer said no.

Recommendation:
We advised dealer it is acceptable for a unit to burn 1 Qt of oil every 1000 miles. if the customer never checks the oil and it goes low it will damage the engine. Also the unit never had the 600 mile service. This is not a manufacture defect but caused from lack of maintenance. No AHM warranty assistance. Call your DSM for possible good will consideration.

*** SUBCASE M022014-10-2801765-1 CREATE 10/28/2014 1:22:48 PM, randers

Created in WIP Default with Due Date 10/28/2014 1:22:48 PM.

*** SUBCASE M022014-10-2801765-1 CLOSE 10/28/2014 1:23:43 PM, randers

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/28/2014 1:23:51 PM, randers

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 12/01/2014

Case Details

Case ID :	[redacted]	Division :	Motorcycle	Condition :	Closed	Open Date :	6/19/2013 1:42:07 PM
Case Originator :	Gerrad Capley	Sub Division :	Techline	Status :	Closed	Close Date :	11/22/2013 1:30:33 PM
Case Owner :	Tye Piercy	Method :	Phone	Queue :		Days Open :	156
		Point of Origin :	Dealer	Wipbin :			

Case Title : 106041 - CBR250R - '13 STALLS ON DOWNSHIFT, RACE BIKE. ECM RESET. No. of Attachments : 0

Site / Contact Info :

Site Name :	MOUNTAIN MOTORSPORTS
Dealer No. :	106041
Site Phone No. :	770-425-4000
Contact Name :	ANDY SA
Day Phone No. :	770-425-4000
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	( ) -
Address :	780 COBB PARKWAY S.
City / State / Zip :	MARIETTA, GA 30060
E Mail :	
Svc District / Sls District :	02C / 3E

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 Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner :	[redacted]
VIN Type / No. :	US VIN / MLHMC4106D5[redacted]
Model / Year :	CBR250R / 2013
Model ID / Product Line :	MC410D / M
Miles / Hours :	179
In Service Date :	04/22/2013
Months In Use :	2
Engine Number :	MC41E2[redacted]
Originating Dealer No. / Name :	106041 / MOUNTAIN MOTORSPORTS
Selling Dealer No. / Name :	106041 / MOUNTAIN MOTORSPORTS
Trim :	
No. of Doors :	0
Transmission Code :	
Exterior Color :	
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 :	Not Applicable	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[redacted] / ANDY SA - PRODUCT -	Subcase Close	Complaint	Product	Technical Assistance	311132	THROTTLE BODY ASSEMBLY

Issue Details

Issue ID : [redacted]
Issue Originator : Gerrad Capley
Issue Owner : Gerrad Capley
Issue Title : ANDY SA - PRODUCT - TECHNICAL ASSISTANCE

Disposition Complaint
Type 1 : Product
Type 2 : Technical Assistance

Condition : Closed
Status : Subcase Close
Queue :

Wipbin :
Open Date : 6/19/2013 1:42:10 PM
Close Date : 11/22/2013 1:30:33 PM

Coding Info :

Labor Code / Desc : 311132 / THROTTLE BODY ASSEMBLY

Condition Code Desc : Other electric 08E
Campaign Code / Desc : /
Temperament
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO

Dealer Coding: GX Good exchange

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [redacted] Case Title : 106041 - CBR250R - '13 STALLS ON DOWNSHIFT, RACE BIKE. ECM

*** CASE CREATE 6/19/2013 1:42:07 PM, gcapley
Contact = ANDY SA, Priority = N/A, Status = Solving.

*** NOTES 6/19/2013 1:42:07 PM, gcapley, Action Type :
DLR. STATES UNIT IS A RACE BIKE. THIS IS THE ONLY THINK THE CUSTOMER USES IT FOR AND RACES IT AT ROAD ATLANTA.

Complaint:
Dlr. states unit is in for stalling issue while racing.

Contention:
Dlr. states that the customer told him he was riding down the back straight away at Road Atlanta approaching turns 10a and 10b towards the bridge and on decel when pulling clutch in at about 105 mph unit stalls.
Dlr. states that the customer was able to restart on the fly without turning key off and back on.
Dlr. states that the customer told him this would happen every time going into turn 10a/10b of the back straight at about 105 mph
Dlr. states unit has after market Leo Vince exhaust, aftermarket suspension, after market race cowling in rear.
Any after market levers? No, they look stock.
Any idea if the customer said the FI light was coming on or not when this occurred? No, he did not say.
Are there any codes being displayed right now? No.

Recommendation:
Advised dlr. per E-Mail from MB35 to Techline staff on 06/12/213:

Guys,

Please let me know if you get a call from a dealer in the Fayetteville, GA area with a 2013 CBR250R that stalls while riding on the racetrack.
Customer should be [redacted]
Ask what mods have been done, and the conditions under which it stalls.
I want to have the dealer do an ECM reset using HDS. Have them do it with the engine cold, and after this procedure, start and let the engine run for a full 20 min (without touching the throttle!)

*** SUBCASE M022013-06-1901556-1 CREATE 6/19/2013 1:42:10 PM, gcapley
Created in WIP Default with Due Date 6/19/2013 1:42:10 PM.

*** CASE MODIFY 6/19/2013 1:43:34 PM, gcapley
into WIP Default and Status of Solving.

*** CASE YANKED 6/24/2013 1:41:52 PM, bjohnson
Yanked by bjohnson into WIPbin Incoming.

*** CASE MODIFY 6/24/2013 1:52:44 PM, bjohnson
into WIP Incoming and Status of Solving.

*** NOTES 6/24/2013 1:55:26 PM, bjohnson, Action Type : Call to Dealer
Andy states they were able to perform the ECM reset per instructions in previous notes.
Customer is scheduled to pick the bike up on 6/26.

Case History

Case ID : [redacted] Case Title : [redacted] '13 STALLS ON DOWNSHIFT, RACE BIKE. ECM

Customer's phone# is: [redacted]
Advised dlr OK to file claim for .5hr straight time.
I'll follow up with the customer.

*** NOTES 7/10/2013 2:36:15 PM, bjohnson, Action Type : Call to Customer

I talked to [redacted]
Customer states when it was stalling, it was after a very long straightaway, then a left turn. He downshifted 3 gears, and the engine was off. Customer could cycle the engine stop switch off/on, and the engine would re-start.
His last race was rained out, so he hasn't had a chance to ride it again since the ECM was reset.
His next race is 7/20. I gave the customer my direct phone#.

*** CASE MODIFY 7/10/2013 2:39:15 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/19/2013 4:58:08 PM, bjohnson

into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 7/24/2013 10:42:33 AM, bjohnson, Action Type : Call from Customer

Customer wrote to me while at the racetrack, below is the emails in order of when they were received:

7/20: Byron, just finished first practice. Bike was cutting out at 10,000 rpm for the first two laps. Bike did not shut off after the long strait but did shut off once after a short section. Not sure what is going on but will try a few things.

[redacted]
Red Fox Racing
Sent via BlackBerry from T-Mobile

7/20: Byron, second practice, bike ran flawless! Was able to concentrate and stay with the lead group. Should be a fun race.
[redacted]
Red Fox racing
Sent via BlackBerry from T-Mobile

7/21: Byron, we finished second in the 250 race. Small field, but we are getting closer to the front lap times. Thank you for you assistance.
[redacted]
Red Fox Racing
Sent via BlackBerry from T-Mobile

I wrote:
7/23: Hello [redacted]

Sorry, I was out yesterday, am only getting to your email now.
So, did the what the dealer do to your bike have an effect? In you other emails, the bike was still stalling? Do you think it's fixed now?

Byron Johnson

Case History

Case ID : [redacted] Case Title : [redacted] '13 STALLS ON DOWNSHIFT, RACE BIKE. ECM

7/23: Yes, so far I think it is fixed. I am a little concerned about the engine missing in the first practice, but that could have been from the dealer running the bike (not at race speed). We race at VIR (Virginia International Raceway) in first weekend in August. I will follow up with progress and any concerns. Thank you for your time.

[redacted]
Red Fox Racing
Sent via BlackBerry from T-Mobile

*** CASE MODIFY 7/24/2013 10:43:03 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** CASE MODIFY 7/24/2013 10:47:56 AM, bjohnson
into WIP CBR250R ECM reset and Status of Solving.

*** NOTES 8/22/2013 3:19:10 PM, bjohnson, Action Type : Note-General
Sent to me 8/2:
Byron, we are racing at VIR this weekend, in the first practice, the bike was shuting off again at the end of the long strait. I came in and disconnect the FI idle control and set the idle manually to 2000 rpm. The second practice did not have any problems. Will let you know how it goes.

[redacted]
Red Fox Racing
Sent via BlackBerry from T-Mobile

*** CASE YANKED 11/22/2013 1:30:02 PM, tpiercy
Yanked by tpiercy into WIPbin default.

*** NOTES 11/22/2013 1:30:23 PM, tpiercy, Action Type : Note-General
Closed due to inactivity.

*** CASE MODIFY 11/22/2013 1:30:28 PM, tpiercy
into WIP default and Status of Solving.

*** CASE MODIFY 11/22/2013 1:30:30 PM, tpiercy
into WIP default and Status of Solving.

*** SUBCASE M022013-06-1901556-1 CLOSE 11/22/2013 1:30:33 PM, tpiercy
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/22/2013 1:30:33 PM, tpiercy
Status = Closed, Resolution Code = Instruction Given, State = Open